Table of Contents

Method 1: Installing via Self Service *(For University Owned/Issued Computers/Laptops)* .............................................................................................................. 2

Method 2: Installing via Office 365 Website *(For Personally Owned or University Owned/Issued Computers or Laptops)* ................................................................. 4
  Setting up Outlook on your Mac.................................................................................. 9

Service Desk Request .................................................................................................. 13
  Submitting a Ticket..................................................................................................... 13
  Call the ITS Service Desk *(901.678.8888)* any day of the week! *(Excluding Some Holidays)* .................................................................................................................. 13

Important Links ........................................................................................................ 13
These instructions are for Macintosh computers only.

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

Installing Office

Method 1: Installing via Self Service
(For University Owned/Issued Computers/Laptops)

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

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 2016 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.
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
(For Personally Owned or University Owned/Issued Computers or Laptops)
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 Sign In.
3. **A) Enter your uuid, and password, then B) Click Login.**

![Login to Office 365](image)

By using this service, you acknowledge that you have read and agree to the terms and conditions of the Acceptable Use of Information Technology Resources Policy (UM430).

4. **Authenticate Using Duo.**

![Authenticate Using Duo](image)
5. Click Install Office 2016. Once this is done a DMG of the Office 365 install will download.

6. Find the downloaded DMG and double click DMG to install.

**Note:** Do not pause or stop the process during install.
7. The following steps will appear on your screen during the install process. Click **Continue**.

![Software License Agreement](image1)

8. Click **Agree**.

![Agreement Confirmation](image2)

9. Click **Install**.

![Installation Options](image3)
10. Enter the admin name and password for your computer system, then Click Install Software.

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

1. Open Outlook 2016 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**.

![Add an Account](image1.png)

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”

7. Click **Add Account**. Sign in with Single Sign On and Authenticate with DUO.

![Add Exchange Account](image2.png)
8. Check the box beside (Always use my response for this server). Click Allow.

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

umTech offers support to faculty, staff, and students. Upon completing the training covered in this course, faculty, staff, and students can 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 hours will be as follows:
  - Monday - Friday 8:00 am - 8:00 pm
  - Saturday 10:00 am - 2:00 pm
  - Sunday 1:00 pm - 5:00 pm
- 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 8:00 p.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 umTech, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- Explore the umTech Website
- Search our Training and Documentation