



# Office & Outlook Install

PC

## umTech

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# Installing Office

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

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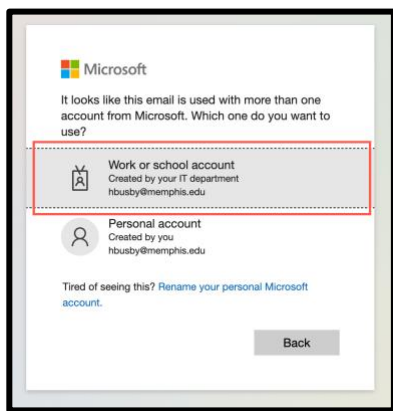
Each Department is assigned an LSP, and Office 365 should automatically be installed onto your machine. If you need a copy or have an issue with the installed version on your system, [con tact your LSP](#) or [submit a service request](#).

## Method 2: Installing via Office 365 Website (For Personally Owned or University Owned/Issued Computers or Laptops)

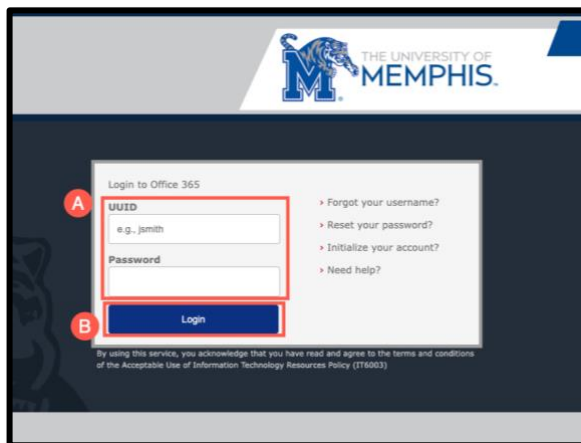
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You may also use this method to install Office 365 onto your devices.

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**.

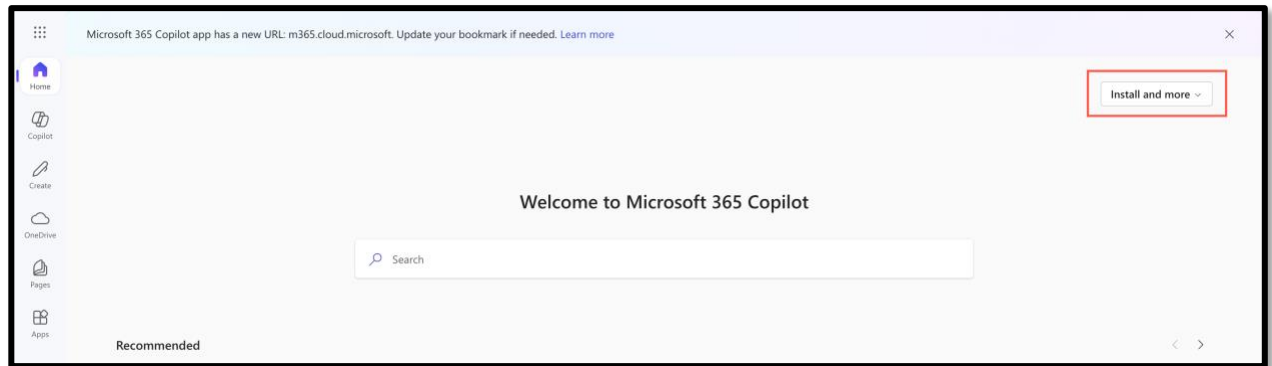


4. Authenticate Using Duo.

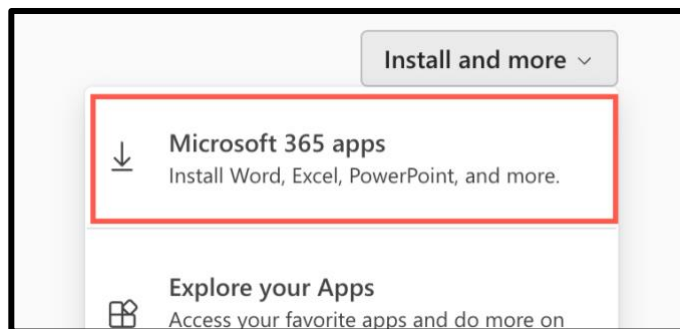


5. Click Install Office 2016. Once this is done, a DMG of the Office 365 installation will be downloaded.

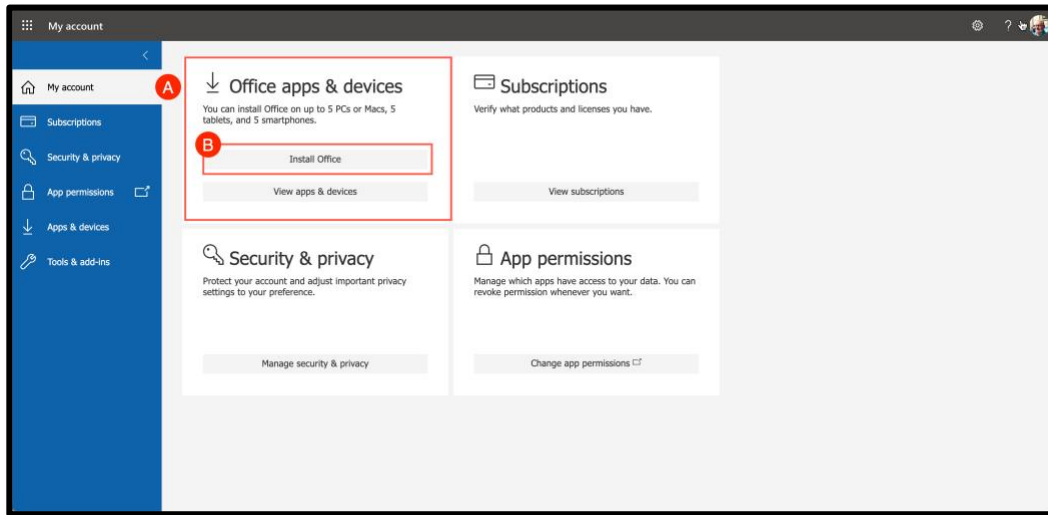
6. Click **Install and More**.



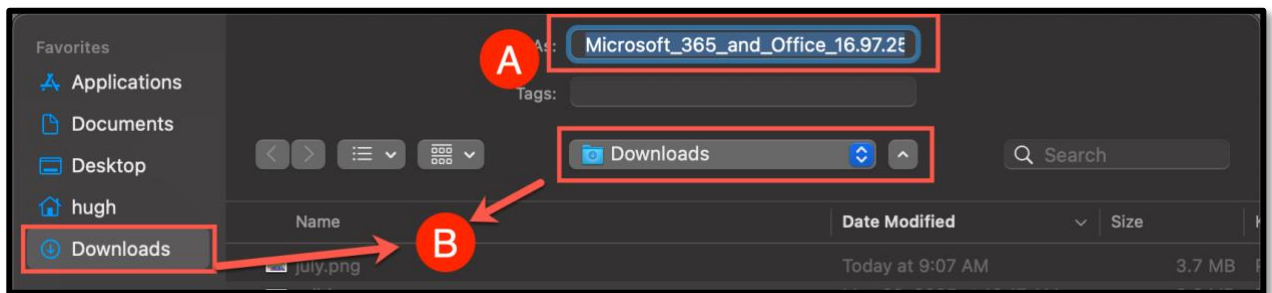
7. Select **Microsoft 365 apps**.



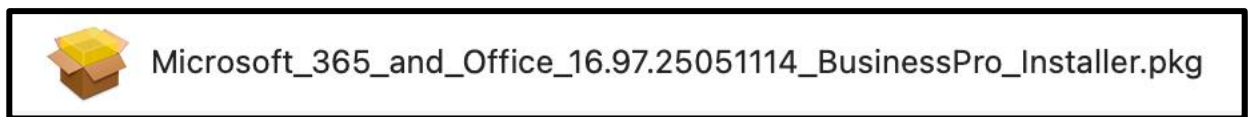
8. From the area **A)** Office apps & devices, **B)** Choose Install Office.



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.



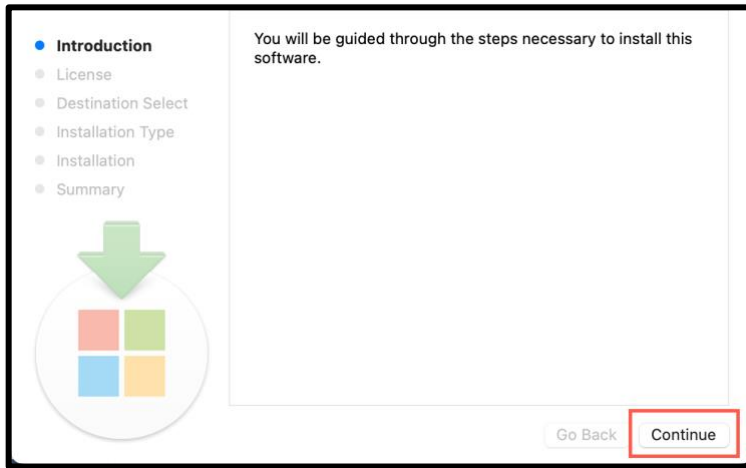
10. Double-click the DMG to install it.



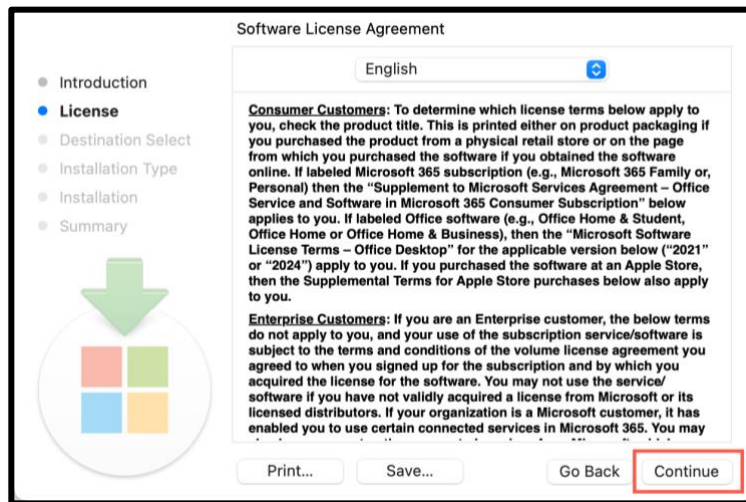
**Note:** Do not pause or stop the installation process. Version of actual DMG may differ with a more current one.

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

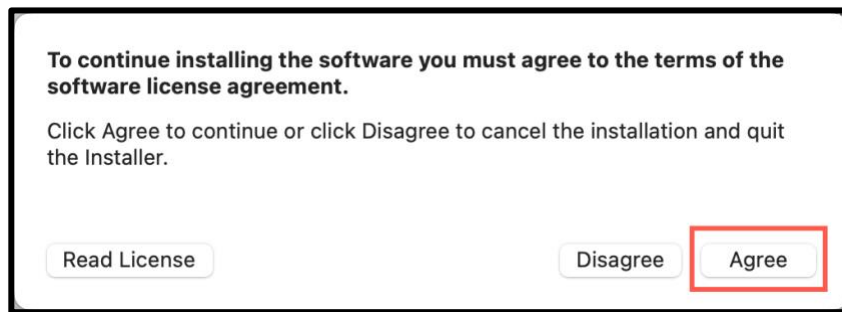
Click **Continue**.



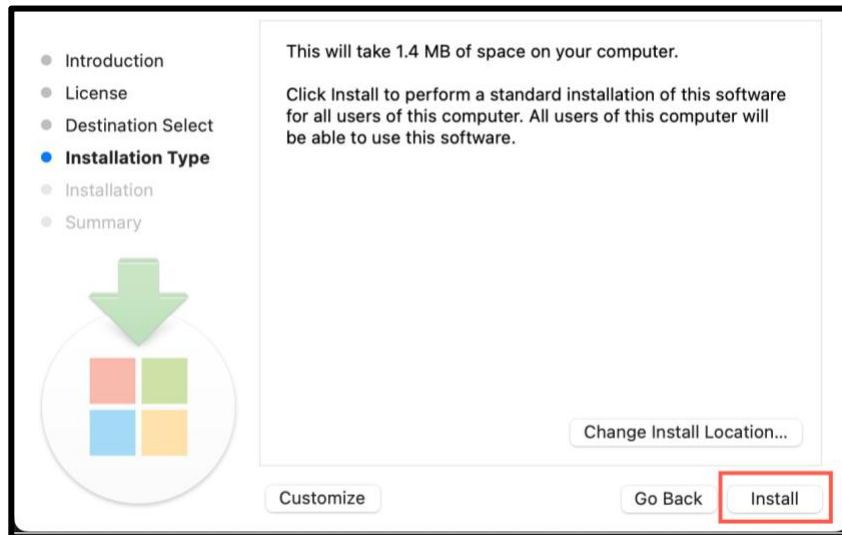
12. Click **Continue**.



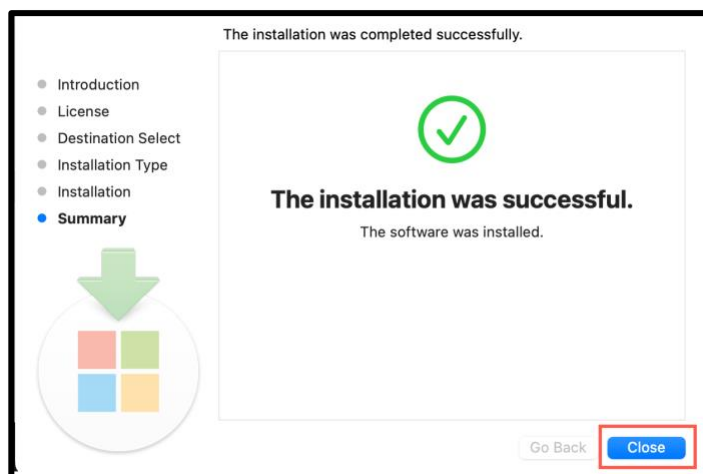
13. Click **Agree**.



14. Click **Install**.



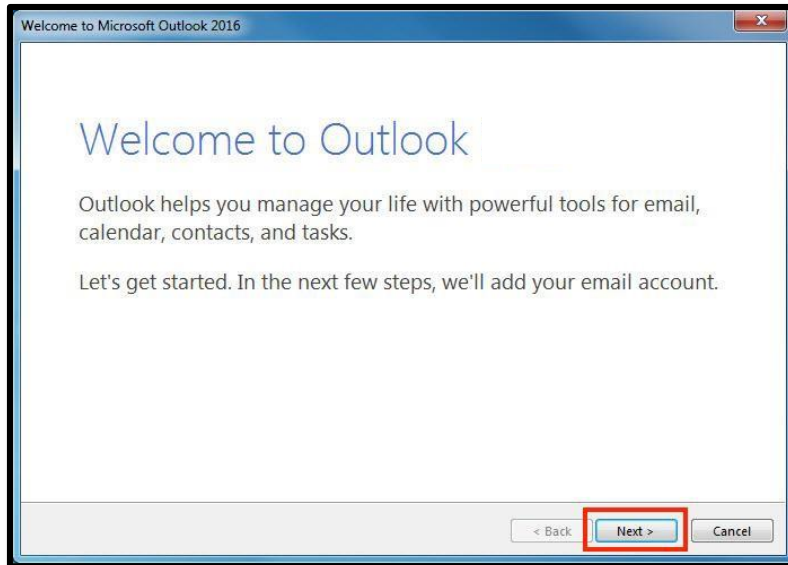
15. Once installation is complete, sign in with your UofM email & password. Click **Close**.



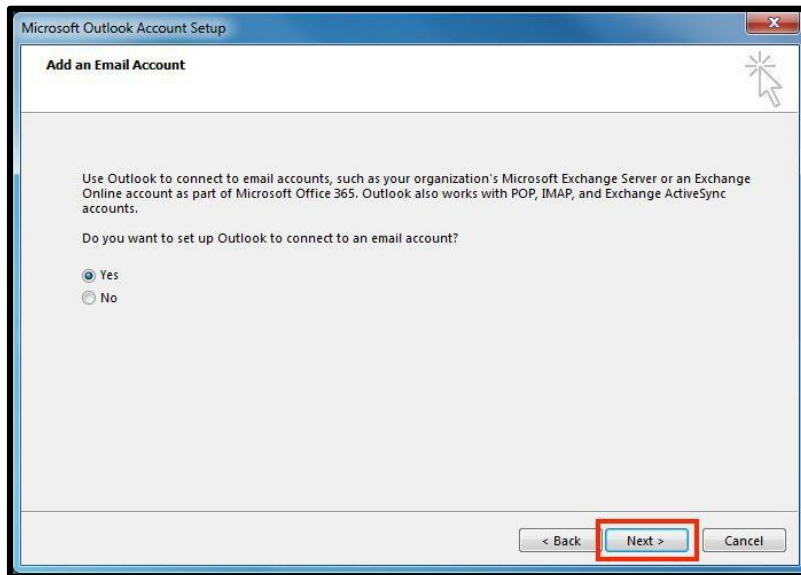
## Setting up Outlook on your PC

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1. Open Outlook on the computer. Click **Next** to continue.



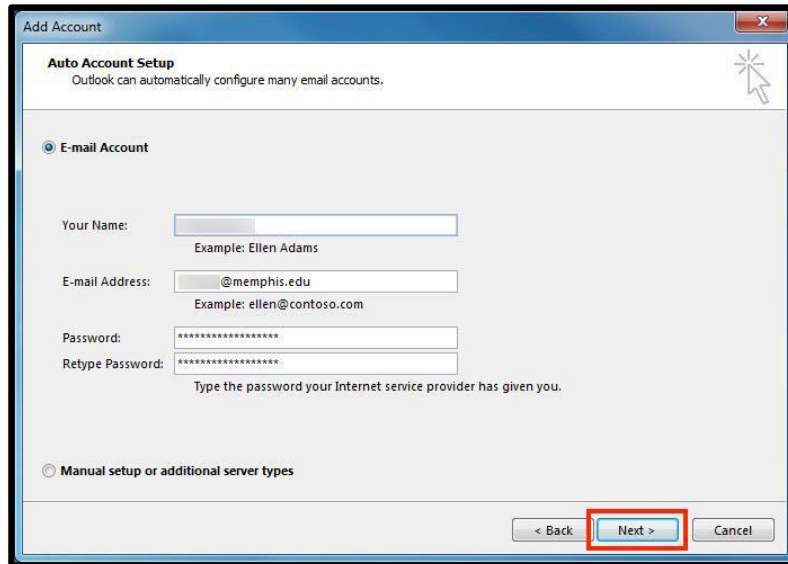
2. Click the radial button to the left of **Yes**, then click **Next**



3. Enter your name, email address, and password.

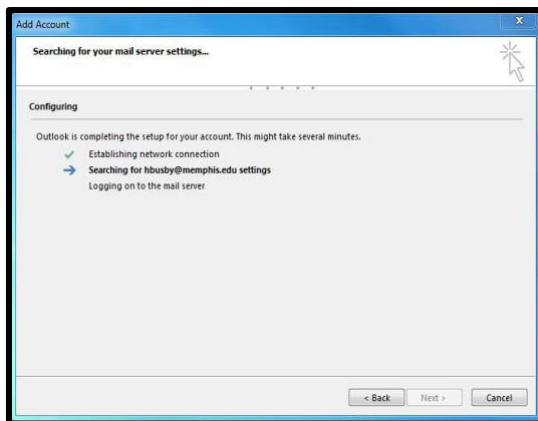
- Your Name: Enter your first and last name.
- E-mail Address: your University of Memphis email address
- Password: your password for your email account

Once you have entered the information, click **Next**.



The screenshot shows the 'Add Account' dialog box in Outlook. The title bar reads 'Add Account'. Below the title bar, it says 'Auto Account Setup' and 'Outlook can automatically configure many email accounts.' There are two radio buttons: 'E-mail Account' (selected) and 'Manual setup or additional server types'. Under 'E-mail Account', there are four input fields: 'Your Name' (with example 'Ellen Adams'), 'E-mail Address' (with example 'ellen@contoso.com'), 'Password' (masked with asterisks), and 'Retype Password' (with a note 'Type the password your Internet service provider has given you.'). At the bottom right, there are three buttons: '< Back', 'Next >' (highlighted with a red box), and 'Cancel'.

4. Outlook will begin setting up your email.

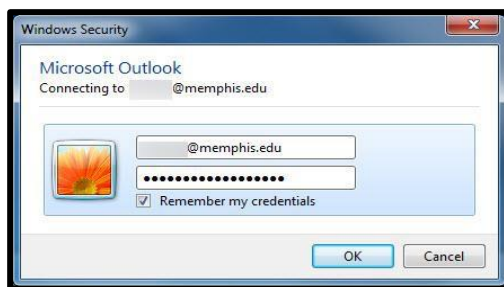


The screenshot shows the 'Add Account' dialog box in Outlook. The title bar reads 'Add Account'. Below the title bar, it says 'Searching for your mail server settings...'. There is a progress bar with several steps. The current step is 'Searching for hbusby@memphis.edu settings', which is highlighted with a blue arrow. Below the progress bar, it says 'Configuring' and 'Outlook is completing the setup for your account. This might take several minutes.' There are three items in the list: 'Establishing network connection' (checked), 'Searching for hbusby@memphis.edu settings' (current step), and 'Logging on to the mail server'. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

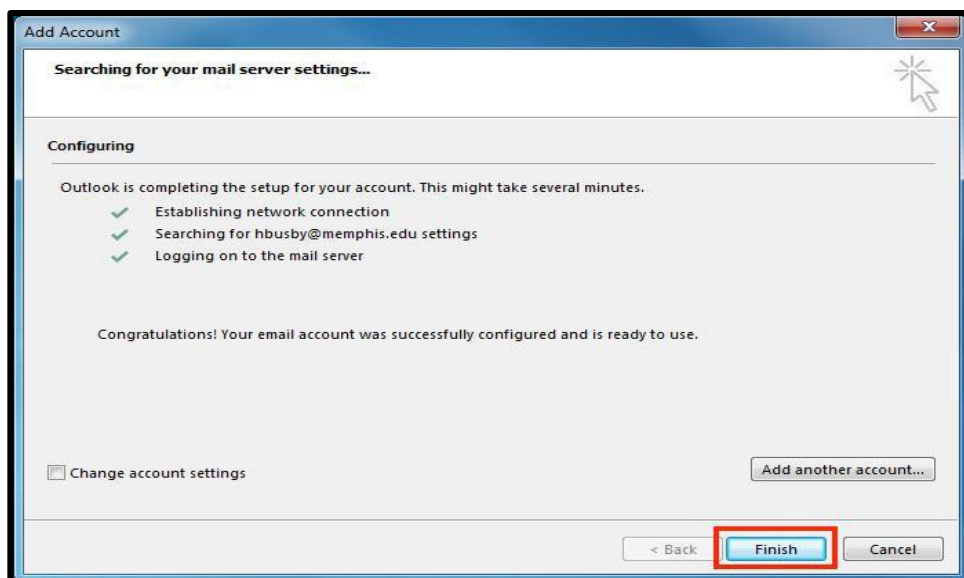
5. A message window will appear asking if you want to allow this website to configure server settings. (A) Click the X by **Don't ask me about this website again**, then (B) click **Allow**.



6. Next, a Windows security window will appear, prompting you to enter your University of Michigan (UofM) email address and password. If you want Outlook to remember your credentials, select the box beside '**Remember my credentials**'. Sign in with Single Sign On and authenticate with DUO.



7. Once the configuration has finished, click **Finish**.



# Locating Help Resources

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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](mailto:umtech@memphis.edu). (**Note:** Using this email will automatically generate a service request.)

## Important Links

[Explore the umTech Website](#)  
[Search the Solutions Page](#)