

ANNEXURE A

Guide to access MS Operating and Productivity Software

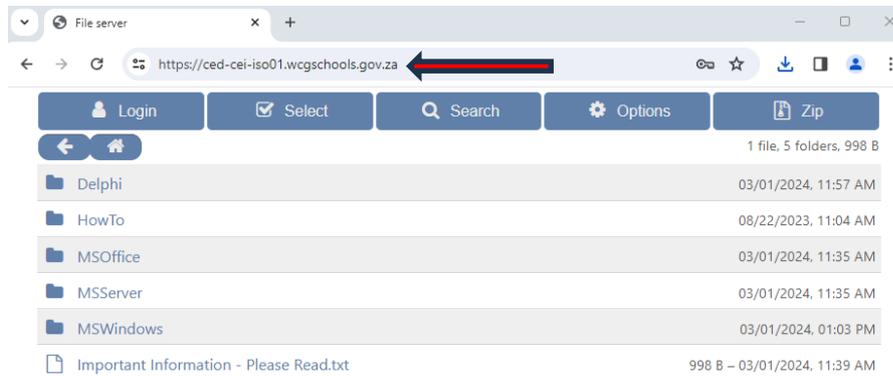
1 Schools connected to WCG Broadband

- 1.1 A call must be logged at SchoolsIT ServiceDesk.
- 1.2 To obtain a serial key (MAK) from Service Desk an **official letterhead signed by the principal with a school stamp** must be emailed to SchoolsIT.ServiceDesk@westerncape.gov.za.

Note:

- Machines NOT JOINED to the WCGSCHOOLS Domain will require a serial key (MAK).
- Devices joined to the WCGSCHOOLS domain does not require a serial key (MAK) for activation as it will be activated by the WCGSCHOOLS KMS Activation server.

- 1.3 Ensure that the pc that is going to be used for download is connected to the WCGSCHOOLS network.
- 1.4 Login as a normal user and open a Web Browser. In the address bar, type <https://ced-cei-iso01.wcgschools.gov.za/> and press **Enter** to open the website. The following web page will appear:



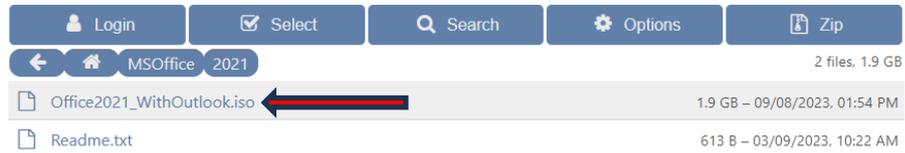
- 1.5 Multiple options will be displayed. For information how to create an installation DVD or USB Key, please navigate to the **How To** section by clicking on it to obtain the necessary documentation and files.
- 1.6 To download **MS Office** for example, click on the file required to start the download



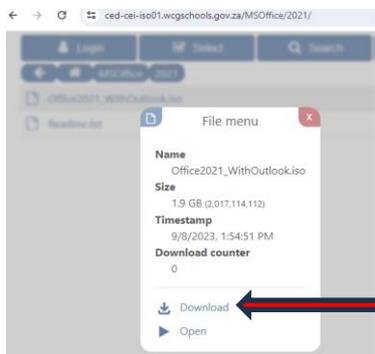
1.7 Select **2021** folder.



1.8 Click on **Office2021_WithOutlook.iso** file.



1.9 Click on the **Download** dropdown arrow to start downloading.



Note: The following download limitations/restrictions applies:

- A **Maximum of 10** machines can download files at any time. If the server has more than 10 connections a message will be displayed to try and access the site later.
- Download clients (Like IDM) are permitted and resuming is supported.
- All downloads are limited to **3MBps** (or **30Mbps**) to ensure safe server operation.

2 Schools NOT connected to WCG Broadband

- 2.1 A call must be logged at SchoolsIT ServiceDesk.
- 2.2 To obtain a serial key (MAK) from Service Desk an **official letterhead signed by the principal with a school stamp** must be emailed to SchoolsIT.ServiceDesk@westerncape.gov.za.
- 2.3 Copies of the requested software must be obtained from the district office by arranging an appointment via the C-el district Services Manager for copies on an External Hard Drive or USB Flash Drive **which the school must supply**.