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 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".

IBM Endpoint Manager Support Center	-		\times	
File Edit Help				
Offers Progress				
Search: Hide	Ac	cept		
Title	Category	/		
Visio Professional 2016 (Silent Installation)	Software Dist	ribution		
Project Professional 2016 (Silent Installation)	Software Dist	ribution		-+
Office Professional Plus 2016 Offering - Silent Installation	Software Dist	ribution		au
<			>	
Visio Professional 2016			~	
Software Distribution		_		
Description				
This offering will silently install Visio Fon. The installation process while, so please be patient and allow s to be downloaded to you workstation and for the program to ins dialog boxes to Take Act please do so when prompted. Also, ytallation by clicking on the	s can take : r ion', so e 'Progress'	a		
tab after you have selected your offermeed to close any Microso applications before installing the softwill be uninstalled.	tt Office		~	



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.



IBM Endpoint Manager Support Center			-		>
fers Progress					
Show recently run actions	· ·	View Postpone	d Actio	ns	
Title	Category	Status			
Visio Professional 2016 (Silent Installation)	Software Distribution	Waiting for process	ing		
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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 <u>http://www.atlantapublicschools.us/support</u>.

IBM Endpoint Manager Action Requests

Restart Now



Your system administrator is requesting that you restart your computer. Please save any unsaved work and then take this action to restart your computer.

This action will require a system restart. This action will run automatically in 22 hours.

The following applied action requires a reboot: Windows Computers (MS15 patches) catchup

Title	Deadline
Restart Now	22 hours from now
Restart Now	22 hours from now
Take All Actions	Cancel Action Take Action
Take All Actions	
Click Snooze to be reminded again:	
in 12 hours	✓ Snooze