UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

Denkleiers • Leading Minds • Dikgopolo tša Dihlalefi

LAPTOP SUPPORT GUIDE

Microsoft Office Installing and Troubleshooting/Signing In

Zakariya Adam - Laptop Support Team
studentithub@tuks.co.za

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 3

Section B: Troubleshooting/Signing In

Requirements 4

Step 1: Accessing the Account Page 4

Step 1: Signing Out 6

Step 1: Signing In 6

Section A

Download Requirements

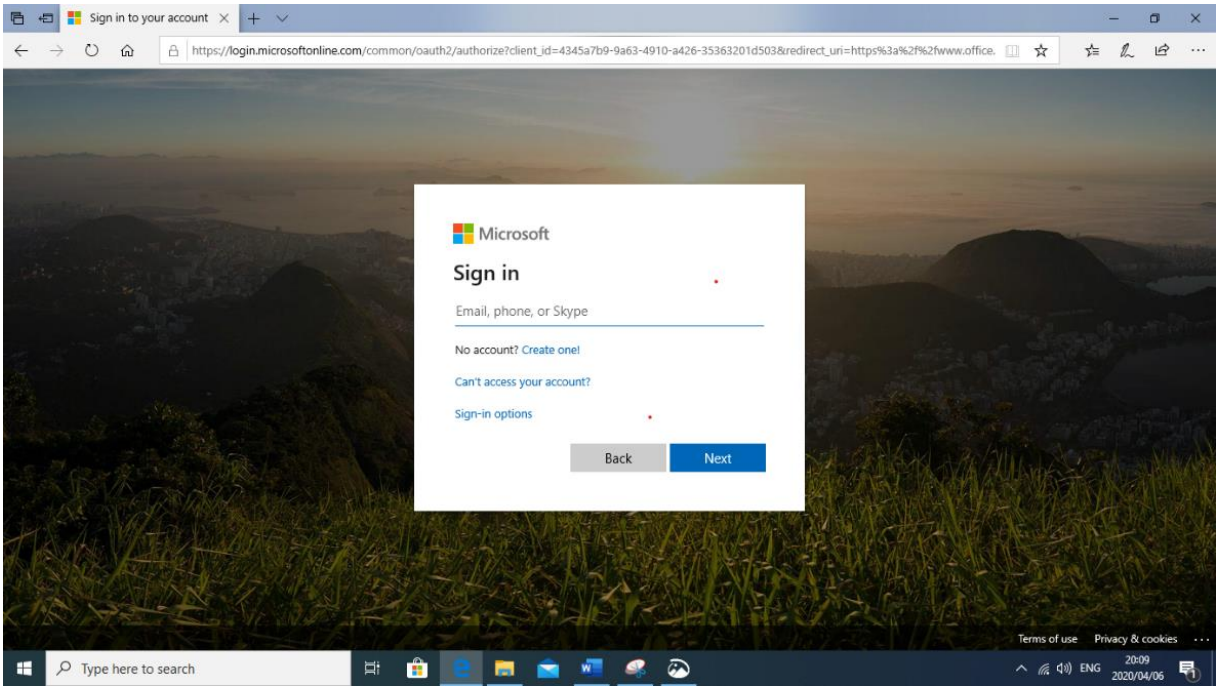
- Stable Internet Connection
- Suitable memory on device
- Registered UP credentials

Step 1: Access Microsoft Office Account

1. Go to the website www.office.com.

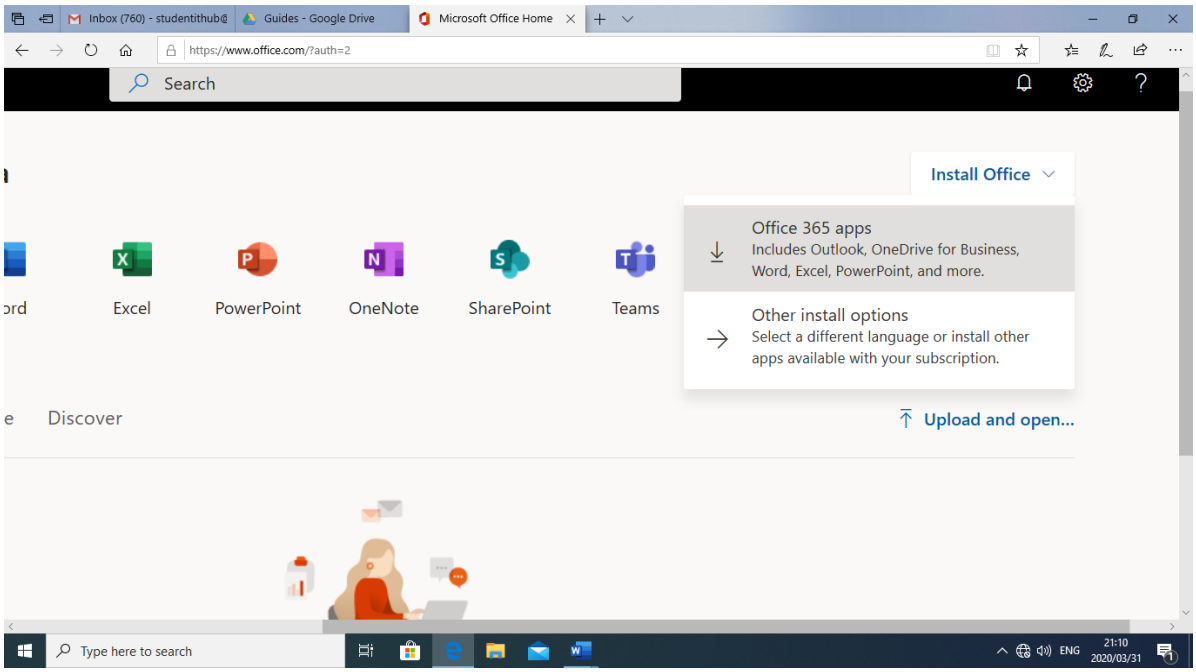
Step 2: Signing In

1. Sign in to the provided tab with your University of Pretoria credentials, making sure you use the correct email; *u12345678@***up.ac.za** 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.



Should you experience any issues with the preceding steps, please feel free to send an email to studentithub@tuks.co.za.

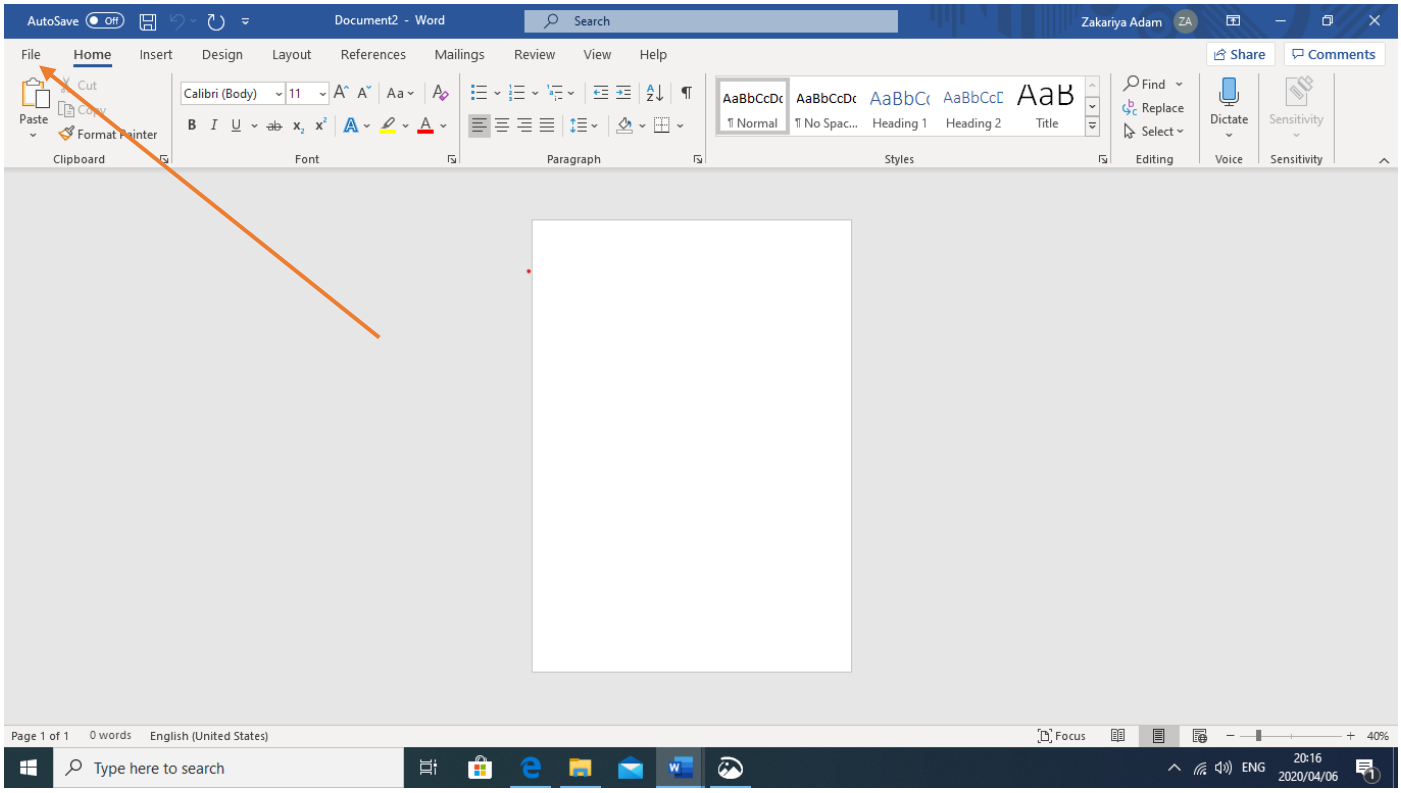
Section B

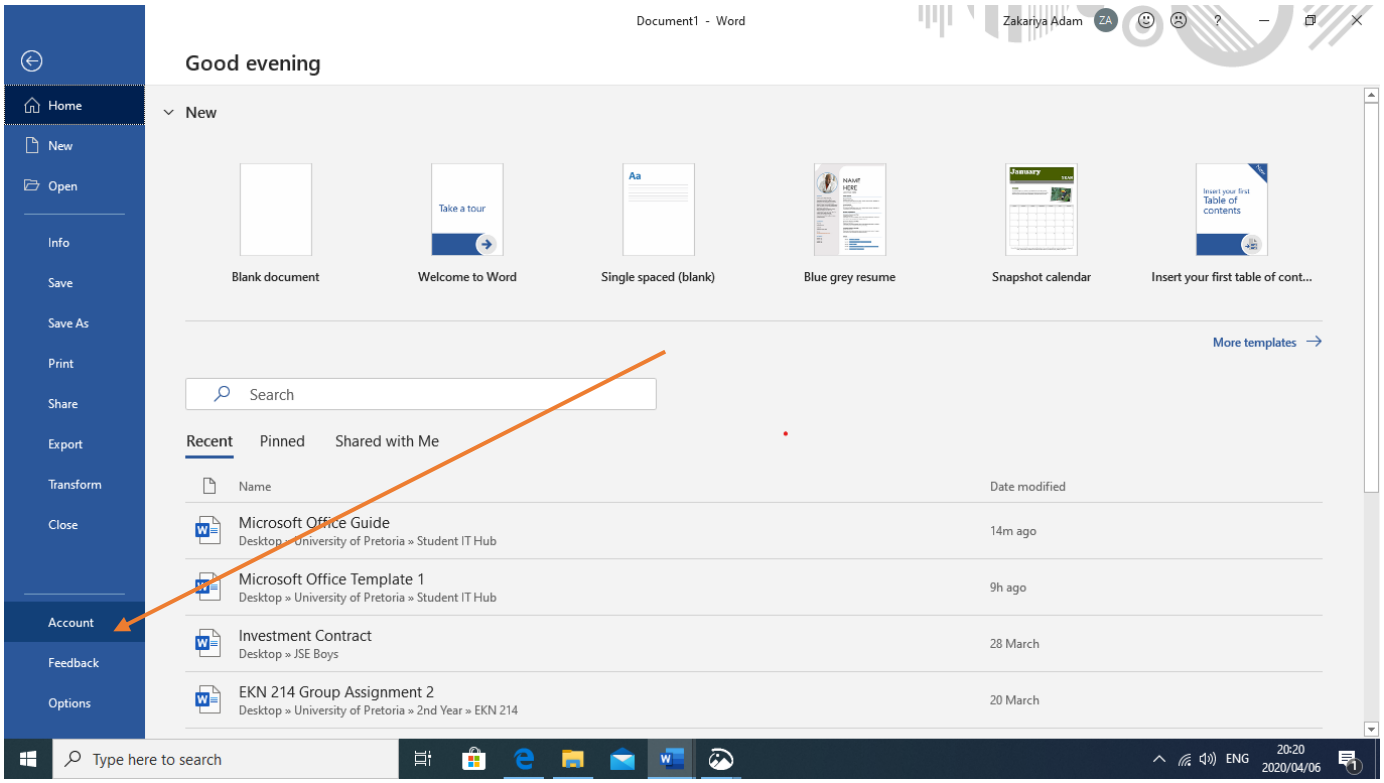
Requirements

- Stable Internet Connection
- Registered UP credentials

Step 1: Accessing the Account Page

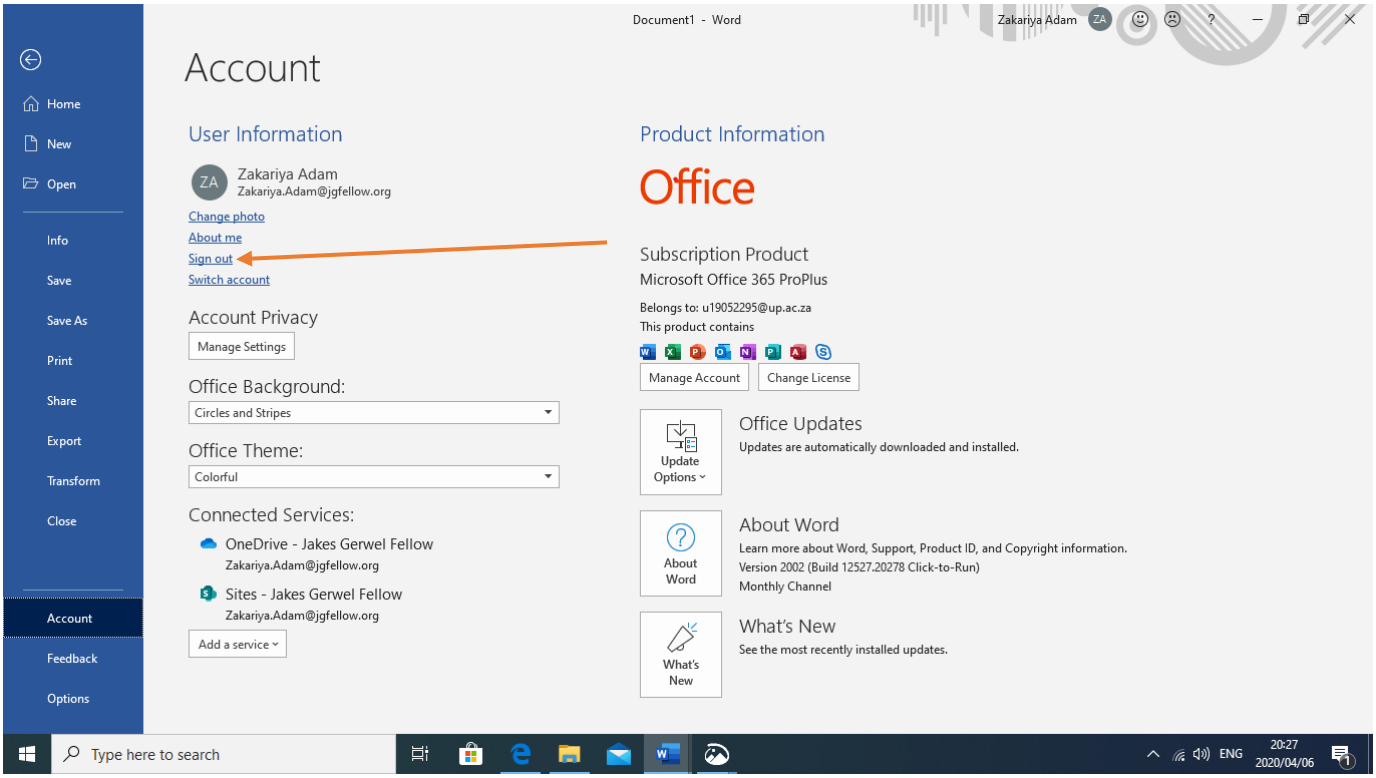
1. Open Microsoft Office, open a blank document, open “File” and click on the “Account” tab.




Document1 - Word
Zakariya Adam
Good evening
Home
New
Open
Info
Save
Save As
Print
Share
Export
Transform
Close
Account
Feedback
Options
New
Blank document
Welcome to Word
Single spaced (blank)
Blue grey resume
Snapshot calendar
Insert your first table of cont...
More templates
Search
Recent
Pinned
Shared with Me
Name
Date modified
Microsoft Office Guide
Desktop » University of Pretoria » Student IT Hub
14m ago
Microsoft Office Template 1
Desktop » University of Pretoria » Student IT Hub
9h ago
Investment Contract
Desktop » JSE Boys
28 March
EKN 214 Group Assignment 2
Desktop » University of Pretoria » 2nd Year » EKN 214
20 March
Type here to search
ENG
20:20
2020/04/06

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 your correct email; 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.