

BigFix Self-Service Guide

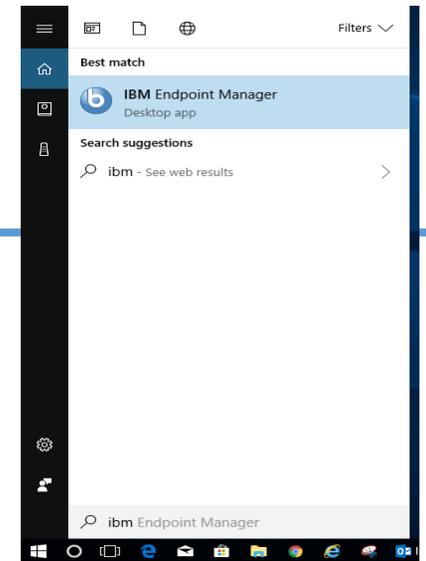
BigFix Self-Service provides users with the ability to load certain software onto your PC without technical support.

The following applications are available thru BigFix Self-Service

- Office Professional Plus 2016
- Visio Professional 2016
- Project Professional 2016

Step 1. Open BigFix on your PC

1. Close all Microsoft Office applications. *(This includes Outlook, Excel, Word, PowerPoint, OneNote, and Access.)*
2. Click Start to open the search bar.
3. Type “IBM”.
4. Click and open the IBM Endpoint Manager also referred to as BigFix.



Step 2. Review and Select ONE Software Application to Install

Note: Each application requires at least 45 minutes of installation time. You may continue to use your PC however, do not reopen Microsoft Office applications during the installation process. Webmail may be used to access your email.

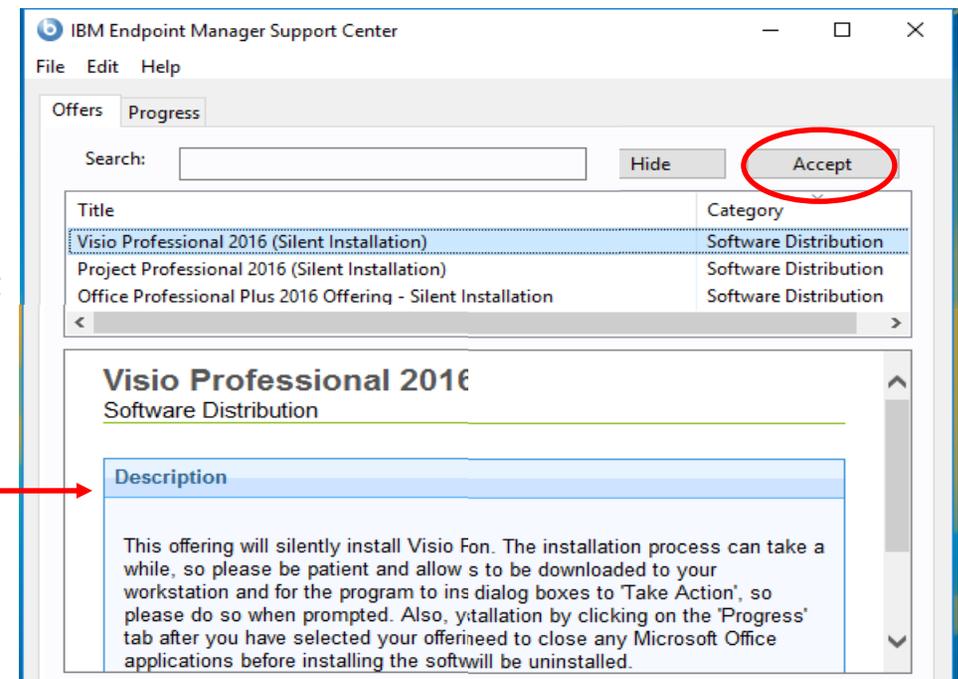
1. Click the software you wish to install. You may select only **ONE** offering at a time.

Note: There is no need to reinstall the software if you already have those applications on your computer.

2. Read all of the information in the software description.

Note: Some PCs may not show the entire description.

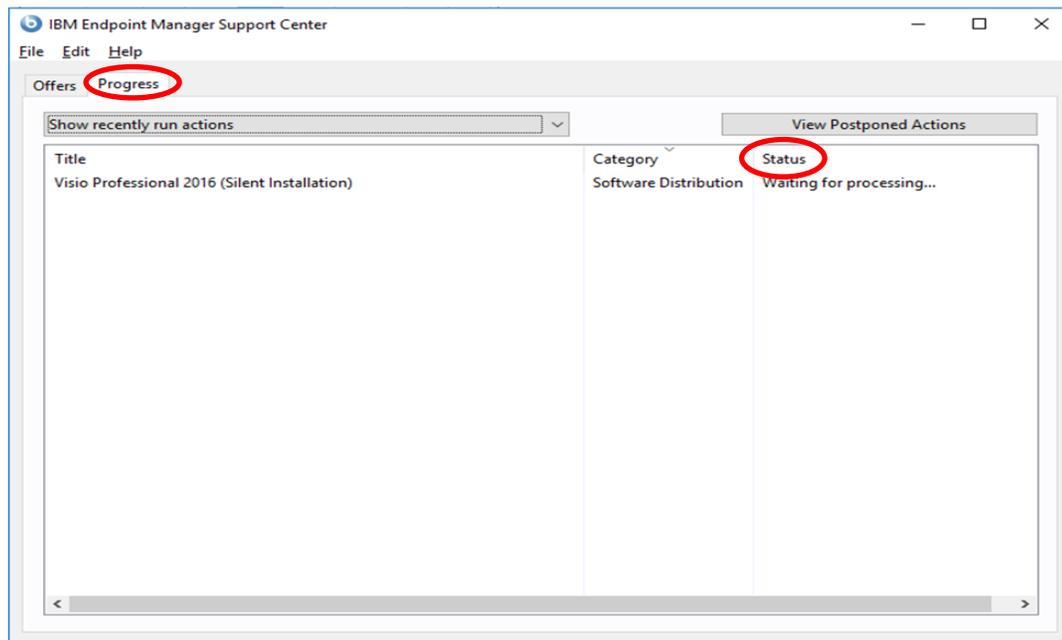
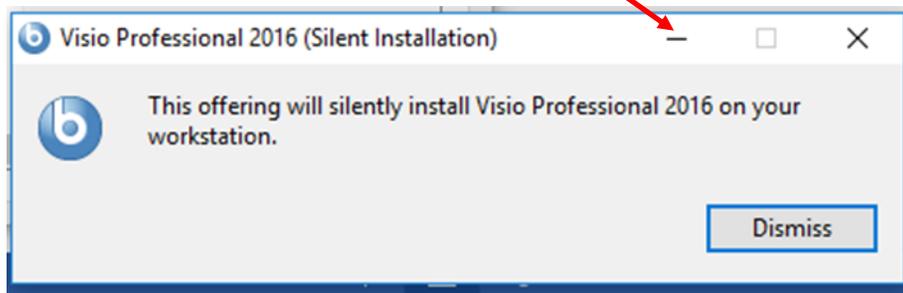
3. Click “Accept”.



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Step 2 cont.

7. Click the “**Progress**” tab to view the progress of the installation, and monitor the Status column.
8. The following dialog box may appear on your screen during the installation process. Click the minus sign to minimize the box.



Step 3. Launch your Installed Software

Note: BigFix will initiate a pop-up box requesting you to restart your computer.

1. Click “**Take Action**”. Wait for your PC to restart.
2. Click the Start menu and open the search bar, type the name of the application installed. Example: Visio 2016
3. Double click the icon and launch the application.

You may revisit BigFix to download additional available applications. Remember **select only ONE application at a time.**

Having Difficulties?

Contact the IT Service Desk at (404) 802-1000 or initiate a service request through our Nimbus System at <http://www.atlantapublicschools.us/support>.

