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Tools and Knowledge Required

- UWS owned/leased standard Macintosh desktop or laptop computer with OS 10.5/10.6
- Internet connection

This fact sheet addresses installing Office 2011 on a Macintosh. The fact sheet is aimed at IT support staff - it is expected that readers will have technical skills, understand jargon, and be familiar with basic operation and navigation of Macintosh systems.
Installation Process for Office 2011

1) Staff will probably have some variation of 12.2.x of Office 2008 currently installed.

2) Make sure the user has closed and saved all their work.

3) Insert the Office 2011 Installation disk and the following window will appear, double click the Office Installer icon.

4) Press Continue.
5) Press **Continue**.

6) Press **Agree**.
7a) Make sure the Macintosh HD is selected, (otherwise press **Customise** and select it as in 8b) and Press **Install**.

![Select the Macintosh HD](image1)

7b) If the Macintosh HD was not selected in 8a) and you choose Customise, you will see the following. Select the Macintosh HD as illustrated. Press **Continue**

![Select the Macintosh HD](image2)
8) The user will need to authenticate, or, if it has been configured, use the standard UWS Local Admin account + password. Click **OK**. (######## - will be the name of the logged in user at the time of installation).

![Authentication is required](image)

9) The following screen will appear.

![Preparing for Installation](image)
10) Indication of how long the installation will take.

![Indication of installation time]

11) Make sure all the user’s work is saved and applications are closed, or you’ll see a warning like this. Quit the applications and press **Continue**.

![Save all your work and close applications]
12) Installation has finished, press Close.

![Installation was successful](image1)

Installation was successful

13) On the User’s dock the following icons will appear – Word, Powerpoint, Excel, Outlook, Communicator, Messenger & Document Connection.

![Icons in the user’s Dock](image2)

Icons in the user’s Dock

14) Launch Word from the user’s dock. The following screen appears. Try and ensure the user does not record the product ID. If you are called away for whatever reason, make sure this window is not left unattended.

![Office is now activated](image3)

Office is now activated
15) Select **Create new settings**.

![Create new settings](image1)

16) Enter your personal details as illustrated below. Then press **Continue**.

![Registration details](image2)
17) Choose **Yes** to have Office check for updates automatically. Do **not** participate in the Customer Experience Improvement Program.

![Automatically check for updates](image)

18) Installation and registration has completed, press **Done**.

![Installation/Registration has completed](image)
Installing Updates

1) Please advise users to contact the Service Desk to have a Support Officer to install the update, as it’s good practice to review the update notes and links before applying an update.

The following sections illustrate how we install updates. The following appears when an update is detected automatically or the user manually checks for updates

Press **Install**.

![Update window](image1.png)

2) Press **Continue**.

![Installing Office update](image2.png)
3) Press **Continue**.

4) Press **Continue**.
5) Press **Agree**.

6) Press **Install**.
7) The user will need to authenticate, or support staff may use the standard UWS Local Admin account + password (if configured). Press **OK**. (##### - will be the name of the logged in user at the time of installation).

![Authentication is required](image)

8) The following screen appears.

![Writing files](image)
9) Make sure the user’s work is saved and applications are closed, otherwise you’ll see a warning like this.

![Warning message](image1)

Close/Save all work

10) The update has finished.

![Successful installation](image2)

Installation was successful
11) We will be left with both Office 2008 and Office 2011 on the user’s machine.

There is no harm in leaving both versions on the system. In some cases users will need to have Excel 2008 present, as some spreadsheets containing macros will not open correctly in the new version.