# Microsoft Office 365 Office Software: Overview, Download, and Troubleshooting

👤 Revised by Melissa Bakutis (mbakuti) • 📅 7mo ago • 👁 67 Views • ★★★★☆

## What is Microsoft Office 365 Software?

**UPDATE: Microsoft Licensing was updated August 9th 2019. If you installed this software before that date it would not of included Microsoft Access or Microsoft Publisher. To install Microsoft Access and Microsoft Publisher follow the instructions below and you will be given an option at install to download the additional software.**

**ASU is providing Microsoft Office 365 Office Software to ASU currently enrolled students, faculty, and staff for free, for more information see ASU Microsoft Office 365 Licensing. NOTE: Retired faculty and staff and alumni will not have access to the Office 365 Software service once they leave ASU.**

Office 365 is the latest version of Microsoft's productivity suite, and includes Word, Excel, PowerPoint, Access, Publisher, OneNote and more. It is available for offline and online use.

- Install on up to 5 compatible PCs and Macs, plus 5 tablets (including iPad)
- Gain valuable skills on the world's most popular productivity software
- Use the same programs as your instructors to ensure file compatibility

## Where to go to download Microsoft Office 365 Software?:

To get your Microsoft Office 365 Office Download, perform the following steps:

1. Go to https://office365.asu.edu.

2. If you have never logged in before with this browser you will sent to the Microsoft Sign In page. Enter your email address using the format **ASURITE@asu.edu**.

**Microsoft**

## Sign in

ASURITE@asu.edu

No account? Create one!

Can't access your account?

Sign-in options

Next

3. At the ASU Microsoft Services Sign In page follow the instructions below:

- Select the **Student** or **Faculty/Staff/Student Worker** button.

**Arizona State University**

**Microsoft Services** Sign In

Sign in as:

Student

Faculty/Staff/Student Worker

- Depending on the button you choose in the step above the radio button will be automatically selected for you.
- Enter your **ASURITE username and password**.
- Select the **Sign in** Button.

Microsoft Services Sign In

Sign in as:  ◯ Student   ◯ Faculty/Staff/
                              Student Worker

ASURITE User ID:   ASURITE Username

Password:   ASURITE Password

Sign In

Not sure how to sign in?
Learn more.

Advanced User

- Advanced User: Is to be used if you need to log into a Domain other than ASURITE or ASUAD.

4. You may see a the pop-up below. Select your preference to finishing logging in.



Microsoft

mbakuti@asurite.asu.edu

**Stay signed in?**

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No    Yes

5. At this point you may be prompted for Duo two-factor authentication. For more information on the use of two-factor authentication for ASU Microsoft ADFS enabled web services and the rollout of it see this KB Article.

6. On the Microsoft Office Installation web page In the top right select the **Install Office** button.

Install Office ⌄

7. From the drop-down menu select **Office 365 apps to download Office to your computer.**

## Microsoft Office 365 Software Troubleshooting:

## Microsoft Windows based PCs only: Error message: The procedure entry point SetWaitableTimerEX could not be located in the dynamic link library Kernel32.dll.

This error may occur if you are trying to install Office on an unsupported Windows platform. Please read System requirements for Office 2013, to see if your system meets the requirement: http://technet.microsoft.com/en-us/library/ee624351.aspx

## Microsoft Windows based PCs only: Office 365 Activation Problem (0x80070005)

On A Microsoft Windows based PC, after installing Office 365 some students may be asked to activate their copy of Office 365. When trying to activate they may receive the error message "We're sorry, something went wrong and we can't do this for you right now. Please try again later. ( 0x80070005 )".

To resolve this issue exit out of all Microsoft Office programs (Word, Excel, Powerpoint, etc), then right click on Microsoft Word and select "Run as Administrator". Once Word opens Office 365 should activate in the background and the student should no longer be asked to activate.

**If you need additional assistance:**

Submit a ServiceNow Request for assistance with ASU Microsoft Office 365 Software or Services.

**Related Articles:**

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