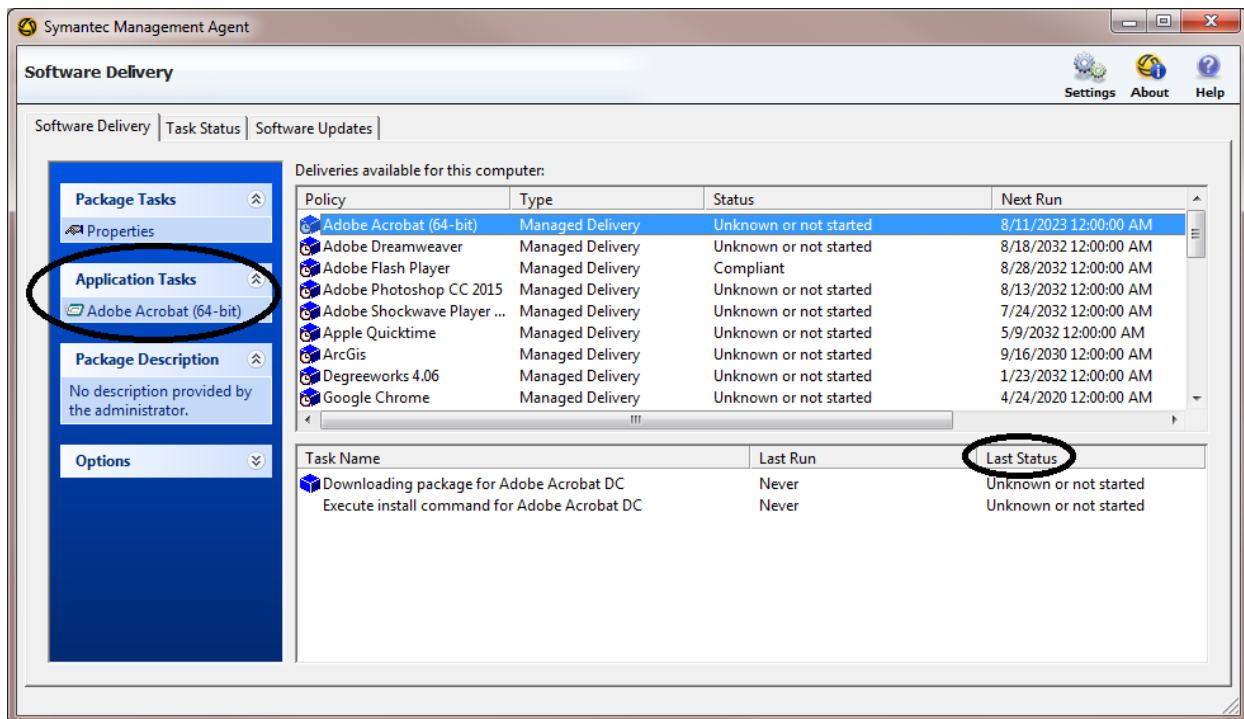## Symantec Management Agent… Software Delivery

The Symantec Management Agent is used to download and install software packages on your PC.   The end user can do so by following the steps below.

1. To open the Symantec Management Agent, double click on the [icon] icon located on the task bar (bottom right hand corner). If you don't see the icon, click on the "Show hidden icons" [arrow] arrow.

2. After opening Symantec Management Agent, you will see a window similar to the one below. Under **Deliveries available for this computer**, you will see a list of software packages and updates that are available for installation on your PC.

3. To install a package, highlight the program under **Deliveries available for this computer**. In the above example Adobe Acrobat (64-bit) is highlighted. Notice under the "Last Status" column it says "Unknown or not started".

4. Under **Application Tasks** on the left side of the window, click on the software package link below it. In the Last Status column you should now see "In progress" next to the task that is running.

The installations are silent which means no further interaction is needed from the end user for the install.

5. Once the software package is installed, you will see "Success" next to each task in the Last Status column.

(If the columns are too small, you can adjust them by pointing to the vertical line between the column headings, holding down the left mouse button and adjusting the column accordingly.)