

HOW TO: ACTIVATE MICROSOFT 365 APPS ON YOUR LAPTOPS/DESKTOP PCS.

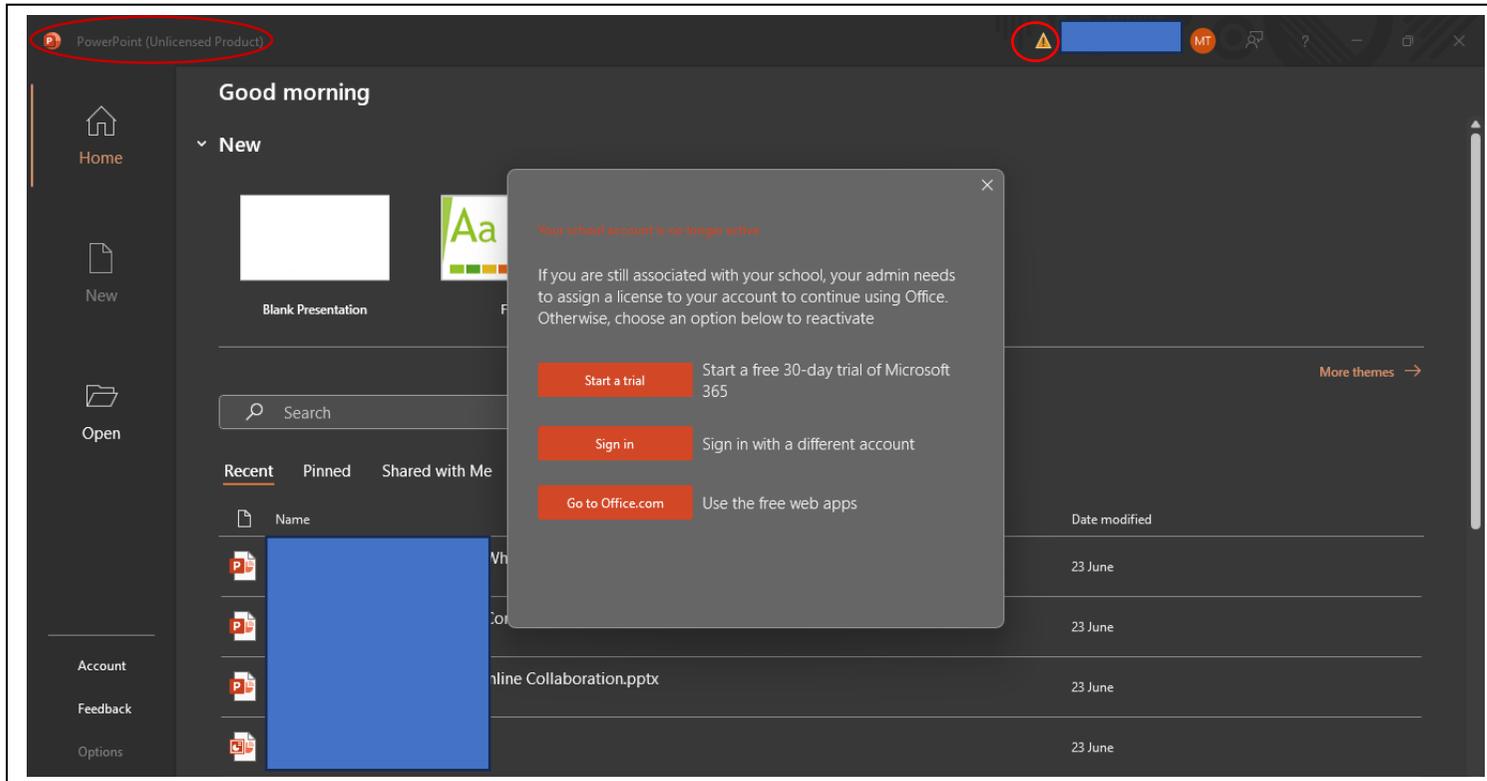
When Office apps need re-activating, you will notice these

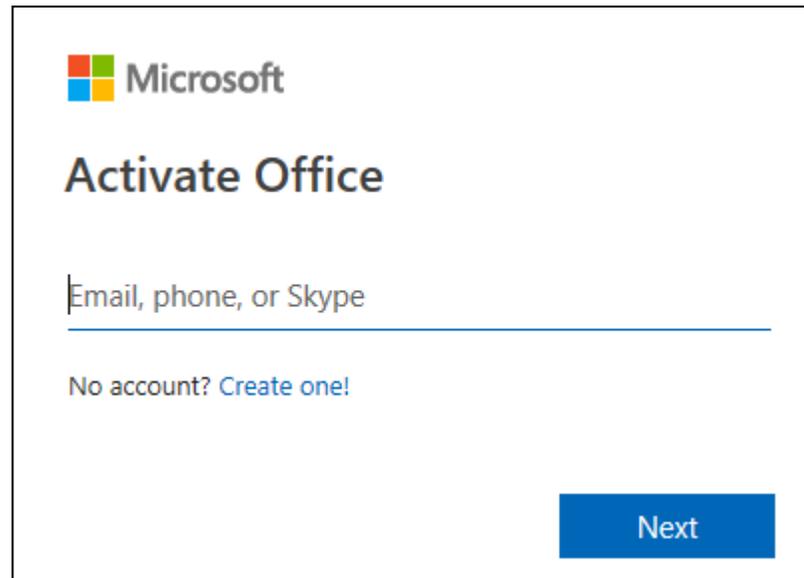
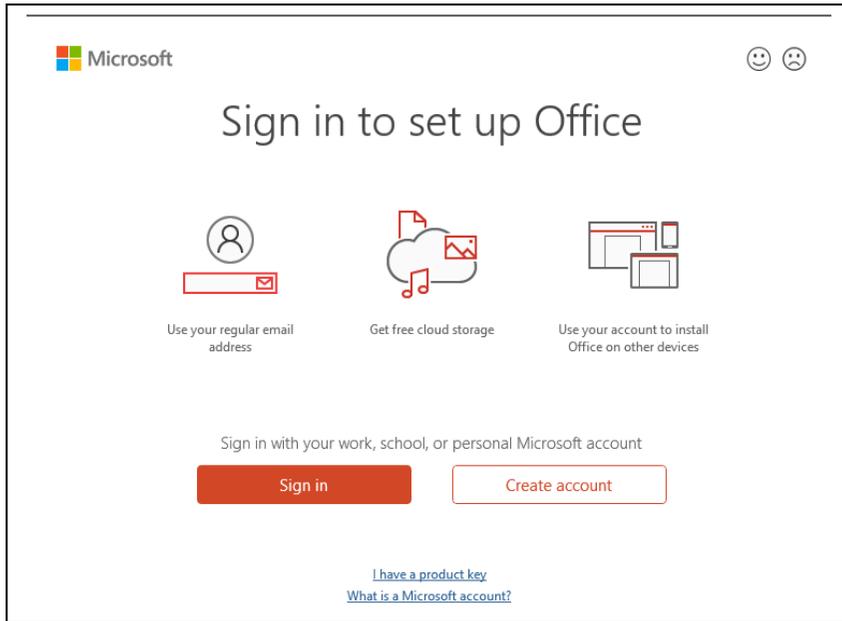


on Word/Excel/PowerPoint.

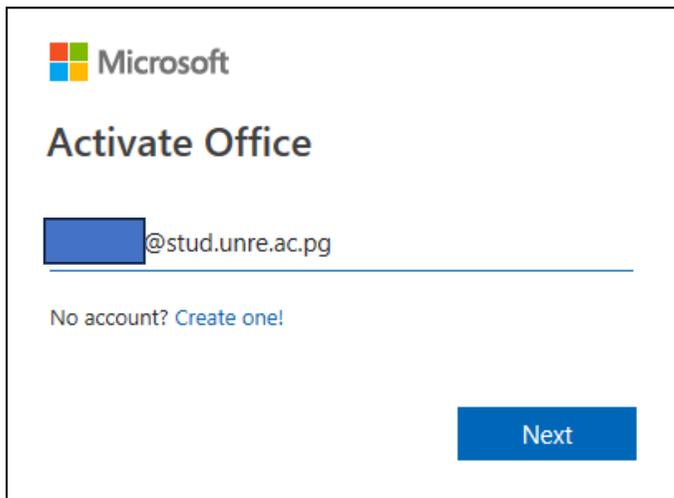


The yellow triangle shows that you need to log in with your current password for Outlook/Office 365 apps.

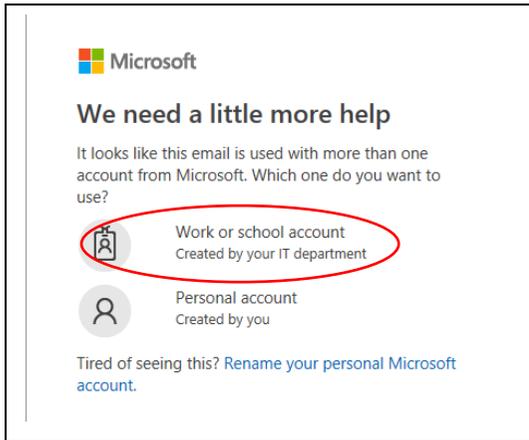




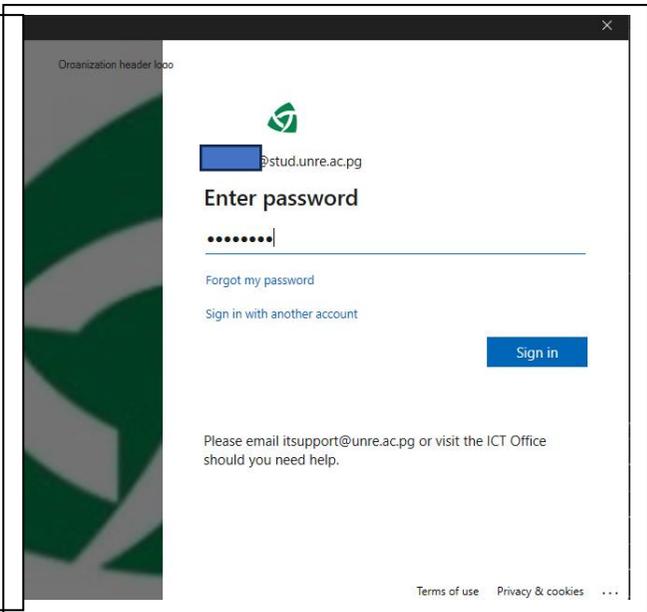
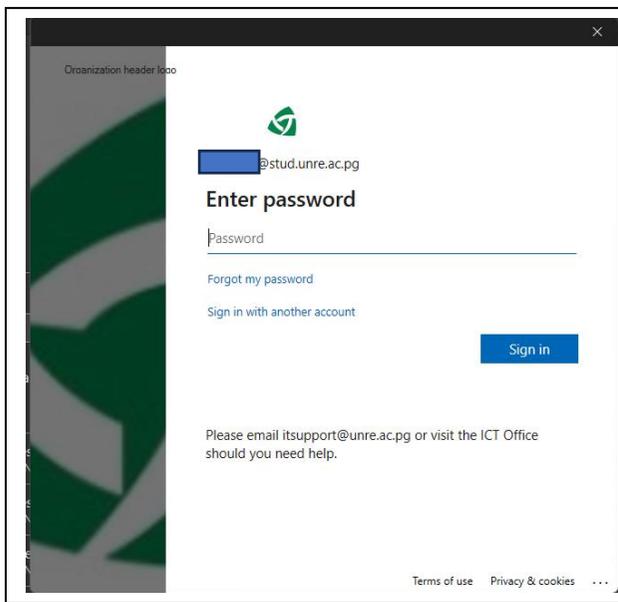
Step 1: Open any of the desktop Office apps (Word, Excel, PowerPoint). A window pops up with a sign in prompt. Click on .



Step 2: Type in your UNRE email address. Your UNRE email address is in the format of *studentIDnumber@stud.unre.ac.pg*.



Step 3: Select Work or School account.



Step 4: Type in your Outlook password. If you have asked for a password reset, type in the temporary password given to you.

Organization header logo



[Redacted]@stud.unre.ac.pg

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

[Sign in](#)

Please email itsupport@unre.ac.pg or visit the ICT Office should you need help.

Organization header logo



[Redacted]@stud.unre.ac.pg

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[Sign in](#)

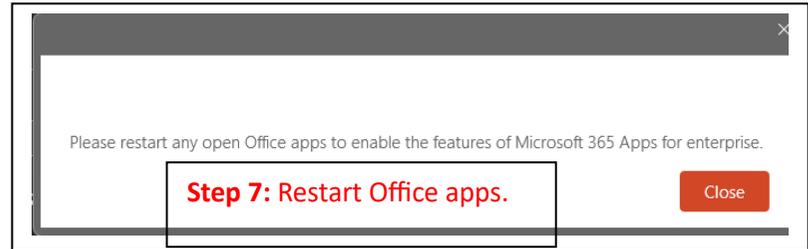
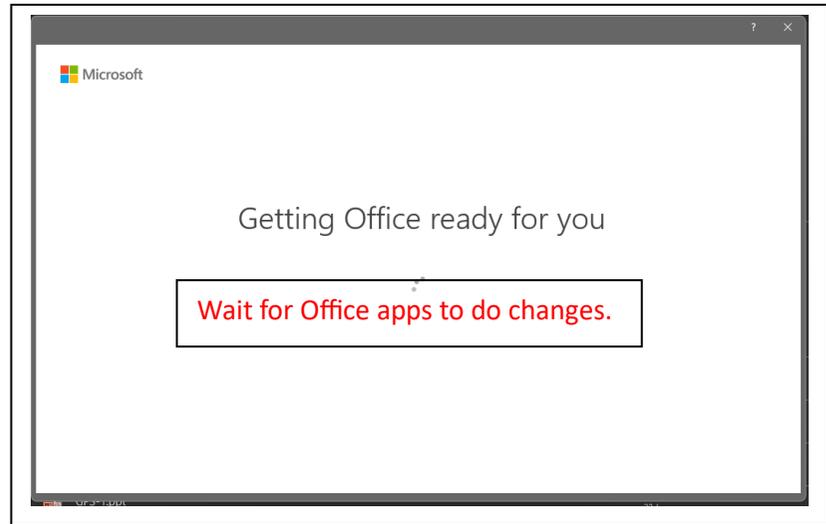
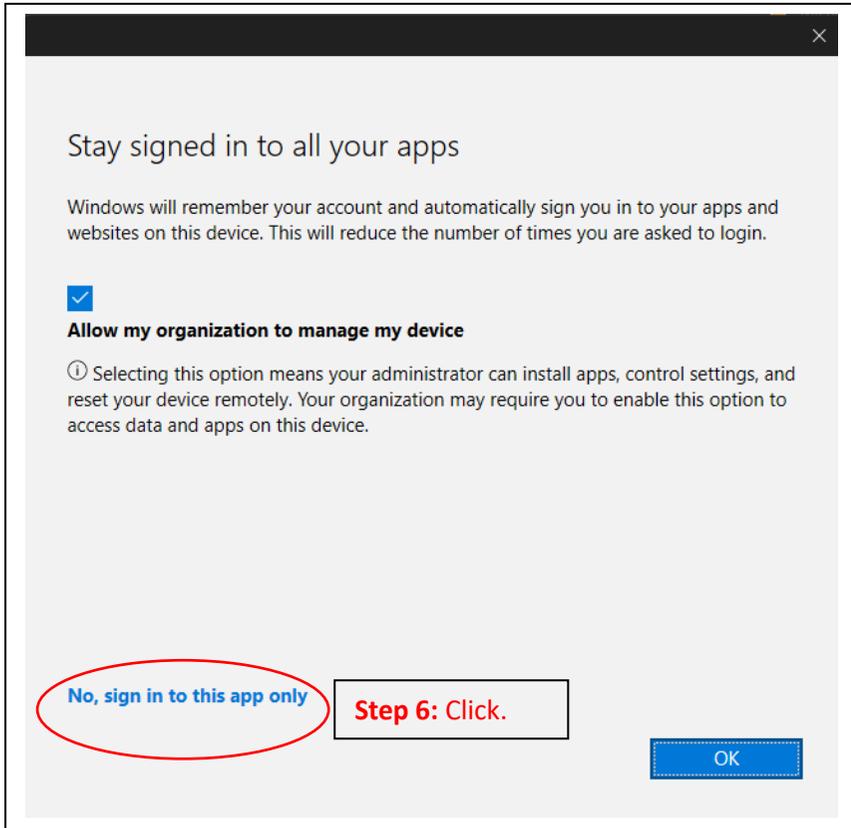
Please email itsupport@unre.ac.pg or visit the ICT Office should you need help.

Step 5: This section is for those who asked for a password reset.

In the *Current password* field, type in the temporary password given to you.

In the *New password* field, create a new password and type in this password. Confirm your new password in the *Confirm password* field.

Note: Passwords MUST be a mix of small letters, big letters, numbers, and special characters. Minimum of 8 characters.

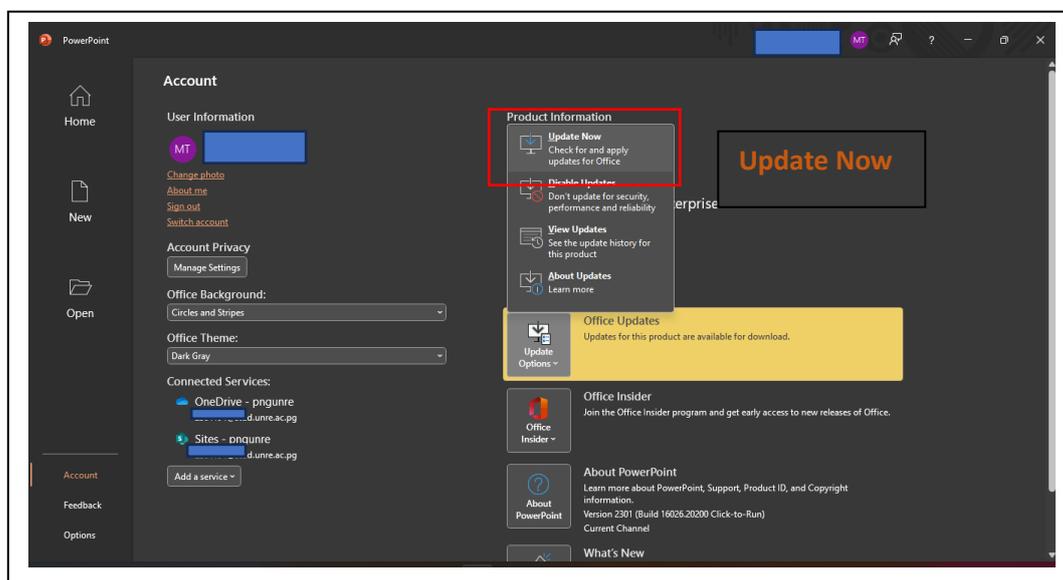
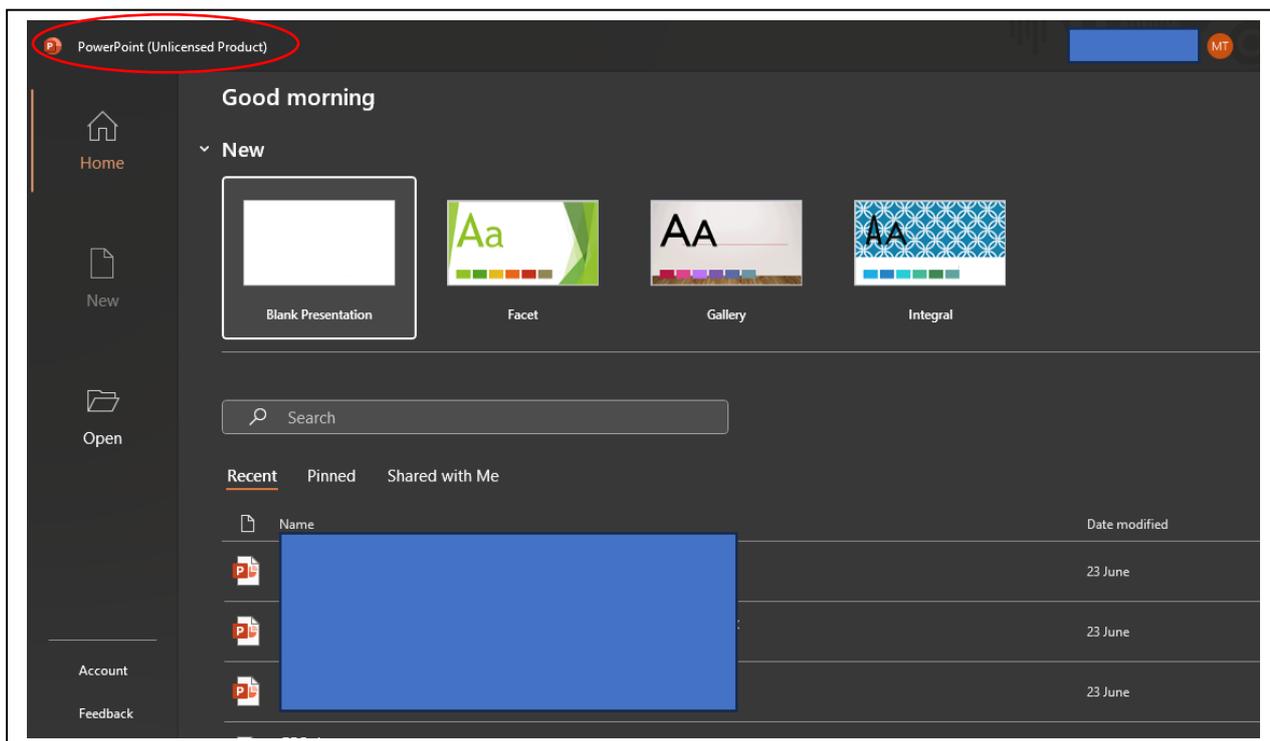


TROUBLESHOOTING

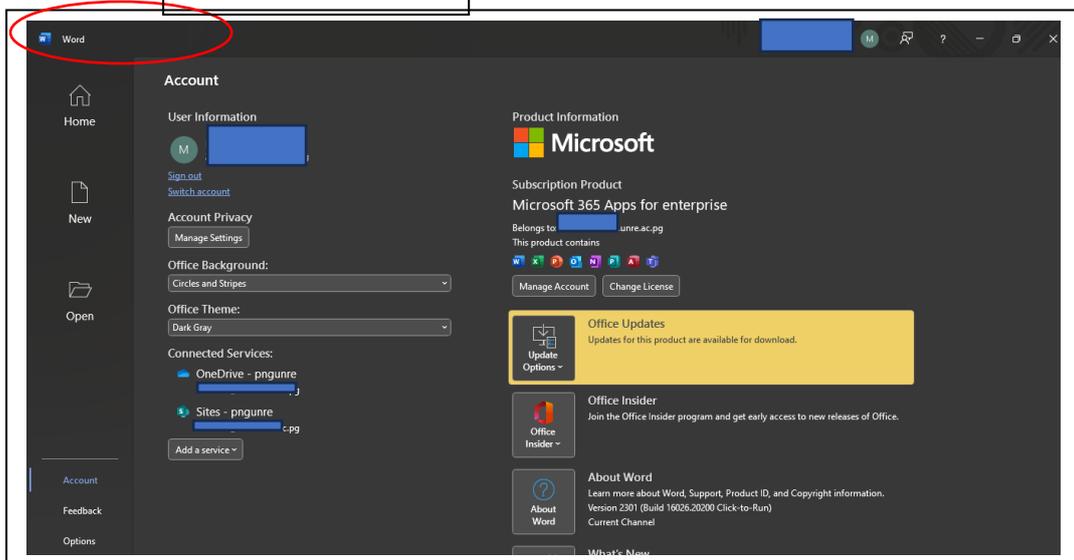
Scenario 1: Office app still showing as **Unlicensed Product**. This happens when your internet connection is not strong enough to download data relating to your account.

Try the following:

1. Go to **File > Account > Update Options > Update Now**. Depending on your internet connection, downloading and updating Office apps will take about 30 minutes to almost 1 hour. It is best recommended to do updates using mobile data or when UNRE Wi-Fi has few users.
2. For Dell laptops/PCs, run Windows Updates. Navigate to **Settings > Windows Update**. Windows Updates will take a couple of minutes to download, install and restart your device so once again, ensure you have spare time to perform this task.

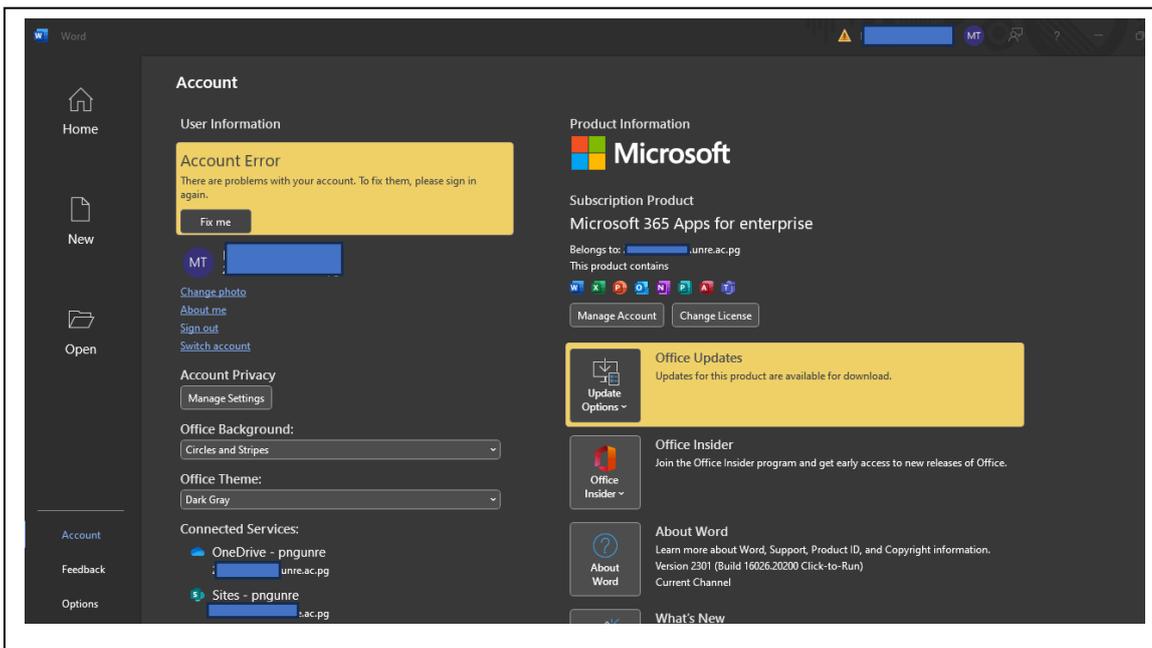


Office apps activated.

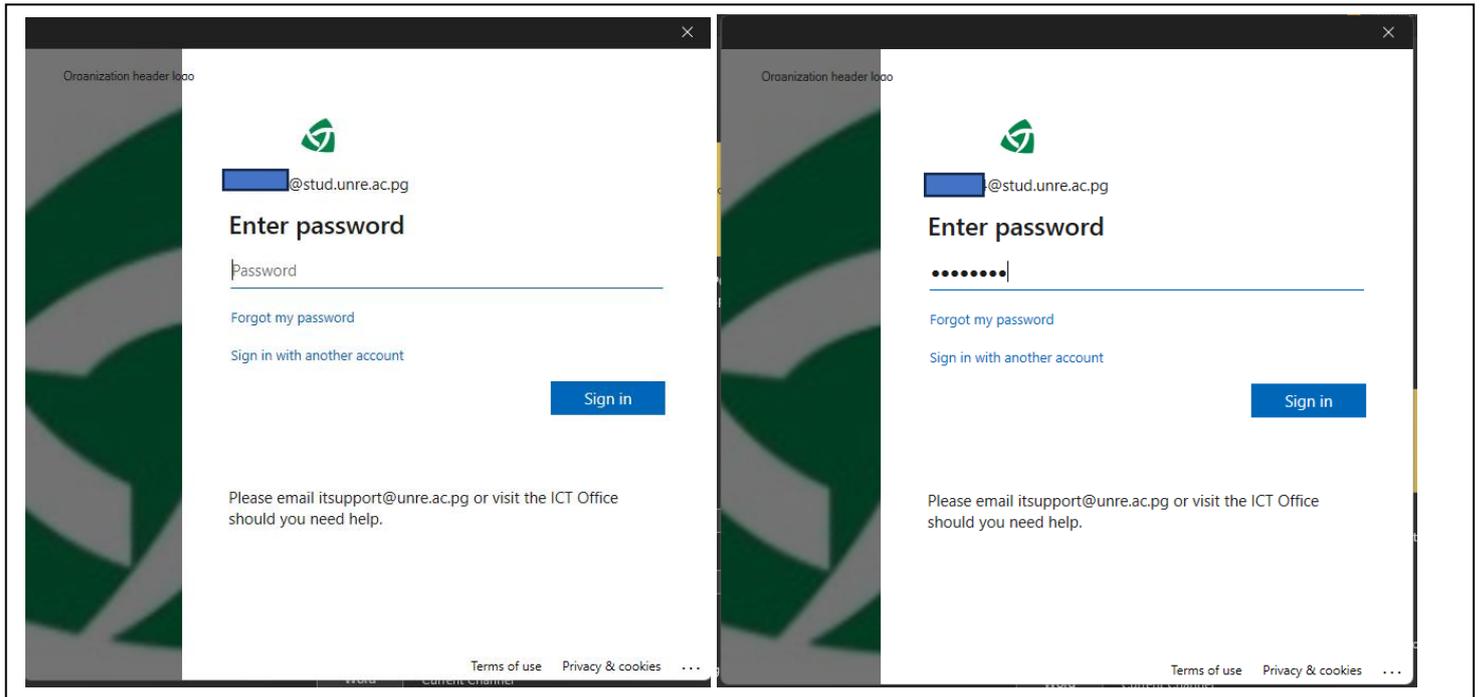


Scenario 2: Under **File > Account**, you see **Account Error**. This means that you may have changed your password recently OR that you need to log in again with your current password. Take note, that passwords used for Outlook on mobile devices are the same passwords used in activating desktop Microsoft 365 apps.

Solution: 1. Click on **Fix Me**.



2: Type in your Outlook/Microsoft 365 password. Then continue with **Step 6** above.



If you encounter errors like the one shown below or **Try Again** prompts, it means you do not have a strong internet connection. Close the window and follow the steps again, or use mobile data.

