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Title: Microsoft Office 365 For Students, Faculty, and Staff

Purpose: This document outlines the process for accessing Microsoft Office 365 which includes Word, Excel, and Powerpoint. This is currently a benefit of the University's contract with Microsoft but could change at any time. This process can be used for the following scenarios:

1. This is your first time obtaining Microsoft Office from Utica for a personal computer.
2. You need to redownload the software on a new computer.
3. You need to reinstall Office on the same computer.

This guide focuses on the installation of the Office software on a personal computer, not the use of cloud features that may be available in Office 365 or the Office mobile apps.

Be aware that this is allowed only for active users. You may lose access if you cease class attendance at Utica, become an alumni, or end employment with the University.

Also note, Office 365 applications may default to saving your files to OneDrive, Microsoft's cloud service. We do not recommend using OneDrive since your license may expire and you may lose access to your files. Instead be sure to save files to your computer. If you wish to use OneDrive we recommend paying for a personal Microsoft 365 subscription so you can control the account and will not lose access when you leave Utica University.

Prerequisites:

1. You must be a current student, faculty, or staff member.
2. A Windows or Mac computer is required, you must also have administrative rights to install software.
 - a. For Windows users, you must have Windows 10.
 - b. For Mac users, you must have one of the three most recent versions of macOS. Currently that is 10.14 (Mohave), 10.15 (Catalina), or 11.2 (Big Sur). The following instructions are for the Windows version but will be very similar on macOS.

3. You must have enough free storage space to download and install the software. This could use as much as 10GB of space.
4. It is recommended that you uninstall previous versions of Office, especially trial versions, if your computer has them. ([Mac instructions](#)) ([Windows instructions](#)).
5. Internet access is required to download, install, and license Office.

Details:

1. Navigate your web browser to www.office365.com and click the Sign In button in the upper right.
2. Sign in with your Utica username followed by @utica.edu
3. Enter your password. Note that if you have recently changed your password and this login does not work you may have to give our systems some time to synchronize. Try again in a few hours. See the Troubleshooting section at the bottom of this document if your login continues to be a problem.

Enter password

Password

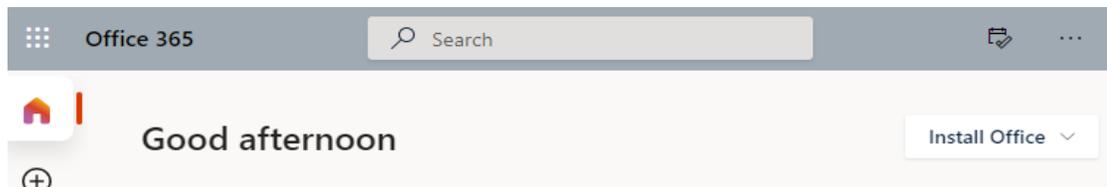
[Forgot my password](#)

[Sign in with another account](#)

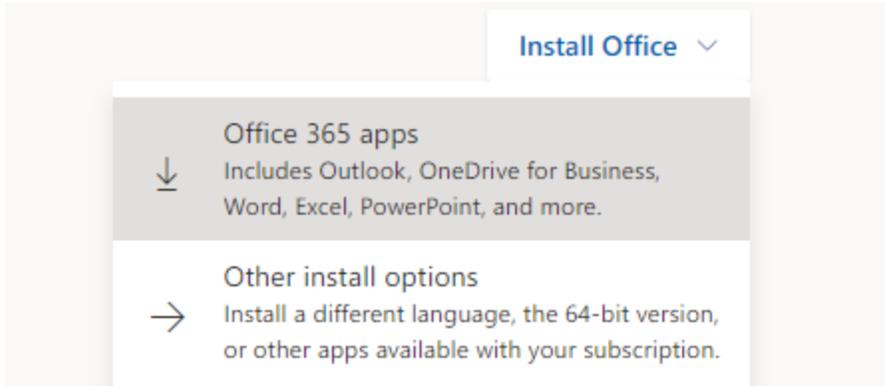
Do not use the “Forgot my password” link on this page

If you have difficulty logging in please contact the Help Desk for assistance.

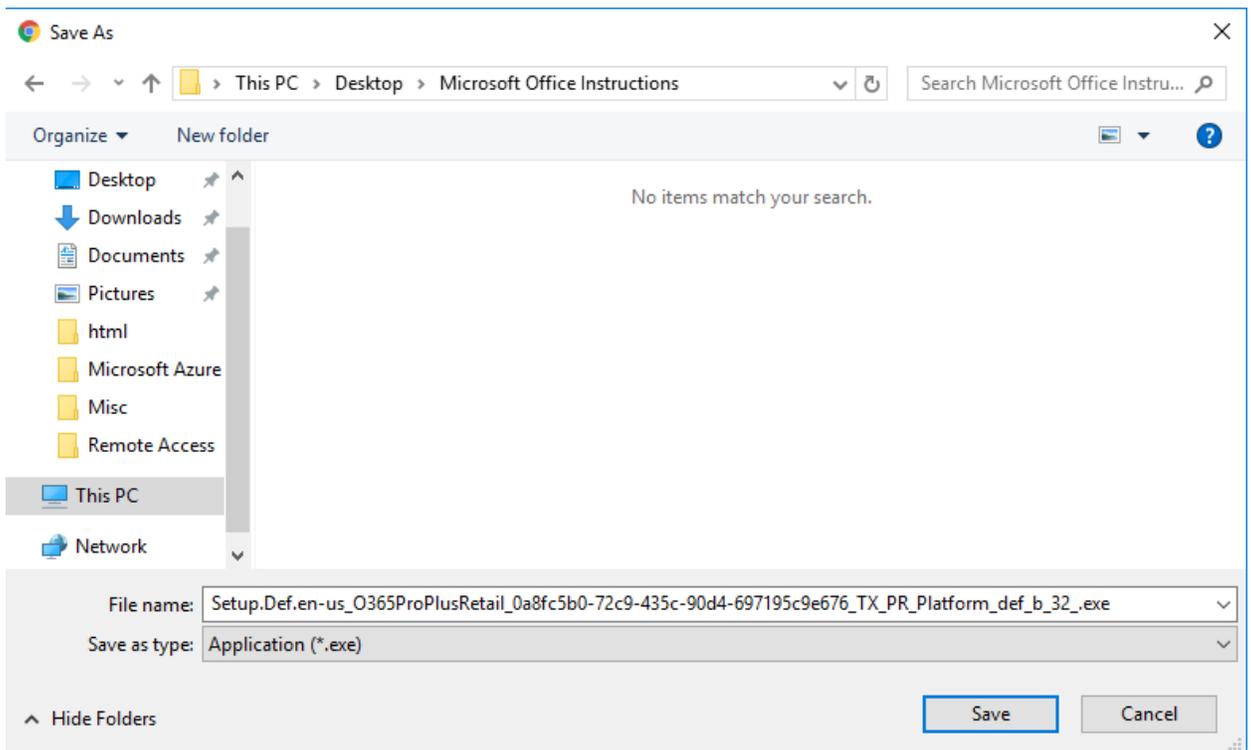
4. You will now see the landing page for Office 365.



5. Click “Install Office” near the top right and then click “Office 365 Apps”.



6. Your browser will likely prompt you to save the file. If you get an option to “run” or “save”, choose Save. If you are not prompted to name the file it likely saved to your Downloads folder automatically.



7. Locate the file and double click it to begin the install process.
8. Follow the on-screen prompts to complete the installation.
9. If you are prompted to activate the product, enter your Utica username followed by @utica.edu . Press Next and enter your current Utica password. If you are not initially prompted to activate during the installation, open Word and it should

prompt you. If you are using a Mac and the login is not working, see the Troubleshooting section below.

10. It is recommended that you restart your computer and open Word, Excel or PowerPoint to make sure everything is working correctly.
11. With the install complete, you may delete the setup file you downloaded if you wish.

Troubleshooting

For All Users: If your web browser is too out of date and not supported by Microsoft it may prevent you from logging into www.office365.com . If you can't login to the site, try another browser to see if that helps. We generally recommend using Google Chrome and if that is out of date you can install the newest version at www.google.com/chrome.

For Mac Users: If you are unable to login or you login but the program says you don't have edit access, you may have to run the Microsoft license removal tool. See [the instructions from Microsoft here](#).