Office & Outlook Install

Mac

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Installing Office

Method 1: Contacting Your LSP (Local Service Provider)
(For University-Owned/Issued Computers and Laptops)

Each Department is assigned an LSP, and Office 365 should automatically be installed on your machine. If you need a copy or have an issue with the installed version on your system, contact your LSP or submit a service request.
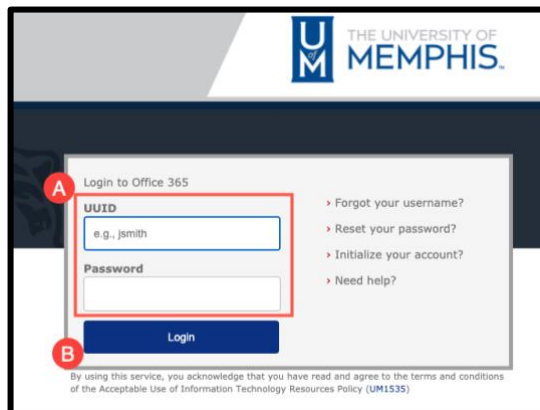
Method 2: Installing via Office 365 Website
(For Personally Owned or University Owned/Issued
Computers or Laptops)
You may also use this method to install Office 365 onto your devices.

1. Navigate to Office365 website. **A)** Sign in with your UofM email. **B)** Click next.

2. Click on **Work or School account**.
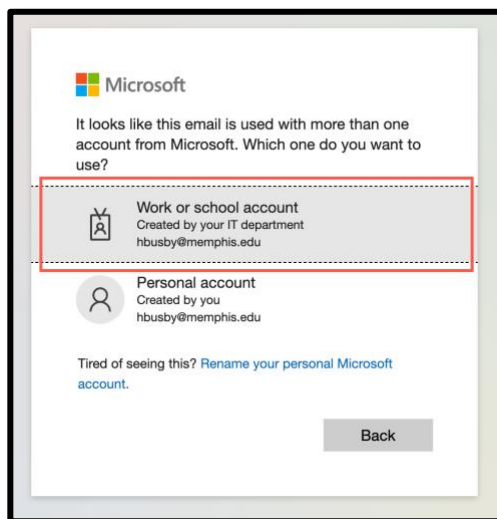
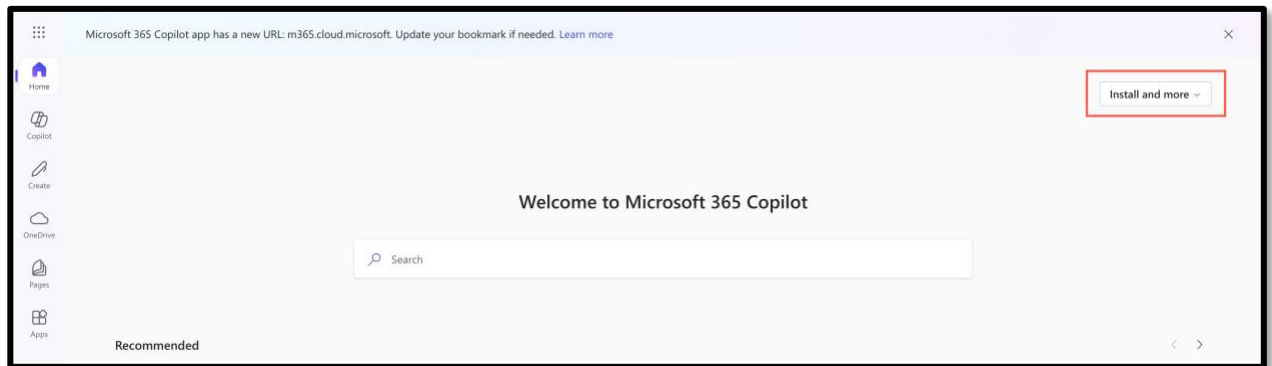3. **A)** Enter your uuid, and password, then **B)** Click **Login**.
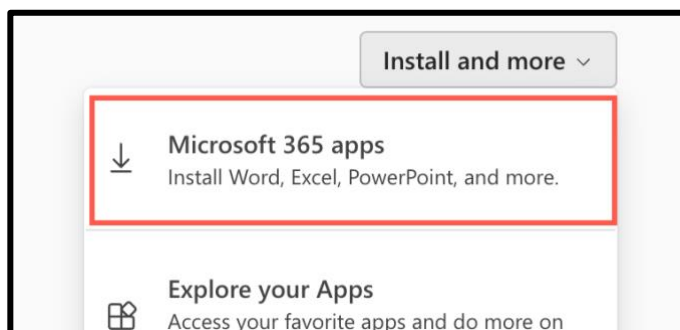
4. Authenticate Using Duo.

5. Click Install Office 2016. Once this is done, a DMG of the Office 365 installation will be downloaded.
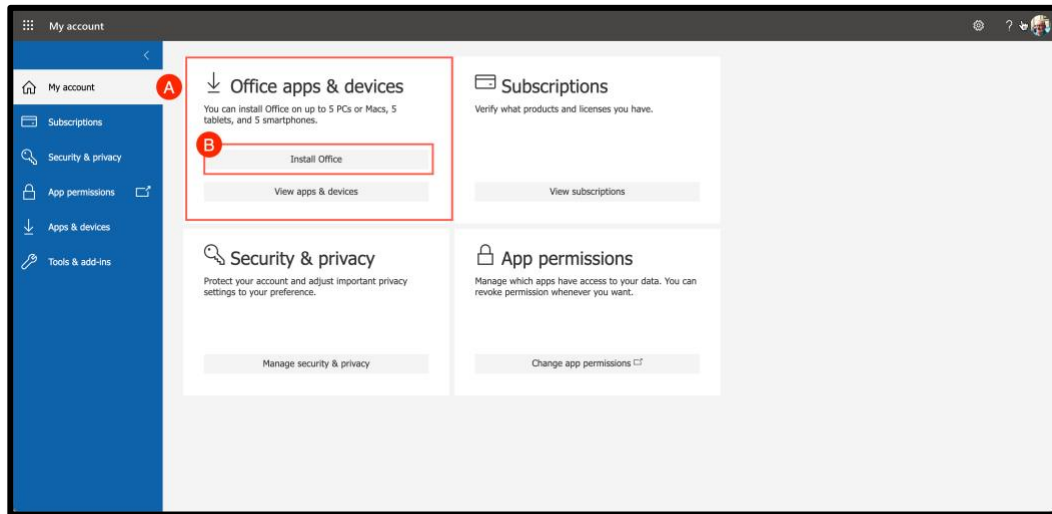
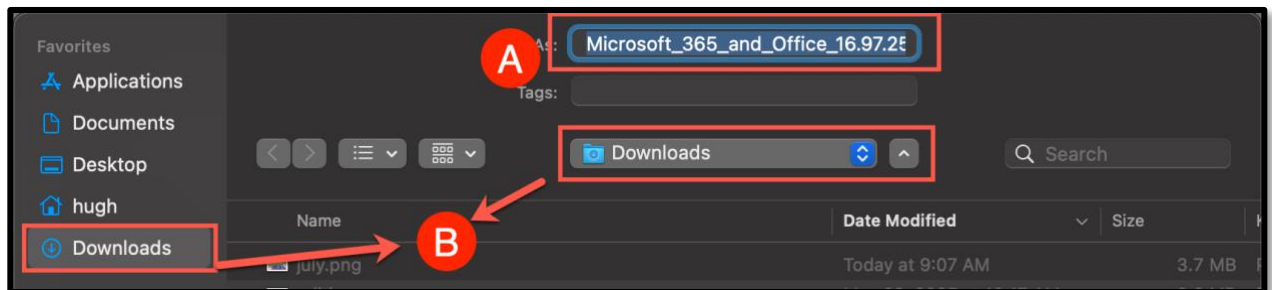6. Click **Install and More**.

7. Select **Microsoft 365 apps**.

8. From the area **A)** Office apps & devices, **B)** Choose Install Office.

9. **A)** Find the downloaded DMG. **B)** It is in the section where your computer allocates downloads. In this example, it is in the Downloads Folder.
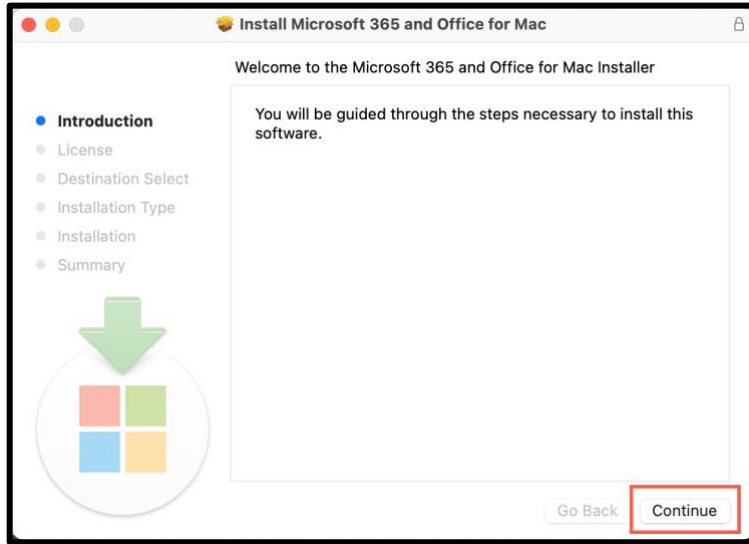

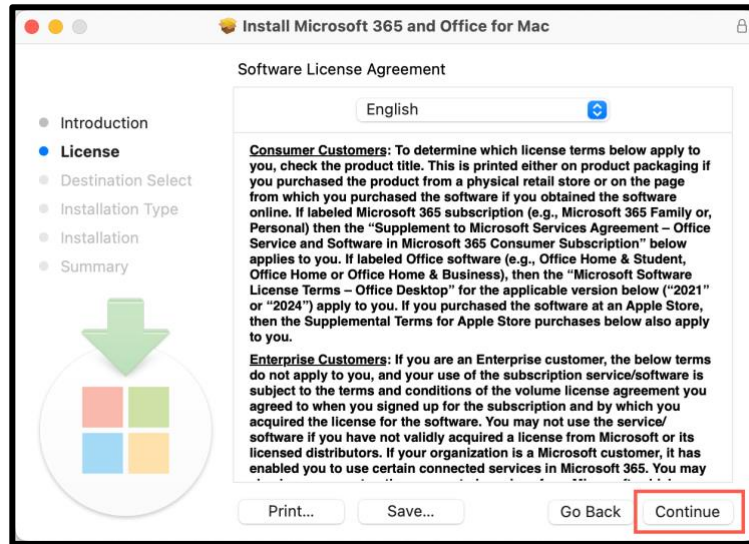10. Double-click the DMG to install it.

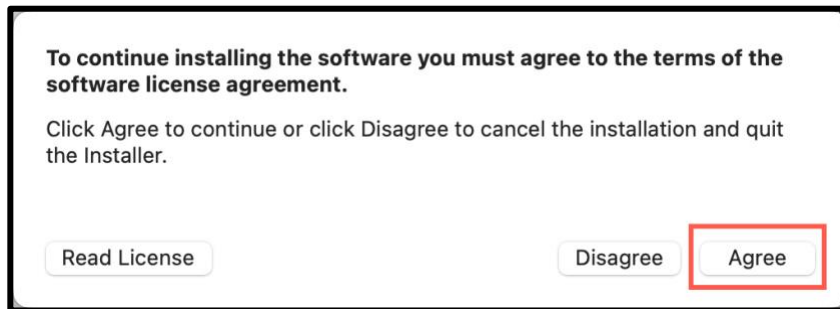**Note:** *Do not pause or stop the installation process*.

11. The following steps will appear on your screen during the installation process.
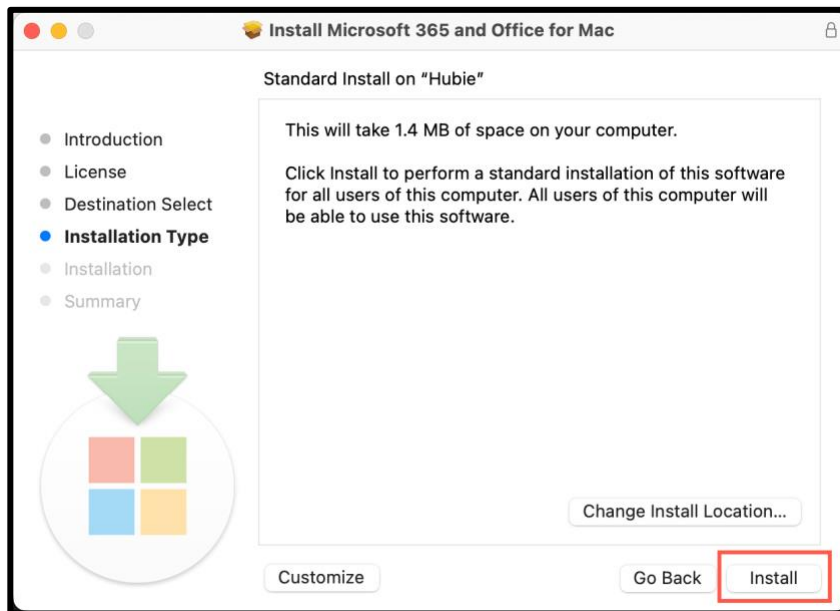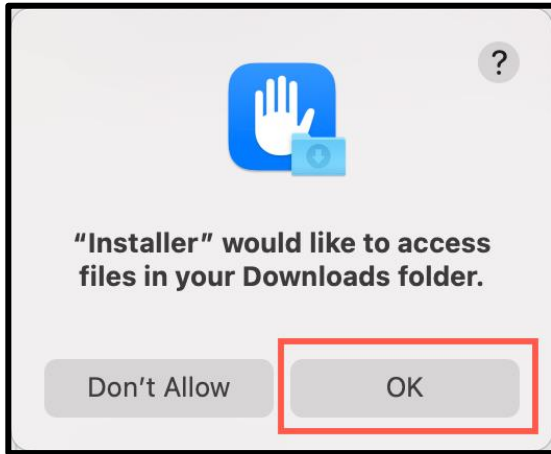Click **Continue**.

12. Click **Continue**.

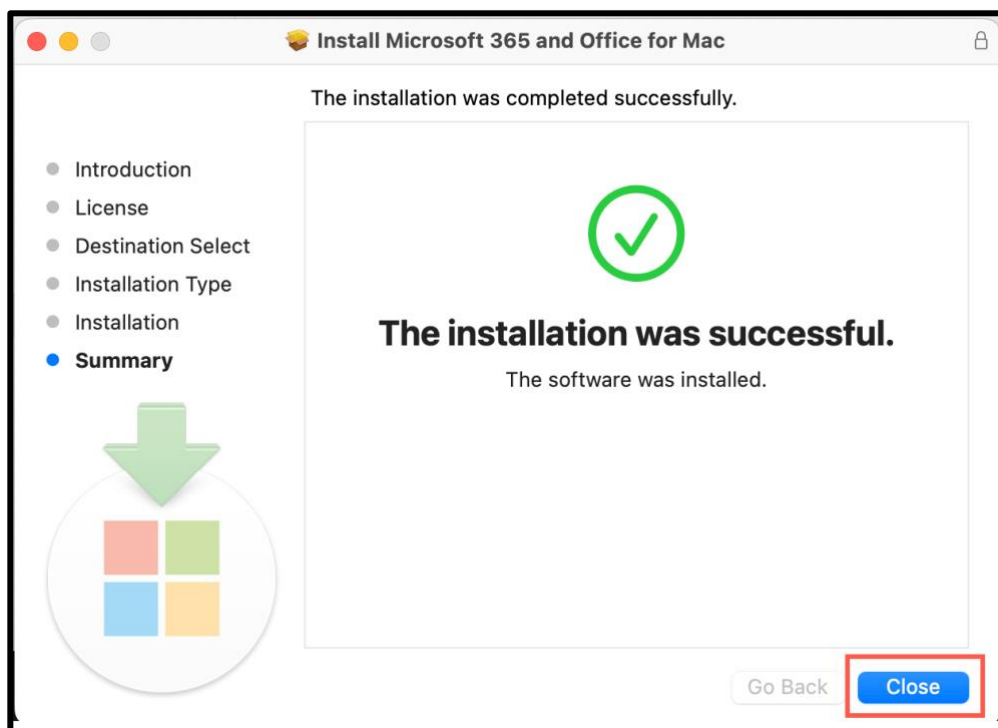13. Click **Agree**.

14. Click **Install**.

15. The installer will request permission to install from the location where the DMG installation file was downloaded.
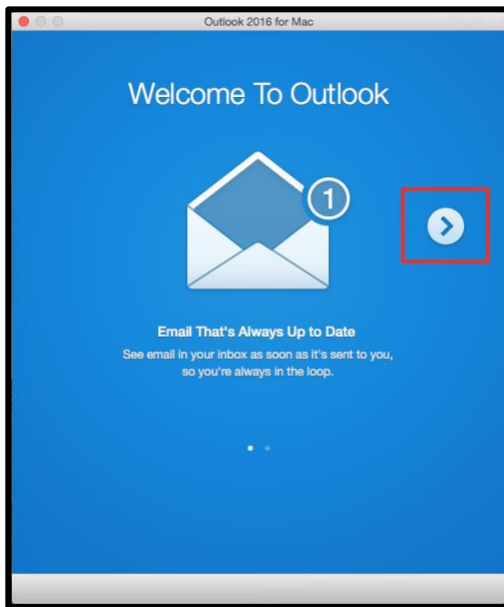

16. Once installation is complete, sign in with your UofM email & password. Click **Close.**
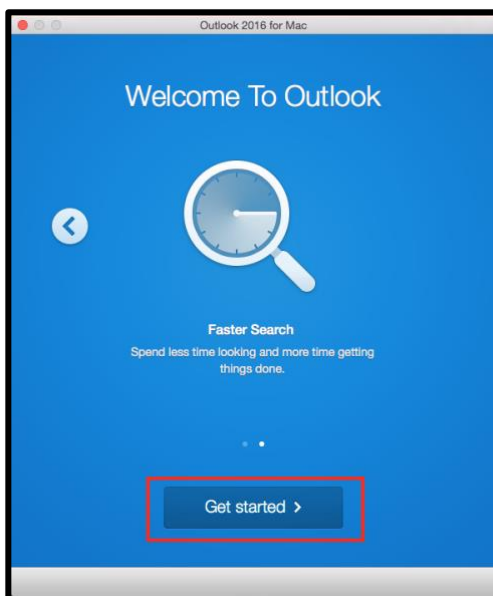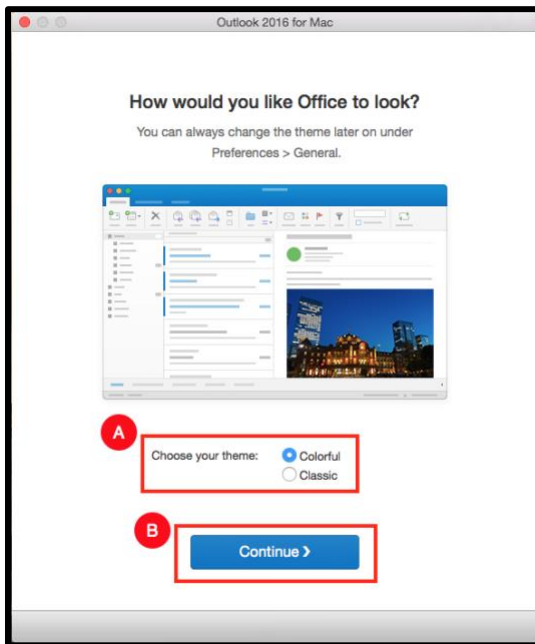
Setting up Outlook on your Mac

1. Open Outlook on the computer. Click the arrow to go to the next screen.
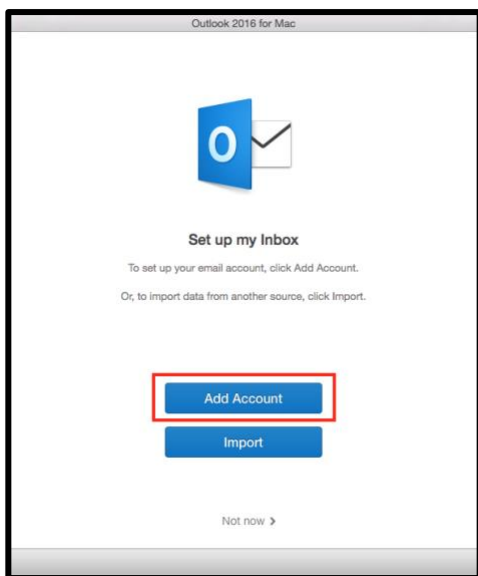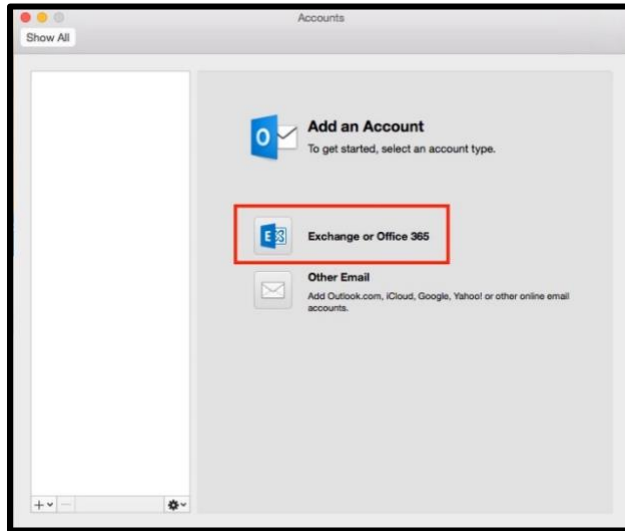

2. Click **Get Started**.

3. **A)** Choose your theme (Colorful or Classic) by selecting the radial button beside the words Colorful or Classic. You can change the theme now or later under Preferences >General. **B)** Click **Continue**.

4. Click **Add Account**.

5. Click **Exchange or Office 365**.

6. Enter your full email address, username, and your password.
   In the Enter your Exchange account information box:

   - Email address: enter your University of Memphis email address.
   - Method: keep the default setting
   - Username: enter your University of Memphis email address
   - Password: your password for your email account
   - Leave a checkmark next to "Configure automatically."

7. Click **Add Account**. Sign in with Single Sign on and Authenticate with DUO.
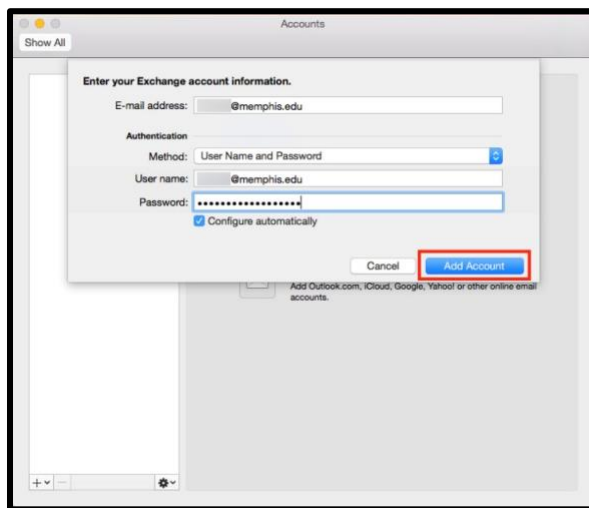
8. Check the box beside (Always use my response for this server). Click **Allow**.
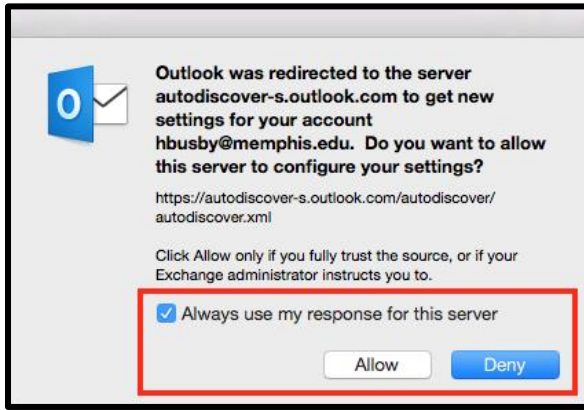
9. Once the account has been set up, click the red circle at the top left corner to close the window.

Locating Help Resources

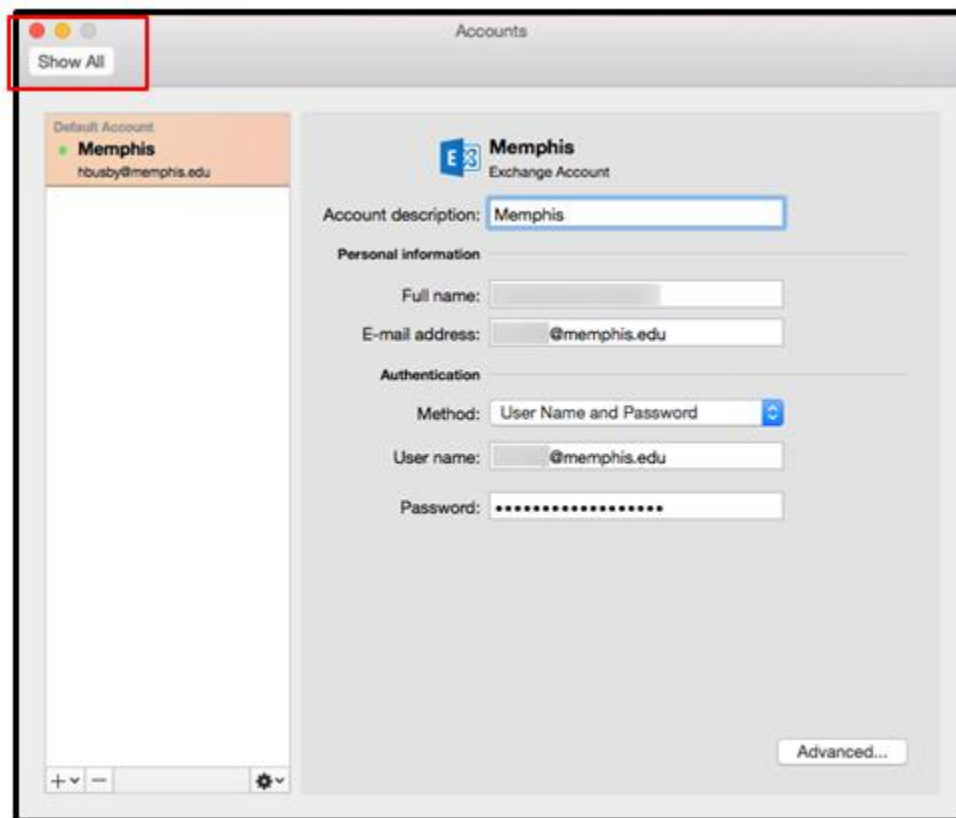umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

Submitting a Service Request
Login URL: Click here to access our service desk ticketing system. After logging in, choose the appropriate form to request services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! *(Excluding Some Holidays)*

  ITS Service Desk Walk-In hours (Admin Building Room 100):
   Monday – Friday 8:00 am – 4:30 pm

  The ITS Service Desk Call Center hours:
   Monday – Friday 8:00 am – 8:00 pm
   Saturday 10:00 am – 2:00 pm
   Sunday 1:00 pm – 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or submit a service request.

Voice messages will be checked regularly and will receive a priority response the following business day. You may also email umTech at umtech@memphis.edu. *(**Note:** Using this email will automatically generate a service request.)*

Important Links

  Explore the umTech Website
  Search the Solutions Page