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These instructions are for PC computers only.

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

## Installing Office

### Method 1: Installing via Software Center
*(For University Owned/Issued Computers and Laptops)*

1. Locate the **Software Center**. Go to the Windows Icon in the bottom left corner. Click to reveal all programs and scroll down until you reach the **Microsoft System Center**. Open the folder to reveal **Configuration Manager**. Double Click on the **Software Center** icon to start installation process.
Note: If Microsoft System Center is not installed on your system you will need to place a service request to have your LSP install for you.

2. The install panel will appear. (A) Locate the **Microsoft Office Professional Plus 2016** installer select the box to the left of the Microsoft Office Professional Plus. (B) Microsoft office should already be in the main menu if it is not you will need to search for it in the **Application Catalog**. (C) Click **Install** to continue.
3. Search the Application Catalog for Microsoft Office Professional Plus. Microsoft office should be listed in the main menu. If it is not, you will need to look in the Office in the Browse By Category of the Application Catalog. Select Microsoft Office Professional Plus. Click Install. Once you have done this, the Microsoft Office Professional Plus will appear in the main window of Software Center. From this point, you will repeat install process beginning with step 2.

4. The installation will now begin. You can view installation status by clicking on the Installation Status tab in the main window of Software Center. Once the program has been installed, the status will read Installed and Microsoft Office Professional Plus will also appear under the Installed Software tab in the main window of Software Center. You have now successfully installed Office.
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 office or 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.

5. Click **Install now**. Once this is done, an EXE file of the Office 365 install will download in your **Downloads** folder.

![Office 365 Install](image)

**Note:** if you do not wish to make Bing your search engine, or to make MSN your browser home page (Applies to Internet Explorer, Firefox, Chrome and Safari) make sure that the boxes beside these choices are not checked.

6. Find the downloaded OfficeMix.Setup EXE file and double click the OfficeMix.Setup EXE to install Office 365.

![OfficeMix.Setup](image)
7. Click **Run**.

![Image of a software installation process](image)

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

8. Once the install is complete, you will be prompted to sign in with your UofM email and password. Your Program is now installed and ready to use.
Setting up Outlook on your PC

1. Open Outlook 2016 on the computer. Click Next to continue.

2. Click the radial button to the left of Yes, then click Next.
3. Enter your name, email address, and password.
   - **Your Name**: enter your first and last name.
   - **E-mail Address**: your University of Memphis email address
   - **Password**: your password for your email account

   Once you have entered the information, click **Next**.

4. Outlook will begin setting up your email.
5. A message window will appear asking if you want to allow this website to configure server settings. (A) Click the X by **Don’t ask me about this website again**, then (B) click **Allow**.

6. Next, a windows security window will appear for you to enter your UofM email address and password. If you would like Outlook to remember your credentials, click the box beside **Remember my credentials**. Sign in with Single Sign on and authenticate with DUO.
7. Once the configuration has finished, click Finish.

8. Locate the Outlook application and launch it. Outlook will begin loading your profile and configuring your email. This may take a few minutes. Once this is done, your email is configured and you can begin using Outlook.
Locating Help Resources

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 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 pm, 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