

# HOW TO

Reactivate Office Desktop Apps

November 19 2020

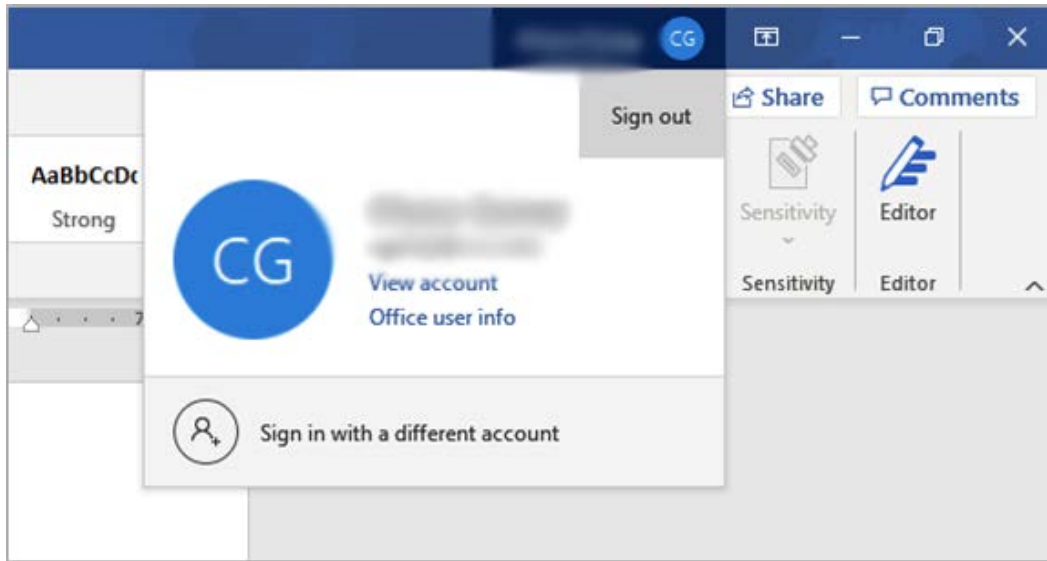


**Background:** If you have the downloadable desktop Apps, it is recommended you follow these directions.

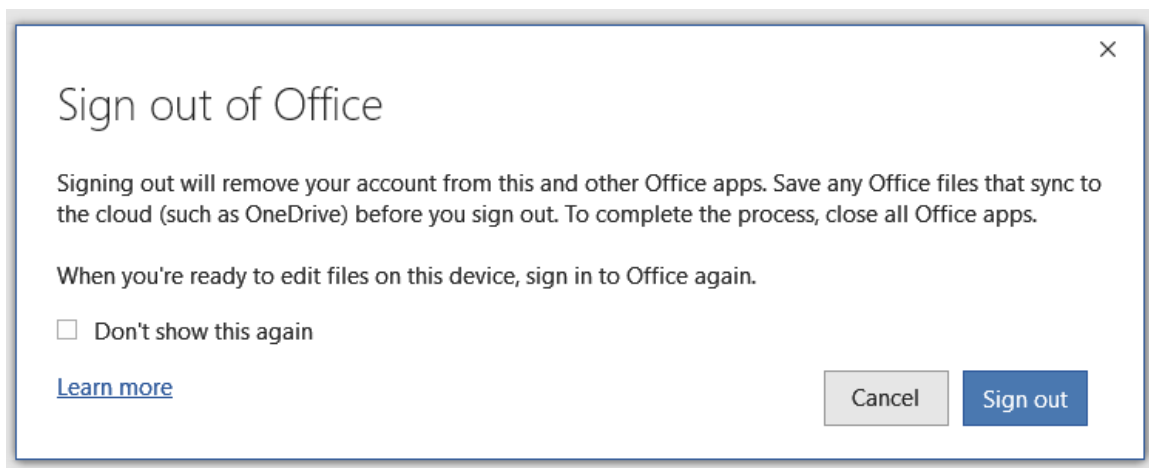
Your username is your myVCCS ID followed by @email.vccs.edu. For example, if your myVCCS ID is abc123 your username is [abc123@email.vccs.edu](mailto:abc123@email.vccs.edu). This is the also your email address.

Open Microsoft Word

Check if you are already signed in. Click your name in the top right corner, then Sign Out.



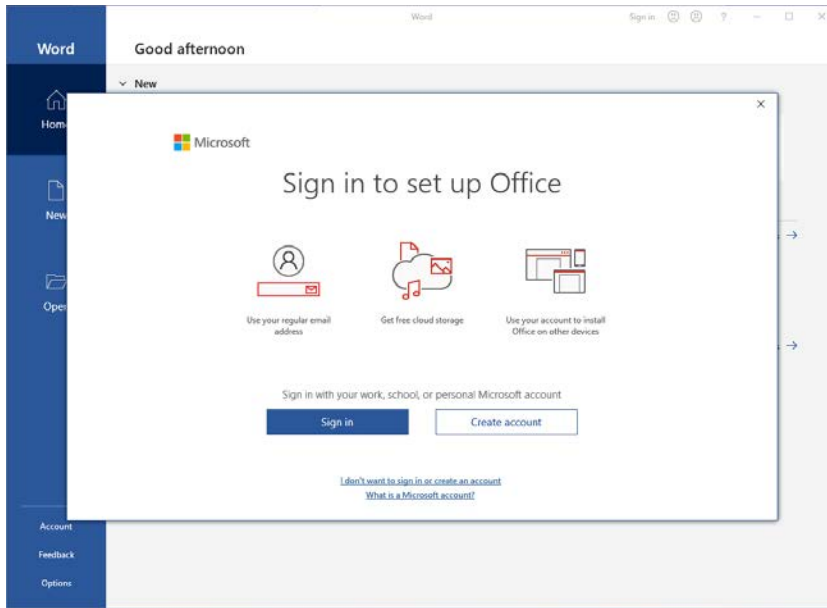
Click **Sign Out**.



Close Microsoft Word and all Office apps.

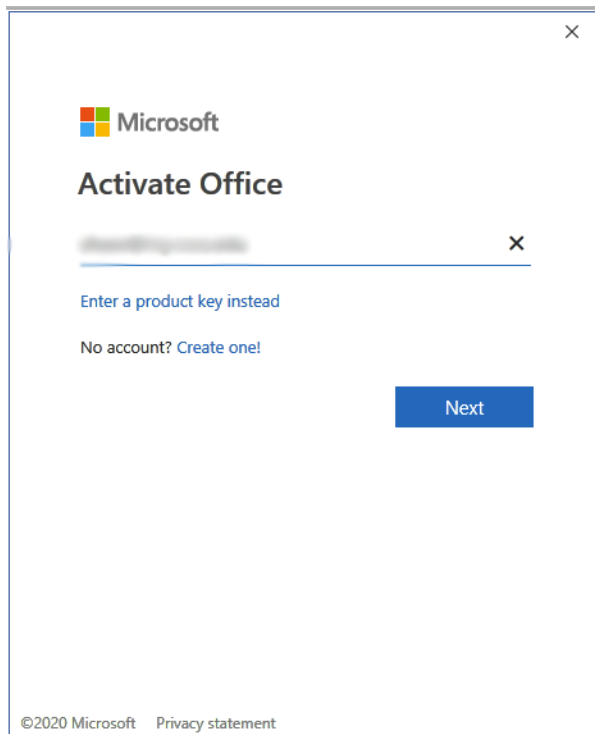
Re-open Microsoft Word.

You should see a “Sign in to set up Office” dialog. Click **Sign In**

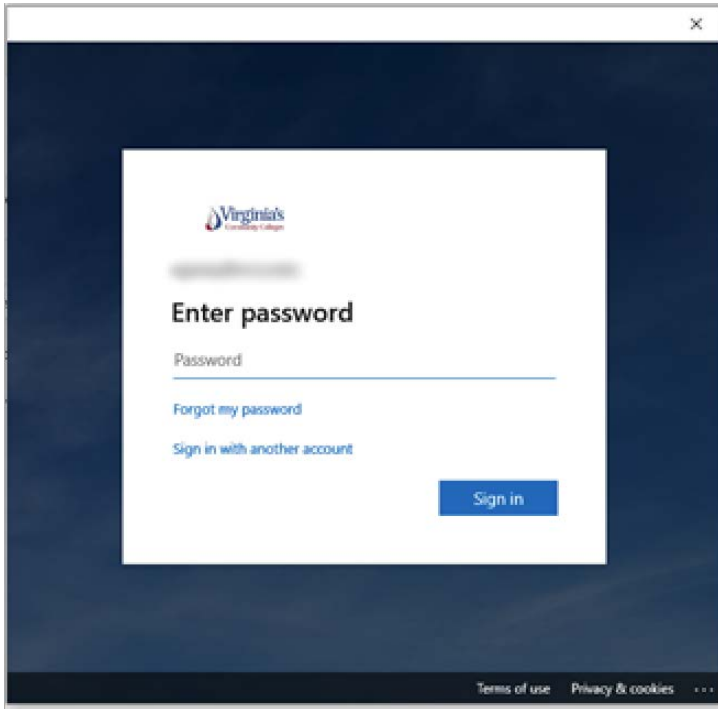


Enter your myVCCS ID Student Email account and click **Next**.

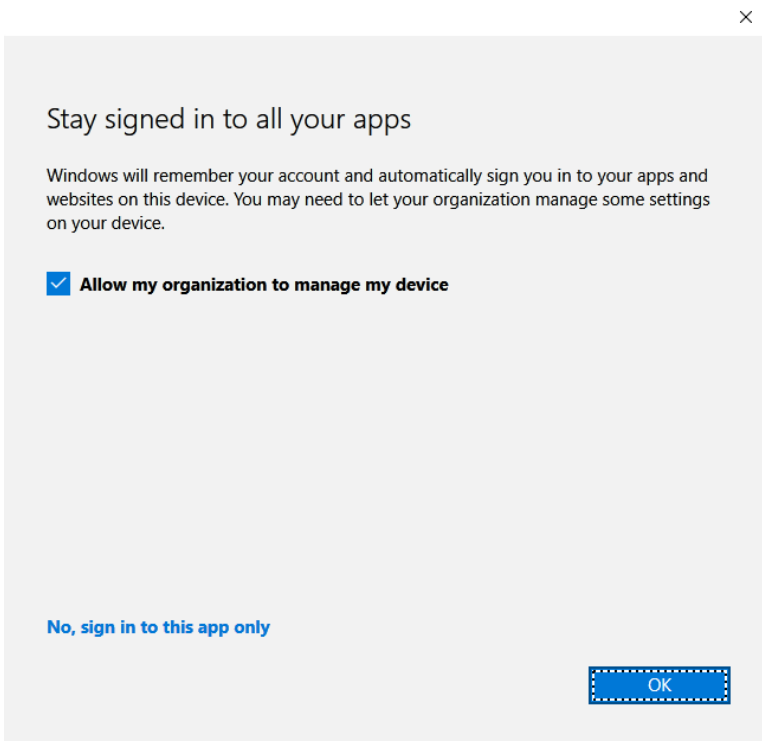
**For example:** abc123@email.vccs.edu



Enter your password and click **Sign In**.



You're presented with dialog "Stay signed in to all your apps". Click **OK**.



You're presented with Privacy dialog. **Click Close.**



## Your privacy option

Thanks for using Office! We've made some updates to the privacy settings to give you more control. Your organization's admin allows you to use several cloud-backed services. You get to decide whether you use these services.

[Learn more](#)

To adjust these privacy settings, go to:

[File > Account > Account Privacy](#)

These optional cloud-backed services are provided to you under the Microsoft Services Agreement.

[Microsoft Services Agreement](#)

Close

Click **File > Account**. Verify your office is licensed and activated:

**User Information** – confirm your info

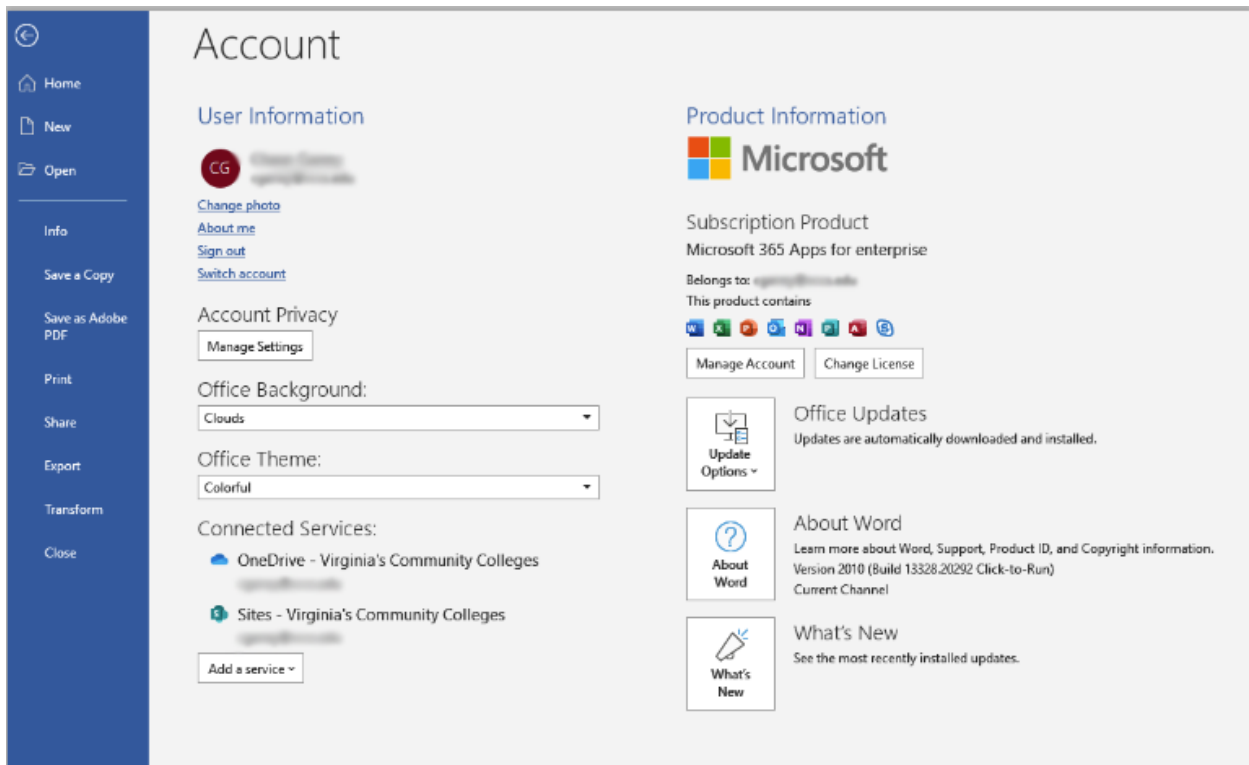
- Your username (e.g. abc123@email.vccs.edu)

**Subscription Product** – confirm your info:

- Microsoft 365 Apps for Enterprise
- Belongs to: your myVCCS ID (e.g. abc123@email.vccs.edu)

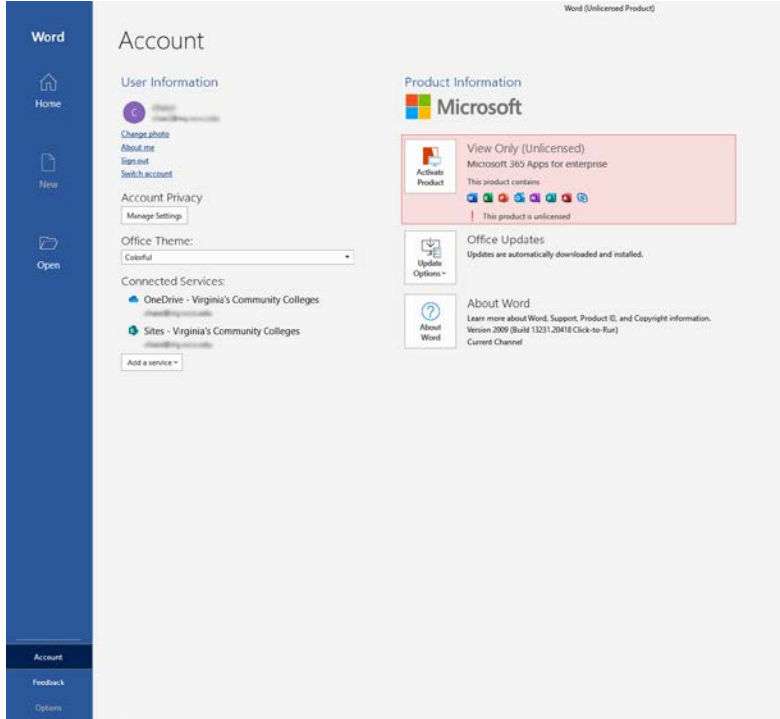
**Connected Services**

- **OneDrive – Virginia’s Community Colleges**
  - Your username (e.g. abc123@email.vccs.edu)
- **Sites – Virginia’s Community Colleges**
  - Your username (e.g. abc123@email.vccs.edu)



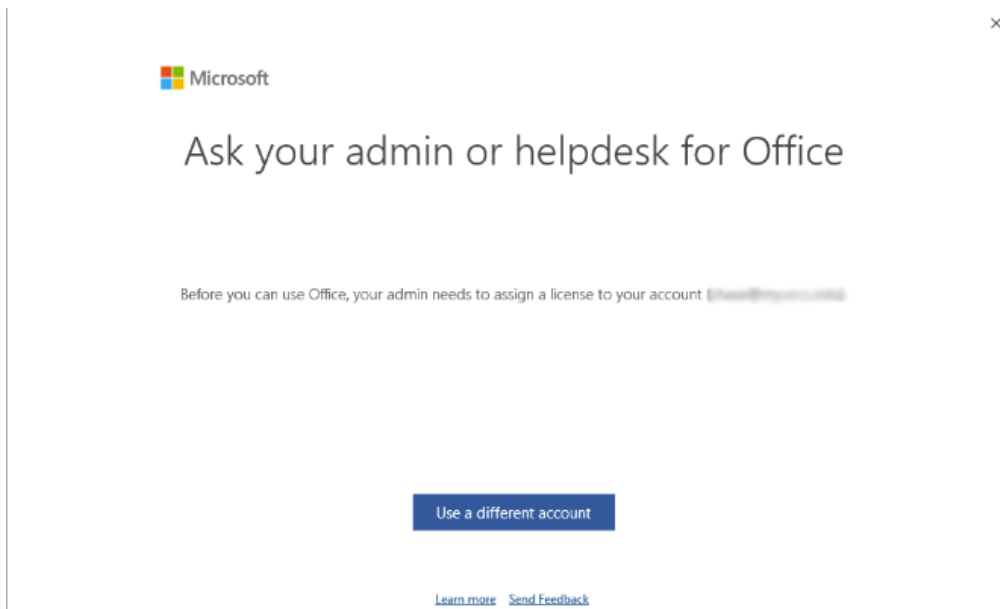
**NOTE:** If your Office was unable to license and activate your Account overview page will show a red box “View Only (Unlicensed)” with an “Activate Product” button.

You will need to restart from step 1 by signing out again and restarting your machine. Please contact ITS for additional support.



If your Office was unable to license and activate you might see the following dialog.

You will need to restart from step 1 by signing out again and restarting your machine. Please contact ITS for additional support.



**NOTE:** If you have a Mac and you are getting an error and unable to license then follow the steps in this article to download and run the license removal tool.

<https://support.microsoft.com/en-us/office/how-to-remove-office-license-files-on-a-mac-b032c0f6-a431-4dad-83a9-6b727c03b193>