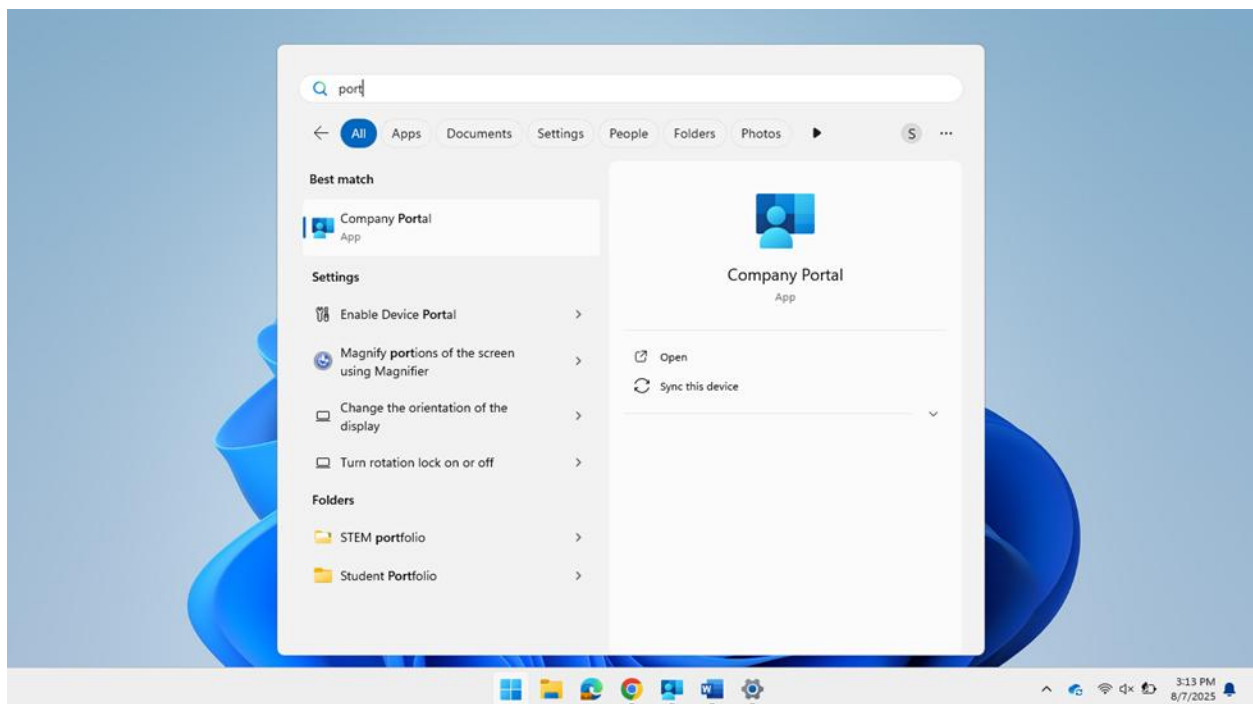


# Company Portal

## Downloading Software

1. When installing software, it is very important not to navigate away from Company Portal or close the computer. **Even when the software is sitting at 100% complete it is still being installed in the background.** Please wait until the software icon has appeared on the desktop of the computer and Company Portal states "Installed". This is especially important with **AutoDesk** software because the software cannot be repaired, and the laptop must be reset. Additionally, please note that Creative Cloud does not install any desktop icons, but the software may be accessed using the start menu or program list. It can then be pinned to the taskbar using right click.
2. Open Company Portal from the start menu, if it is not already in the quick menu then simply start typing company OR portal and it will show up like this:



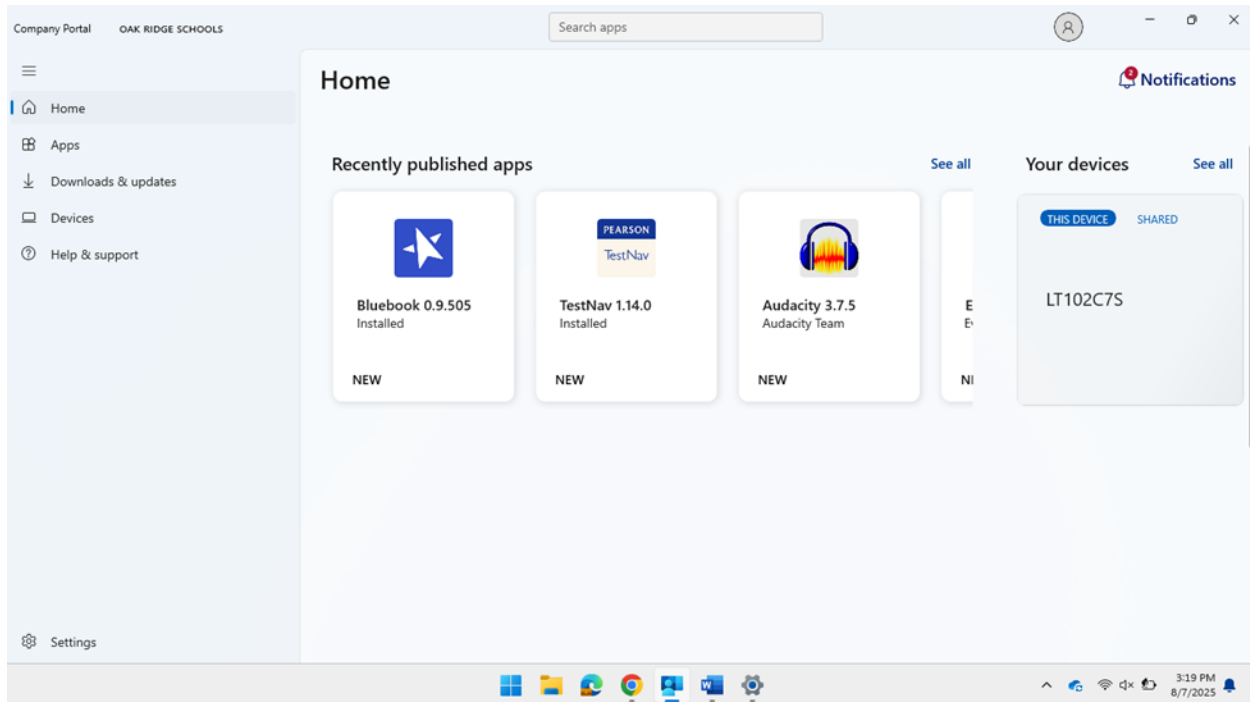
3. Once Company Portal is open it will look similar to below. Note that under Your Devices it will show either SHARED or that word will be missing. This is correct. If there is a statement that the device is registered to another entity or does not have

# Company Portal

## Downloading Software



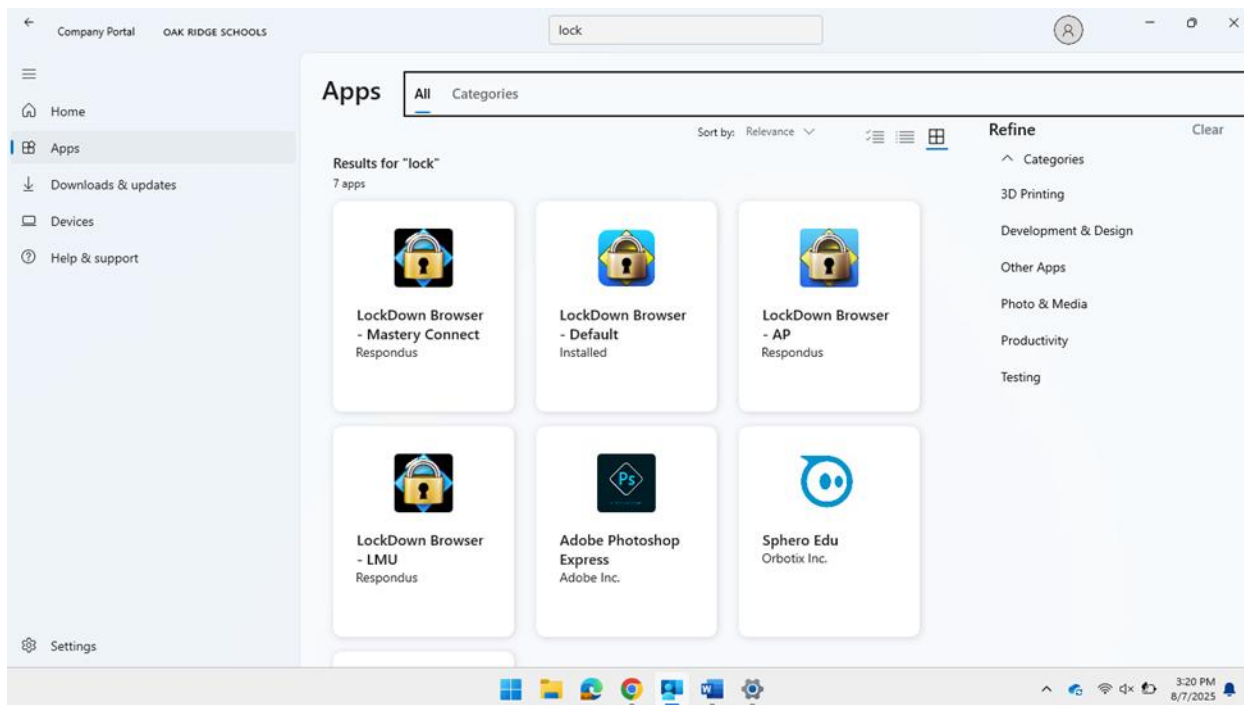
access to company resources, then the student must report to the Help Desk for an internal fix that can be handled the same day, usually within minutes.



4. From there you can use the search bar to locate the software. Please keep searches basic as providing too much information will limit results. Generally, only one or a partial word of the software is needed. In this example, we are looking for LockDown Browser. Note the search is completed simply using the word "lock".

# Company Portal

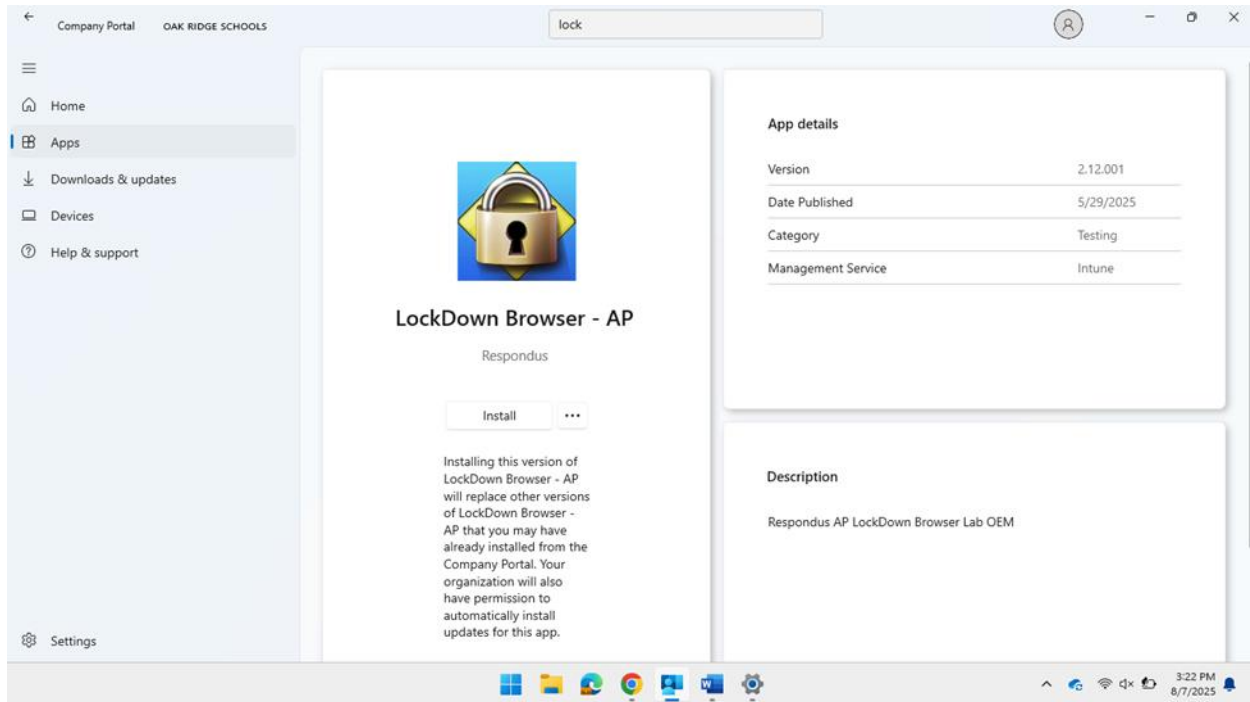
## Downloading Software



5. Select the software to be installed. For **LockDown Browser**, the one used here in school is listed as **Default**. In this example the student already has the correct software installed and can close Company Portal and access the program from their desktop. But if the student needs to install another type of LockDown Browser then they can choose the one needed and continue. We will use Lockdown Browser AP for this example. Once the software has been selected the window will appear like this:

# Company Portal

## Downloading Software



6. Click Install and remember to wait until the status changes to **Installed** and the software icon has appeared on the desktop. At this point Company Portal may be closed and the software accessed. When installing new software, it is always a good idea to reboot the computer entirely before using the new software, even if it is not required. This is highly recommended with **AutoDesk** software as it does tend to be finicky. Also, with **AutoDesk** software it is normal for it to appear to be unfinished for an unexpected amount of time, it is a large install that is largely done behind the scenes with no appropriate status. Please be patient.