

## **Free access to Microsoft Office for King County computer users**

King County's licenses with Microsoft provides for users with an active Office 365 account an opportunity to use the latest version of Microsoft Office on up to five work or personal computers, tablets, or mobile phones at no additional charge. This option is available to users with a "full" Office365 license and is not available with the "lite" license type; most county users have a full license.

**Login from the machine you want to install Office on**, by going to <http://sharepoint.kingcounty.gov/MOffice>

**Enter** your email address and password to logon to the site. For example, [jdoe@kingcounty.gov](mailto:jdoe@kingcounty.gov).

Once logged in, follow the install instructions.

## **Frequently Asked Questions**

### **How will I know if I have an active Office 365 account?**

If you don't know whether you have an Office 365 account, try logging into <https://portal.office.com> using your email address as your user name and your standard password.

### **I'm being asked for a Subscription ID/organizational account. What do I do?**

Enter your email address and password

### **I'm being asked for a Product code. What do I do?**

You should not be asked for a product code, and may be activating Office through the Control Panel which is not necessary. Once you run setup, it will install the product. Then, you click through the wizard and when it completes, it will go to the subscription verification process. This is where you will enter your subscription ID which is your county Email address.

### **I'm being asked for a Key code. What do I do?**

After the installation, click "CONTINUE ONLINE," which is when the Subscription ID field appears. Once signed in, it goes through the verification process to determines if you have a license in Office 365.

### **I have a Mac at home, how can I get a version for MacOS X?**

Follow the instructions above, and choose the appropriate operating system when downloading Office. If you run into problems, please contact Microsoft Support (the number should be on the page).

### **I have a Surface, or other personally owned computer or device and I'd like to install software. Who can help?**

If you need help installing software on a personally owned computer or other device, please contact Microsoft support. KCIT does not provide support for personal devices.

For general questions about the program, logging into Office 365, or if you cannot access the download page, contact the Customer Support Services Helpdesk at <https://helpdesk.kingcounty.gov/> or call 206-263-4357.