

INTRODUCTION

The following steps describe how to install Office 365 apps on your computer.

INSTALLATION ACCESS RIGHTS REQUIREMENTS

To utilise the Office 365 apps, you will be required to enter your work Office 365 account details during the installation process.

Additionally, if your Office 365 has been configured to utilise multi-factor authentication, then you will require access to your mobile phone, or other multi-factor authentication validation tool, e.g. email account that you have configured as part of your multi-factor authentication setup.

INSTALLATION STEPS

To install the Office365 apps carry out the following steps.

Note: Depending on the speed of your internet connection and/or usage of the internet, the following download process may take some time to complete.

1. Launch a web browser on the computer that you will be installing Office 365 and Teams onto.
2. Enter the web address:

portal.office.com

3. When the following 'Sign in' dialog box is displayed enter your full Office 365 user account name. Then select the **Next** button, e.g. first.last@domain.com.



4. Enter your Office 365 accounts password in the 'Enter Password' dialog box, like that shown below, that is then displayed:



5. Then select the **Sign in** button.

Note: Steps 6 and 7 can be ignored if you do not use multi-factor authentication to access Office applications at work.

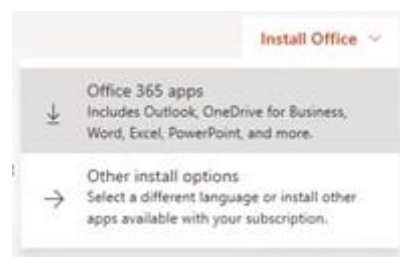
- If multi-factor authentication has been enabled for your account, you will then be promoted to complete a multi-factor authentication step in the 'Enter code' dialog box, for example:



- Once you have entered the requested information in the 'Enter code' multi-factor authentication dialog box, then select the **Verify** button.
- Once all the above authentication steps have been successfully completed a screen like that shown below will be displayed.



- Click on the **Install Office** drop down menu option, that is displayed in the upper right-hand corner of this interface.
- A dropdown list, like that shown below, will then be displayed. Select the **Office 365 apps** option.



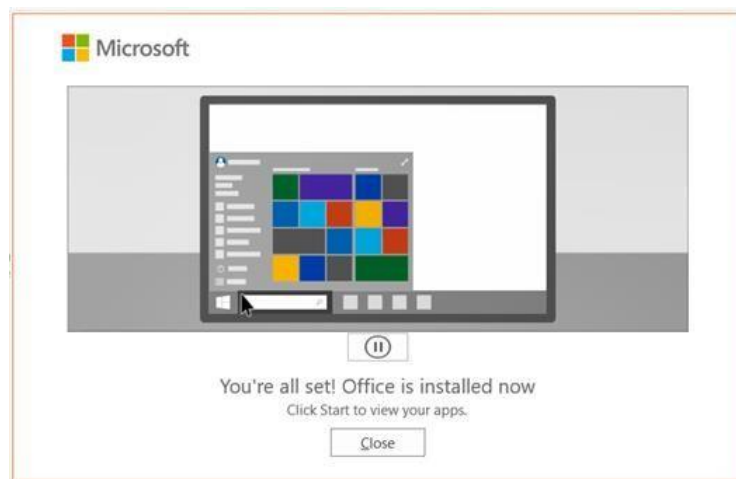
- A 'Do you want to allow this app to make changes to your device?' prompt may then be displayed. Select the **Yes** button to continue the Office 365 installation.

- A screen similar to that shown below will then be displayed, whilst the Office365 app suite is downloaded to your computer.



Note: This download may take a few minutes to complete.

- Once the installation has been completed the following screen will be displayed.



- Select the **Close** button to complete the Office 365 installation.
- If necessary, you can close your web browser application at this point.

Links to the Office 365 apps installed onto your computer can be accessed via the Windows menu, or by entering Word, Excel, etc., in the search bar.

ZENZERO SUPPORT

If you require any assistance to complete your Office 365 installation, then Zenzero Support can be reached on:

- Telephone: +44 203 130 9400
- Email: Support@Zenzero.co.uk

IMPORTANT INFORMATION

Given the current situation, Zenzero will do what it can to get you up and running. If the installation being carried out is on a home device Zenzero cannot promise the installation will work, due to factors outside our control to resolve and/or limited available support time. Even if the installation

works, Zenzero cannot guarantee it will continue to work. Zenzero will try to provide support and recommendations, as far as is possible, to help you keep working.