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## LAPTOP SUPPORT GUIDE

Microsoft Office Installing and  
Troubleshooting/Signing In

## Contents

### Section A: Installing Microsoft Office

Download Requirements .....	2
Step 1: Access Microsoft Office Account .....	2
Step 2: Signing In.....	2
Step 3: Installing the Applications.....	2

### Section B: Troubleshooting/Signing In

Requirements.....	3
Step 1: Accessing the Account Page.....	3
Step 1: Signing Out.....	3
Step 1: Signing In.....	3

## Section A

### Download Requirements

- Stable Internet Connection
- Suitable memory on device
- Registered UP credentials

### Step 1: Access Microsoft Office Account

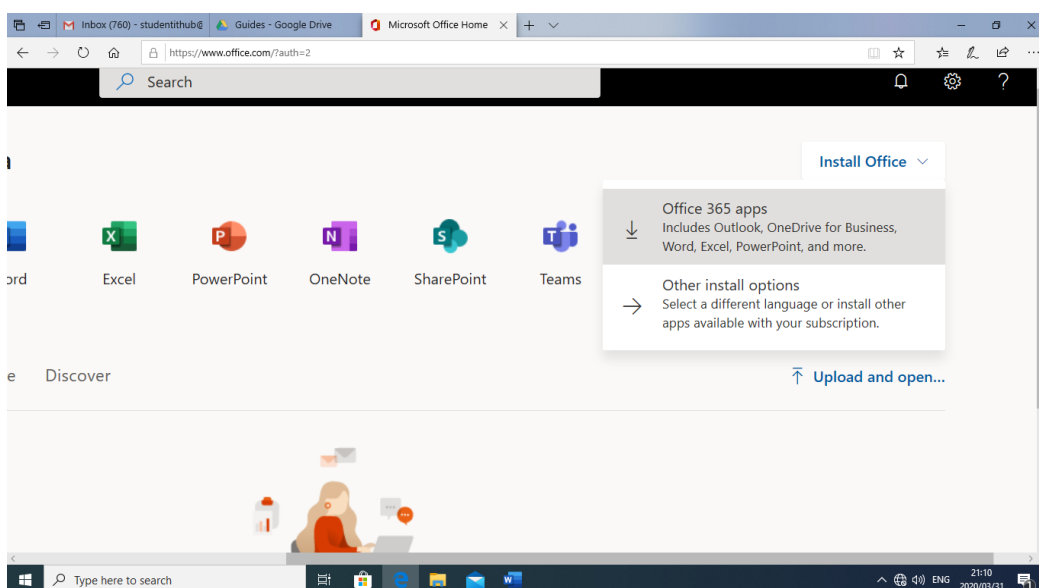
1. Go to the website [www.microsoftoffice.com](http://www.microsoftoffice.com)

### Step 2: Signing In

1. Sign in to the provided tab with your University of Pretoria credentials, making sure you use the correct email; [u12345678@up.ac.za](mailto:u12345678@up.ac.za) and the corresponding UP portal password.

### Step 3: Installing Applications

1. Once signed in, you will be taken to a page that enables you to install the applications onto your device. This option is found on the top righthand corner of your screen. Click the option to “Install” and download the applications onto your computer. These applications should download within in a time of 1 to 5 hours, depending on the speed of your device and internet connection.



## Section B

### Requirements

- Stable Internet Connection
- Registered UP credentials

### Step 1: Accessing the Account Page

1. Open Microsoft Office, open a blank document, open “File” and click on the “Account” tab.

### Step 2: Signing Out

1. If there is an account that is not your University of Pretoria account, proceed to sign out. You may have to sign out more than once. If there is no account signed in, proceed to Step 3.

### Step 3: Signing In

1. Click on the “Sign In” tab and sign in with your University of Pretoria credentials, making sure you use the correct email; [u12345678@up.ac.za](mailto:u12345678@up.ac.za) and the corresponding UP portal password.

Should you experience any issues with the preceding steps, please feel free to send an email to [studentithub@tuks.co.za](mailto:studentithub@tuks.co.za).