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General

Who is eligible to order from the Software Resource & Services (SRS) Personal Store?
The Personal Store is open to the students, faculty, and staff of the University System of Georgia (USG) and the Georgia Regional Public Library Service (GPLS) to purchase software for personal use. However, some items may be restricted to certain customers (students, faculty, or staff).

Why do I have to create separate accounts for the Institutional and Personal Stores?
Separate accounts enable us to ensure that items are being procured through the appropriate channels. It also allows our customers to differentiate between their personal and work-related purchases.

Do I have to use my institution (“.edu”) or library email address in order to create an account?
Yes, this is how we verify that you are part of the USG.

I already used this email address for an Institutional account. Can I use it again? I don’t have another institution/library email address.
Yes, but you must use different passwords for each account.
How do I change my password?
Log in to your account and click “My Account” (near the “Login” button). On the left-hand side, under “Settings,” click “Change Email/Password.”

Payment & Billing

What forms of payment do you accept?
We only accept credit cards (MasterCard & Visa).

For credit card purchases, where can I find my three-digit Security Code?
You can find the three-digit Security Code on the back of your credit card in the signature box area. You may see other numerals there, but only the last three digits make up the Security Code.

I am trying to purchase something from the Personal Store. However, the system will not accept my credit card information. Why not?
You could be receiving this error for a variety of reasons. The most common problem is that your credit card information was entered incorrectly, which results in an “AVS” (Address Verification System) error. Please resubmit it and make sure that the billing address in our system matches the billing address of your credit card. Since so many of our Personal Store customers are students whose addresses frequently change, this is a very common mistake.

If your card is declined again, your purchase may exceed your credit limit. In this case, you should contact your credit card company. You might also try using a different credit card. If none of these solutions works, please contact SRS at srs@usg.edu.

Why was I charged tax on my purchase? I thought that SRS purchases were tax-exempt.
Purchases made from the Institutional Store are tax-exempt. However, regular taxes apply to all Personal Store purchases.

Orders, Shipping, and Returns

How long does it usually take SRS to process an order?
We usually ship most in-stock items within two to three business days after receiving an order.

How do I check the status of an order?
After selecting the appropriate store (Institutional or Personal), log in to your account. Then click on “My Account.” Under “Orders,” click on “See Orders” to review your past purchases.

What do the various order statuses mean?
Pending Approval – We have received your order, but we must review billing information, shipping details, and customer eligibility before we continue processing it.
Pending Fulfillment – Your order has been approved and is being processed.
Pending Billing – Your order has been shipped and your credit card will be charged.
How do I track the shipping of an order?
While reviewing your past orders (See “How do I check the status of an order?”), click on the date of an individual order. Scroll down to the “Shipping” section and click on the tracking number.

How much does SRS charge for shipping?
Applicable UPS shipping fees are charged for Personal Store purchases based on your shipping address information.

Why won’t SRS ship my order to a PO Box?
All of our orders are shipped by UPS, which does not deliver to PO Boxes. If the mailing address of your dorm includes a PO Box, call your dorm’s office or the housing department and ask if there is a way to receive UPS packages. In most cases, they can give you an alternate mailing address for your dorm that does not include a PO Box.

Is it possible for me to pay extra for expedited shipping?
No. SRS uses UPS Standard shipping for all orders.

Can I pick up my order in person?
Yes. If you would like to pick up your order from our Athens location, choose that option at the time of checkout. **Note:** All in-stock orders take two to five days for processing and will be done so in the order received. We will email you with more information when your order is ready.

My order includes a software download from Microsoft. How long will it take for this order to be processed? Also, how do I get it?
These orders are usually processed in less than two business days. New download customers will receive a registration email from “University System of Georgia [noreply@e-academy.com]” with the subject line, “An account has been created for you.” **To ensure that you receive this email, you may want to add “noreply@e-academy.com” to your safe senders list.** Open this email and click the link to register at the “onthehub.com” website. Once registered, click the corresponding software icons to add these items to your cart for immediate download. If you encounter problems, please consult the Help section of that site for additional information. If you do not receive this email within 1 – 2 business days, please check your junk e-mail folder.

What is your return policy?
Please check your order details carefully before submitting your order online and again upon receipt of your purchase. If anything about your order is incorrect, contact SRS immediately at srs@usg.edu.

Returns will be accepted for the following reasons:
- Damaged software
- Defective software
- Wrong/incompatible platform (product still sealed)
- Wrong product (product still sealed)
Since many of our sales involve items that are not shrink-wrapped, we can usually accommodate your request for a return as long as it is requested within 14 days of receiving your order. Please send an email to srs@usg.edu and include your order number and a brief description of the problem.

For shrink-wrapped items or special order items, the SRS return policy follows software industry standards: if you select the wrong software title/platform and open the package, the software is yours to keep and is non-refundable. We do not offer refunds (partial or full) or accept returns/exchanges of any software purchases that have been opened or installed.

Email us at srs@usg.edu (include your order number and a brief description of the problem) for more information and instructions on returns that may meet these criteria. Once SRS receives your return or refund request you may be asked to send the returned package to SRS via mail. If this is the case, a refund will not be processed until your software is received. Do not return the software until you have received our approval to do so.

**SRS reserves the right to deny the return or exchange of any software product.**

**Ordering Software**

**Your prices are extremely low. Are these software programs identical to the ones sold by traditional retailers? Or are you selling “student versions?”**

Most of the products in our Personal Store are identical to the ones sold by traditional retailers and include the full version of the software. If we are selling the student version of a particular item, we will specify that information in the product name or description.

**Why am I only allowed to buy one copy of the software?**

Since the software companies are giving us such a large discount, they want to make sure that people do not abuse this privilege. As a result, people are restricted from purchasing multiple copies of our products.

**I bought a software item from you a couple of years ago, but now there is a new version of it. Am I allowed to buy it?**

Yes! You are allowed to buy one copy of each version of our products. As a result, you are welcome to purchase one copy of the new version as well.

**Can I purchase downloadable software from SRS?**

SRS recently began selling a limited number of downloadable software products. If that option is available, we will mention it in the product name and product page. We appreciate your patience as we work to carry more of these items in the future.

**Can items be purchased through SRS that are not shown in the catalog?**

In the Personal Store, it is not likely. However, please email your inquiries or suggestions to SRS at srs@usg.edu, as we may be interested in carrying these products in the future.
I would like to buy a specific piece of software, but it is only available in the Institutional Store. How can I buy it?
Personal funds cannot be used to make purchases from the Institutional Store. If the item is only available in the Institutional Store, we are only authorized to sell it to institutional customers. However, please submit your suggestions to SRS at srs@usg.edu, as we may be interested in carrying these products in the Personal Store in the future.

Why are your prices occasionally different between the two stores?
Our prices are determined by our purchasing costs. Vendors occasionally give greater discounts to institutions than individuals, and vice versa.

I am trying to decide between two different software programs. Which one should I purchase?
SRS offers hundreds of different software products in its store. In order to keep our overhead costs low and to pass these savings on to our customers, we employ a small staff. As a result, we rely on you to research the various products on your own. Although we provide some product information on our site, the manufacturers’ websites contain more comprehensive descriptions. These sites often allow customers to compare different programs/versions in order to help you make the right decision. When possible, we usually provide direct links to these pages in our product overviews.

If I purchase a copy of Microsoft Office, am I allowed to install it on more than one computer?
Yes, you may install this program on two PCs, a primary machine and a portable PC.

I need a complete Windows operating system, not an upgrade. Is the full operating system available through SRS?
No, the only operating systems available from SRS are upgrades. You must have a qualifying OS on your computer to install the upgrade. The qualifying operating systems include Windows 7 (32- or 64-bit), Windows Vista (32- or 64-bit), Windows XP (32- or 64-bit), Windows 2000 Pro, Windows NT Workstation 4.0, Windows 98 (including 2nd Edition), and Apple Macintosh.

Then how can I get a full Windows operating system license?
For new computers, the best way to acquire one is to have the original equipment manufacturer pre-install Windows on your PC. If it does not come pre-installed, you will need to purchase a full Windows license through a retail full packaged product.

I already placed my order with SRS, but I need to use the software immediately. Is it possible to download a copy?
Unfortunately, we do not have the capability to deliver our Personal Store items electronically yet. However, most manufacturers (including Adobe and Microsoft) allow customers to download a trial version of the software on their websites. If you need immediate access to it, you can download this version. However, you will need to uninstall the trial version and install the full version once you receive your order from SRS.

How can I tell if my computer is running a 32-bit or a 64-bit version of Windows?
If you are using Windows 7 or Windows Vista, click the “Start” (Windows-logo) button in the bottom left-hand corner of the screen, then right-click “Computer” and select “Properties.” Under the “System” tab, you can view the system type.
If you are using Windows XP, click “Start” in the bottom-left hand corner of the screen, then right-click “My Computer” and select “Properties.” If you don’t see “x64 Edition” listed, then you are running the 32-bit version of Windows XP. If “x64 Edition” is listed, then you are running that version.

**What is a license?**
A license gives you the right to install software on your computer. The End User License Agreement (EULA) determines how a licensee is entitled to use the software.

**What is a keycode or license key?**
This is a string of numbers and letters that must be entered to install many software programs. Occasionally, these keycodes are self-generating.

**One of the products I would like to buy is referred to as a “License & Media.” What does that mean?**
This means that you will receive the license and the media (either a CD or DVD) for this program.

**What is a pre-pack?**
A pre-pack is a boxed set that includes license with media, license key, and documentation.

### Ordering Adobe Software

**I am trying to decide between two different Adobe programs/versions. Which one should I purchase?**
SRS offers hundreds of different software products in its store. In order to keep our overhead costs low and to pass these savings on to our customers, we employ a small staff. As a result, we rely on our customers to research the various products on their own. Although we provide some product information on our site, Adobe’s website contains more comprehensive descriptions. We usually provide direct links to these pages in our product overviews. Adobe’s “Buying Guide” allows you to compare different programs/versions in order to help you make the right decision.

**Some of Adobe’s products are referred to as “Creative Suite,” while many of their other products mention "CS." This abbreviation means, “Creative Suite,” right? If not, what is the difference?**
Unfortunately, Adobe has not been consistent with their use of these two terms, which has created a lot of confusion. In general, Adobe uses the “Creative Suite” term on its products that bundle together a number of different programs in one collective “suite.” Meanwhile, it uses the “CS” abbreviation to refer to the version of the software. Therefore, Creative Suite 5.5 Master Collection contains a variety of Adobe programs, whereas InDesign CS5.5 is a specific version of one program.

**Can I use my Adobe software on two computers?**
If you own, or are the primary user of, a single-user Adobe product that is installed on a computer at work, you can also install and use the software on one secondary computer of the same platform at home or on a portable computer. However, you may not run the software simultaneously on both the primary and secondary computers. **Note:** No more than one user can use a single-user license Adobe product.
Can I use my Adobe software on both partitions of a dual-boot system?
If you run a dual-boot system with a product installed on both partitions, you must purchase a separate license for each installation. For example, if you want to install the product on both the Mac OS and Windows operating system partitions on a dual-boot system, you must obtain a separate license for each product.

I already placed my order with SRS, but I need to use the Adobe software immediately. Is it possible to download a copy?
Unfortunately, we do not have the capability to deliver Adobe items electronically yet. However, Adobe allows its customers to download a trial version of the software from its website. If you need immediate access to it, you can download this version. However, you will need to uninstall the trial version and install the full version once you receive your order from SRS.

Work at Home & Student Media

What are Work at Home (WAH) rights?
Your institution may offer limited WAH rights to your faculty and staff members only with no additional license charge. These limited rights permit using application, system, and CAL products on a personally-owned device for work-related purposes only. You can choose to extend these rights to your faculty and staff members only for licensed products for which you have institutional licenses through your EES.

If you extend WAH rights, your institution accepts responsibility for communicating the terms and conditions to your faculty and staff members. This includes keeping accurate records of licensed product use and distribution, and ensuring that your faculty and staff agree to the stated terms and conditions.

Does my institution offer WAH rights?
All USG and GPLS institutions offer WAH rights for the software items that are covered by their Microsoft EES contracts.

How can we purchase WAH software?
SRS now sells WAH software in both the Institutional and Personal Stores. On the Personal side, it is located in the Work at Home and Microsoft categories of our website.

What is the Student Option?
The EES Student Option provides a convenient and cost-effective way for institutions to license selected products for use by their students on a personally-owned device or an institution-owned device assigned to the student’s exclusive use: i.e., a device checked out to a student for the school year.

Does my institution offer the Student Option?
The following institutions offer the Student Option during the 2012—2013 school year:
- Clayton State University
- Gainesville State College
- Georgia Gwinnett College
- Georgia Health Sciences University
- North Georgia College & State University
- The University of West Georgia
*Columbus State University students are only allowed to purchase MS Office products.

**How can we purchase Student Media software?**
SRS now sells Student Media software in both the Institutional and Personal Stores. On the Personal side, it is located in the Student Media and Microsoft categories of our website.

**My order includes a software download from Microsoft. How long will it take for this order to be processed? Also, how do I get it?**
These orders are usually processed in less than two business days. New download customers will receive a registration email from “University System of Georgia [noreply@e-academy.com]” with the subject line, “An account has been created for you.” To ensure that you receive this email, you may want to add “noreply@e-academy.com” to your safe senders list. Open this email and click the link to register at the “onthehub.com” website. Once registered, click the corresponding software icons to add these items to your cart for immediate download. If you encounter problems, please consult the Help section of that site for additional information. If you do not receive this email within 1 – 2 business days, please check your junk e-mail folder.

**Troubleshooting**

I am trying to purchase something from the Personal Store. But when I click “Proceed to Checkout,” the system asks me to log in again. When I enter my information, the system tells me, “Your account has been disabled. You are not permitted to log in.” Why?
It sounds like you might have accidentally created an Institutional account instead of a Personal one. Please create a Personal account for yourself. If you have created an Institutional one by accident, please contact us at srs@usg.edu so that we can delete it.

**How can I tell if my computer is running a 32-bit or a 64-bit version of Windows?**
If you are using Windows 7 or Windows Vista, click the “Start” (Windows-logo) button in the bottom left-hand corner of the screen, then right-click “Computer” and select “Properties.” Under the “System” tab, you can view the system type.

If you are using Windows XP, click “Start” in the bottom-left hand corner of the screen, then right-click “My Computer” and select “Properties.” If you don’t see “x64 Edition” listed, then you are running the 32-bit version of Windows XP. If “x64 Edition” is listed, then you are running that version.

I am trying to install my copy of Microsoft Office Pro Plus 2010. However, there are three discs and three different keycodes. Which disc should I use?
The first disc involves Office Communicator and the second one includes the Business Contact Manager. For the initial installation, start with the third disc, which only mentions Microsoft Office Pro Plus 2010. The other two discs are optional, as they are simply add-ons.
I purchased an Adobe product for Windows several months ago. I now have a new Mac and would like to change my license to that platform. How can I do this?
Since educational pricing is so low, the only way to use your software on a different platform is to buy another copy.

I lost my software's product key. Where can I find it?
Your product keys should be located on your original disc cases/sleeves. If you no longer have them, please contact the manufacturer for support. Since these are individual keycodes that come with the DVD-s, SRS does not have access to them.

For Microsoft, visit their website or call 1-800-642-7676
For Adobe, visit their website or call 1-800-642-3623

I tried calling Adobe support for help. I was told that I was not the registered user and they would not help me. Why?
Due to software piracy, Adobe has a strict policy of only providing support to the person who registers the product. If an unregistered user calls, Adobe assumes that this person may be pirating the software from them. The Adobe license agreement only allows one user per PC unless the license is formally transferred.