

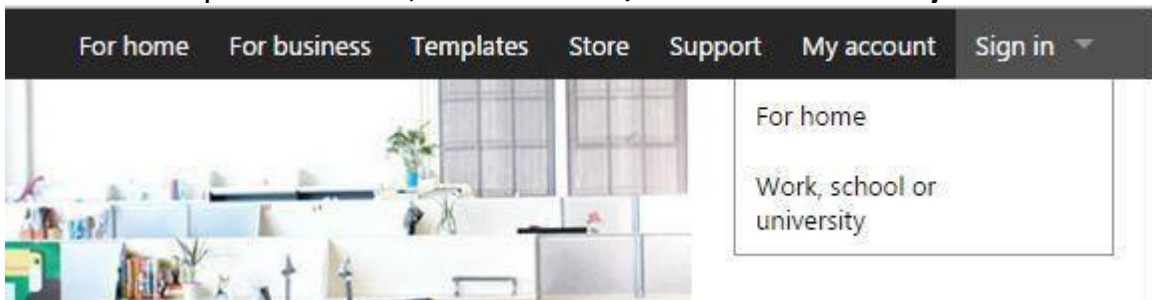
## Accessing Office 365 Products

All Faculty, Staff, and Students of Craven Community College have free access to Microsoft Office products via <http://office.microsoft.com>. Accessing the products and services is simple and can be completed by following the steps below:

1. Open your web browser (Chrome, Firefox, Internet Explorer, Safari, etc.).
2. Enter the following URL:
  - a. <http://office.microsoft.com>
3. At <http://office.microsoft.com>, position your mouse cursor over “Sign In”



4. From the drop down menu, select “**Work, school or university**”



5. Enter your credentials as follows:

a. Username:

i. Employees: **YOUR ACTIVE DIRECTORY LOGIN** +  
“@cravencc.edu”

1. Example: john.smith@cravencc.edu

ii. Students: **YOUR WEB ADVISOR LOGIN** +  
“@student.cravencc.edu”

1. Example: john.smith@student.cravencc.edu

b. Password:

i. Your Active Directory password

1. Ex. This is the password that you use to access your  
WebAdvisor account



Sign in with your work or school account

Keep me signed in

Sign in

[Can't access your account?](#)


**Note: If you cannot access your account, see Reset Password below.**

- Continued on Next Page -

6. After successful sign in, select **“Install Now.”**



7. Access your **Downloads** folder and locate the file **“Setup.X86.en-US\_O365ProPlusRetail\_a82e0e3b-9818-4de6-ba32-7e116222d513\_TX\_PR.exe”**. Double click the file to run the installation.
- To access the **Downloads** folder, access the Start menu and enter **“Downloads”** in the search bar and hit enter.

Name	Date modified	Type	Size
 Setup.X86.en-US_O365ProPlusRetail_a82e0e3b-9818-4de6-ba32-7e1...	7/9/2015 9:50 AM	Application	1,070 KB

8. **IMPORTANT NOTES:**
- Office 365 does NOT include mail. Craven Community College’s official email solution will remain Groupwise for employees and Gmail for Students**
  - All users are licensed to download and install up to 5 copies of Microsoft Office Pro Plus 2013, and Office Mobile Apps.**
  - Users only have rights to the software as long as affiliated with Craven Community College.**

### Password Reset

If you are unable to log into Office365, the quickest way to get assistance is to click the **“Can’t Access Your Account?”** link on the Office365 login page. Follow the directions below and the help desk will get an e-mail alerting us that you are having trouble logging in and need a password reset.

1. On the Office365 login page Click on “Can’t Access Your Account Link?”



Sign in with your work or school account

someone@example.com

Password

Keep me signed in

Sign in



[Can't access your account?](#)

2. Enter the characters from the box and Click Next.

**Microsoft**

# Get back into your account

## Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

\* User ID:

firstname.lastname@student.cravencc.edu

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.



Next

Cancel

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3. You will see a page saying "Your account is not enabled for password reset,"  
Click the "contact an administrator" link beneath the "disabled" message

## Microsoft

### 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 can  [contact an administrator](#) in your organization to reset your password for you.

4. The Help Desk will receive an email alerting them that you are having trouble logging in and need a password reset.