

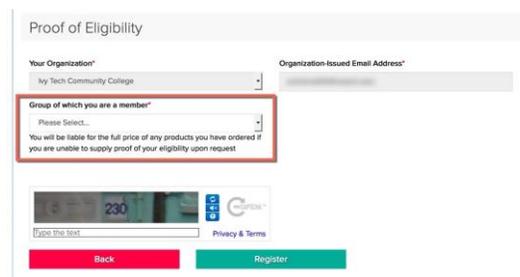
# Microsoft Office 365 Download Instructions

For instructions on renewing an expired subscription, skip to the end of page 3.

A video of the download process is also available at [https://youtu.be/8OA\\_7lQzU4o](https://youtu.be/8OA_7lQzU4o)

1. Log into MyIvy and click on the “Download Microsoft Office” link in the Student Resources section. You will see a link to the “Download Website” – click on it.
2. If you have never used the OnTheHub website before, click on the “Register” button. Put your Ivy Tech email address into the “Organization-Issued Email Address” field and click “Continue.”
3. Fill out the personal details on the next screen

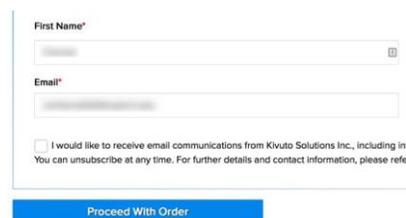
4. A verification email will be sent to you. Go to your Ivy Tech email account and click on the link within that message. Your account will now be verified.



5. From the main OnTheHub shopping screen, select “Office 365 ProPlus” and on the next screen, click “Add To Cart.”
6. Click on the shopping cart icon at the top right of the screen. This will take you to a screen where you can choose to begin the check out process.



7. You will need to type in your username (which is your email address) and name as verification that you accept the terms of use. Do so, and click “Proceed With Order”



8. You will be taken to an order summary screen. After it processes, you will be presented with a “Get Office 365” button. Please note the username ending in @ivytechadmin.onmicrosoft.com next to it. **This is the username you will need to use on the download website, not your Ivy Tech email address! A copy of the order summary will also be sent to your email, in case you need access to your username or the download link again.**



## Office 365 ProPlus Benefit Students 12 Months - Subscription

### Notes:

To install Office, click **Get Office 365** and sign in with the User ID and password below. [Click here!](#)

**Subscription:**

**Office 365 User Name:**

**Temporary password:**

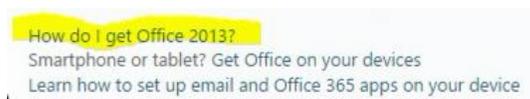
9. Click on the “*Get Office 365*” button and put in the username and temporary password from the order summary (remember not to use your Ivy Tech email address.) After doing so, it will ask you to input the temporary password again, and create a new password.
10. Once you have created the new password, you will be logged in and can choose to download the Office 365 installer for your computer.

11. **Important!** If you are taking a CINS, OFAD or other class that requires a specific version of Office, check with your syllabus or instructor to determine if you need Office 2013 or 2016. If you need 2013, you will need to instead click on the “How do I get Office 2013?” link.



12. On Windows, the installer will be a quick download, and will install Office in the background while you answer a few questions.

13. On Mac you will need to register Office with the username and password from step 8 the first time you attempt to run one of the applications.



14. If you are using a mobile device such as a smartphone or tablet you will instead install the individual Microsoft Office apps (Word, Excel, PowerPoint) from your device’s App Store and then log into them with the username and password from step 8.
15. If you need to reinstall or install on a separate device, do not start by attempting to order again. Return to your original email, and use to “*Get Office 365*” button.

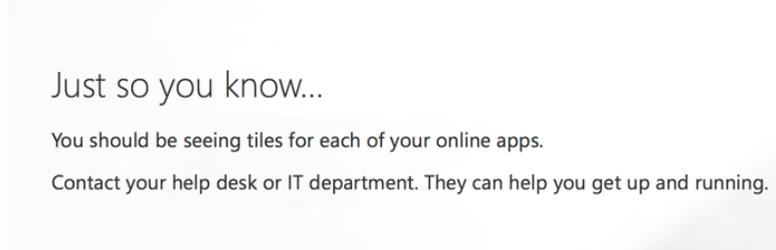
## Troubleshooting Office 365 Orders and Downloads

### If you forget your password for the OnTheHub order website:

Click on the “forget username/password?” link on the front page (accessed via the “Download Office” link through MyIvy).



### If you get the following message:



Return to the order summary email that was sent to you, and make sure you are logging in with the @ivytechadmin.onmicrosoft.com account that were sent.

### If you forget your password for the Office download site:

If you have forgotten your password for the Office Portal to download Office, go to <https://portal.office.com>, and choose the “Can’t access your account?” link. Make sure you use your

**@ivytechadmin.onmicrosoft.com** account and follow the directions at each screen. At the end, you will click on “contact an administrator” and this will send you a password reset email.

#### Get back into your account

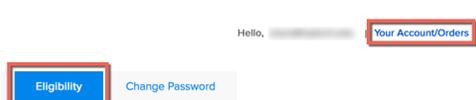
Your account is not enabled for password reset

We're sorry, but your administrator has not set up your account for use with this service.

If you'd like, we can [contact an administrator](#) for your organization to reset your password for you.

### If your subscription is expired:

Login to the OnTheHub store page, and visit “Your Account/Orders” in the top right. From there, choose the eligibility tab and find the order for that item. It will show expired; click on Renew eligibility and you will be able to re-order Office 365.



#### Organization-issued email address

Expired (2016-01-15)

[Renew Eligibility](#)

## Quick links:

MyIvy

<https://myivy.ivytech.edu/>

OnTheHub store/order website

<http://wwwcc.ivytech.edu/microsoft/>

Microsoft Office Portal/Download website

<https://portal.office.com>

## Frequently Asked Questions (from OnTheHub)

### **What software is included in the free download?**

Office 365 ProPlus contains the latest full versions of Word, Excel, PowerPoint, Outlook, OneNote, Publisher, and Access.

### **Can I install this on multiple computers or mobile devices?**

Yes! An individual may install the free software on up to 5 machines (PC or Mac) and up to 5 mobile devices with Office Mobile for Android or Office Mobile for iPhone. Plus, the new Office can be installed side by side with previous versions of Office.

### **How long can I use the software?**

Students, faculty and staff will be able to use this software while they are enrolled or employed at Ivy Tech. The default license term is one year. You will receive an email every year asking you to verify that you're still attending classes or employed at Ivy Tech. Your account will expire 12 months from your last verification.

### **Can faculty/staff download this software?**

Yes. Faculty and staff can download Microsoft Office through this offer.

### **Which version is this free download?**

Microsoft Office 2016. If you need Office 2013 instead, it will also be available for a limited time.

### **Will this be available for us MAC users?**

Yes, it provides the Mac version of MS Office.

### **Who can I call for technical support?**

Call 1-888-396-1447

Email: [support@kivuto.com](mailto:support@kivuto.com)