

FAQ
Australia

ORDER INFORMATION

Who qualifies for the program?

1. Individual must possess a valid e-mail address at an educational institution AND
2. Individual must be a student enrolled at a qualified educational institution in Australia. To view a list of qualified institutions, visit www.microsoft.com.au/education/unistudentoffer/default.aspx

How long will “It’s Not Cheating” program last?

“The It’s Not Cheating” program will run from October 15th 2007 until 15 May 2008.

How many products can I purchase?

Each student is allowed to purchase one (1) product from the program of either Microsoft® Office Ultimate 2007 (Perpetual Licence) or Microsoft® Office Ultimate 2007 Subscription (12 Month Licence).

Is this an Academic Licence/version of Microsoft® Office?

No, this is a retail version of Microsoft® Office Ultimate 2007, which provides all the benefits you would receive if you bought it at a retailer.

Can I only install this software on one computer?

As with any Microsoft® Office software you buy at retail, you are Licensed one copy of the software for use on one device and are allowed to install another copy on a portable device for use by the single primary user of the Licensed device.

Is there a Macintosh version of Microsoft® Office being offered in this program?

Microsoft® Office 2007 for Mac is not yet released and therefore is not being offered as part of this program.

I am an enrolled student, but do not have access to my school email address.

Please contact your school IT administrator regarding this issue.

Why do I have to provide my school email address?

To validate you are an enrolled student, we must verify your email domain is from an eligible school.

Why am I being asked for a password? Is this my school password?

On the billing page you are asked to create a password in order to access your order history. This is not your school password, but a new password you create that must be a minimum of 6 characters in length. Please use the characters A-Z and 0-9 only.

What payment methods do you accept?

We accept Visa, MasterCard, , American Express, Canvas Card

You can safely enter your payment method via our secure server, which encrypts all submitted information.

When will my credit card be charged?

Your credit card will be charged the day after your purchase has been placed.

How will the charge show up on my credit card?

The charge will appear on your credit card as: "DR*StudentOfficeAU"

Do I have to pay VAT?

VAT will be charged to all orders with billing address in the EU. VAT is not applicable for Australian students.

What address should I enter in the billing information screen?

For credit card verification, you must enter the address exactly as it appears on your credit card statement. You do not need to enter a middle name or initial.

Should I put spaces or dashes in the Credit Card number?

No. Your card number should be entered as a continuous string of numbers.

Why are you not accepting my credit card?

There are many reasons for a failed credit card transaction. Your card may have expired or reached its limit or a credit card computer, either at our end or your bank's end, may have encountered a machine error. If you do have problems, you can contact [Customer Service](#) 24 hours a day, 7 days a week. Please provide them with any error message numbers you may have received, as well as the order number from the shopping basket.

How do I start a new order?

You can start a new order simply by clicking the following link.

[Start a New Order](#)

TECHNICAL SUPPORT

I need technical support for my product.

Office Online "Help & How-To": [Click here](#)

Microsoft's support policy for new retail versions of the Microsoft® Office 2007 system will provide support to Microsoft® customers within a 90-day timeframe: [Click here](#)

Why do I need to accept cookies?

Cookies are placed on your browser for your convenience, and the Commerce System used is cookie dependent. When you place an order, information is written onto your hard drive. The next time you place an order, the system recognizes who you are and automatically enters your information into the form.

Because cookies read information on your hard drive, some think this means they give access to all the information on your computer. Our commerce system encrypts all cookies and they cannot be read by any other web page. The cookie actually contains no personal information, just a unique identifier for our system to recognize this browser.

Are cookies a security risk?

No. Because cookies read information on your hard drive, some think this means they give access to all the information on your computer. Our commerce system encrypts all cookies and they cannot be read by any other web page. The cookie actually contains no personal information, just a unique identifier for our system to recognize this browser.

How do I set up my browser to accept cookies?

If you're using Internet Explorer 6+, go to the Tools menu and select Internet Options. Within the Internet Options window, select the Privacy tab. The default browser setting is medium, which allows you to accept cookies. To change this setting, move the slider to determine which setting you prefer. If your setting has been set to Custom, click the Advanced button and choose Accept Cookies.

If you're using Internet Explorer 5.x, go to the Tools menu and select Internet Options. Within the Internet Options window, select the Security tab. Select Internet, then Custom Level. Scroll down to Cookies and choose Enable.

If you're using Netscape 7+, go to the Edit menu and select Preferences. Double-click the Privacy & Security category, select Cookies. Set your Cookies preferences.

What is a trial version?

A Trial version allows you to evaluate the 2007 Office release for a limited amount of time, in this case 25 program boots. After you have booted any program within the suite 25 times, the Trial version runs in Reduced Functionality mode. In Reduced Functionality mode, your software behaves similarly to a viewer. You cannot save modifications to documents or create any new documents, and additional functionality might be reduced. No existing files or documents are harmed in Reduced Functionality mode. Full functionality returns when you activate the software.

I have the Microsoft® Office system Beta 2 installed – do I need to uninstall it?

Yes, you do need to uninstall the Microsoft® Office system Beta 2 prior to installing a Microsoft® Office system Trial.

Why shouldn't Outlook 2007 be installed if I have Outlook 2003?

Once Outlook 2007 is installed you cannot revert back to Outlook 2003 as they are not compatible. If you decide to purchase Office Ultimate 2007, all data in Outlook 2003 will be converted to Outlook 2007.

What does convert mean?

Convert means you have finished evaluating a Trial version and have decided to purchase the Full product. You are prompted to provide a Product Key that you already have or will purchase online.

When can I convert from the trial to the full product version?

From [the "It's Not Cheating" program site](#), you will have until 15 May 2008 to purchase the full-version of Microsoft® Office Ultimate 2007.

How do I convert my trial?

You can convert from the trial software to a full-version either before or after your trial period ends by returning to the program site.

Before the trial period ends:

When your trial has concluded, you can convert to the full product in two ways:

1. In any of the expiration reminder messages, click Convert, and then follow the steps in the conversion process, below.
2. At any time during the trial period (or even after the trial has expired), you can open any of the programs, and in the Help menu: click "Activate your software".

After the trial period expires:

The software goes into reduced functionality mode. Some of the limitations of reduced functionality mode include the following:

You cannot create any new files.

You can view existing files, but you cannot modify them.

You can print files, but you cannot save them.

You can convert into a full-use version of the product by following these steps:

The Conversion Process

Follow these steps to convert your Microsoft® Office System trial product to perpetual use with no uninstall or reinstall necessary.

Step 1: Get Product Key and Start Conversion Process

Obtain the Microsoft® Office Ultimate 2007 product at the "It's Not Cheating" site to get a perpetual or subscription product key. After you have obtained your perpetual product you have two Options to start the conversion process.

Option 1:

In any of the Microsoft® Office trial expiration reminder messages, click Convert.

Option 2:

In either **Access, Excel, PowerPoint, or Word**, click the **Microsoft® Office icon**, click **Program Name Options**, click **Resources**, and click **Activate**. In either **InfoPath, OneNote, Outlook, or Publisher**, click the **Help** menu, click **Activate Product**, and make sure you use the Enter Product Key option only, followed by clicking on **Continue**.

Step 2: Convert Your Trial Through The Set-Up Wizard

In the Setup dialog box, click Enter Product Key you have purchased from [the "It's Not Cheating" program site](#).

Step 3: Enter the Product Key

Enter the product key that was emailed to your school email. Click Continue

Step 4: Accept Microsoft® Software Licence Terms to Install

You will then see the Microsoft® Software Licence Terms (MSLT). Accept this agreement to use the software by selecting "I accept the terms in the Licence Agreement" and click Next.

After you accept the MSLT, an alert window will open saying that your product is being updated. Another message will open once the software has been set up successfully.

After launching the full version for the first time:

You will be prompted to activate it. Unlike the trial activation, during activation of the full version, you will have the option to activate the software either over the Internet or by telephone. The default option is to activate the software over the Internet. Once that is done, the trial is converted to perpetual use with no uninstall or reinstall necessary.

Is there support available for the trial?

There is no live phone support during the trial, but you can use these resources to get support online and from other Office users:

[Microsoft® Office 2007 Support Centre](#)
[Office Online Help and How-To](#)

How do I uninstall the trial from my computer if I decide not to convert the software of I choose to purchase another Microsoft® Office 2007 product?

It is not necessary to uninstall the trial if you choose not to convert the software. However, if you choose to purchase another Microsoft® Office 2007 suite or program then it is recommended to uninstall the trial software prior to loading the software. To uninstall the trial, you should follow these steps:

1. To open Add or Remove Programs, click Start, click Control Panel, and then double-click Add or Remove Programs.
2. Click Change or Remove Programs.
3. Scroll down until you find Microsoft® Office 2007. Please note that there may be nothing in the Change or Remove Programs dialog box that indicates that the program is a trial.
4. Click Microsoft® Office 2007 and then click Remove, the program will then run through the uninstall process.

DOWNLOAD INFORMATION

How do I download?

You can download by either clicking the 'Download Now' button on your [order information page](#) or by doing a download by right clicking on the 'Download Now' button and choosing 'Save Target As' in IE or 'Save Link As' in Netscape.

Where do I save the file?

You can download the file anywhere you like, just make sure that you remember the location where you saved it, and the name of the file. If you choose 'Desktop' this will be easier for you to install the product once you have completed the download.

What will happen when I download?

Once the download starts, you will see a box pop up with a status bar, and a percentage that will climb to 100%.

What happens after I download?

After the download has completed, you will need to go to the location that you saved the file at and double click on the new icon to start the installation.

How long will it take to download?

It is recommended only high-speed broadband connections are used to download the Microsoft® Office Ultimate 2007 file(s). The following are estimates of how long it will take for each file to download depending on your connection.

	Microsoft® Office Ultimate 2007 (502MB)	Business Contact Manager for Outlook 2007 (247MB)
128 Kbps	8 hours, 43 minutes	4 hours, 17 minutes
256 Kbps	4 hours, 21 minutes	2 hours, 9 minutes
512 Kbps	2 hours, 11 minutes	1 hour, 4 minutes
1 Mbps	1 hour, 5 minutes	32 minutes
1.5 Mbps	43 minutes	21 minutes
2 Mbps	33 minutes	16 minutes
5 Mbps	13 minutes	7 minutes

How do I get my product key?

If you downloaded a trial version of the software, you do not need a product key. You will have the opportunity to try the software using 25 boots of any program. If you purchased a product, you can find the product key on the confirmation page or in your confirmation e-mail. If you are not able to locate these you can also retrieve your product key by looking up your order here at [FindMyOrder](#).

What is Business Contact Manager?

Business Contact Manager adds complete small business contact management capabilities to Microsoft® Office Outlook, so you can organize customer and prospect information, manage sales and marketing

activities, develop and track marketing activities, and centralize project information—all in one place. [Read More.](#)

Why is Business Contact Manager (for Outlook 2007) a separate download?

Business Contact Manager is a separate 247MB download because if you do not need this functionality, you are not required to download it.

My product key is not working?

First, make sure you have the correct product key. If it is still not working please contact our [Customer Service](#).

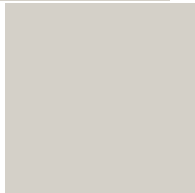
How do I re-download software that I have already purchased?

To re-download software you have already purchased, you will need to go to your order information page and press the re-download button.

Please Enter the Following Information:

Your order number:

Your password:



OR

Your email address:

The last 5 digits of your credit card:



Forgotten Password? [click here.](#)

What if the download stops before it is complete?

This site provides downloads that adheres to the HTTP 1.1 specification that allows for re-startable downloads. Therefore, if your download stops or is interrupted before it is complete, simply press the begin download button again and the download should resume where it left off. If you need to get to the re-download page [click here](#).

I have finished downloading where do I find it?

The best way to know where your download saved is to pay close attention to the "Save As" window at the beginning of the download process. Once you have clicked the download button and selected the option to save the file, you will be given the "Save As" window, which shows you exactly where your download is being saved to on your computer.

If you know the filename, you can do a search on your computer for it.

Do not rename the file you're downloading, it may cause installation problems.

RETURNS AND CANCELLATIONS

What is your refund policy?

Your product may be eligible for return within 7 days of the purchase date, if it has not yet been activated.