

Installation Manual

Where to enter your Office product key

If your purchase of Office or Microsoft 365 came with a product key, you enter your product key on one of the websites listed below for your product. After you enter your key, you can download and install Office, or you can renew your Microsoft 365 subscription.

Tip: Get tech expertise with Business Assist. Connect with our small business advisors for help making Microsoft 365 products work for you and everyone in your business.

[Having problems with your product key?](#)

Example of an Office or Microsoft 365 product key:

XXXXX-XXXXX-XXXXX-XXXXX-XXXXX



[Microsoft 365, Office 2021, Office 2019, Office 2016, and Office 2013 \(PC and Mac\)](#)

Note: Support has ended for Office 2016 for Mac.

To redeem a new purchase

Step 1: Go to office or Microsoft setup website

Step 2: Sign in with your Microsoft account, or create one if you don't have one. Be sure to remember this account so that you can install or reinstall Office later, without a product key.

Important: If you're renewing your Microsoft 365 subscription, enter the Microsoft account that's associated with your subscription.

Step 3: Enter your product key, without hyphens, if prompted. If you don't see the option to enter your product key, it was entered for you automatically.

Step 4: Follow the prompts to finish the redemption process.

To install or reinstall Office

If you see the error **This product key has already been used** when you enter your product key on office or Microsoft setup website, this means your product key has already been redeemed and is no longer needed.

Instead, use your Microsoft account to sign in to and install your Office product.

Note: If you're trying to allow up to 5 other people to install Office using your Microsoft 365 Family subscription,

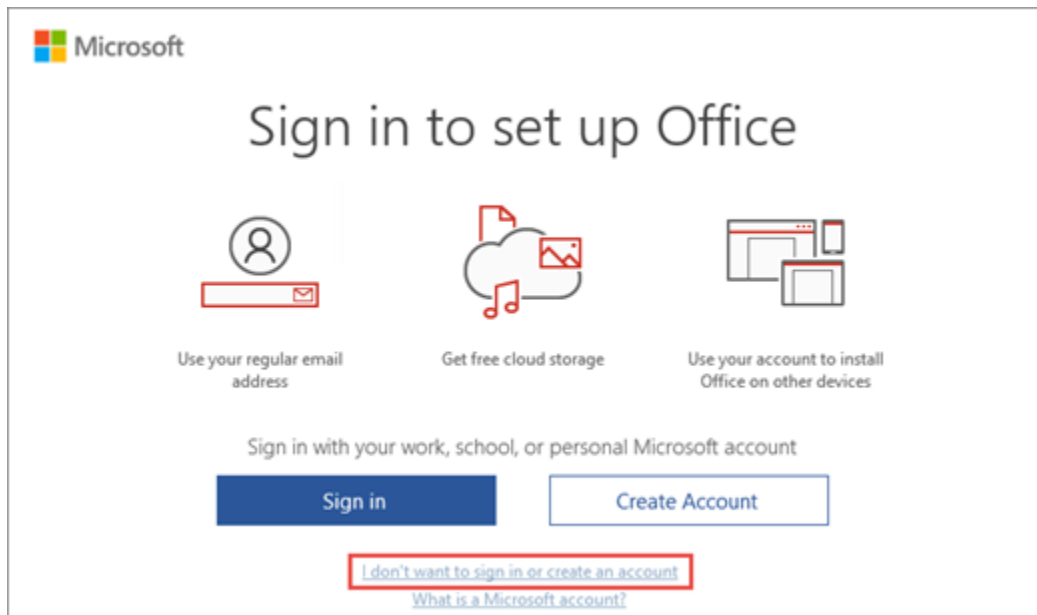
Microsoft Workplace Discount Program

These steps apply only to Office Professional Plus, Visio Professional, or Project Professional.

Step 1: Start an Office app, like Word, Project, or Visio, depending on your purchase.

Step 2: In the **Sign in to set up Office** window, select **I don't want to sign in or create an account** (it's a small link at the bottom of the window).

Step 3: Enter your Office product key, without hyphens. If you don't have your key, see website



Microsoft Store

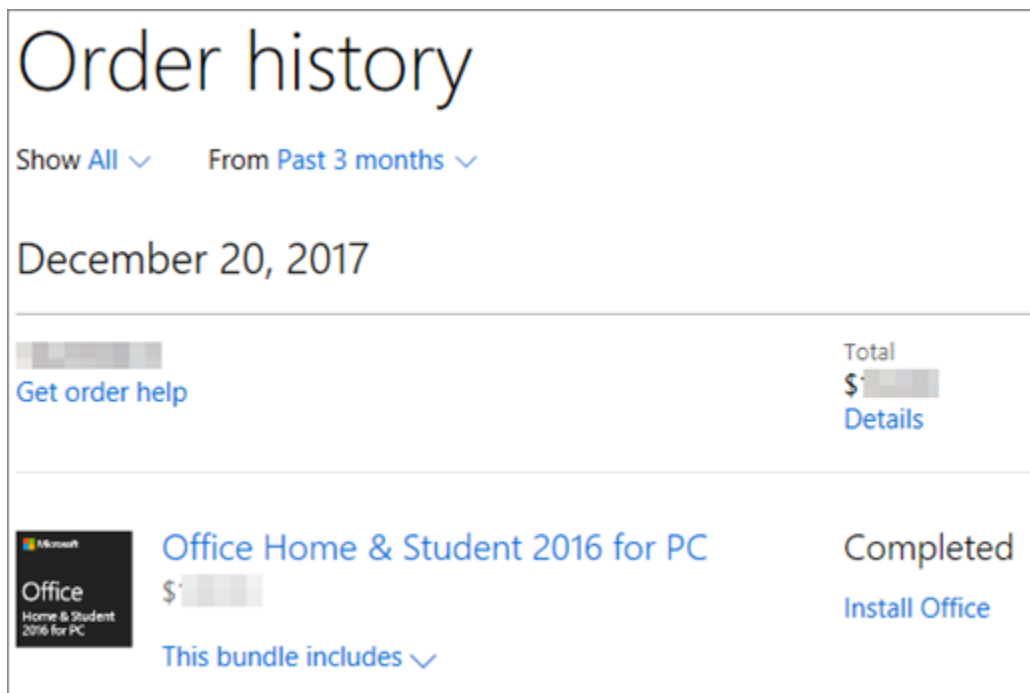
Step 1: Go to office or Microsoft setup website and sign in (upper right-hand corner) with the Microsoft account that you used to buy Office.

Step 2: After you sign in, select your name in the upper right-hand corner, and then select **Order History**.

Step 3: Locate the Office one-time purchase or individual Office app, and then select **Install Office** to view your product key (this doesn't actually install Office).

Step 4: Select **Install Office** again in the window where the product key appears.

Step 5: On the **Hi. Let's get started** page, follow the prompts to sign in again and associate your product with your Microsoft account.



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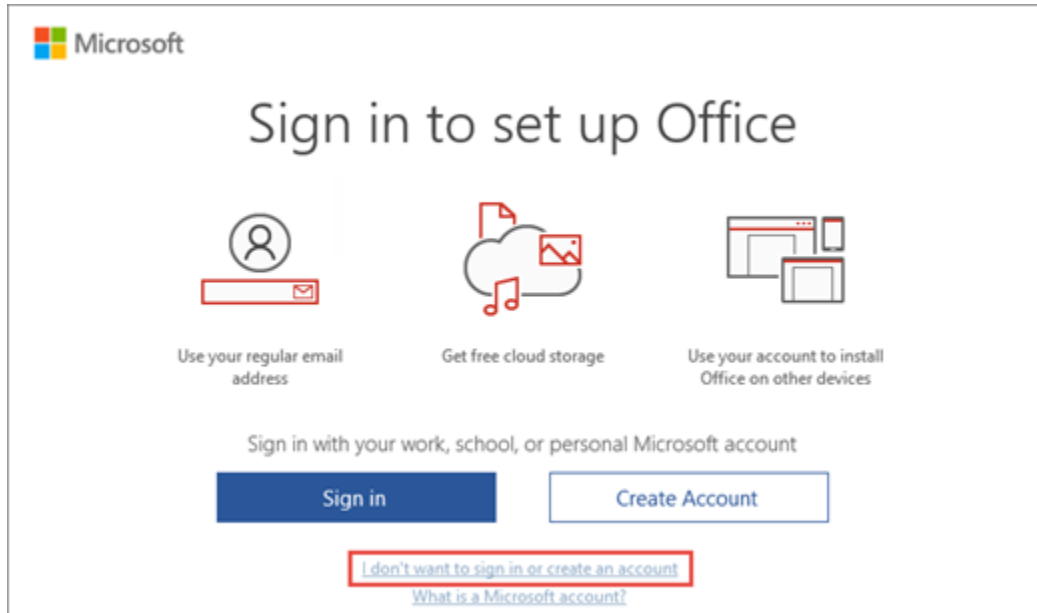
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Microsoft Store

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Order history


Show [All](#) ▾ From [Past 3 months](#) ▾

December 20, 2017


[Get order help](#)

Total
\$
[Details](#)



[Office Home & Student 2016 for PC](#)
\$
[This bundle includes](#) ▾

Completed
[Install Office](#)

[Office 2010 or Office for Mac 2011](#)

[Microsoft 365 Business Standard](#)

Step 1: Go to office or Microsoft setup website

Step 2: Enter Office product key without hyphens, and then select **Next**.

Step 3: Follow the prompts to finish the redemption and setup process.

[Having problems with your product key?](#)

[I can't find my product key](#)

For help with finding your product key, select your version of Office below:

- [Office product keys](#)
- [Microsoft workplace discount product key](#)
- [Office 2020 product key](#)
- [Office 2017 product key](#)
- [Office for Mac product key](#)

[My product key isn't working](#)

If your Office product key doesn't work, or has stopped working, you should contact the seller and request a refund. If you bought a product key separate from the software, it's very possible the product key was stolen or otherwise fraudulently obtained, and subsequently blocked for use. Unfortunately, there are many dishonest sellers who offer stolen, abused, or otherwise

unauthorized Microsoft product keys for sale. Sometimes these product keys are printed on counterfeit labels or cards with a download link to Microsoft software, and sometimes they're distributed with software media that is unauthorized for resale, such as promotional media, original equipment manufacturer reinstallation media, or other Microsoft program-specific media.

[Contact support](#)

If you still need help with your product key, visit our [Microsoft support](#) for help.