

### **Why can't I install software when I have applied for and been granted 'Install rights'?**

When you apply for and are granted 'Install rights' to install software on your CSU staff computer you will receive an email message from DIT.

Once you receive this message you are given a 5 hour period during which time you can install the software.

To activate the permissions required to install the software you need to 'Log off' and 'Log on' again.

Failure to do this will mean that you will not have the appropriate permissions and the software will not be able to be installed.

Also, you only have 5 hours during which to do this. If you fail to install the software within this time frame you will have to revisit the web form and reapply.

You will find the web form [here](#).

If you have any further problems with installing software please contact the DIT Service Desk on ext 84357