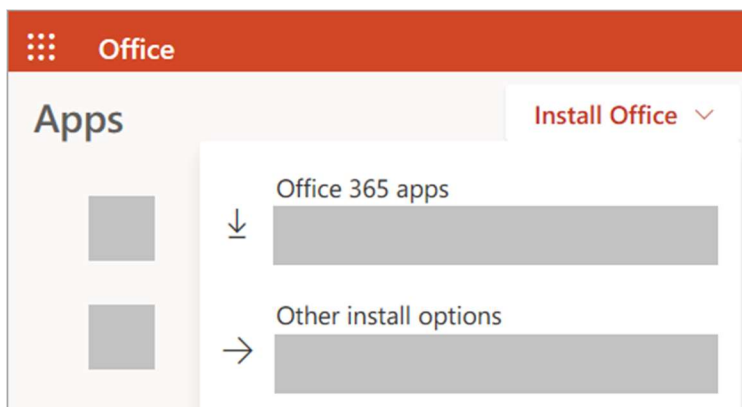


Office 365 Home Use Program (HUP) Frequently Asked Questions

1. What is HUP?
Microsoft offers Office 365 for staff to install and enjoy the full functionality of Office on personal devices - whether it's on a home PC, iPad, or smartphone?
2. Is there a cost associated to downloading and installing Office 365 on my personal device?
No. Multiple installs across device types is a benefit of Office 365 and the user will not incur any additional costs.
3. What happens if our company discontinues our Office 365 subscription or an employee leaves the company? Office 365 is offered as a subscription service. If your business cancels its subscription or an employee leaves, Office on the employee's personal devices will go into reduced functionality mode. In reduced functionality mode, users can open and view existing Office files, but users can't use most of the other features of Word, Excel, PowerPoint and the other apps. Your employee can purchase one of our consumer subscriptions for Office 365 to continue using Office on their personal devices.
4. What do I need to install Microsoft Office on home devices?

Sign in to download Office

- a. Go to www.office.com and if you're not already signed in, select **Sign in**.
- b. Sign in using your City email account and password.
- c. From the Office 365 home page select **Install Office apps** (If you set a different start page, go to aka.ms/office-install.)



Select **Office 365 apps** to begin the installation.

- d. This completes the download of Office to your device. To complete the installation, follow the prompts in the "Install Office" section below.

5. Can I install Microsoft Office for friends/family?
No. Office 365 can only be installed on device that is owned and used by City staff who the Office 365 license was assigned to. The additional installations of Office 365 may not be given out to friends and/or family members.

6. How can I manage the installs?
Users have the ability to sign into the Office 365 User Portal to see on which devices they have installed and activated Office 365. From the same page, users have the ability to activate or deactivate Office 365 on different devices.
7. What happens if my device crashes or I get a new device?
Simply re-install Office 365 and activate by signing in with your Office 365 credentials. The employee or admin may need to deactivate Office on the old device.