# UNSW IT – UNSW Windows Computers Using Company Portal to install apps

On a UNSW Windows (SOE) computer, you can use the Company Portal app to easily download and install a range of software without needing to contact IT support or raise a service request.

Company Portal is available only on UNSW Windows computers set up as <u>Staff One-to-One</u> or <u>Staff Shared</u> devices.

1. Open the Start menu and search for Company Portal.
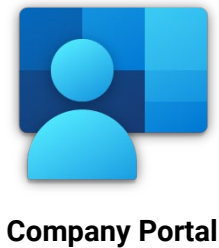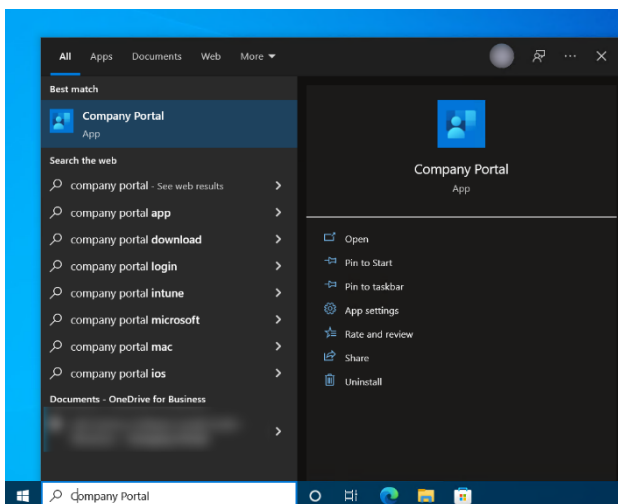
Company Portal

2. Upon opening Company Portal, you will see a list of Featured and Recently published apps that are available to install to your device.
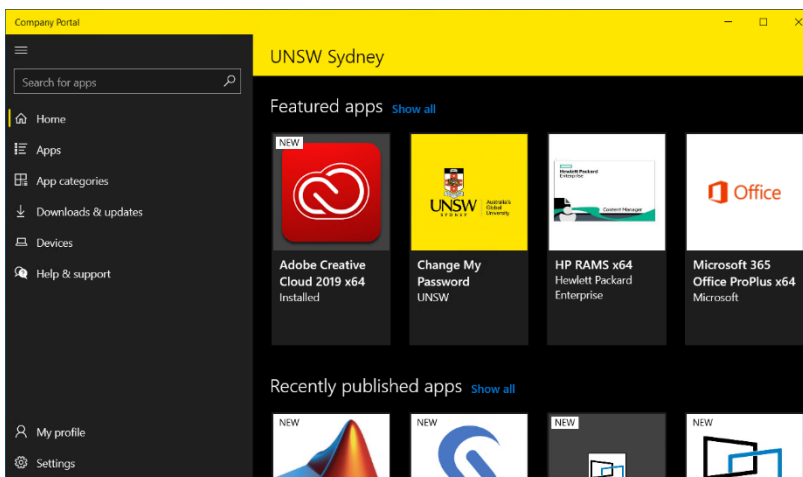
3. You can then browse all apps that are available to you using the Apps or App categories sections.

4. You can also search for a specific app using the "Search for apps" field.
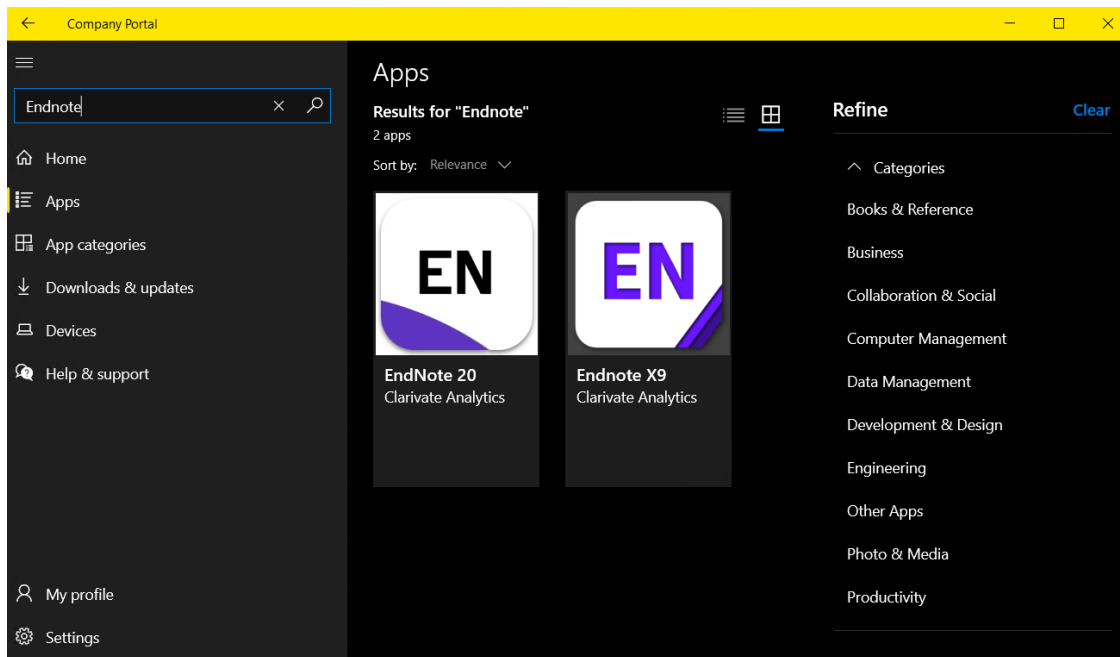
5. Click on an app listing in the list of results to view more details.
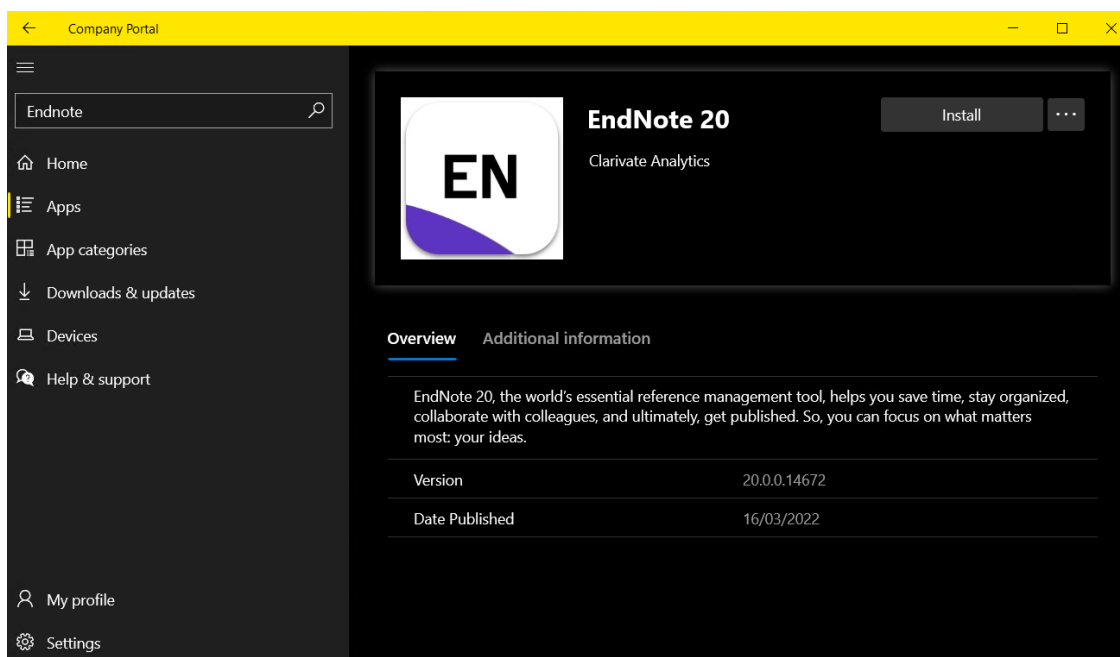
6. Click on **Install**, and the app will automatically download and install in the background. Depending on your network connection, device hardware, and the size of the app, this may take some time to complete.
For larger apps (such as MATLAB), it is recommended to perform the download and install whilst on campus and connected to the wired or wireless (uniwide) network.

Frequently Asked Questions

I can't find the Company Portal app.

Company Portal will automatically install on a UNSW Windows computer. It will also only be installed if the computer is setup as a Staff One-to-One or Staff Shared machine.

If it doesn't automatically install for some reason and you are using a Staff One-to-One or Staff Shared machine, Company Portal can be manually installed via the Microsoft Store: https://www.microsoft.com/en-au/p/company-portal/9wzdncrfj3pz

I receive an error after opening the Company Portal app.

Your device may be set up incorrectly or you are not the primary user of the device. Please contact the UNSW IT Service Centre so your device can be checked: https://www.myit.unsw.edu.au/contact-us

I can't find a specific app in Company Portal.

Some apps are only available to users in certain Faculties, Schools, or Departments. If there is an app that you believe you should have access to, please raise a Service Request so this can be investigated.

If there is an app that you think would be beneficial to be packaged and included in Company Portal, please raise a Service Request.

The app I'm trying to install is taking a long time or appears to be stuck.

Depending on your network connection, device hardware, and the size of the app, the app download and install process may take some time to complete.

For larger apps (such as MATLAB), it is recommended to perform the download and install whilst on campus and your device is connected to the campus wired or wireless (uniwide) network.

Downloading and installing an app whilst connected to a metered or mobile/cellular data connection should generally be avoided.

I tried to install an app from Company Portal, but it failed.

In most cases, restarting your computer and trying again will resolve a failed app installation.

For larger apps, you should also ensure that your device has sufficient free space on the system drive (C: drive).

If the issue persists or you need help checking how much free space your device has, please contact the UNSW IT Service Centre so the issue can be investigated: https://www.myit.unsw.edu.au/contact-us

UNSW
SYDNEY