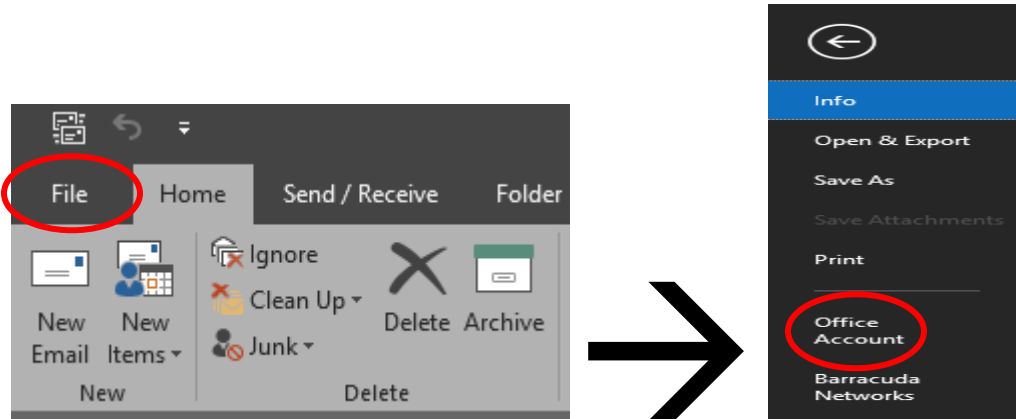


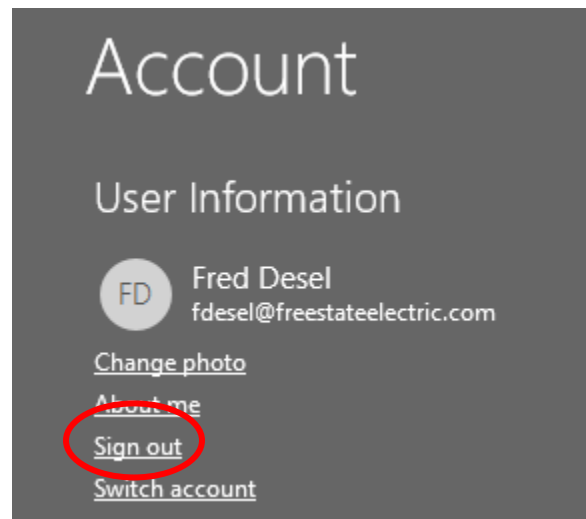
# Office 365 Troubleshooting

If you are having issues with the recent install of Microsoft Office, please use the below troubleshooting steps:

1. Open up one of the Office products (Word, Excel, Outlook)
2. In the top left corner click File then Office Account



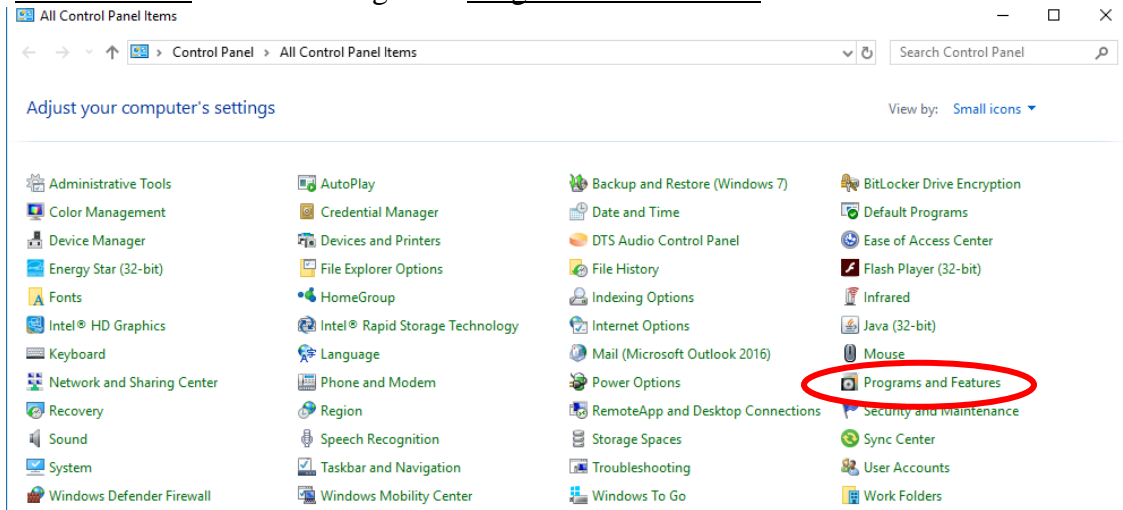
3. You will be directed to the Account page here you will want to sign out then sign back in. This should then resync your license to your 365 account associate with your work email



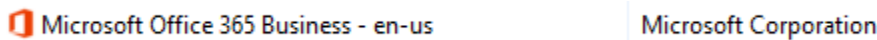
**If the above steps did not fix your error, please go to page 2**

**If your issue is with Excel files not opening please go to page 3**

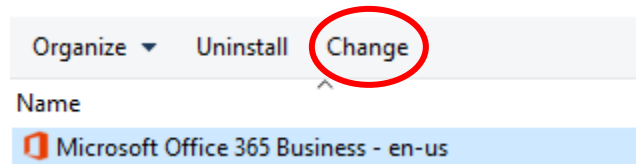
1. Open up Control Panel and then navigate to Programs and Features



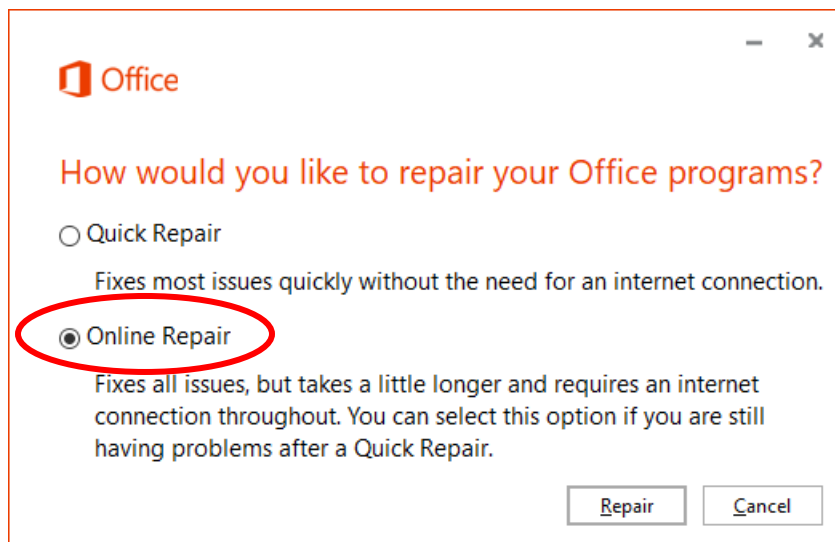
2. Scroll through your programs until you find Microsoft Office 365 Business – en-us



3. Click the program once so that it is highlighted and then click Change at the top of the screen

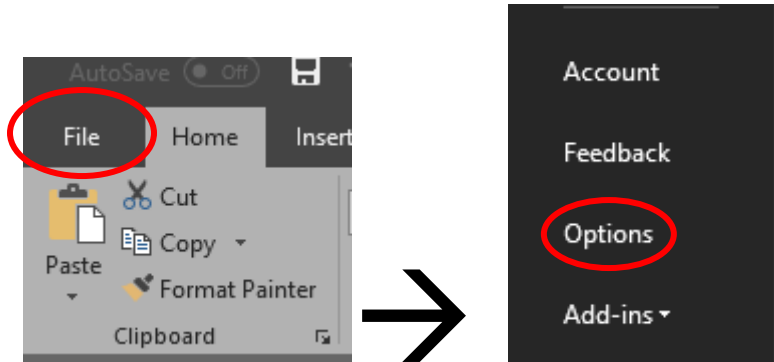


4. After clicking change you should see a repair screen open up



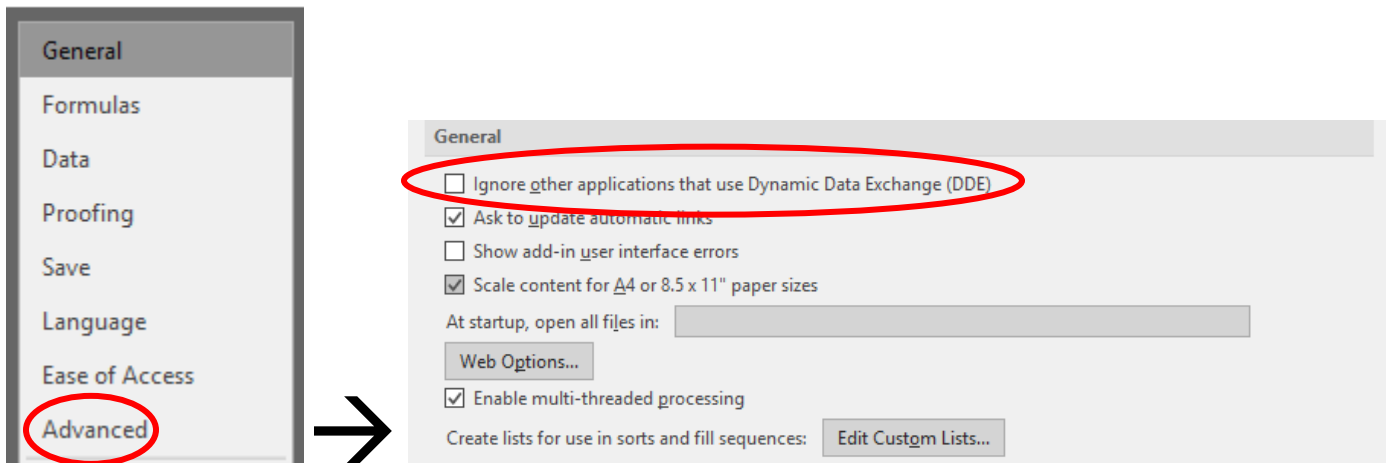
5. Choose the Online Repair option and then hit Repair. This can take some time. The repair will uninstall and reinstall office.

1. Open up a blank excel workbook
2. Click File in the top left-hand corner then Options



3. The Excel options window should now be open. On the left-hand side of that window select Advanced then scroll all the way to the bottom to the General section. The first option under General: “Ignore other applications that use Dynamic Data Exchange (DDE)” should be **un-checked** If it is checked change it then hit ok at the bottom of the window

#### Excel Options



4. Exit excel then try to open the file again. If the issue persists, please go to page 2 and complete a repair of the install