

# Frequently Asked Questions for the Adobe CS6 Student Download

## 1. How can students access the software?

Access to the student download is available from the KidSpace and Student Portals. Students will need to click the **DEC Adobe Download Software** link which is listed in the Learning tab of their Portal, then follow the prompts to download and install the software.

A [guide for downloading the software](#) can be [viewed or printed](#).

## 2. What software is included in the offer?

Software included in the offering includes:

- Presenter
- Captivate
- Photoshop Elements
- Premier Elements
- InDesign

## 3. What is the size of the download?

The Adobe CS6 software downloads vary in size from approximately 1GB up to 5GB for the full Adobe Creative Suite.

Product	Size
Adobe CS6 Design and Web Premium for Mac	5.24 GB
Adobe CS6 Design and Web Premium for Windows	5.04 GB
Adobe Presenter Multi Platform	1.18 GB (1.08 GB for 64bit)
Adobe Captivate for Mac	1.53 GB
Adobe Captivate for Windows	1.02 GB (950 MB for 64bit)
Photoshop Elements for Mac	1.48 GB
Photoshop Elements for Windows	1.10 GB
Premier Elements for Mac	1.43 GB
Premier Elements for Windows	1.20 GB

## 4. Will there be a network impact if students download software at school?

The Adobe CS6 software downloads vary in size from approximately 1GB up to 5GB for the full Adobe Creative Suite and could have a significant impact on the schools Internet connection. Schools can use the Principal Network Information (PNI) tool to monitor the impact of student downloads on the schools network, if needed.

## 5. How can students get assistance for failed download requests?

A support service is available to students by Kivito who is the Department's reseller of Adobe software.

Students can access [Frequently Asked Questions](#) online or seek support via telephone (Toll Free): 1-800-426-231

Kivuto's support website is <http://kivuto.com/support>

#### **6. Can staff access the software for their personally owned device?**

The free download of the Adobe Create Suite (CS6) is only available to students for their personally owned device.

Staff can continue to get access to Adobe software on school computers. In addition staff can choose to purchase the software for use on their home computer under 'Work At Home' rights. Information on how to do this can be found here

<https://detwww.det.nsw.edu.au/it/software/softwareinfo/workathome.htm>

The home use software can be installed on only one home computer for work purposes.

#### **7. For how long can students use the software?**

Adobe software license Keys are valid for 2 years.

CS6 serial keys have a 30-day expiration notice.

#### **8. What if a student needs to reinstall the software?**

Students will need to record their serial code and provide their own backup of the download software and data. If data has not been backed up separately, students will need to contact Kivuto to recover the information. Data recovery will be at a cost.