Office Products Sign-In Error Fix

Summary

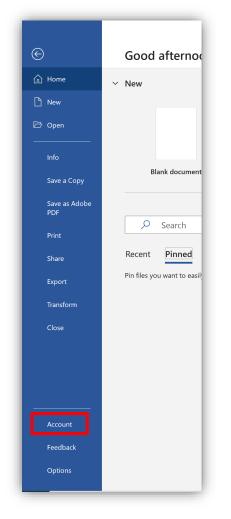
Provided below are instructions for resolving the "Sign In" prompt when attempting to edit a word, excel, or PowerPoint file.

Notes

- You will not lose any of your saved Office product files.
- You do not need administrator rights to perform this fix.

Fixing Office products Sign-in prompt

- 1. Save any open office files and close any open MS Office products.
- 2. Open the Word application.
- 3. On the left side panel, click the "Account" tab.



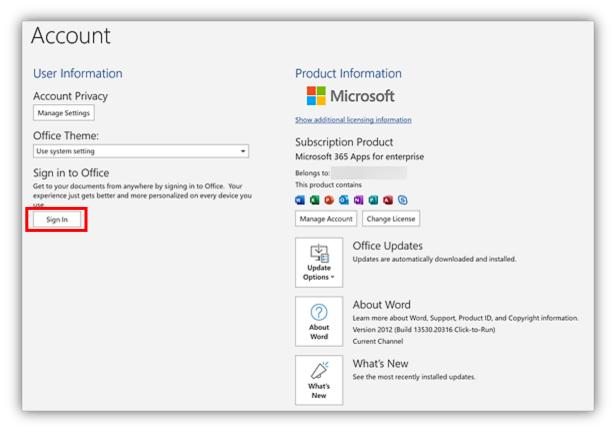
4. On the right-side panel, underneath User Information, click the "Sign out" link.

Account	
User Information	Product Information
	Microsoft
Change photo	Show additional licensing information
About me Sign out	Subscription Product
Switch account	Microsoft 365 Apps for enterprise
Account Privacy Manage Settings	Belongs to: This product contains
Office Background:	Manage Account Change License
Circuit	Updates Updates Options ~
Connected Services:	About Word Learn more about Word, Support, Product ID, and Copyright information. Version 2012 (Build 13530.20316 Click-to-Run) Current Channel
Add a service Y	What's New See the most recently installed updates. New

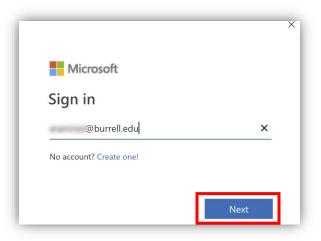
5. If you get the following prompt, click "Sign out".

Sign out of Office		×
Signing out will remove your account from this and other Office apps. Save any Office files that sync to the cloud (such as OneDrive) before you sign out. To complete the process, close all Office apps.		
Don't show this again		
Learn more	Cancel	Sign out

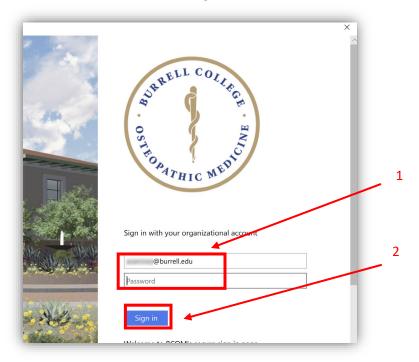
6. After a few seconds the windows will change. Click the "Sign In" button.



7. A new window will appear, enter in your Burrell.edu email address, click "Next".



8. A new window will appear, enter your Burrell email and password, *make sure to enter in the new Burrell.edu address*, click "Sign in".



- 9. The window will take you back to the Word application, verify underneath User Information displays your Burrell.edu account.
 - a. If this does not resolve the "Sign-In" prompt, please put in a work order with IT: <u>https://burrellcollege.on.spiceworks.com/portal_registrations</u>

Account	
User Information Change phase About me Sign out Switch account Account Privacy Manage Settings Office Background: Circuit • Office Theme: Use system setting •	Product Information Microsoft Show additional licensing information Subscription Product Microsoft 365 Apps for enterprise Belongs to: This produce contains @ @ @ @ @ @ @ @ @ @ Manage Account Change License Updates are automatically downloaded and installed.
Connected Services:	About Word Learn more about Word, Support, Product ID, and Copyright information. Version 2012 (Build 13530.20316 Click-to-Run) Current Channel What's What's New See the most recently installed updates.