

# Office & Outlook Install

Mac

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These instructions are for Macintosh computers only.

**Note:** When installing Office, you will need administrator rights to access the computer.

# Installing Office

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

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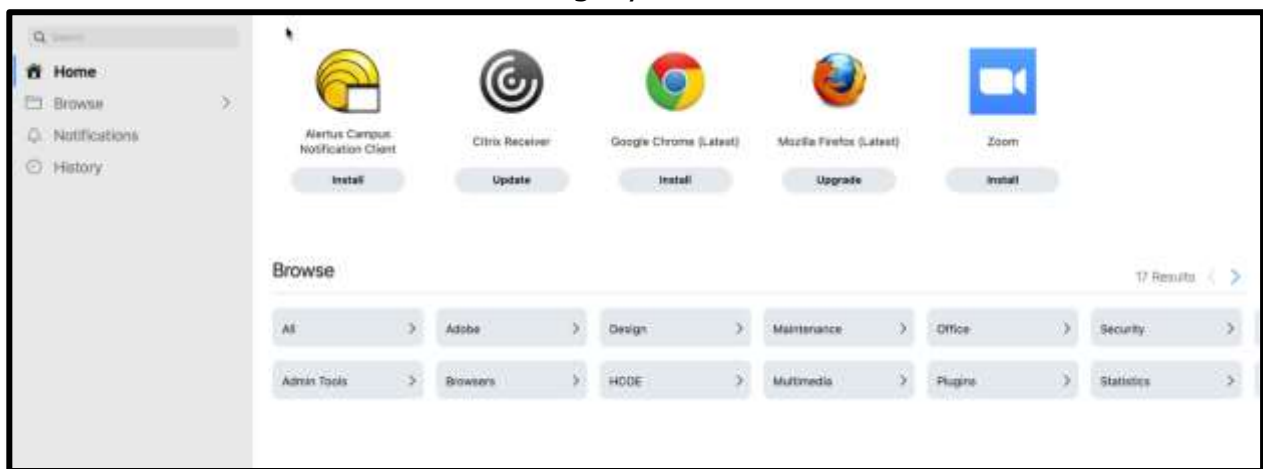
1. Locate the Self-Service application in your Applications folder—  
Double-click on the **Self-Service** icon to start the installation process.



Self Service

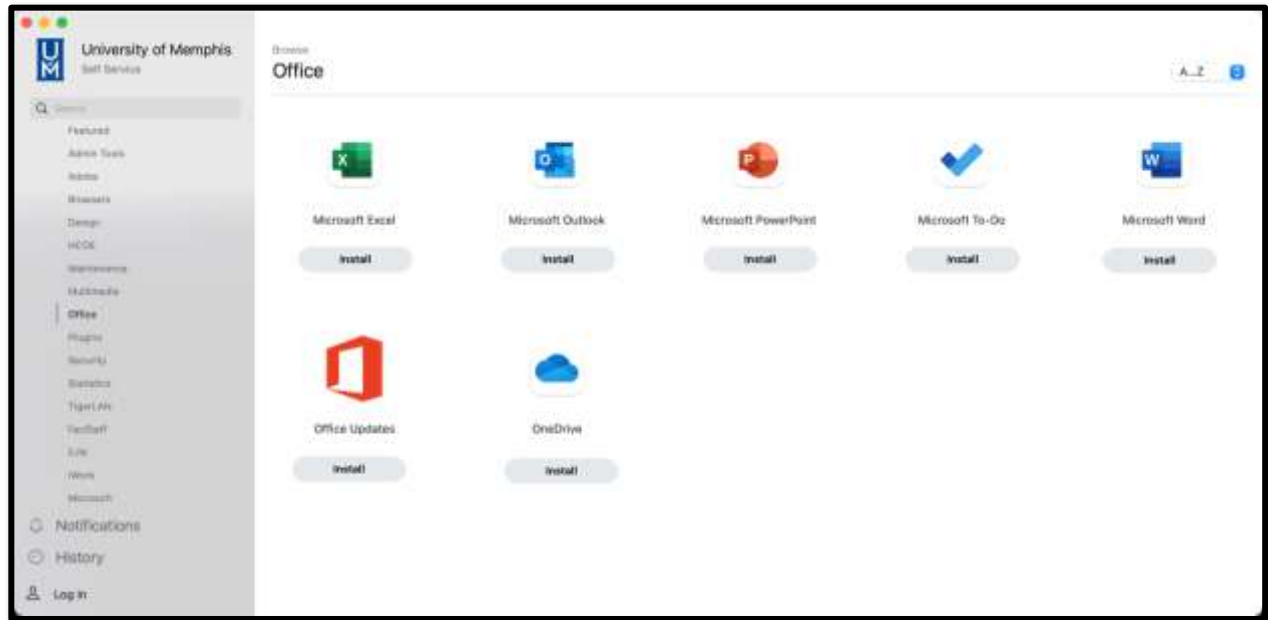
**Note:** If Self-Service is not installed on your system, you must place a service request to have your LSP install it for you.

2. The install panel will appear. Locate the Microsoft Office 2016 installer. It should appear on the home page of Self-Service and be located under the Office category. Click **Install** to continue.



If the installer is not found on the UofM Self-Service installer's home page, it is also located under the Office category.

3. Click **Install on the Microsoft applications you wish to install.** Continue through the installation wizard, clicking **Continue** when asked.



4. To continue the installation, you must enter your name and password (remember, only individuals with Admin rights can install the software). Enter information as required. The installation will now begin.
5. You have now successfully installed Office; click **Done**.

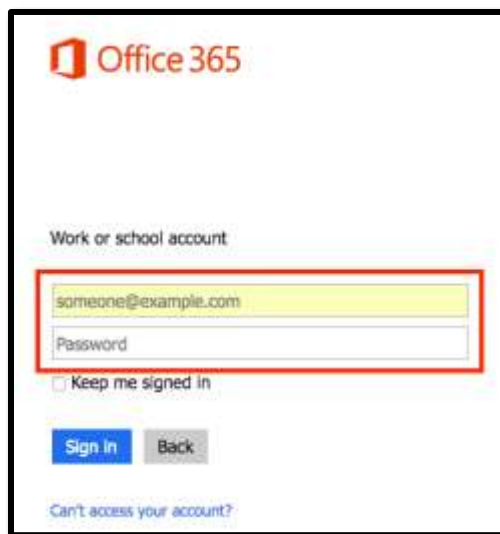
## Method 2: Installing via Office 365 Website (For Personally Owned or University Owned/Issued Computers or Laptops)

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

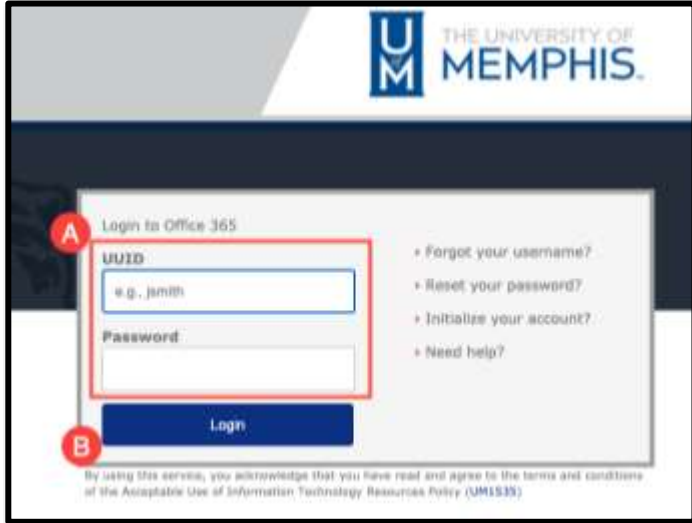
1. [Navigate to Office365 website](#)



2. Log in with UofM email and password. Click **Sign In**.



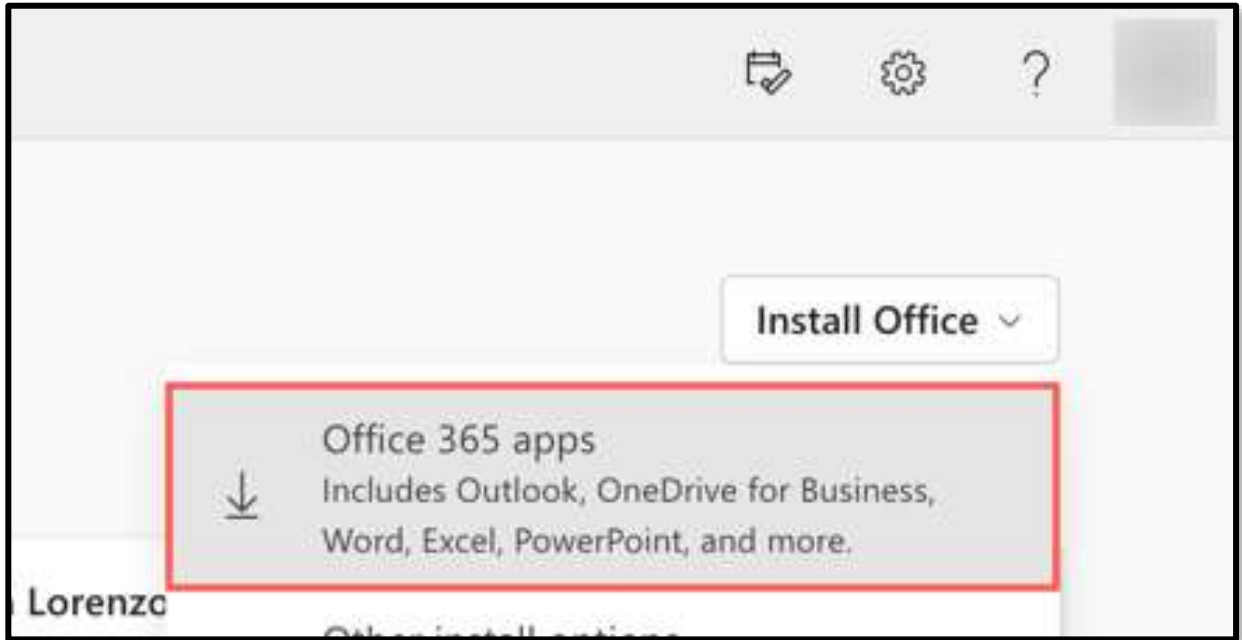
3. **A)** Enter your uuid, and password,  
then **B)** Click **Login**.



4. Authenticate Using Duo.



5. Click Install Office 2016. Once this is done, a DMG of the Office 365 installation will be downloaded.



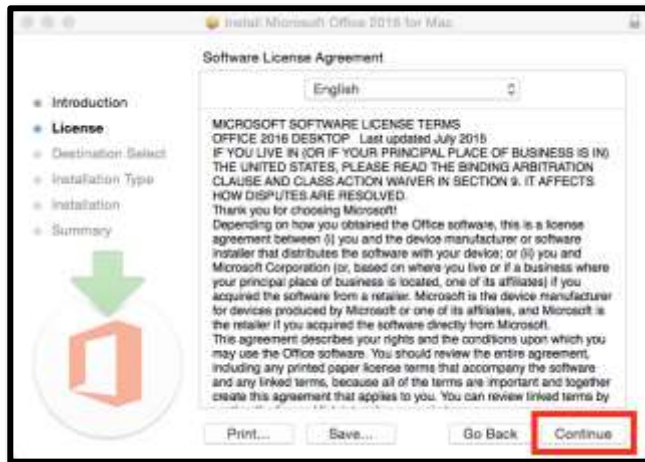
6. Find the downloaded DMG and double-click DMG to install it.



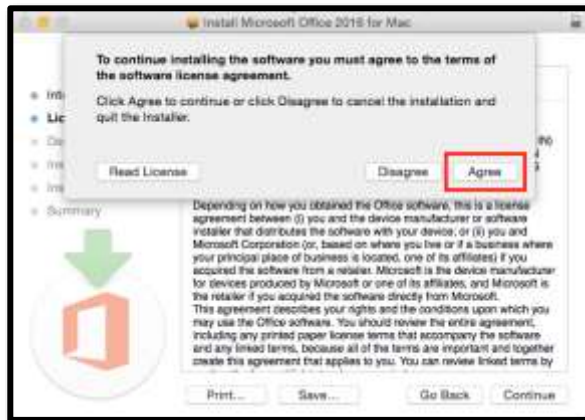
**Note:** Do not pause or stop the process during install.



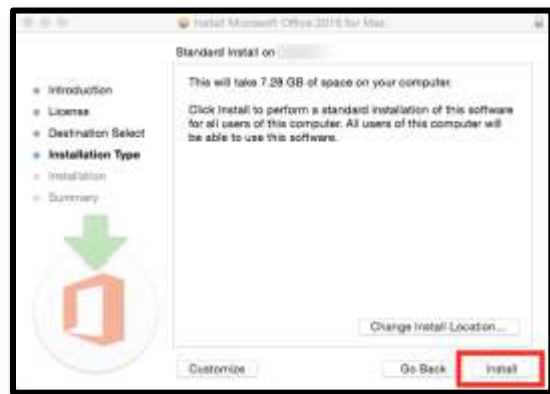
7. The following steps will appear on your screen during the installation process.  
Click **Continue**.



8. Click **Agree**.

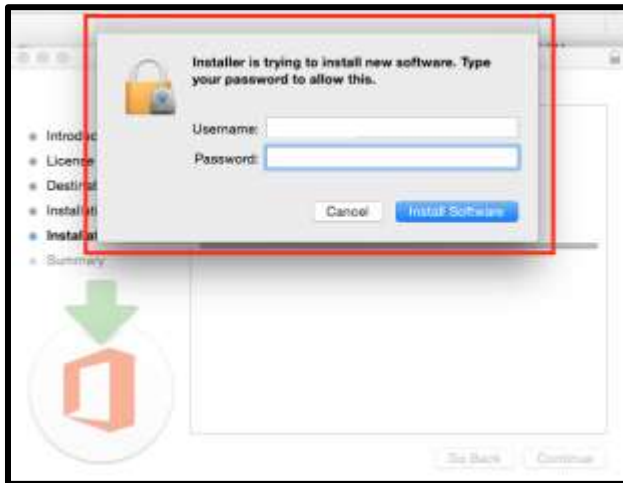


9. Click **Install**.

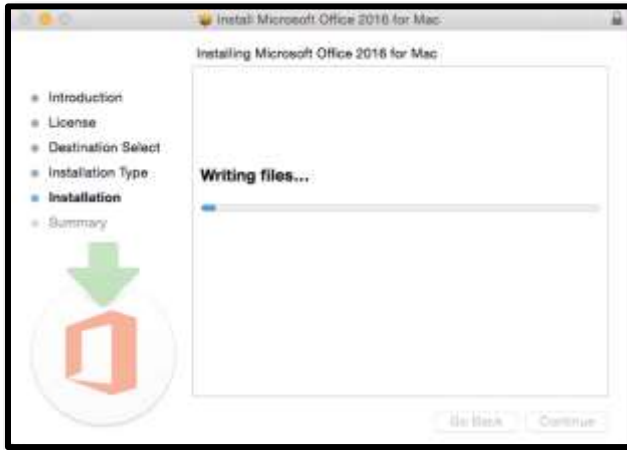




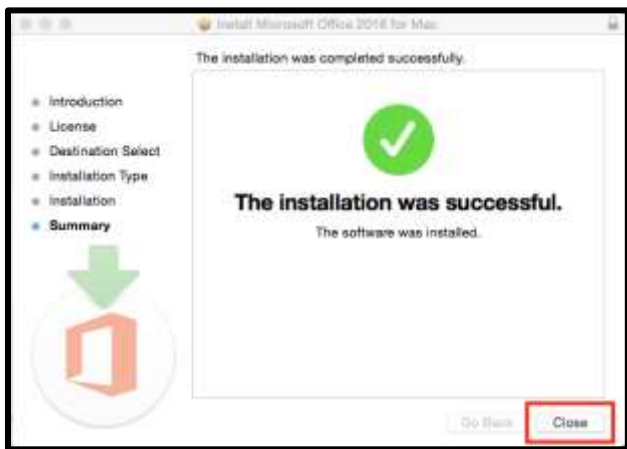
10. Enter your computer system's admin name and password, then Click **Install Software**.



11. Once installation is complete, sign in with your UofM email & password. Click **Close**.

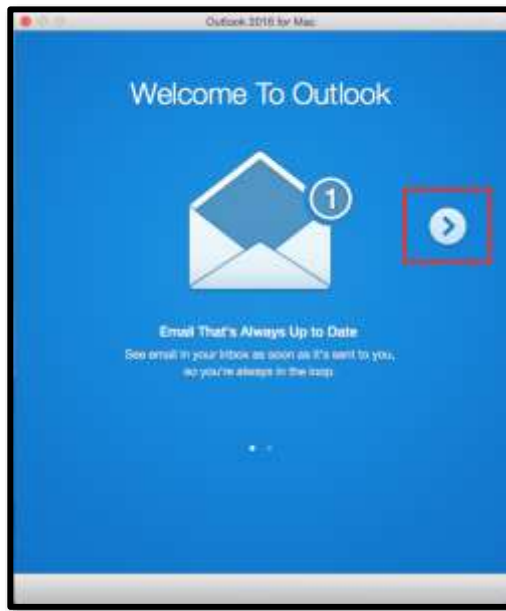


12.

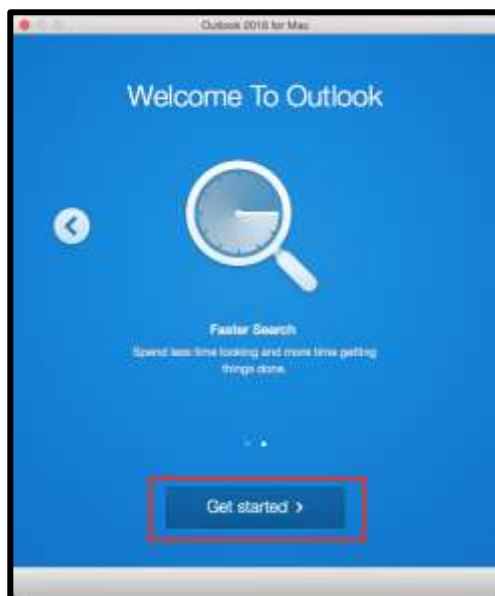


## Setting up Outlook on your Mac

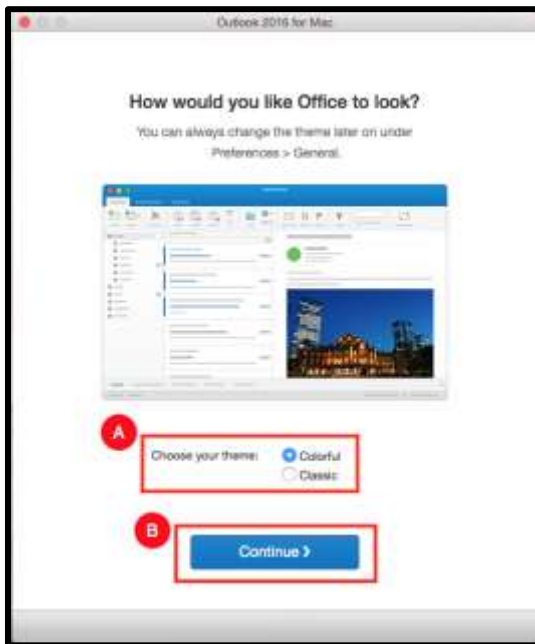
1. Open Outlook on the computer. Click the arrow to go to the next screen.



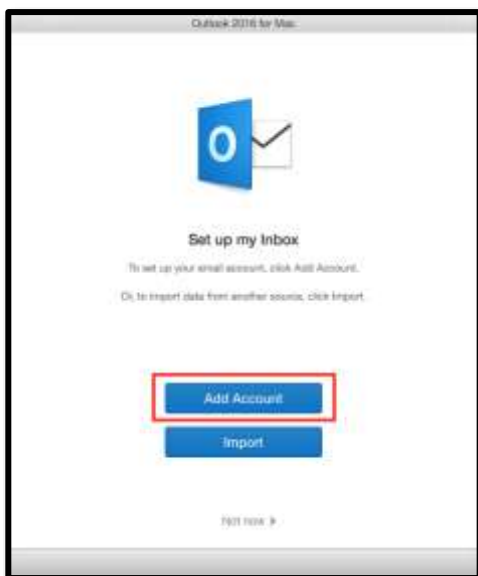
2. Click **Get Started**.



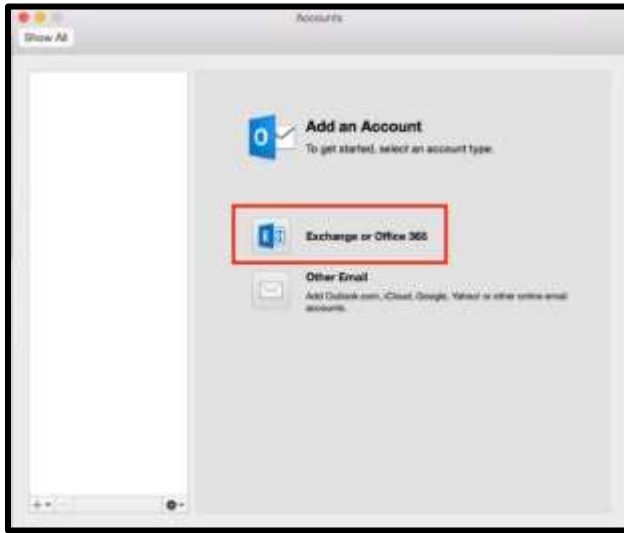
3. **A)** Choose your theme (Colorful or Classic) by selecting the radial button beside the words Colorful or Classic. You can change the theme now or later under Preferences > General. **B)** Click **Continue**.



4. Click **Add Account**.



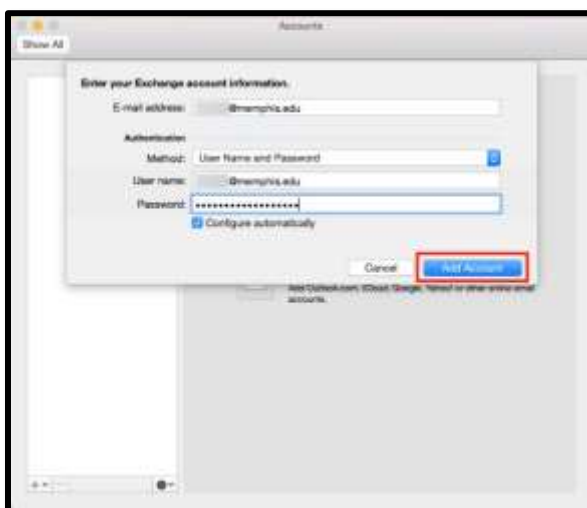
5. Click **Exchange or Office 365**.



6. Enter your full email address, username, and your password.  
In the Enter your Exchange account information box:

- Email address: enter your University of Memphis email address.
- Method: keep 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."

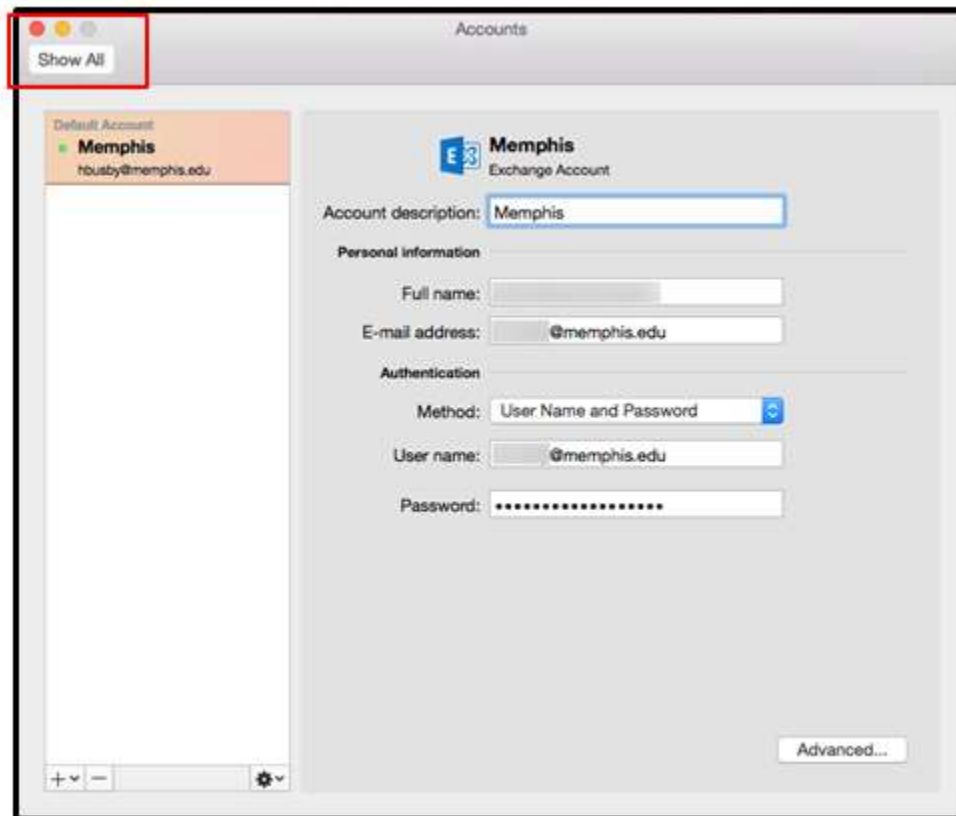
7. Click **Add Account**. Sign in with Single Sign on and Authenticate with DUO.



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



9. Once the account has been set up, click the red circle at the top left corner to close the window.



# Locating Help Resources

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umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

## Submitting a Service Request

Login URL: [Click here to access our service desk ticketing system.](#) After logging in, choose the appropriate form to request services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! (*Excluding Some Holidays*)

ITS Service Desk Walk-In hours (Admin Building Room 100):  
Monday – Friday 8:00 am – 4:30 pm

The ITS Service Desk Call Center hours:  
Monday – Friday 8:00 am – 8:00 pm  
Saturday 10:00 am – 2:00 pm  
Sunday 1:00 pm – 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or [submit a service request](#).

Voice messages will be checked regularly and will receive a priority response the following business day. You may also email umTech at [umtech@memphis.edu](mailto:umtech@memphis.edu). (**Note:** Using this email will automatically generate a service request.)

## Important Links

[Explore the umTech Website](#)  
[Search the Solutions Page](#)