

OFFICE 365 Installation

Issue

How do I download and install Microsoft Office 365 onto my personal device?

How do I upgrade my Microsoft Office 2013 to Office 365 suite?

Environment

School

Resolution

Overview

All corporate staff, some state school staff (see [KBA0023412](#)) and all students can now download Microsoft Office 365 to their personal home computers and mobile devices for free. The below installation method is only to be used on personal devices which do not have the MOE build installed.

Do not follow these directions to install Office on a [MOE device](#)

Requesting Access

We have recently changed the way Office 365 application licensing is applied to school staff and students. These changes simplify application access and management and result in appreciable cost savings for the department.

Corporate Users

- Will have the corporate version of Office 365 by default, nothing is required

School Users

- For **non-teaching** school staff, access to Office ProPlus **must now be requested** (please see [KBA0023412](#) for more information regarding licensing)
- School staff who had access to Office ProPlus prior to this change will continue to retain that entitlement
- Students do not need to request Office ProPlus as they all have it by default - however for any issues, students/parents/caretakers must contact their school directly for assistance, as IT Service Centre is only able to assist staff members.

[Log a General Enquiry](#) via the dedicated general enquiry form on Services Catalogue Online (SCO)

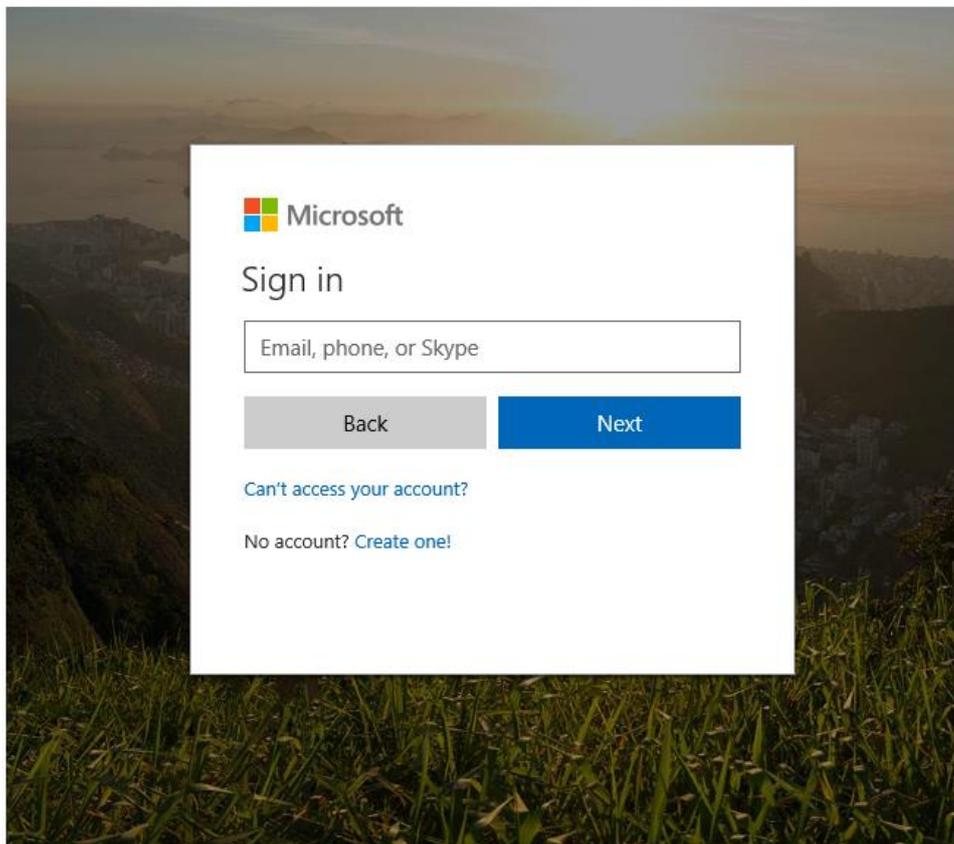
Things to note

1. If you currently have version 2013 installed, you can update to Microsoft Office 365 by following the same process.
2. When you install Office 365 or Office 2019, you will get OneNote for Windows 10 by default. Please see [KBA0028754](#) if you would prefer to install OneNote 2016.

Download, update to and install Office 365

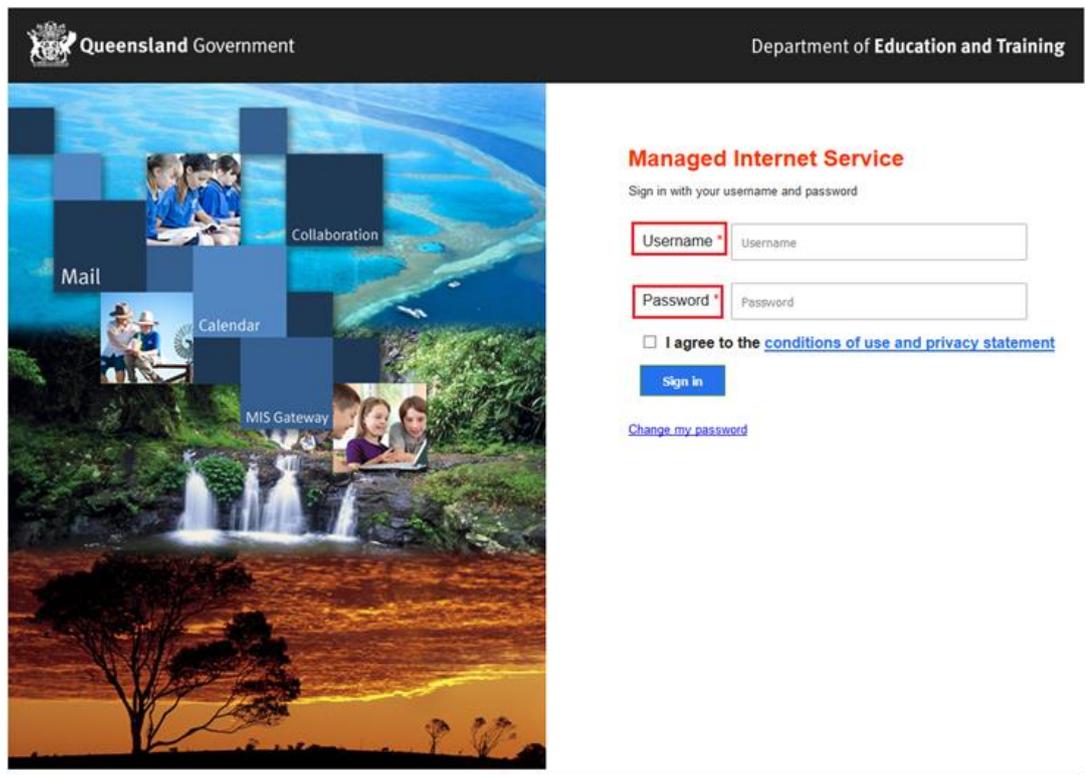
Important Information: This is not available to download from the School or Corporate networks, it must be done from home.

1. **Open** internet browser and **navigate to** <http://office.com>
2. In the top right corner **click** on "Sign in"
3. In the Username field, **type** in your EQ (e.g. jsmith1@eq.edu.au) or QED (e.g. joe.smith@qed.qld.gov.au) email address and **click** "next".

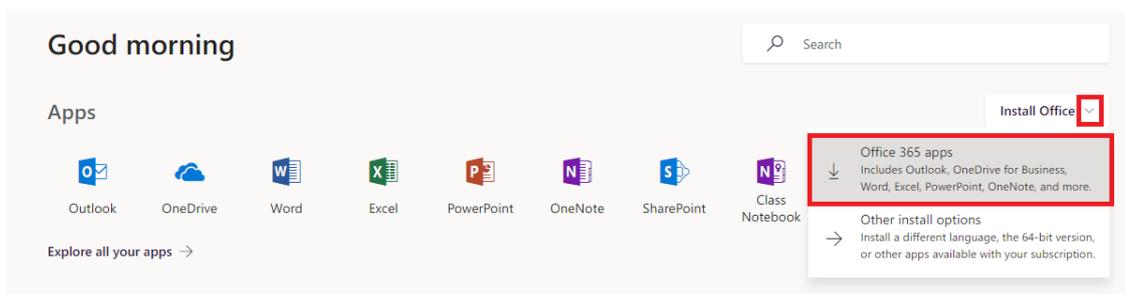


4. You will be prompted for your username and password on the online authentication page. Type your username and password.

5. **Click Login**



6. In the top right corner, click on the "Install office apps" then "Office O365", if you cannot see this install button, please [Log a Job to IT](#) via Services Catalogue Online, use the IT Live Chat service, or contact IT Service Centre on 1800 680 445.

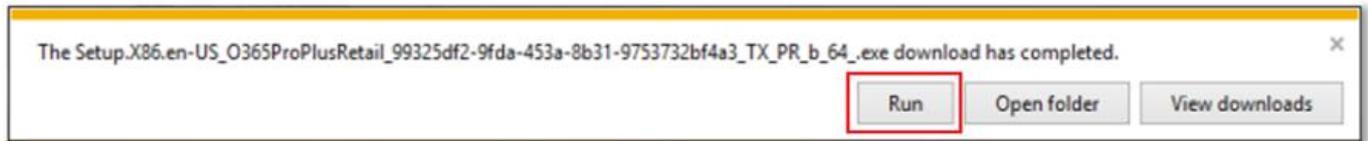


7. A pop up message will appear prompting you to run or save the .exe file. Ensure that the source is as per below - c2rsetup.officeapps.live.com.

8. **Click** on 'Save'. The file will automatically begin to download.

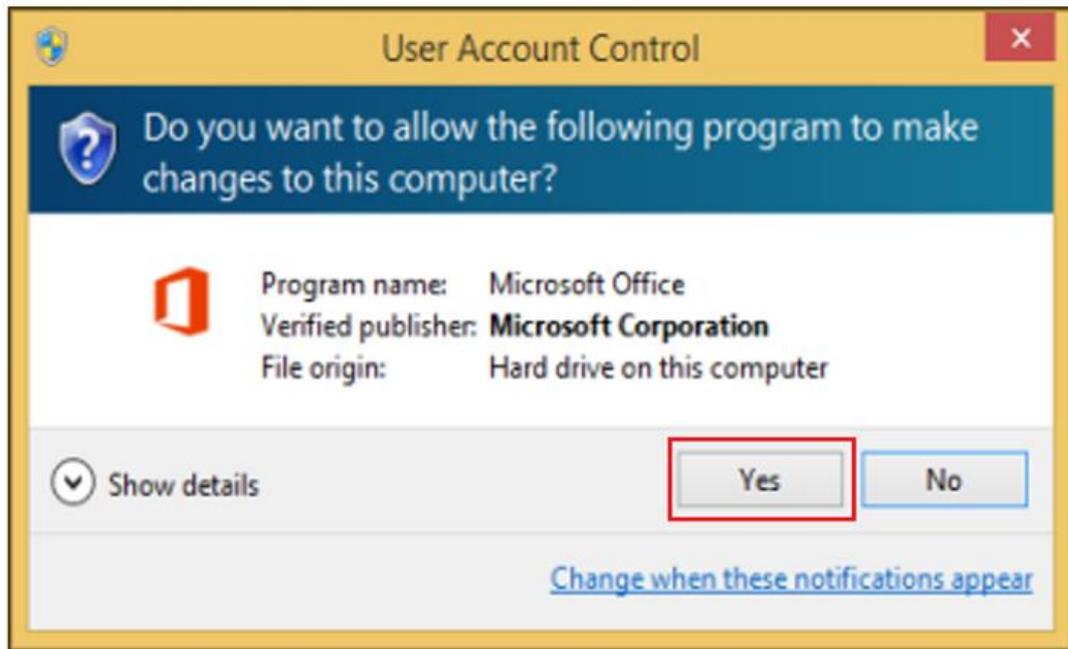


9. When the file has completed downloading, **click** on 'Run'.

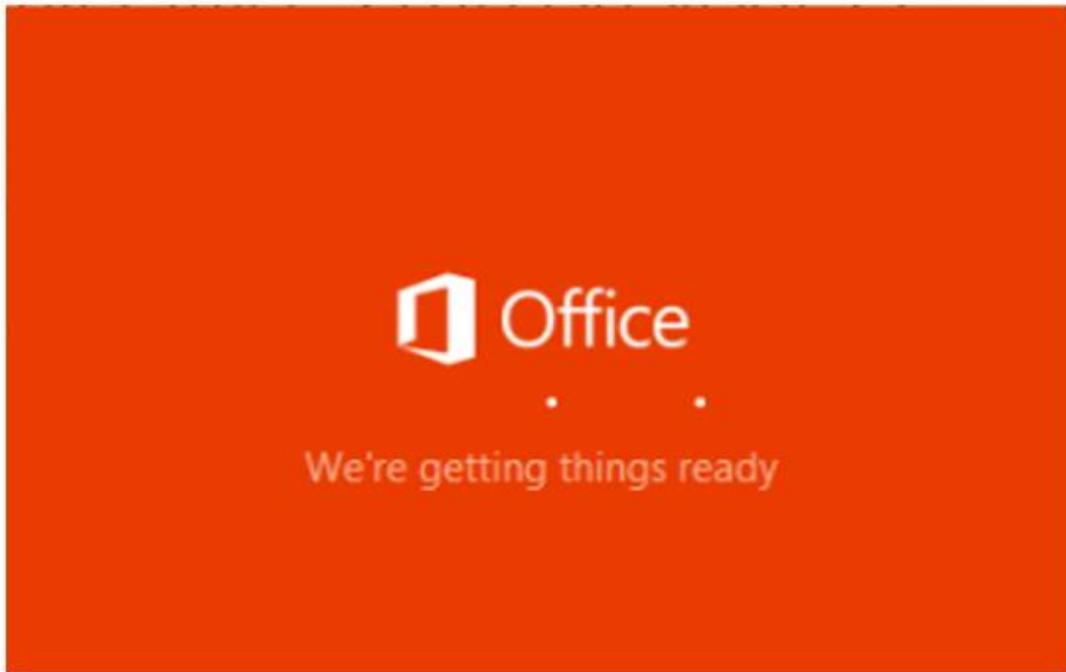


Please note this file is approx. 2gb and may take a while to download depending on your bandwidth speed.

10. You will be prompted with a message to make changes to your computer. **Select** 'Yes'.



11. Office will start downloading.



You will also see the office icon pop up on the task bar.

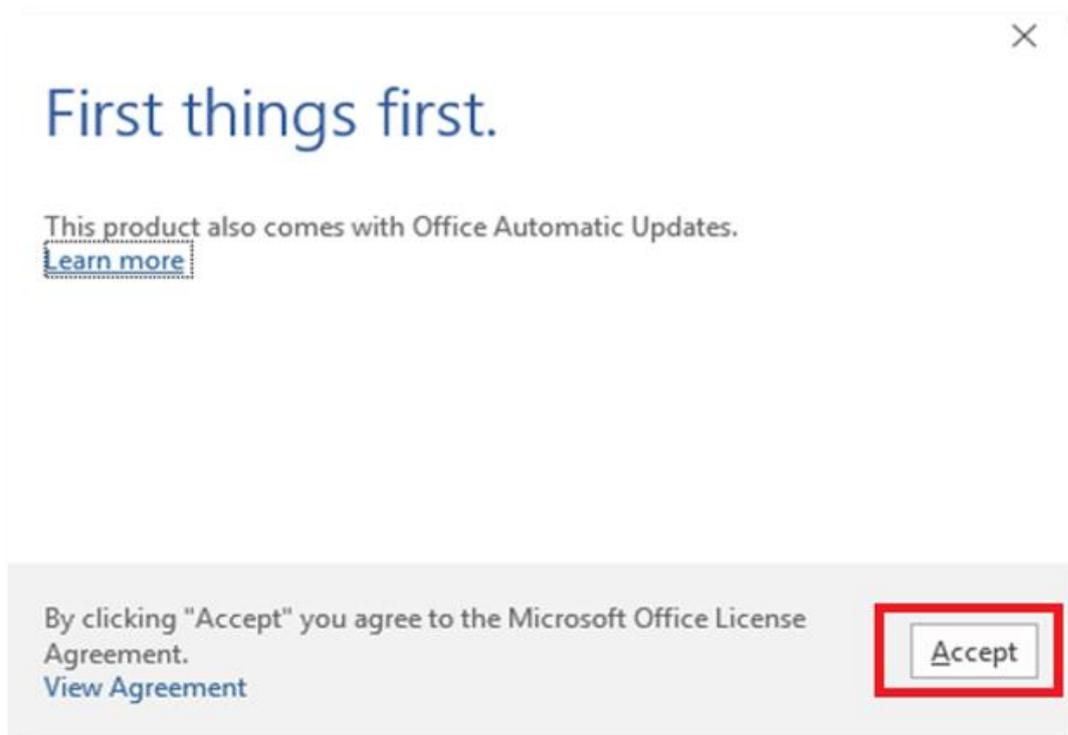


12. Office 365 will start to install onto your computer, wait for this to finish.

Note: If you currently have Office 2013 installed, ensure all Microsoft applications are closed during the installation. You may be prompted to close all Microsoft applications if they are still open.



13. You will be prompted with the Microsoft Office License Agreement. **View** Agreement and **click** Accept



14. After Office 365 finishes installing, a message will appear to inform it has completed. **Click** 'Close'.



You're all set! Office is installed now

Click Start > down-arrow.

Close

After you click close, we recommend restarting your computer to ensure all changes have applied successfully.

When you start an Office app that's not activated, you'll be prompted to sign in to Office. Be sure to sign in using your @eq (school account) or @qed (corp account).

Your Microsoft Office 365 software is now ready for you to use. This software is only for personal devices and will remain available as long as you're a Queensland state school staff member, or employed by the department (corporate).

For staff, contact the Service Centre by logging a job or calling 1800 680 445 if you have any issues with downloading or installing Office 365.

Related Links

[KBA0024542 - MIS - Office 365 Applications: Download and install Microsoft Office 365 on my Mac personal device](#)

Corp users

All Corp accounts have the Office Pro Plus entitlement on by default.

They can go to <https://portal.office.com> and login with the QED address.

Please see [KBA0030353](#) for license entitlement details. Issues outside the scope of KBA0030353 should be assigned to **Technical Support** before coming to ACE.

School Users

All teaching staff have Office Pro Plus entitlement on by default.

All other staff will need to request the license.

Please confirm the user has tried to login to portal.office.com with the @EQ address to see if they are presented with the download option.

Note: Download link will only work off the network.

Please assign all jobs for staff without licensing to **MIS Admin** queue.