

Office 365 - Microsoft Office Installation - Common Issues

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2015

Microsoft Office - Common Issues

Mac - Office 2016

- If you are being prompted for a product key, the following article will help you login to your Office Suite.
 - [Download and install Office using Office 365 for business on your PC or Mac](#)
- Many users have experienced problems while trying to install Office 2016. The problem arises when trying to enter your email address at the Activation Screen. After typing in your email address, if the Next button does not work, we have found that if you go back to the previous page and click **Sign in to an existing Office 365 Subscription** again to try again. You may need to repeat this process as many times as necessary.

Windows - Office 2013

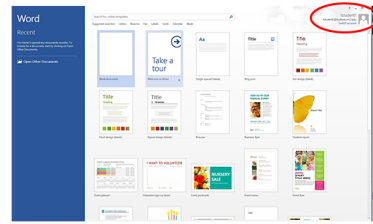
Switching users in Microsoft Office 2013

If you are getting errors such as Session Expired when starting up Office after a new installation, you may need to login to Office with your student account.

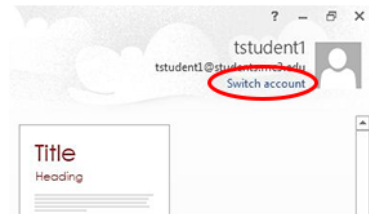
If **Office 2013** came pre-installed on your computer, this will help you activate it.

To do this:

1. Open Word 2013 and note the top right of the screen has account information



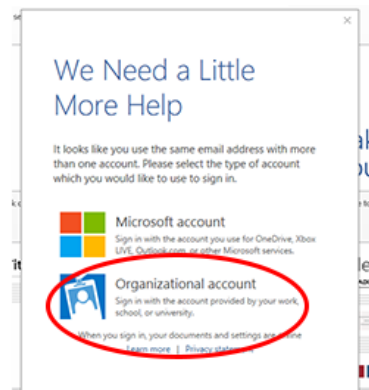
2. Click the link under the account info that says: "Switch Account"



3. A list of currently active accounts may appear on the screen. In this case click the "Add Account" option at the bottom of this screen.



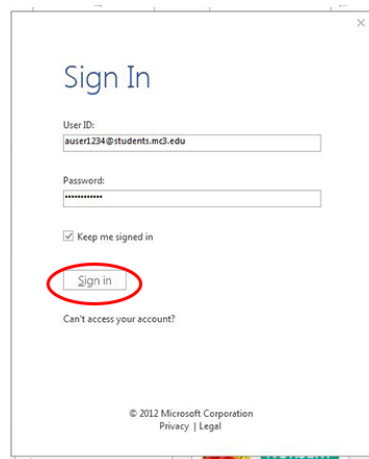
4. If you see the following screen after entering your MCCC @students.mc3.edu account into the Add Account window, click the Organizational account button



5. Fill in your MCCC Student credentials into the "Sign In" screen

6. Verify that you have entered the "@students.mc3.edu" portion of the User ID and that it is all in lowercase before continuing

7. When the information added to this screen is confirmed to be accurate click the "Sign In" button



Completing these steps should bring you back to the new document of Microsoft Word 2013. Verify the account in the top right has changed to your MCCC Student information.

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