Office & Outlook Install

Mac

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These instructions are for Macintosh computers only.

When installing Office, you will need Administrator rights to the computer.

**Installing Office**

**Method 1: Installing via Self Service**

1. Locate the Self-Service application in your Applications folder. Double click on the **Self Service** icon to start installation process.

   ![Self Service](image)

   *Note: if Self-Service is not installed on your system you will need to place a service request to have your LSP install it for you.*

2. The install panel will appear. Locate the Microsoft Office installer This should appear on the home page of Self Service. The installer is also located under the category of Office. Click **Install** to continue.

   ![Office Installer](image)

   The installer is also located under the category of Office if it is not found on the home page of UofM Self Service installer.
3. Click Install. Continue through the installation wizard, clicking Continue when asked.

4. To continue the installation, you will need to enter your name and password (remember only individuals with Admin rights will be able to install the software). Enter information, as required. The installation will now begin.

5. You have now successfully installed Office, click Done.
Method 2: Installing via Office 365 Website

You may also use this method to install Office 365 onto your personal devices.

1. Navigate to Office365 website

2. Log in with UofM email and password. Click Next.
3. Click Work or school account.

4. A) Enter Password. B) Click Sign in
5. Choose whether to Stay signed in. Click to not show again choose Yes or No.

6. Click Install Office.

7. Choose your install options. 1) Install Office 365 apps
   Note: Do not pause or stop the process during install.
8. Find the downloaded DMG and double click DMG to install.

9. The following steps will appear on your screen during the install process.

   Click Continue.
Click Agree.

Click Install.
Enter the admin name and password for your computer system, then Click **Install Software**.

10. Once installation is complete, sign in with UofM email & password. Click **Close**.
Setting up Outlook on your Mac

1. Open Outlook on the computer. Click the arrow to go to the next screen.

2. Click **Get Started**.
3. (A) Choose your theme (Colorful or Classic) by selecting the radial button, located beside the words Colorful or Classic. You can change the theme now or later under Preferences > General. (B) Click Continue.

4. Click Add Account.
5. Click Exchange or Office 365.

6. Enter your full email address, user name, and your password.
   In the Enter your Exchange account information box:
   
   - **Email address**: enter your University of Memphis email address
   - **Method**: keep at the default setting
   - **Username**: enter your University of Memphis email address
   - **Password**: your password for your email account
   - Leave a checkmark next to “Configure automatically”

   Click **Add Account**.
7. Check the box beside (Always use my response for this server). Click Allow.

8. Click the red circle at the top left hand side to close the window once the account has been set up.
Locating Help Resources

The Center for Teaching and Learning offers support to faculty, staff, and students. Upon completing the training covered in this course; faculty, staff and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
  - Here is a link to our service desk ticketing system
  - After logging in, choose the link Request Help or Services.
  - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk is available from 8:00 a.m. - 11:59 p.m., seven days a week (excluding some holidays). You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 12:00 a.m., please leave a message or submit a service request.

- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- Explore the umTech Website
- Center for Teaching and Learning (CTL) Website
- Search our Training and Documentation