



Microsoft Home Use Program

A guide for employees (end users)

Last updated: 6/6/2019

Contents

- What is the Microsoft Home Use Program?1
- Check if you’re eligible and sign up1
- Viewing products and offers4
- Purchasing in the Microsoft Store5
- Redeeming and managing account6
- Download, install and activation9
- Frequently asked questions..... 12
- Employee Support Resources..... 13

What is the Microsoft Home Use Program?

The Home Use Program (HUP) is an employee purchase program for employees of Microsoft’s valued customers. It offers Office 365 Home and Personal—premium, up-to-date software—at a discounted rate through your company. If your employer is eligible, all employees with a valid work email address will be able to access the Office 365 HUP benefit. For certain qualifying customers, there are offers available for selected other Office products¹.

Check if you’re eligible and sign up

First step to check if you’re eligible is to go to the HUP sign up page: www.microsoft.com/home-use-program.

Enter your work email address and click **Get Started**.

¹ Office Professional Plus 2019, Office Home & Business 2019 for Mac, Visio Professional 2019, Project Professional 2019.

Microsoft Office Windows Surface Xbox Deals Support All Microsoft Search Sign in

Save 30% on Office 365 subscriptions

Through eligible employers, the Microsoft Home Use Program provides the opportunity to score great prices on Office 365.

GET STARTED

How your email address is used. ⓘ

- Sign up**
Enter a valid work email address to get started. We'll check our database to establish eligibility.
- Validate**
A verification link will be sent to the provided email address to those that are eligible. Click the link to complete authentication.
- Sign in**
Use your personal Microsoft account and link for savings.
- Shop**
Enjoy a 30% savings on Office 365 Home or Personal.

Our system will check your eligibility and within a couple minutes an email will be sent to the work email you have entered. That email will inform whether you're eligible for the program. If you can't find the email in your inbox check your spam, junk or promotion folders and reach out to your admin to know if your organization has restrictions on external emails.

Tip: Email sender will be **Account No Reply <maccount@microsoft.com>** and email subject is "Check out this special discount, just for you".

If the email confirms your eligibility, click on **Login to start saving**. If the email informs that you're not eligible and you believe this is incorrect, reach out to your admin.

IMPORTANT: Do not forward this email to your colleagues since the email contains a unique link for you. If you want to spread the word about the program, simply point them to the Home Use Program sign up page: www.microsoft.com/home-use-program



Hello <User>,

Congratulations! You're eligible for the Microsoft Home Use Program through <Your Organization>. We're excited to provide you with preferred discounts on Microsoft products.

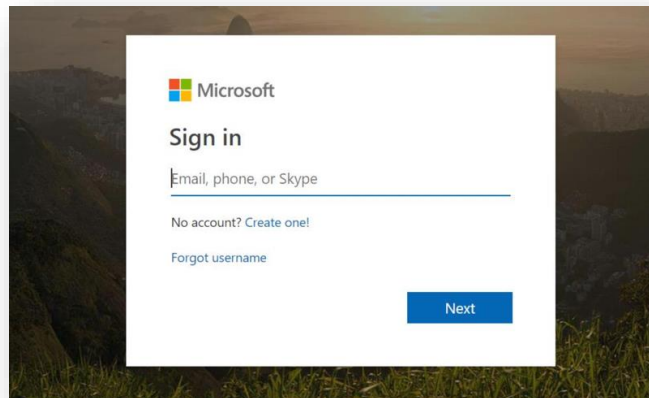
Here is a link to access your special offers from Microsoft. You can return to your account at any time, from any computer by clicking on the link below and signing in with your personal Microsoft account.

[Login in to start saving](#)

Sincerely,
Microsoft Home Use Program

Next, you will be prompted to sign in with your ***personal*** Microsoft account. If you don't have one, click **Create one** and follow the steps on screen. Once that is concluded, the Home Use Program benefit will be attached to that account.

IMPORTANT: Write down which Microsoft account you used for sign up. You can attach the Home Use Program benefit to only one Microsoft account. In case you forgot which account you used, check among your personal emails addresses for an email message titled "Welcome to the Microsoft Home Use Program".



Viewing products and offers

After signing in, you will access the Home Use Program offers page. You will be able to see the discount applied to the price for the Office 365 offers displayed at the top of the page.

Microsoft | Store Devices Software Games & Entertainment Deals Store locations Business Students & parents Military More All Microsoft Search Cart EN

Save 30% on Office 365 annual subscriptions

Through eligible employers, the Microsoft Home Use Program provides the opportunity to score a great price on Office 365.

Explore Office
[Office for Students & Educators](#)

Office 365 Home
~~\$99.99~~
\$69.99 / year
★★★★☆
[Buy now >](#)
or buy at \$9.99 / month >

One solution for you and your family across all your devices. Includes premium Office applications for up to 6 users.

Office applications included
Word Excel PowerPoint Outlook

Office 365 Personal
~~\$69.99~~
\$48.99 / year
★★★★☆
[Buy now >](#)
or buy at \$6.99 / month >





One solution for you across all your devices. Includes premium Office applications for 1 user.

Office applications included
Word Excel PowerPoint Outlook

Scrolling down this page there is a section for **Other Office products**. Most HUP users **do not** have access to these offers. If you do have access to the offer, when clicking **Learn more**, you will see a product description page and

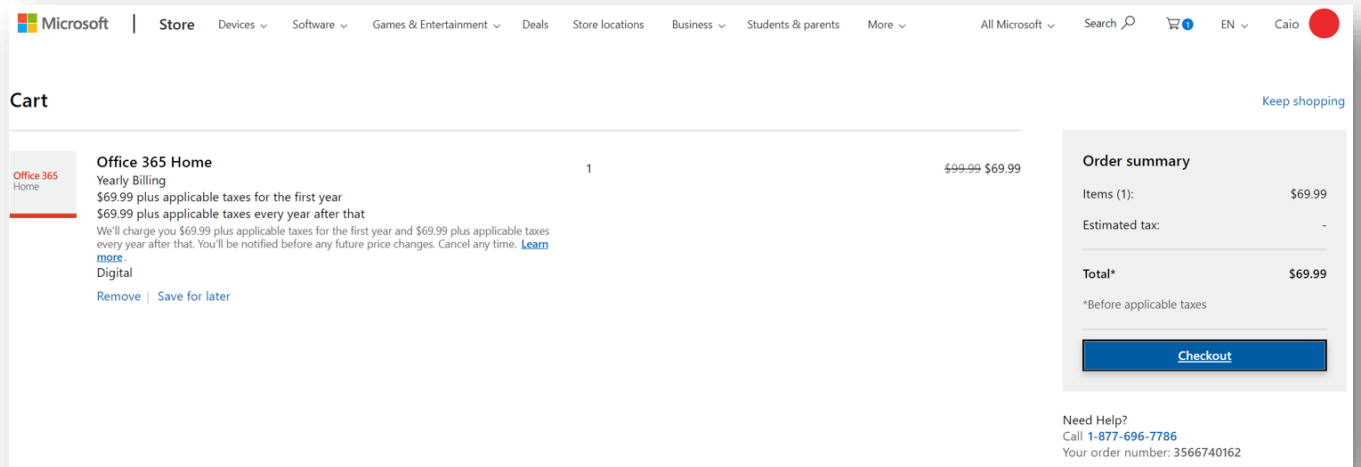
the discounted price. In case you do not have access, if you click ones of these products the product page will either not be displayed or price will not be discounted.

Other Office products

			
Office Professional Plus 2019 Licensed for 1 PC	Office Home and Business 2019 for Mac Licensed for 1 Mac	Visio Professional 2019 Licensed for 1 PC	Project Professional 2019 Licensed for 1 PC
A Home Use Program discount on this product is only available if your employer's Home Use Program administrator has selected you for this product specific discount. See FAQ for more details. Learn more >	A Home Use Program discount on this product is only available if your employer's Home Use Program administrator has selected you for this product specific discount. See FAQ for more details. Learn more >	A Home Use Program discount on this product is only available if your employer's Home Use Program administrator has selected you for this product specific discount. See FAQ for more details. Learn more >	A Home Use Program discount on this product is only available if your employer's Home Use Program administrator has selected you for this product specific discount. See FAQ for more details. Learn more >

Purchasing in the Microsoft Store

Once you decide which product to purchase click on **Buy Now** to add the product to the cart. Then open the cart and click **Checkout**.



The screenshot shows the Microsoft Store cart page. At the top, there is a navigation bar with the Microsoft logo and various categories like Store, Devices, Software, Games & Entertainment, Deals, Store locations, Business, Students & parents, and More. The main content area is titled 'Cart' and features a 'Keep shopping' link. The cart contains one item: 'Office 365 Home'. The item details include 'Yearly Billing', a price of '\$69.99 plus applicable taxes for the first year' and '\$69.99 plus applicable taxes every year after that', and a note that the user will be notified before any future price changes. There are links for 'Remove' and 'Save for later'. To the right of the cart item is an 'Order summary' box showing 'Items (1): \$69.99', 'Estimated tax: -', and 'Total* \$69.99'. Below the order summary is a 'Checkout' button. At the bottom right, there is a 'Need Help?' section with contact information: 'Call 1-877-696-7786' and 'Your order number: 3566740162'.

Next you will add a payment method (credit or debit card, bank account or paypal²). Once you've added, review your order then click **Place order** to confirm. A receipt will be sent to your account email (displayed on screen).

² Payment options may vary by market

Microsoft

Review and place order

Step 1: Payment [Edit](#)

Payment method

██████████

Step 2: Review Order

We're mailing your receipt to ██████████@hotmail.com

I want to receive email from Microsoft about exclusive offers, products, services, and events.

Items in your order [Edit Cart](#)

Office 365 Home

Yearly Billing

~~\$99.99~~

\$69.99

Quantity: 1

Starting today, we'll charge you \$69.99 plus applicable taxes every year. You'll be notified before any future price changes. [Cancel any time.](#) [Learn more.](#)

Order summary [Edit Cart](#)

Items (1):	\$69.99
Sales Tax:	\$7.07
Total	\$77.06

By clicking **Place order** you agree to the [Terms of Sale](#) and [Privacy Statement](#)

Place order

Need Help?
Call 1-877-696-7786
Your order number: 3566740162

Redeeming and managing account

Office 365 Home or Personal:

If you purchased an Office 365 Home or Personal, your subscription will be automatically added to the Microsoft account you purchased with. You will receive an email associated with your **personal** Microsoft account with the receipt and links to install, manage subscription and view order details. To manage your subscription, go to: <https://account.microsoft.com/services>. In this portal, you will be able to install, share with your family (if you chose Office 365 Home subscription) and manage your payment & billing.

Microsoft | Account Your info Privacy Security Rewards Payment & billing Services & subscriptions Devices Family Search Cart Test


Office 365 Home

[Show all my subscriptions & Office products](#)

Overview Payment & billing Sharing Installs

Install

Each person sharing this subscription can install Office on all their devices and be signed in to 5 at the same time.




[INSTALL OFFICE >](#)

Share

Share with 5 other people. You each get 1 TB of OneDrive cloud storage, along with 60 Skype minutes each month.

Invites left to share: 5



[START SHARING >](#)

Manage

Manage your payments, recurring billing, or cancellation.

Per year **USD\$69.99**


Next charge **5/22/2020**

Pays with **American Express**

[MANAGE SUBSCRIPTION >](#)

OneDrive


1 TB of cloud storage for all your documents, photos, music and other files. Easily access your files from anywhere.



[GO TO ONEDRIVE >](#)

Skype


Keep in touch with family and friends. Your subscription includes 60 minutes of free Skype calls every month to phones in over 60 countries/regions.



[GET SKYPE MINUTES >](#)

Outlook.com

Advanced protection against phishing and malware, no ads, and 50 GB of storage.



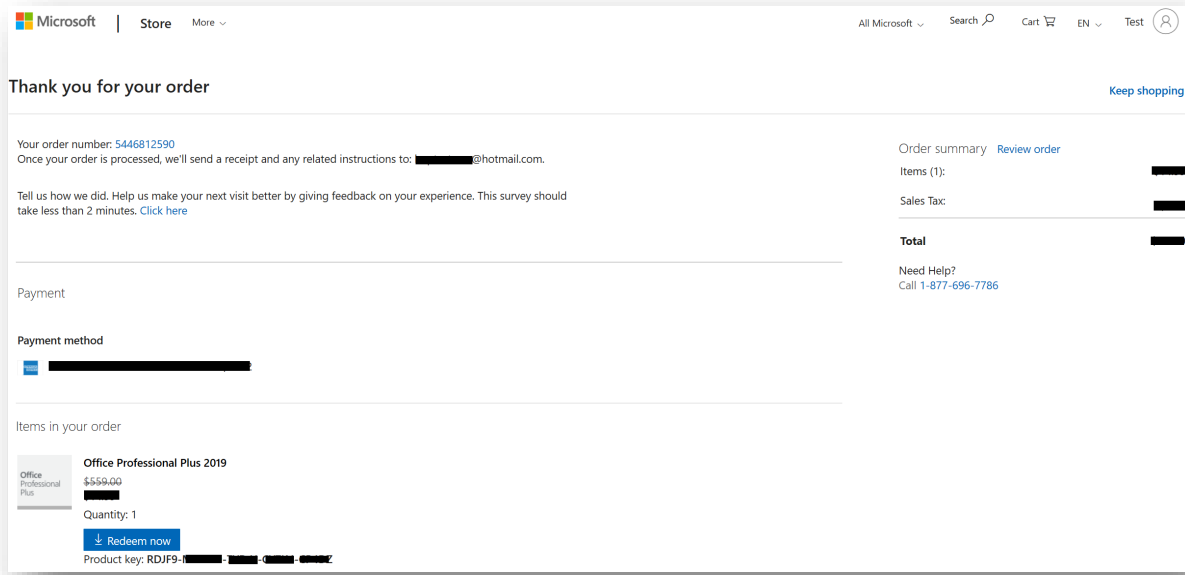
[GO TO OUTLOOK.COM >](#)

Help with Office 365 Home

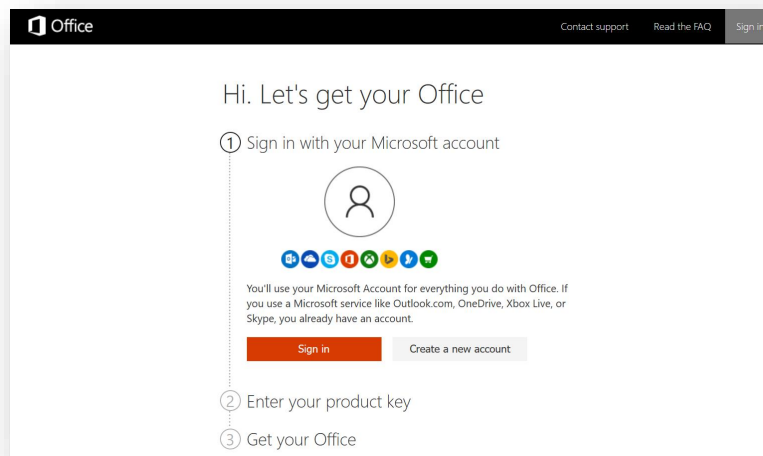
- [Help and support](#)
- [Share your subscription](#)
- [Install Office](#)
- [Frequently asked questions](#)

For other Office products:

If you have purchased one of the other Office products, after your purchase you will be given a product key. That key will also be emailed to your **personal** Microsoft account.

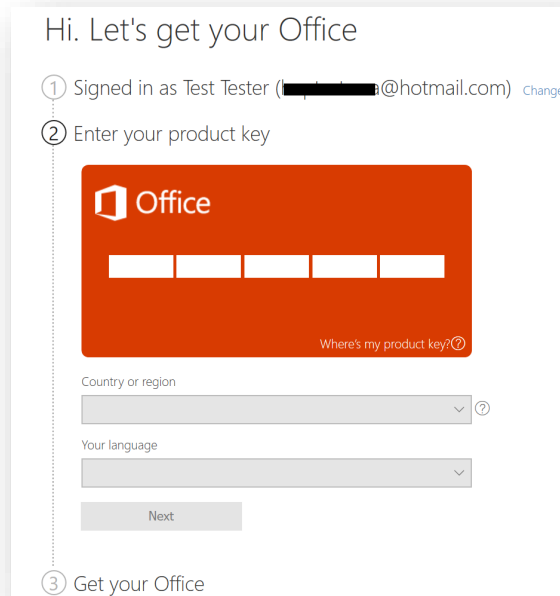


This product key is only used to redeem your product. To redeem, either click on **Redeem now** on the purchase confirmation screen or go to www.office.com/setup. On that page, sign in with the personal Microsoft account you plan to use the product with.



Once that is done, the page will ask you for the product key (if you clicked the **Redeem now** button on purchase confirmation the product key will be automatically inserted, skipping this step). The product key will be used to associate the product with the account. Once the product key is inserted and validated, you no longer need it

and you will use your Microsoft account sign in whenever you need to install and activate the product.



Hi. Let's get your Office

① Signed in as Test Tester (██████████@hotmail.com) [Change](#)

② Enter your product key

Office

Where's my product key? [?](#)

Country or region [?](#)

Your language

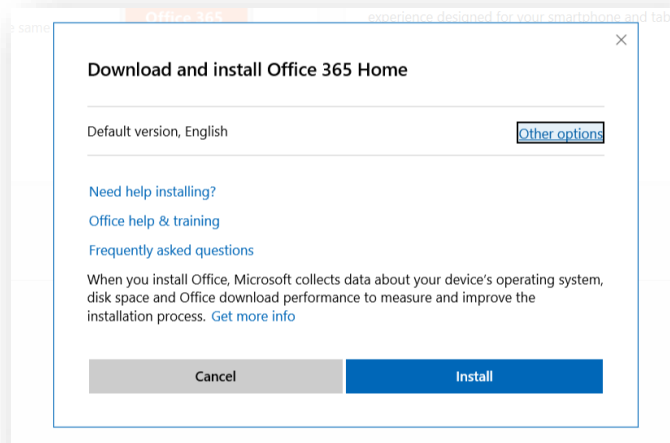
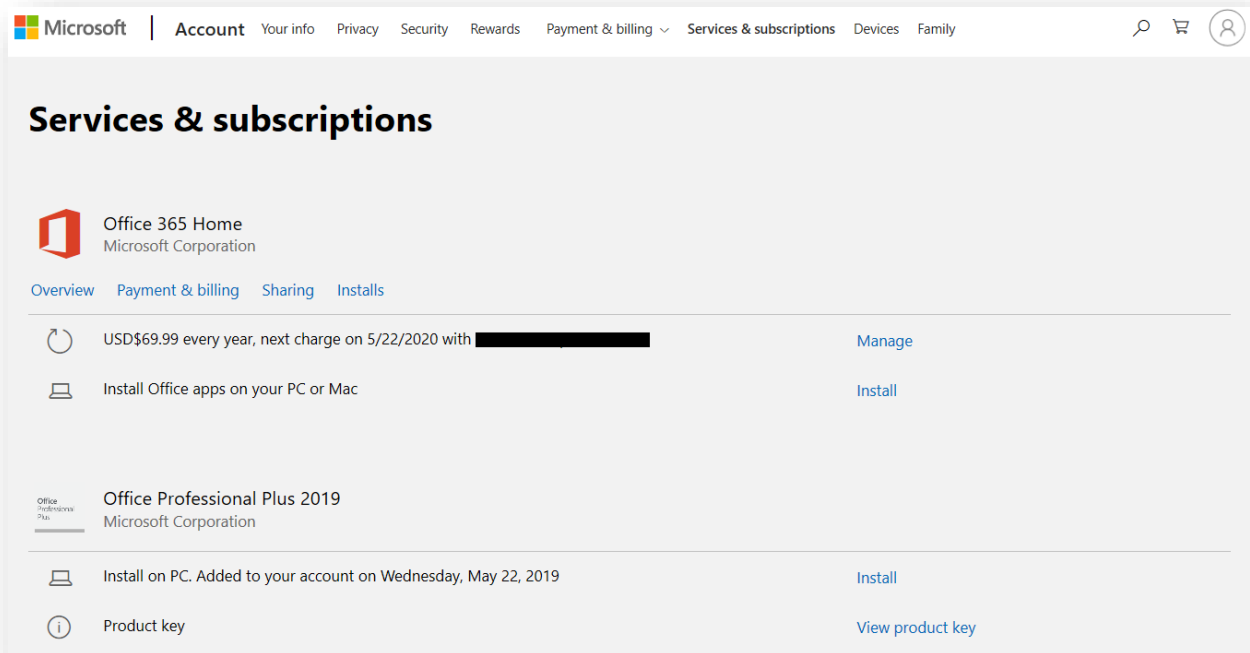
Next

③ Get your Office

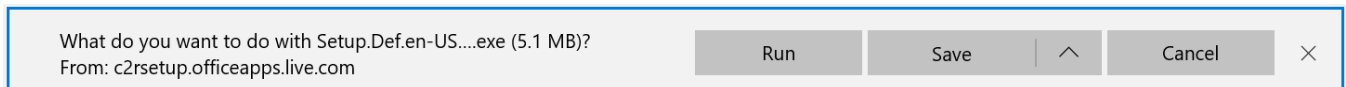
Download, install and activation

To download and install, go to: <https://account.microsoft.com/services> and sign in. You will be displayed the list subscriptions and products you own.

Click **Install** next to the desired product. When the install dialog appears, confirm language or version and click **Install**.



This will download the Office installer. Once it's downloaded, click **Run**.



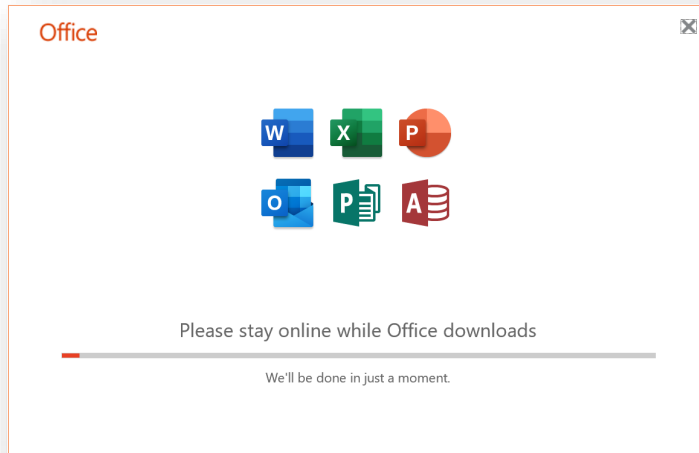
*For Edge browser: click **Run***



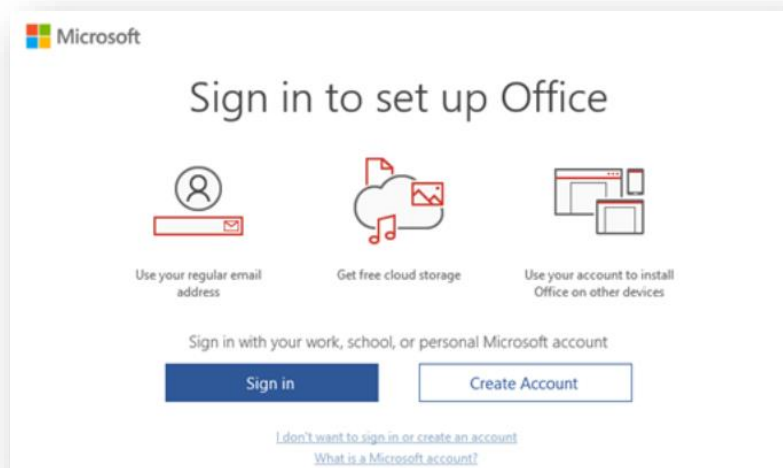
For Chrome browser: Click on file name to open

A dialog will appear prompting the following question: “Do you want to allow this app to make changes to your device?”. Click **Yes**.

Next, the installer will download and install the complete Office package on your device. Make sure you have a good internet connection during this time. Follow the steps on screen to conclude the installation.



After you finish installing Office, open one of the Office apps. If you downloaded from the method indicated above, activation will be automatically done for you. In case you're prompted to activate, **Sign in** with your Microsoft account and that will activate your product.



Now you're ready to use Microsoft Office. Enjoy!

Frequently asked questions

What is a Microsoft account?

Microsoft account is a single sign on to Microsoft's services for your personal life (Outlook, Windows, Office, Xbox, Bing, Store and more). Your Microsoft account lets you manage everything all in one place. Keep tabs on your subscriptions and order history, organize your family's digital life, update your privacy and security settings, track the health and safety of your devices, and get rewards. All your purchases and subscriptions are tied to your Microsoft account. It's very important to remember the email address associated with your Microsoft account. Without it, you can't install or manage your purchases and subscriptions. Learn more at:

<https://account.microsoft.com/account/faq>

What is Office 365?

Office 365 is an annual subscription that includes premium versions of the Office apps that you can use across all your devices (Office 365 Home - Up to 6 Users, Office 365 Personal – 1 User), monthly exclusive feature updates, and 1 TB of cloud storage per user. Easily create, access, organize, and protect everything in your life. Office 365 helps you create your best documents, spreadsheets, and presentations with built-in intelligence and up-to-date features. Securely sync and share; all within the premium apps you know and trust.

How much is my discount of Office 365?

The Home Use Program offers a 30% discount on Office 365 Home or Personal annual subscription for use at home. The discount continues every year as long as maintain the subscription active.

Can I check if I'm eligible for Home Use Program benefit?

Yes. Enter your work email on the [Microsoft Home Use Program](#) page to check if you qualify. For details see [Check if you're eligible and sign up](#) section of this document.

Can I take advantage of the Home Use Program offer if I already have Office 365 Home or Office 365 Personal?

Yes. If you already have Office 365 Home or Office 365 Personal, you can still take advantage of this discount. Once you purchase, additional time is added to your existing subscription, and the discounted rate will begin at your existing subscription's annual renewal date. Be sure to use the Microsoft account that's associated with your current Office 365 subscription during the purchase process.

What has changed with the Home Use Program? Why am I not seeing an option to purchase Office Professional Plus 2019, Office Home & Business 2019, Visio Professional 2019 and Project Professional 2019?

Microsoft is updating the Home Use Program to offer discounts on the latest and most up to date products such as Office 365, which is always up to date with premium versions of Office apps across all your devices.

If you are a customer of the previous program looking for discounts on Office Professional Plus 2019, Office Home and Business 2019, Visio Professional 2019, and/or Project Professional 2019 please go through the eligibility validation process and, once signed in with your personal Microsoft account, go to the "Other Office products" section to purchase these products. If you do not see expected discounts applied, please contact your employer's admin to ask about these additional benefits.

I have purchased a product in the previous Home Use Program process. How do I find my product key and order information?

For information on your previous Home Use Program purchases go to www.microsoft.com/home-use-

[program/order-history](#) and enter the work email you used for that purchase. You will receive an email your order information and product key. **Note:** this page is for purchase under the previous program only, for product information on new purchases go to <https://account.microsoft.com/services> and sign in.

What happens if I leave my employer?

For employees who qualify for the Office 365 subscription offer and have purchased through the program, the discounted price applies for as long as the employee's subscription remains active, regardless of their employment status with your organization.

I bought Office 365 Home, how do I share my subscription with my family?

To share your subscription, sign in with your Microsoft account at <https://account.microsoft.com/services/> and click **Sharing** under your Office 365 Home subscription. Follow the onscreen instructions to add a user. Each person you add receives an email with steps they need to follow. After they have completed the steps, their information, including their Office installs, appears on your Sharing page. You can also stop sharing your subscription with someone or deactivate Office on a device they're using.

Employee Support Resources

1. If you purchased products on the Microsoft Store (new experience), you can view the order history using the Microsoft account at <https://account.microsoft.com/billing/orders> and install your products at <https://account.microsoft.com/services>
2. HUP employee FAQ: <https://www.microsoft.com/home-use-program/frequently-asked-questions>
3. User Support: <https://support.microsoft.com/>
4. Download and install: <https://support.office.com/article/download-and-install-or-reinstall-office-365-or-office-2019-on-a-pc-or-mac-4414eaaf-0478-48be-9c42-23adc4716658>
5. Office activation: <https://support.office.com/article/activate-office-5bd38f38-db92-448b-a982-ad170b1e187e>
6. Sharing Office 365 Home: <https://support.office.com/article/share-your-office-365-home-subscription-b389b9ce-3ae3-4a82-9017-39d79972fcba>
7. Office training center: <https://support.office.com/en-us/office-training-center>
8. Office quick start: https://support.office.com/en-us/article/office-quick-starts-25f909da-3e76-443d-94f4-6cdf7dedc51e?wt.mc_id=otc_home