



Installation of Microsoft Office 365 Applications



From the team of MyMail Support
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Singapore University of Social Sciences (SUSS)

Disclaimer

This document is a generic guide for the installation of Microsoft Office 365 ProPlus Applications as offered by Microsoft to Students and Associates.

SUSS will not be held liable for any unforeseen damages to your devices and/or any data loss resulting from the direct or indirect installation of the Office 365 Applications based on the usage of this guide.

Microsoft has the final rights to add, remove, continue or discontinue any products or features or screen layouts on the Microsoft Office 365 packages offered to Students and Associates. The Microsoft Office 365 Applications may consist of a suite of products (Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook, Microsoft OneNote, etc.)

Pre-requisite

Before you begin:

- 1) A Student or Associate MyMail Login username and password.
 - a. Your Login username is the same username for Student / Associate Portal appended with @suss.edu.sg (for e.g., johndoe001@suss.edu.sg).
 - b. If you forget your password, you may either do a self-service password reset via the Portal login page <https://portal.suss.edu.sg/> or email to MyMail Support (MyMailSupport@suss.edu.sg).
- 2) Before you begin the installation of Microsoft Office 365 Applications, please check that you have met the below requirements:
 - a. A stable and relatively fast Internet Connection (1Mbps or higher).
 - b. Your current installed Microsoft Office Installation CD/DVS or media kit.
 - c. Your current installed Microsoft Office CD-Key or Product Key.
 - d. Your computer is not a company owned equipment.
 - e. You have administrator rights on your computer.
- 3) You are advised to uninstall any older versions of the Microsoft Office Products on your computer before begin installation of the new version of the Microsoft Office 365 Applications.
- 4) The license for Microsoft Office 365 Applications is required to be activated over the internet. For every 30 days, the computer must connect to the internet to continue the subscription and maintain the active license. If the computer goes offline for over 30 days, the Microsoft Office 365 Applications will be reduced to limited functionality. You may connect to the internet and ensure that you are signed in to resume its full functionality.
- 5) Microsoft Office 365 Applications is only available for your usage.
 - a. For Associates: they must be under contract or employment with SUSS.

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- b. For Students: they must be an active or deferred status until their Convocation.
 - c. For Alumni: they will no longer have access to Microsoft Office 365 Features and Products, except for their mailbox remaining available.
- 6) For Associates who discontinue their contract or employment with SUSS and for Student who discontinues their studies:
- a. They must uninstall the Microsoft Office 365 Applications.
 - b. They may install the version that they originally owned, as stated on Point 2.

Minimum Hardware Requirements

- 1) The Computer and Processor requirements are as follow:

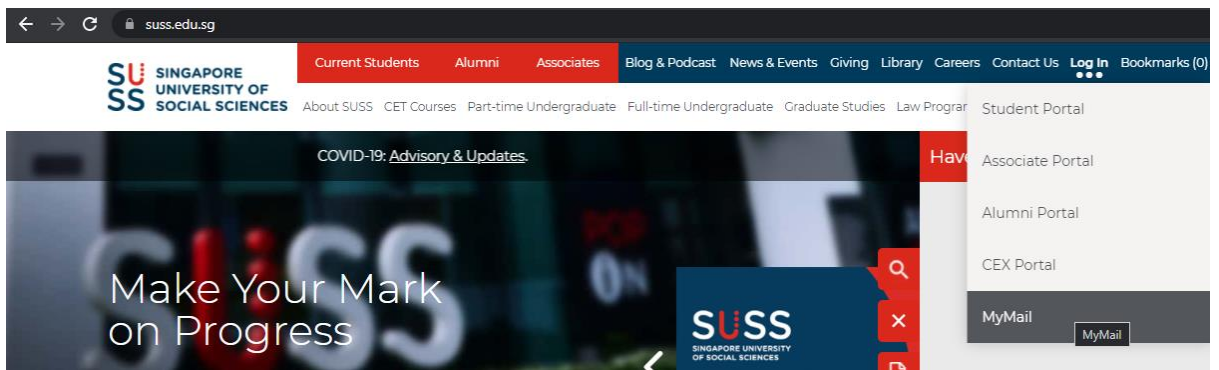
OS	Windows OS 8 or higher	MacOS 10 or higher
Processor	1.6 GHz or faster	Intel
Memory	4 GB RAM; 2 GB RAM (32-bit)	4 GB RAM
Hard disk	4 GB of available disk space	10 GB of available disk space; For HFS+ /MacOS Extended/APFS hard disk formats.
Display	1280 x 768 screen resolution	1280 x 800 screen resolution
Graphic	Graphics hardware acceleration requires DirectX 9 or later, with WDDM 2.0 or higher for Windows 10 (or WDDM 1.3 or higher for Windows 10 Fall Creators Update). Skype for Business requires DirectX 9 or later, 128 MB graphics memory, and 32-bits-per-pixel-capable format.	No graphics requirements

- 2) You may visit the Microsoft Office 365 web page for reference.
- a. Microsoft Office 365 link:
<https://www.microsoft.com/en-sg/microsoft-365/microsoft-365-and-office-resources#coreui-heading-5dcqxz4>

Download the Microsoft Office 365 Installer

- 1) Visit SUSS web page via URL <https://www.suss.edu.sg/>
- 2) Click Login and choose MyMail.

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- 3) Type in your MyMail Address (For e.g., johndoe001@suss.edu.sg) and click on Next button.

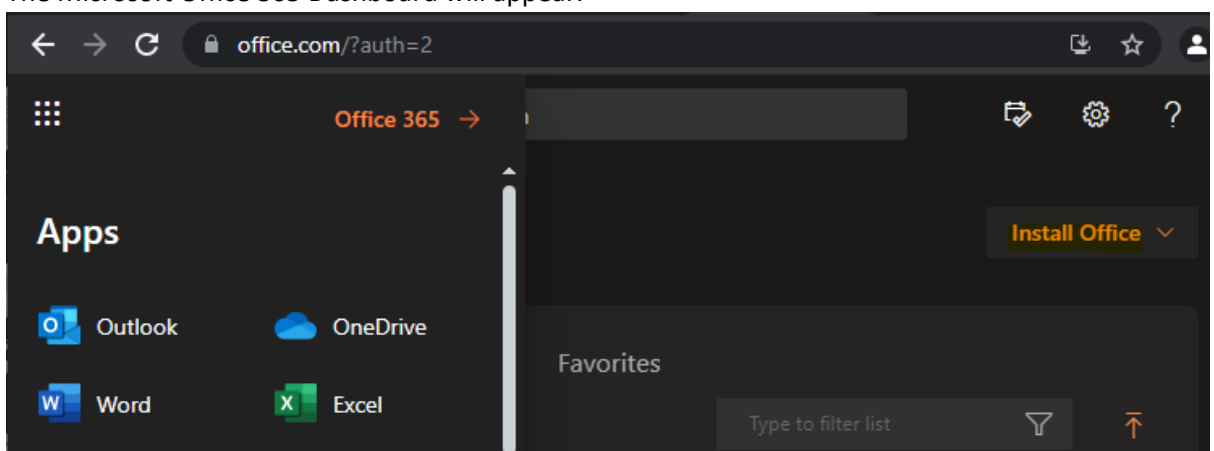
- 4) The page will be redirected to SUSS sign in page.

- 5) Type in your portal password and click on the Sign In button.
6) It may prompt you to Stay signed in. Click on Yes button to prolong the signed in for an extended duration. Click on No button to remain signed in for a shorter duration.

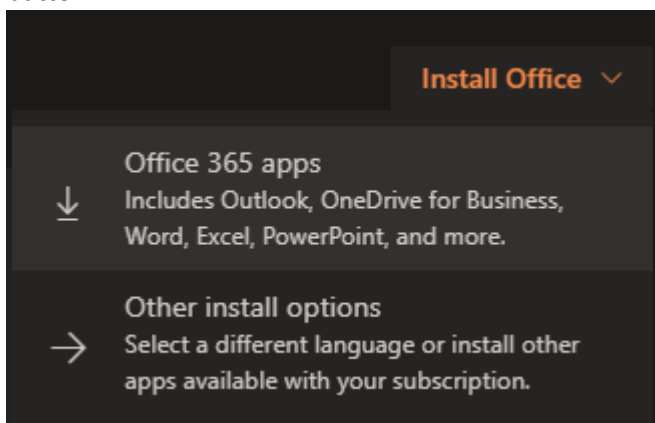
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7) The Microsoft Office 365 Dashboard will appear.



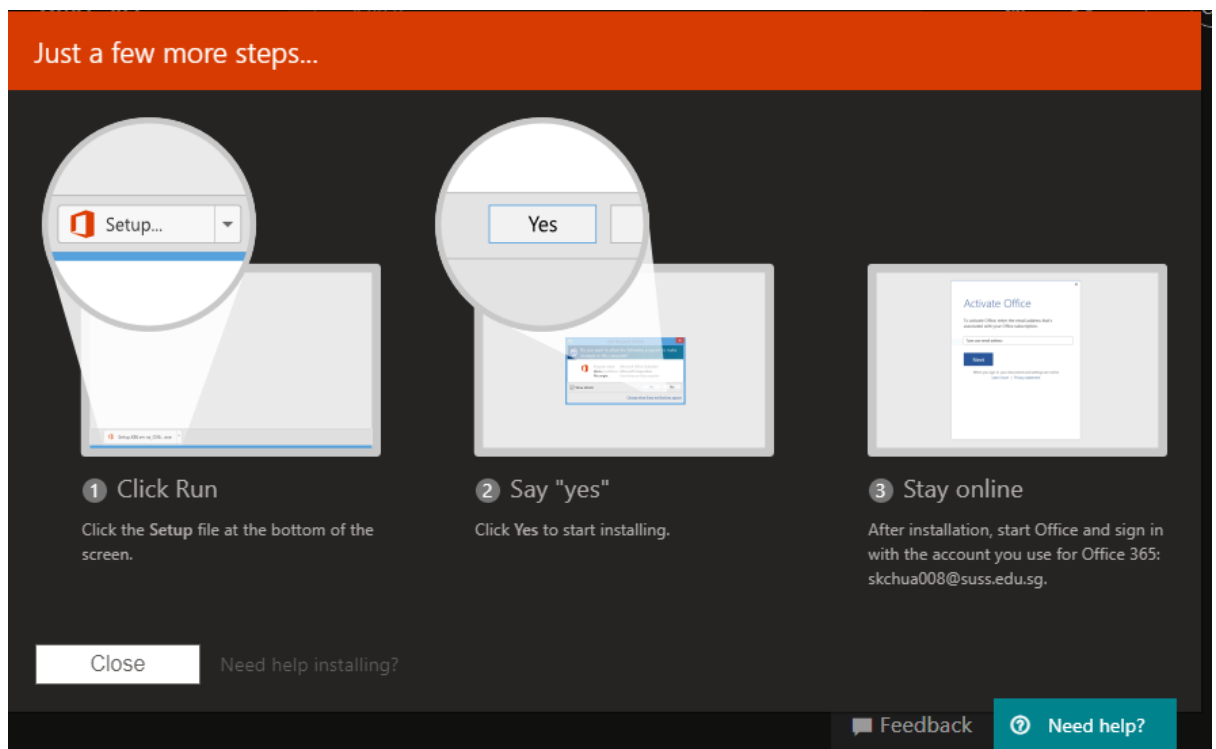
8) At the top-right corner of the Microsoft Office 365 Dashboard, click on the Install Office button.



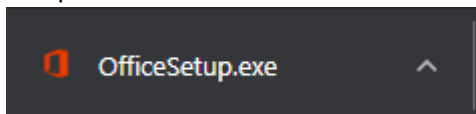
9) Select from the menu to download the latest version of Microsoft Office 365 Applications.

10) The download process will detect the Operating System and download the correct installation package file format.

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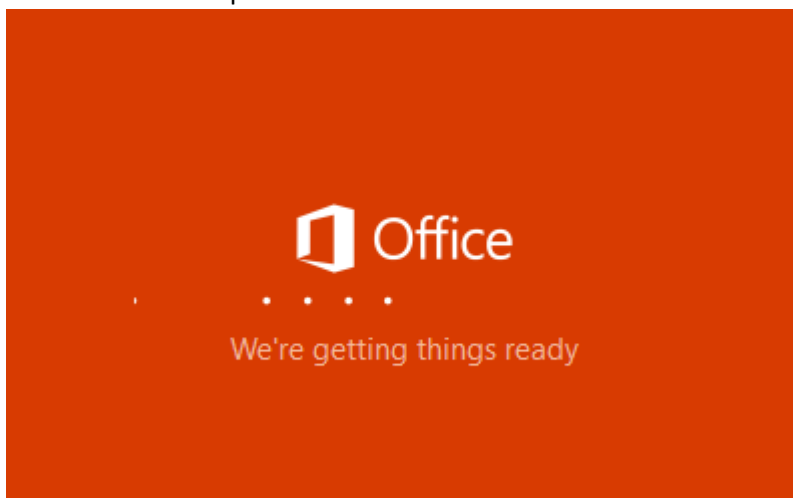
- 11) The installation package will appear at the footer of the browser when the download is completed.



- 12) Press on the Close button.

Installation Steps for Windows

- 1) Click on OfficeSetup.exe to run the installer.



- 2) The Installation Wizard will appear.
- 3) Continue the steps shown on the screen of the Installation Wizard.

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First things first.

Use recommended settings

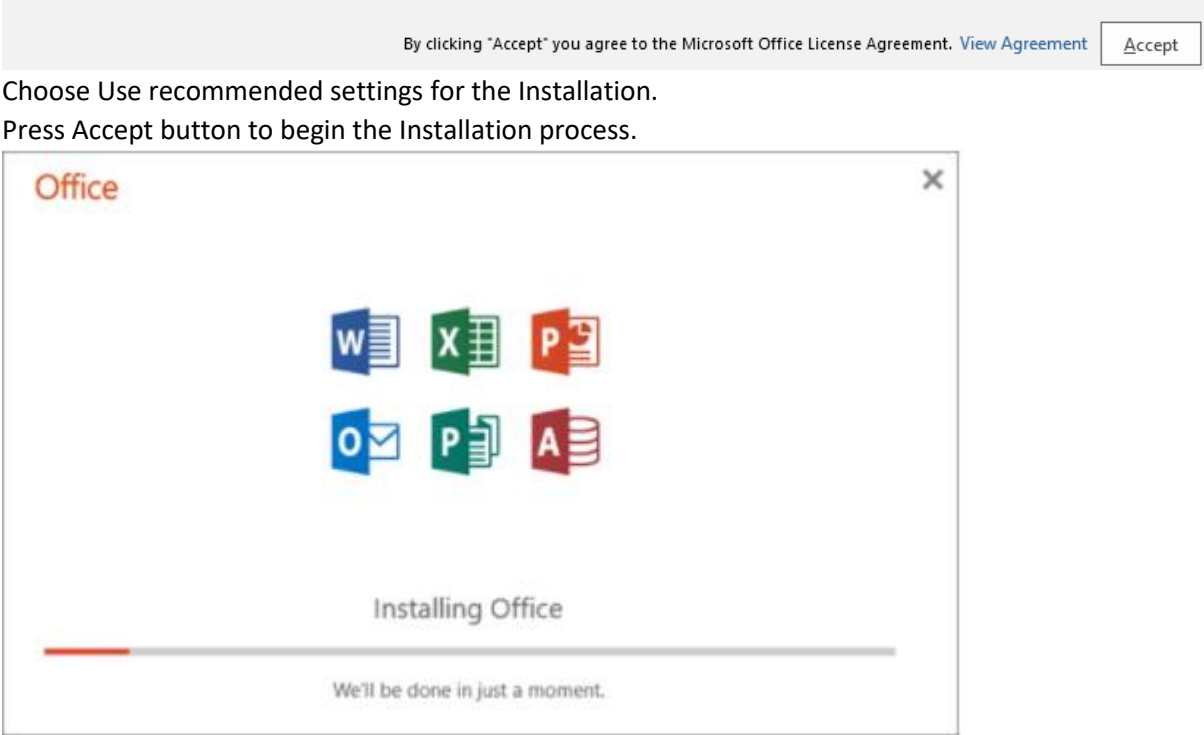
Help us improve Office. The information sent to Microsoft helps us make the best software and services for you and is never used to identify or contact you. We take your privacy seriously.

No thanks

[View Privacy Statement](#)

This product also comes with automatic updates. [Learn more](#)

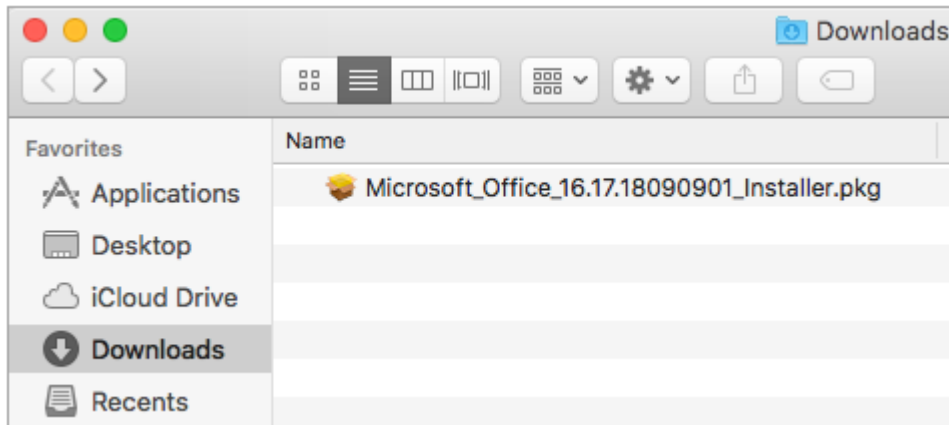
- 4)
- 5) Choose Use recommended settings for the Installation.
- 6) Press Accept button to begin the Installation process.



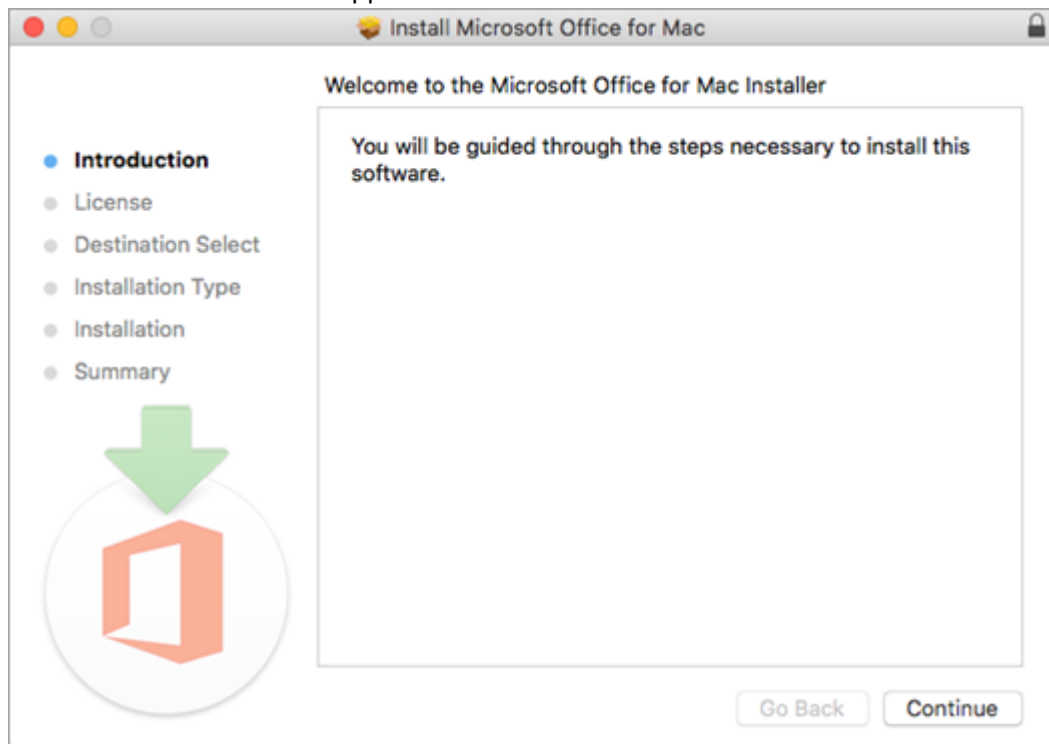
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Installation Steps for MacOS

- 1) Open Finder
- 2) Go to Downloads and locate the installer file Microsoft_Office_16..._Installer.pkg

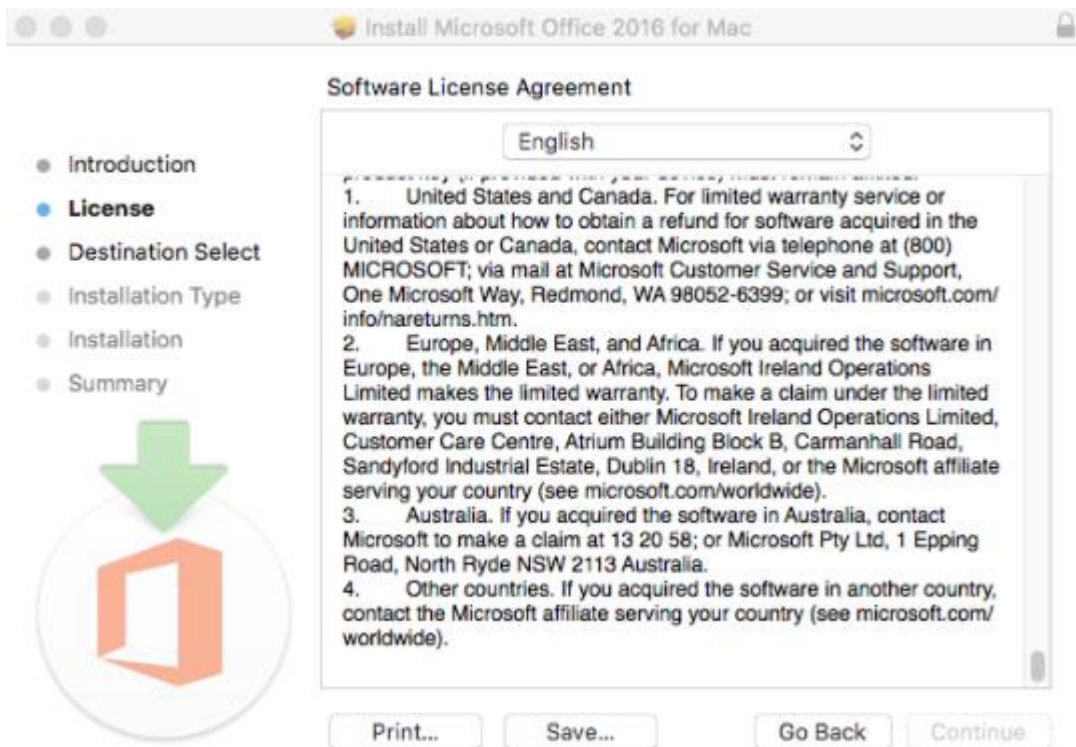


- 3) The Installation Wizard will appear. Press on the Continue button.

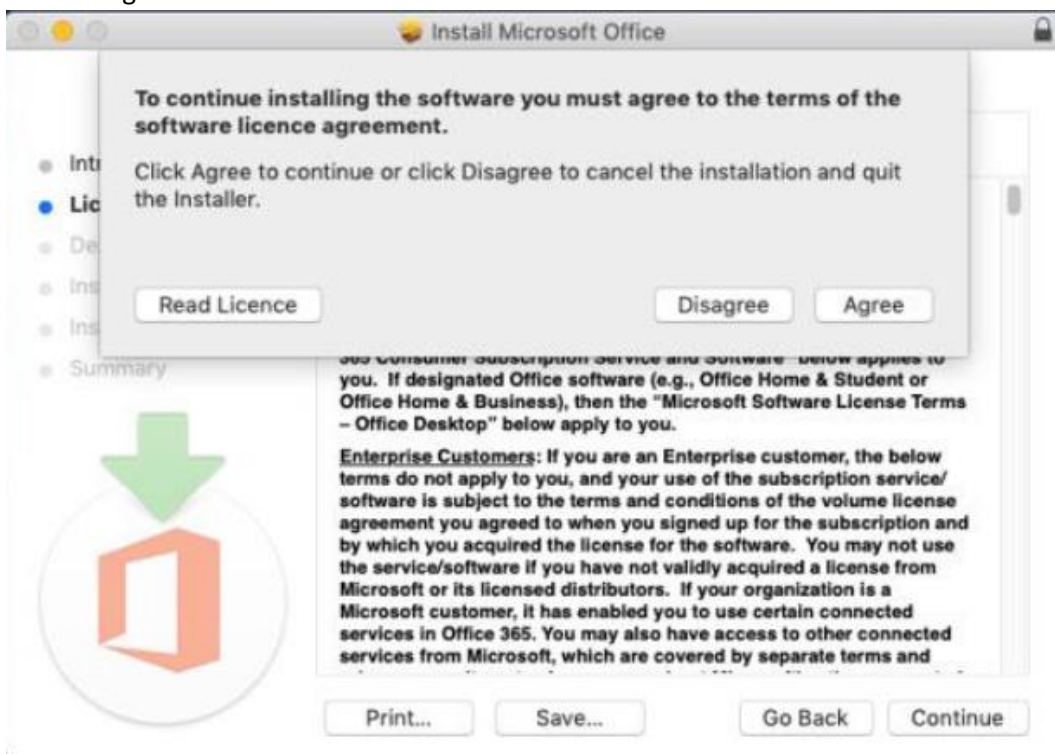


- 4) Read the Software License Agreement.
Scroll down to click on the Continue button after reading the Software License Agreement.

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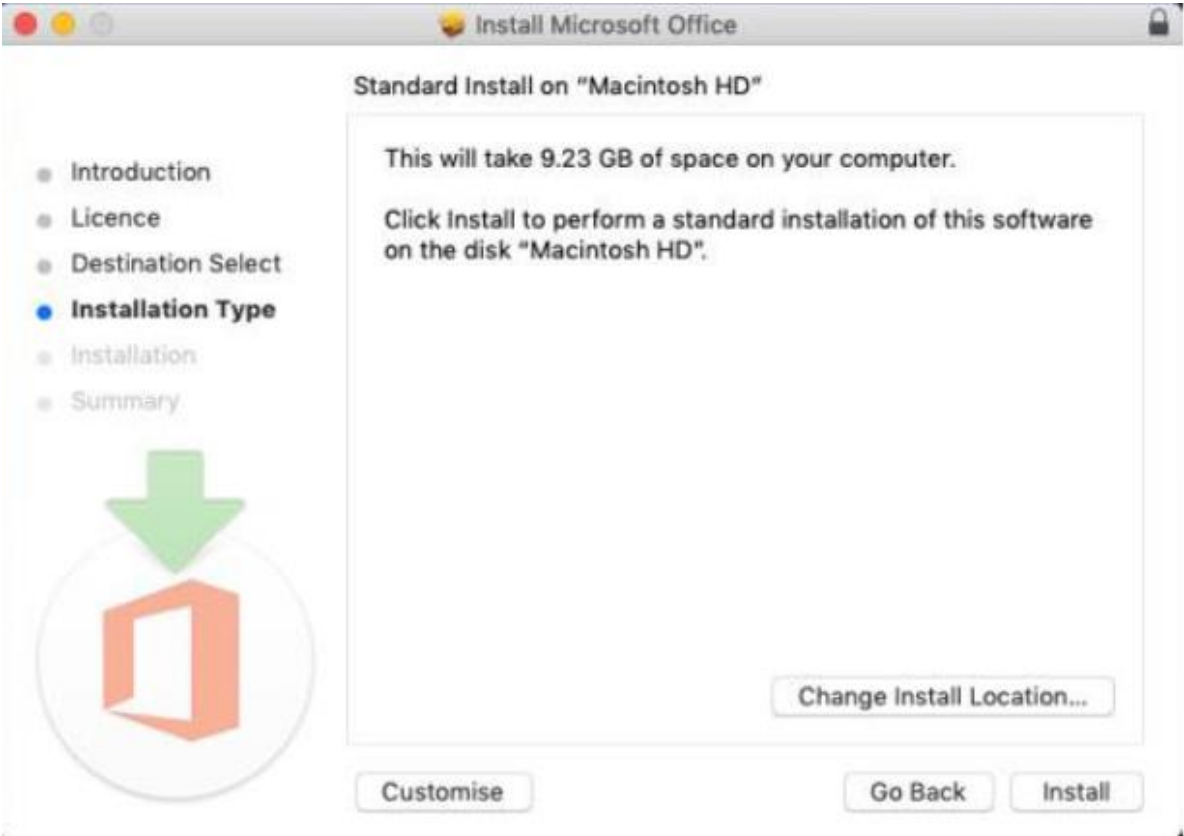
5) Click on Agree button to continue.



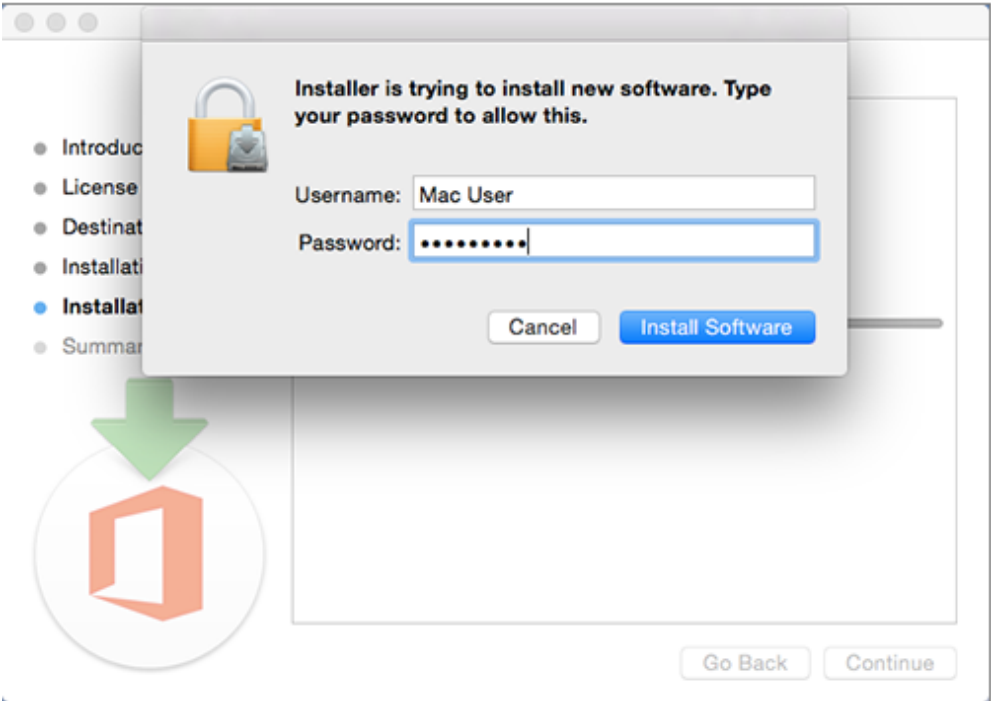
7) At the Installation Type, do not need to change the installation destination. Please use the default folder for the Installation.

6) Click on the Install button to start the installation process.

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7) Enter your Mac login password to complete the installation process.

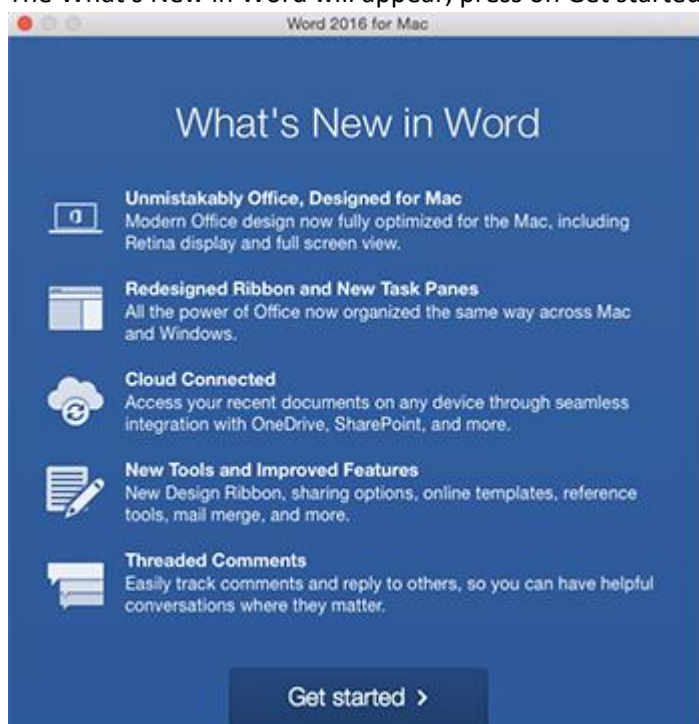


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Activate Microsoft Office 365 Subscription

1. When the installation is completed, you must confirm the subscription and activate the license. You will only have to do this once.
2. To activate the subscription, you may run any of the Office 365 Applications.
3. In this example, we run Microsoft Word.

The What's New in Word will appear, press on Get started > button.



4. On the Sign in to Activate Office screen, select Sign In and enter your MyMail address and the portal password.



You're good to go.

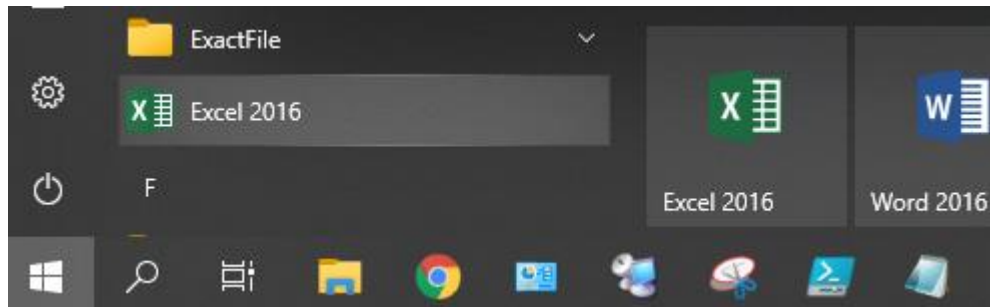
We're all done, and you can now go offline if you need to. Enjoy!

All done!

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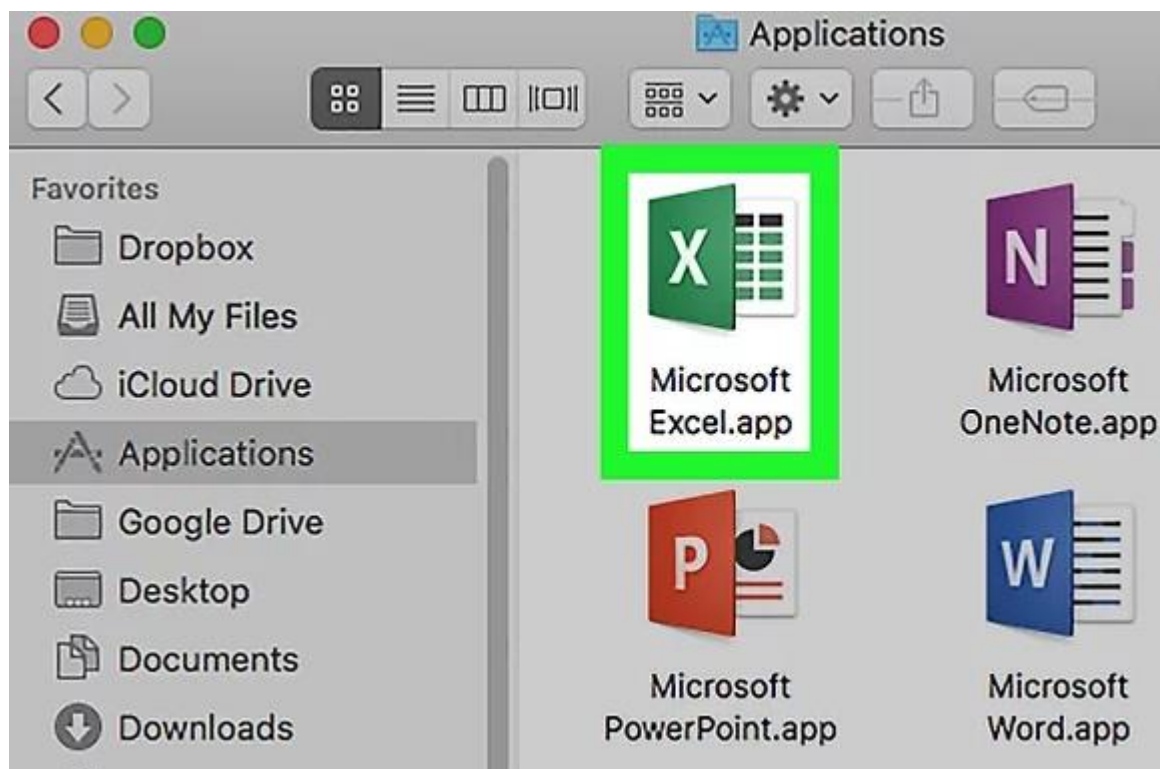
Launch an Office 365 App on Windows

- 1) Click on the Start button,
- 2) Find the Office App that you will be using, left click to run it.



Launch an Office 365 App on MacOS

- 1) Open Finder and select Applications in the sidebar
- 2) Find the Office app that you will be using and double-click to run it.



Please note that some screens or layouts are subjected to changes and may be different.

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If you need help

If you are unable to download and install the software, please contact MyMail Support (MyMailSupport@suss.edu.sg) with the below details:

- a) Full Name
- b) Your MyMail Address
- c) PI Number
- d) Your Windows or Mac OS Version
- e) Screenshot of the issue

Frequently Asked Questions

Q1. Can I install Office 2016 for Mac and Office 2011 for Mac?

Ans: Yes, you can install and use the Microsoft Office 2016 ProPlus and Office for Mac 2011 at the same time. However, we strongly recommend that you uninstall Office for Mac 2011 before installing the new version to prevent any confusion.

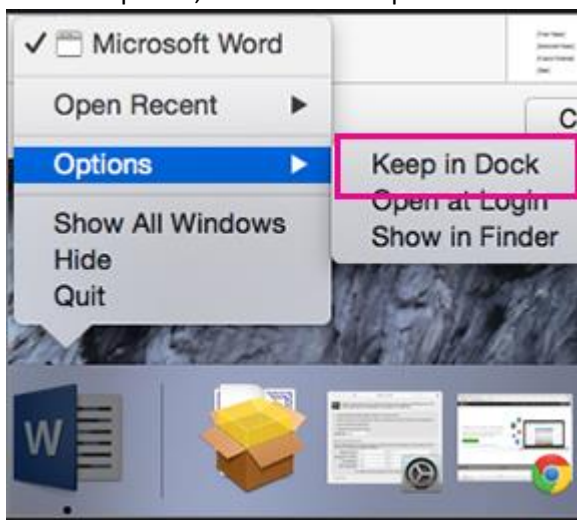
Q2. How to uninstall the Office software from your computer?

Ans: [https://support.office.com/en-us/article/uninstall-office-for-mac-eefa1199-5b58-43af-8a3d-b73dc1a8cae3#ID0EAABAAA=Office for Mac 2011](https://support.office.com/en-us/article/uninstall-office-for-mac-eefa1199-5b58-43af-8a3d-b73dc1a8cae3#ID0EAABAAA=Office%20for%20Mac%202011)

Q3. How do I pin the Office App icons to the dock on Mac OS?

Ans: Please do the steps below:

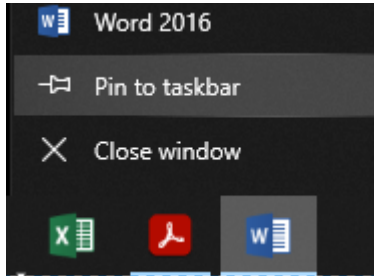
1. Go to Finder, select Applications.
2. Double-click on the Microsoft Office Apps.
3. In the dock, press Control + Click or Right-click on the app icon.
4. Choose Options, then select Keep in dock



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Q4. How do I pin the Office App icon on Windows Taskbar?

1. Press Windows Start button.
2. Left Click on the Office App.
3. Right-click at the Office App icon, choose Pin to Taskbar.



Q5. Why the activation of the software is not successful after downloaded the installer and complete the installation steps?

Ans: Please check that the MacOS X is at least version 10.13.1 or above to successfully activate the Office 365 Apps.

Q6. How do I set up the Microsoft Office 365 Apps on my mobile devices?

Ans: Please follow the steps on the Microsoft Support website:

<https://support.microsoft.com/en-us/office/set-up-office-apps-and-email-on-a-mobile-device-7dabb6cb-0046-40b6-81fe-767e0b1f014f>