

### ***What is Microsoft Imagine (DreamSpark)?***

Imagine (DreamSpark) is a Microsoft Program that supports technical education by providing access to Microsoft software for learning, teaching and research purposes.

HACC works with a WebStore company called onthehub.com. Software licensed under the Imagine (DreamSpark) Program is available in this WebStore for students, faculty and staff. Please note that this WebStore is made available exclusively through an agreement between HACC and Microsoft.

### ***How do I get Microsoft Imagine (DreamSpark) software as a student at HACC?***

Software in the Imagine (DreamSpark) program is made available only for STEM students (Science, Technology, Engineering and Math). Usually, if a student is taking a class that falls under any of the STEM programs, the program will have an administrator that will give access to the students so they can activate their account. The program instructor will also be providing more details on how to access the software.

Students would be instructed to go to the WebStore at <https://e5.onthehub.com/WebStore/Welcome.aspx?ws=5e8f2906-3b64-e311-93f8-b8ca3a5db7a1&vsro=8> and register their account in order to be able to login and have access to any Microsoft Imagine (DreamSpark) software.

### ***How do I register my account?***

Students in any of STEM programs should first contact their instructor to make sure they can be given access to the Imagine (DreamSpark) program. If the student is given access, they need to go to <https://e5.onthehub.com/WebStore/Welcome.aspx?ws=5e8f2906-3b64-e311-93f8-b8ca3a5db7a1&vsro=8> and do the following:

1. In the top right corner of the page, click the **Sign In** link.
2. Click the **Register** link on the Sign In page.
3. Enter your **Hawkmail email** address and click **Continue**.
4. Follow the prompts through the registration process.

### ***How do I sign in to my Account?***

After registering your account, you will then login to it by doing the following:

1. Go to <https://e5.onthehub.com/WebStore/Welcome.aspx?ws=5e8f2906-3b64-e311-93f8-b8ca3a5db7a1&vsro=8>
2. Click the **Sign In** link near the top-right corner of the page.
3. Enter your **Username** and **Password**.
4. Click the **Sign In** button.

### ***Why is my account disabled or expired?***

The Imagine (DreamSpark) program administrator at HACCC is responsible for all user accounts on the Imagine (DreamSpark) WebStore and sets the expiry dates for all accounts. Reasons why a user account may expire may include changes in the student status, for example graduation or temporary leave such as a summer break. Usually, students have access to a software downloaded through the Imagine (DreamSpark) program for a period of one year.

### ***What is the Secure Download Manager (SDM) and why do I need it?***

The Secure Download Manager (SDM) is a program for downloading files securely from your WebStore. When you download software from a WebStore that uses the SDM, you will be prompted to download and install the SDM to your computer.

The SDM provides a secure, effective and efficient way to download software, especially for files that are too large for some browsers to download.

#### *Features:*

- Resumes unfinished or interrupted downloads from the place where they left off
- Simple installation wizard
- Multiple files can be downloaded at the same time
- Let's you decide when to download what
- Easily handles large files (bigger than 2 GB)
- Ensures your files are secure by using encrypted data
- Downloads quickly in just one click

### ***How do I download software with the Secure Download Manager (SDM)?***

#### *To download software with the Secure Download Manager (SDM):*

1. Sign in to the WebStore using your username and password.
2. Place the order for your software. When the order is completed, your Order Receipt is displayed.
3. On the Order Receipt page, click the **Start Download** button. The Download Instructions page is displayed.
4. Click the **Download SDM** button. The SDM starts downloading.
5. When the SDM has finished downloading, double-click the downloaded file and follow the on-screen prompts to install it.
6. Click the **Download .SDX** button on the Download Instructions page. If the SDM does not launch automatically once the .SDX has been downloaded, find and double-click the .SDX file to launch it manually. The SDM window opens.
7. Click the **Start Download** button next to each item on your order that you wish to download.

### ***How many downloads am I allowed for the same product?***

A download is a completely successful downloaded item. You may attempt to download as many times as you want but it will only count as one download when you have successfully completed the download.

By default, you are provided with two downloads, at a minimum, to successfully install the product.

Note: The second download is available as a back-up in case you need to re-install the software.

### ***I have downloaded an .img or .iso file. What do I do now?***

IMG and ISO files are complete images of physical media such as CD-ROMs, DVDs, floppy disks, etc. that contain all of the files and folders in a particular package.

To install any software package from an image, the image itself must first be "mounted" by the Operating System. This can be accomplished by:

- Burning the image directly to DVD making sure to specify the source type as "image". Once the burning of the image is complete, the physical media can be inserted into the computer and will be recognized like any other DVD. You must have a writable DVD drive.
- Burning the image directly to a USB thumbdrive. This is particularly useful for those people who have Netbooks or other computers without a writable DVD drive.

Note Burning the file to a disk as a "data disk" will simply end up with a .img or .iso file on the disk, which cannot be used for the installation.

Once you have successfully mounted your image, you can then launch the software install.

- For a bootable installation, this means restarting your computer and booting from the bootable installation media you created.
- For an executable installation, this means launching the installation application from the mounted image.

### ***How do I download or re-download software that I ordered?***

*To download or re-download previously ordered software:*

1. Sign in to your WebStore (if you are not signed in already).
2. Click the **Your Account/Orders** link at the top of the page.
3. In the Order History section, click the **View Details** button next to the order you wish to download. The Order Receipt page is displayed.
4. Click the **Start Download** button. You are directed to the Download Instructions page.

Note: If you already have the Secure Download Manager (SDM) installed on your computer from a previous order, skip to step 7.

5. Click the **Download SDM** button to download the SDM, a free program that will allow you to download your order.
6. Install the SDM once it has finished downloading (double-click the file in your Downloads folder).

7. Click the **Download .SDX** button on the Download Instructions page to download your order package.

Note: Your order package is a small file in .SDX format that is read by the SDM to download your order. If the SDM does not open automatically when the .SDX has finished downloading, double-click the .SDX in your Downloads folder to launch it manually.

8. When the SDM opens, click the **Start Download** button next to each software title that you wish to download.

### ***Why isn't my software downloading?***

If the progress bar of the download does not seem to be moving after about 15 or 20 minutes, it may be for one of the following reasons:

- There may be a problem with your network connection. Make sure that your computer is still connected to the Internet.
- Wireless connections have a minor latency that can cause corruption during transfers. Try connecting directly to your modem or router via a network cable and then restart the download.
- The account you are using may not be authorized to download software to your computer. Make sure that you are logged in with an account that has administrative privileges.
- Some networks used at schools or in offices have security programs in place. Try downloading from a different network.
- If you are downloading with the Secure Download Manager, and the progress bar appears to have frozen during download or unpacking:
  1. Delete your order package (the .SDX file in your Downloads folder with your order number as its name).
  2. Delete the incomplete software (the .SDC file in the folder to which you tried to download the software).
  3. Re-download your order package and re-attempt your software download.
- Active firewalls, antivirus and antispyware programs can interfere with the download. Try turning off any security programs that you have on your computer.

Note: Disabling antivirus/antispyware software while connected to the Internet or to a local network can create security risks, and may leave your computer vulnerable to attacks. Turn this software back on as soon as possible once you have completed the download.

### **Should I install the 32-bit or 64-bit version of my software?**

As a general rule, you should install 32-bit software if your operating system (OS) is 32-bit, and 64-bit software if your OS is 64-bit.

Note: Most 32-bit software can be run on a machine with a 64-bit OS, but 64-bit software can *only* run on a machine with a 64-bit OS. If ever in doubt, it is strongly recommended that you install the 32-bit version of your software.

*To find out if your computer has a 32-bit or 64-bit OS:*

- **For Windows 8 users:**
  1. Tap or click **Search**.
  2. In the search field, type: "system".
  3. Tap or click **Settings**.
  4. Tap or click **System**.
  5. Find your system type under the heading: "System". Your OS will be identified as "32-bit Operating System" or "64-bit Operating System".
- **For Windows 7 users:**
  1. In your computer's Start menu, right-click **Computer** and click **Properties**.
  2. Find your system type under the heading: "System". Your OS will be identified as "32-bit Operating System" or "64-bit Operating System".

### ***Where is the icon for the program I just installed?***

Windows 8 and Windows 8.1 users sometimes have trouble finding the icon to launch a piece of newly installed software. This is usually because the software's icon gets moved from the Desktop to the Apps menu after installation.

*To find newly installed software on the Apps menu in Windows 8 or 8.1:*

1. Press the **Start** (or **Windows**) button on your keyboard. If you use Windows 8, you are directed to the Apps screen (go to step 3). If you use Windows 8.1, you are directed to the Start screen (go to step 2).
2. Windows 8.1 users: Click the downward-facing arrow in the bottom-left corner of the Start screen to reach the Apps screen.
3. Scroll or swipe right to find the icon for the program you just installed (newly installed programs are added to the end of your Apps list).

### ***Typical Error Messages***

*The Publisher could not be verified. Are you sure you want to run this software?*

When you click the download button, you may see a **The Publisher could not be verified. Are you sure you want to run this software?** error message if you have anti-virus software installed on your machine. This is a common message to see when trying to run an executable (.exe) file while anti-virus software is running.

If you choose not to run the file immediately, you can save the file to your computer and run the file later.

### ***Who can I contact if I have any issues?***

If you could not find a solution to your issue above, please click here [Contact Us](#) or contact the HACC IT Support Center at 717-780-2570 or [supportcenter@hacc.edu](mailto:supportcenter@hacc.edu)