GENERAL

What is available?

- Adobe Acrobat Professional (Win/Mac)
- Adobe Creative Suite Packages (Win/Mac)
- Camtasia Studio/SnagIt for (Windows only)
- Microsoft Office (Win/Mac)
- Microsoft Visio (Windows only)
- Microsoft Windows Upgrade

How can I pay for the software?

The software can be paid for online with a credit card or electronic check (from your checking or savings account).

Can I pay with a debit card?

We do accept debit cards. Enter information as though you were using a credit card.

Where do I pick up my software?

Software is distributed out of the College Station campus. We do not have a pick-up location on the Corpus Christi campus. If you need to change the delivery option for your order, contact College Station’s SELL HelpDesk Central. See the Contact Information section of this document.

When will the software be delivered?

Some software is delivered via download. After the transaction is complete and processed, you will receive an email with instructions for download. Other software is available via mail. If the disks are in stock, they will typically arrive within 5-7 business days. Your order confirmation page will give you an estimated delivery time.

How long is the license good for?

The license is valid as long as you are employed at Texas A&M University-Corpus Christi. If you leave TAMU-CC, the license is void, and the software must be removed from your computer.
**Why can't I get a different version of the software?**

Due to our licensing agreement, each person is only allowed one version of each software package. The versions that are available may change over time.

**What happens when an upgrade becomes available?**

Upgrades will have to be downloaded from Microsoft's website. We will make links available on the SELL Web page as these become available.

When a new version becomes available, you will be able to purchase it at a rate similar to what you paid for the last version.

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**RETURNS/EXCHANGES/LOSS**

(Note: Software is distributed by the College Station Campus. For questions about returns/exchanges contact their HelpDesk Central, see the [Contact Information](#) section of this document.)

**Can I return defective software?**

Yes. The defective software will be exchanged for another copy within 7 days.

**What if I chose the wrong software?**

You may exchange unopened software for another package within 7 days.

**How can I return software if I decide I don't want it?**

Unopened software can be returned for a refund within 7 days. No opened packages will be accepted for return.

**What if I lose the software?**

Unfortunately, we cannot replace lost software. Also, due to the Microsoft Licensing Agreement, you will be unable to purchase a replacement CD. This is the only way we can assure Microsoft that the software is not being installed on multiple computers.

**What if I lose my product key?**

Much like losing your CD, it cannot be replaced. If you think you might lose the key, write it somewhere safe.
LICENSING ISSUES/ELIGIBILITY

What am I not allowed to do with the software?
*Please note that this is not a comprehensive list.

You are not allowed to resell the software; this is a direct violation of the license agreement. You are not allowed to give the software to someone else; this is a direct violation of the license agreement.

The software can only be installed on one computer, not multiple ones.

You will also be unable to use someone else's software to install on your own computer. The software can only be installed on one computer.

How many copies can I buy?

You may only purchase one copy of each software package. For example, you may purchase Office 2007 Professional, but you may not purchase Office for Macintosh and Office for Windows.

How many computers can the software be installed on?
The software can only be installed on one computer.

I have multiple computers; can I install it on all of them?
No. The license is only valid for one computer.

What if I get a new computer?

You will need to remove the software from the old computer and contact Microsoft for an authorization code to install it on the new one.

Can I buy a copy for someone else to use?

No. The software is intended for the purchaser's use only. And due to the requirements that the purchaser be a currently enrolled student, it is not permissible to give it to a charity, or to other family members, etc.

Can I make a backup copy?

Yes. Please be aware that backup copies are only for the purchaser's use. Also, the code embedded in the CD that only allows installation on one computer is still in effect.

Why is the software not extended to TAMU-CC students?

Campus’ that extend the agreement to students first put the new tuition fee to student vote. The Board of Regents then voted to approve the new fee associated with the licensing program.
Who do I contact for questions about my order?
Software is distributed by the College Station Campus. See the Contact Information section of this document.

Who do I contact if I cannot log in?
For problems logging in, contact the TAMU-CC Faculty/Staff Computer Helpline. See the Contact Information section of this document.

Will Computer Services install the software for me?
No. At this time TAMU-CC computer support is only staffed to provide services for university owned machines.
At this time there is no direct support from Microsoft, however www.microsoft.com is a recommended source for Microsoft related problems.

Do I have to be connected to the Internet to register the software?
No. There is a method whereby you can get a code via the phone.

For other questions about the Work at Home Software, please log a work order with the TAMU-CC Faculty/Staff Computer Helpline at 361-825-2692 or email (computer.helpline@tamucc.edu).

Contact Information

TAMU-CC Faculty/Staff Computer Helpline
361-825-2692
Email: computer.helpline@tamucc.edu

Christina Gonzalez
Software Licensing Analyst
361-825-3444
Email: christina.gonzalez@tamucc.edu

College Station – SELL HelpDesk Central
Phone: 979.862.4104
Fax: 979.845.2074
Email: sell@tamu.edu
http://sell.tamu.edu/About/Contact Information.php