



Microsoft Home Use Program

# A guide for employees (end users)

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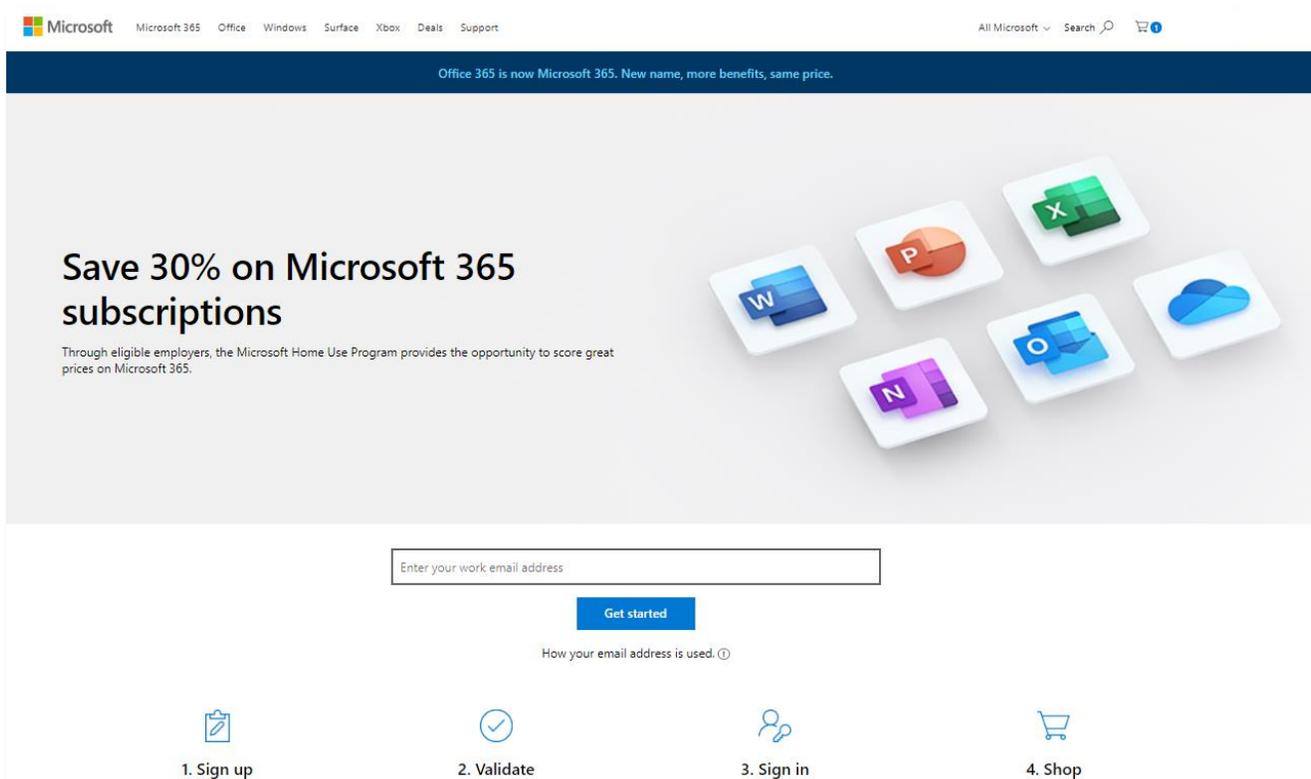
## What is the Microsoft Home Use Program?

The Home Use Program (HUP) is an employee purchase program for employees of Microsoft's valued customers. It offers Microsoft 365 Family and Personal - Premium Office apps, extra cloud storage, advanced security and more, all in one convenient subscription - at a discounted rate through your company. If your employer is eligible, all employees with a valid work email address will be able to access the Microsoft 365 HUP benefit.

## Check if you're eligible and sign up

First step to check if you're eligible is to go to the HUP sign up page: [www.microsoft.com/home-use-program](http://www.microsoft.com/home-use-program).

Enter your work email address and click **Get Started**.



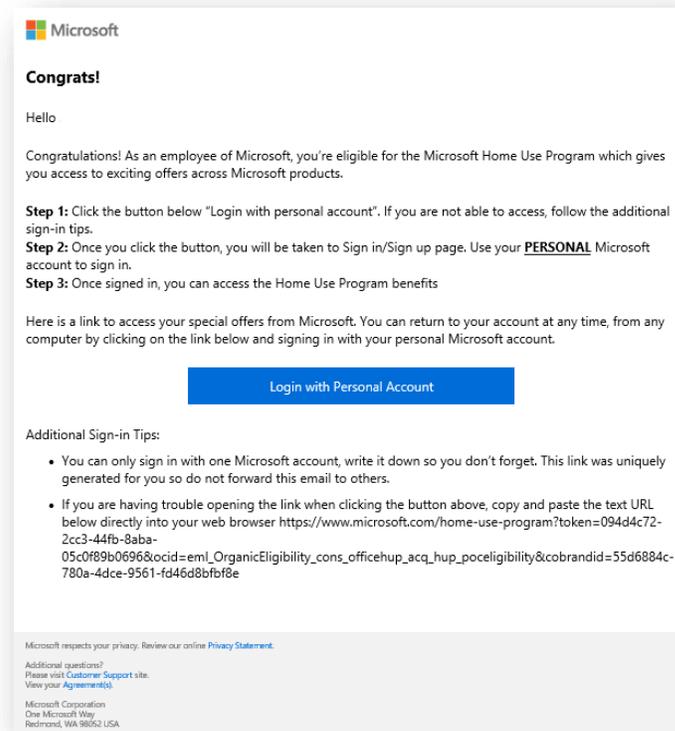
The screenshot shows the Microsoft Home Use Program sign-up page. At the top, there is a navigation bar with the Microsoft logo and links for Microsoft 365, Office, Windows, Surface, Xbox, Deals, and Support. A search bar and a shopping cart icon are also present. Below the navigation bar, a dark blue banner reads "Office 365 is now Microsoft 365. New name, more benefits, same price." The main content area features the headline "Save 30% on Microsoft 365 subscriptions" and a sub-headline: "Through eligible employers, the Microsoft Home Use Program provides the opportunity to score great prices on Microsoft 365." To the right of the text are icons for Word, PowerPoint, Excel, OneNote, Outlook, and OneDrive. Below this is a form with a text input field labeled "Enter your work email address" and a blue "Get started" button. Under the button, there is a link "How your email address is used" with an information icon. At the bottom, there is a progress bar with four steps: 1. Sign up (with a clipboard icon), 2. Validate (with a checkmark icon), 3. Sign in (with a person icon), and 4. Shop (with a shopping cart icon).

Our system will check your eligibility and within a couple minutes an email will be sent to the work email you have entered. That email will inform whether you're eligible for the program. If you can't find the email in your inbox check your spam, junk or promotion folders and reach out to your admin to know if your organization has restrictions on external emails.

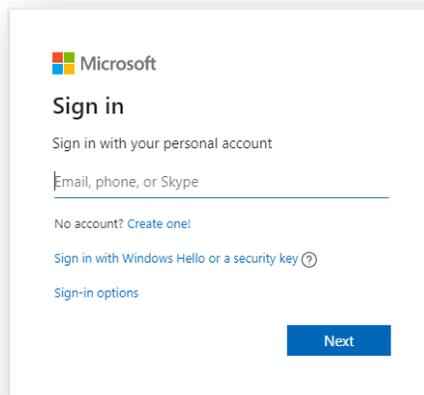
**Tip:** Email sender will be **Account No Reply** and email subject is "You're eligible for the Microsoft Home Use Program".

If the email confirms your eligibility, click on **Login with Personal Account**. If the email informs that you're not eligible and you believe this is incorrect, reach out to your admin.

**IMPORTANT:** Do not forward this email to your colleagues since the email contains a unique link for you. If you want to spread the word about the program, simply point them to the Home Use Program sign up page: [www.microsoft.com/home-use-program](http://www.microsoft.com/home-use-program)



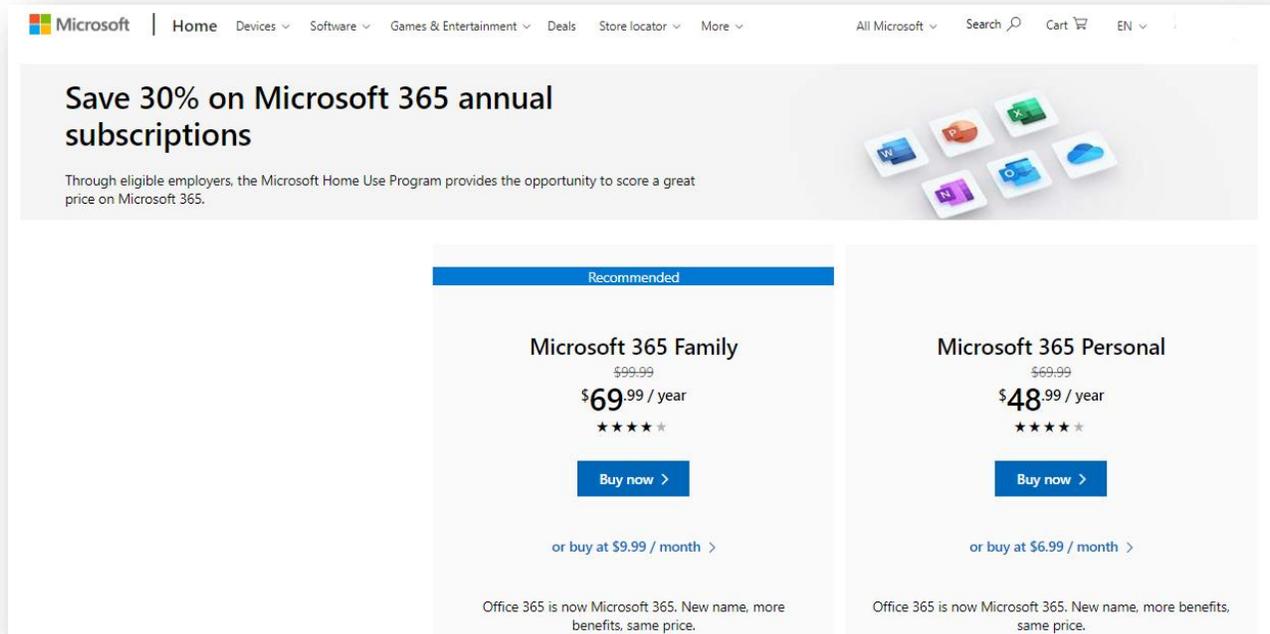
Next, you will be prompted to sign in with your ***personal*** Microsoft account. If you don't have one, click **Create one** and follow the steps on screen. Once that is concluded, the Home Use Program benefit will be attached to that account.



**IMPORTANT:** Write down which Microsoft account you used for sign up. You can attach the Home Use Program benefit to only one Microsoft account. In case you forgot which account you used, check among your personal emails addresses for an email message titled "Welcome to the Microsoft Home Use Program".

## Viewing products and offers

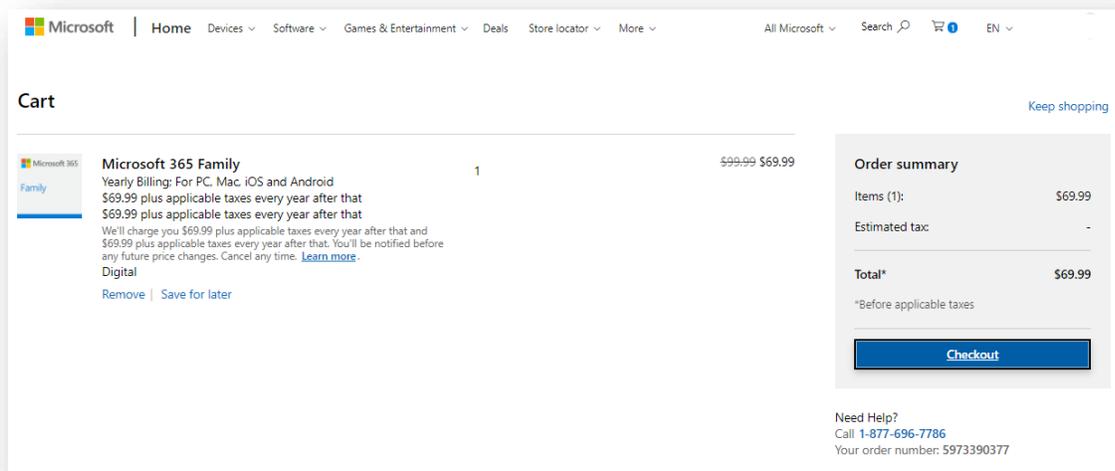
After signing in, you will access the Home Use Program offers page. You will be able to see the discount applied to the price for the Microsoft 365 offers displayed at the top of the page.



The screenshot shows the Microsoft website's Home Use Program offers page. At the top, there is a navigation bar with the Microsoft logo and links for Home, Devices, Software, Games & Entertainment, Deals, Store locator, and More. A search bar, cart icon, and language selector (EN) are also present. The main heading is "Save 30% on Microsoft 365 annual subscriptions". Below this, a sub-heading states: "Through eligible employers, the Microsoft Home Use Program provides the opportunity to score a great price on Microsoft 365." To the right, there are icons for various Microsoft 365 apps. The page features two product cards under a "Recommended" tab. The first card is for "Microsoft 365 Family", showing a price of \$69.99/year (discounted from \$99.99) with a 5-star rating and a "Buy now" button. Below the button, it says "or buy at \$9.99 / month". The second card is for "Microsoft 365 Personal", showing a price of \$48.99/year (discounted from \$69.99) with a 5-star rating and a "Buy now" button. Below the button, it says "or buy at \$6.99 / month". At the bottom of each card, a note states: "Office 365 is now Microsoft 365. New name, more benefits, same price."

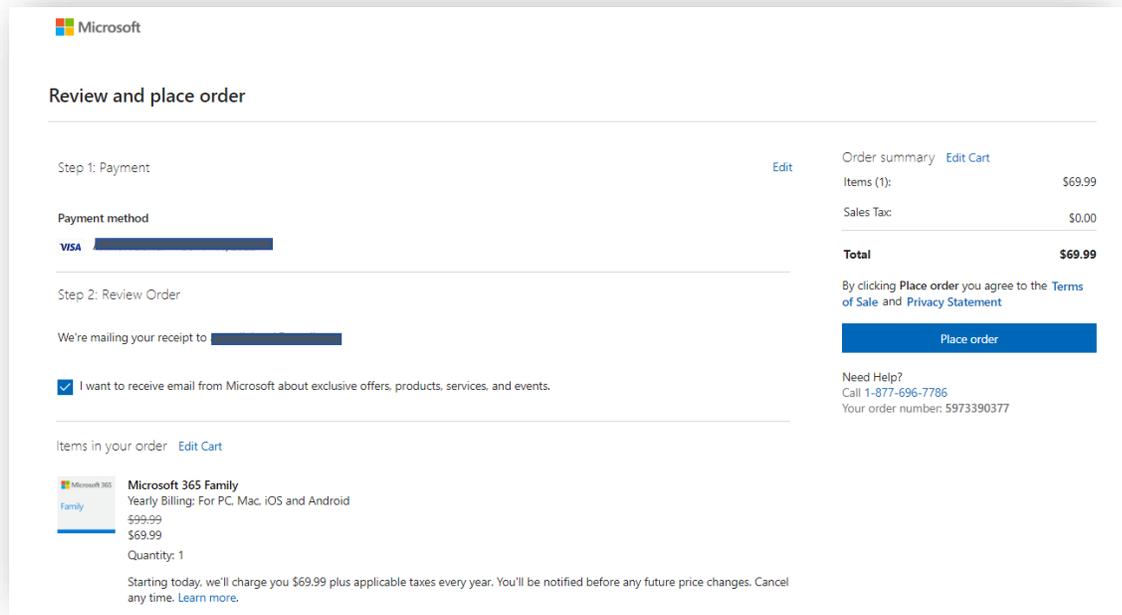
## Purchasing in the Microsoft Store

Once you decide which product to purchase click on **Buy Now** to add the product to the cart. Then open the cart and click **Checkout**.



The screenshot shows the Microsoft Store cart page. The navigation bar is identical to the previous screenshot. The page title is "Cart" with a "Keep shopping" link. The cart contains one item: "Microsoft 365 Family". The item details include: "Yearly Billing: For PC, Mac, iOS and Android", "\$69.99 plus applicable taxes every year after that", "\$69.99 plus applicable taxes every year after that", and "We'll charge you \$69.99 plus applicable taxes every year after that and \$69.99 plus applicable taxes every year after that. You'll be notified before any future price changes. Cancel any time. [Learn more](#)". The item is marked as "Digital" and has "Remove" and "Save for later" options. The price is shown as \$99.99 crossed out and \$69.99. To the right, the "Order summary" section shows: "Items (1): \$69.99", "Estimated tax: -", and "Total\* \$69.99". A note below the total says "\*Before applicable taxes". A "Checkout" button is located at the bottom of the order summary. At the very bottom, there is a "Need Help?" section with the text: "Call 1-877-696-7786" and "Your order number: 5973390377".

Next you will add a payment method (credit or debit card, bank account or paypal<sup>1</sup>). Once you've added, review your order then click **Place order** to confirm. A receipt will be sent to your account email (displayed on screen).



## Redeeming and managing account

### Microsoft 365 Family or Personal:

If you purchased Microsoft 365 Family or Personal, your subscription will be automatically added to the Microsoft account you purchased with. You will receive an email associated with your **personal** Microsoft account with the receipt and links to install, manage subscription and view order details. To manage your subscription, go to: <https://account.microsoft.com/services/microsoft365/overview>. In this portal, you will be able to install, share with your family (if you chose Microsoft 365 Family subscription) and manage your payment & billing.

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<sup>1</sup> Payment options may vary by market

Microsoft | Account Your info Privacy Security Rewards Payment & billing Services & subscriptions Devices Family Search

# Microsoft 365 Personal

Annual subscription Rnews on 11/4/2020 Manage

Install apps Download and install Install

Use Office.com Bring your ideas to life Go to Office.com

Overview Manage Installs Show all my subscriptions

### Office

Install premium Office apps on all your devices and be signed in to S at the same time.

Install apps



Go to Office.com >

### Manage

Manage payments, recurring billing, or cancel your subscription.

Per year	\$69.99
Next charge	11/4/2020
Pays with	Visa **5871

Manage subscription >

### OneDrive

1 TB of OneDrive cloud storage to back up and access your files and photos across your devices.



Open OneDrive.com >

### Skype

Keep in touch with friends and family with 60 minutes of Skype calling per month.



Open Skype >

### Outlook

Save time and focus on what matters with an intelligent, secure email and calendar app from Outlook—your life organizer.

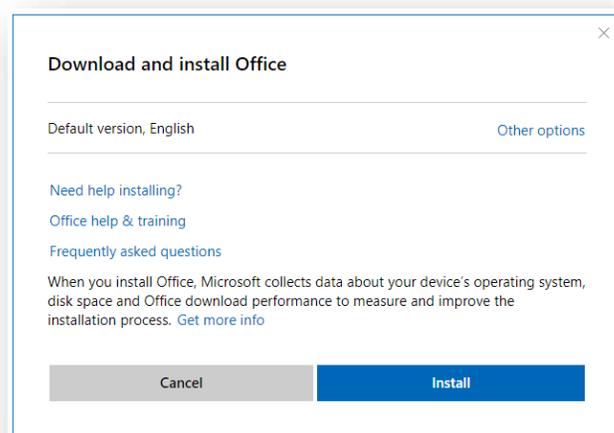
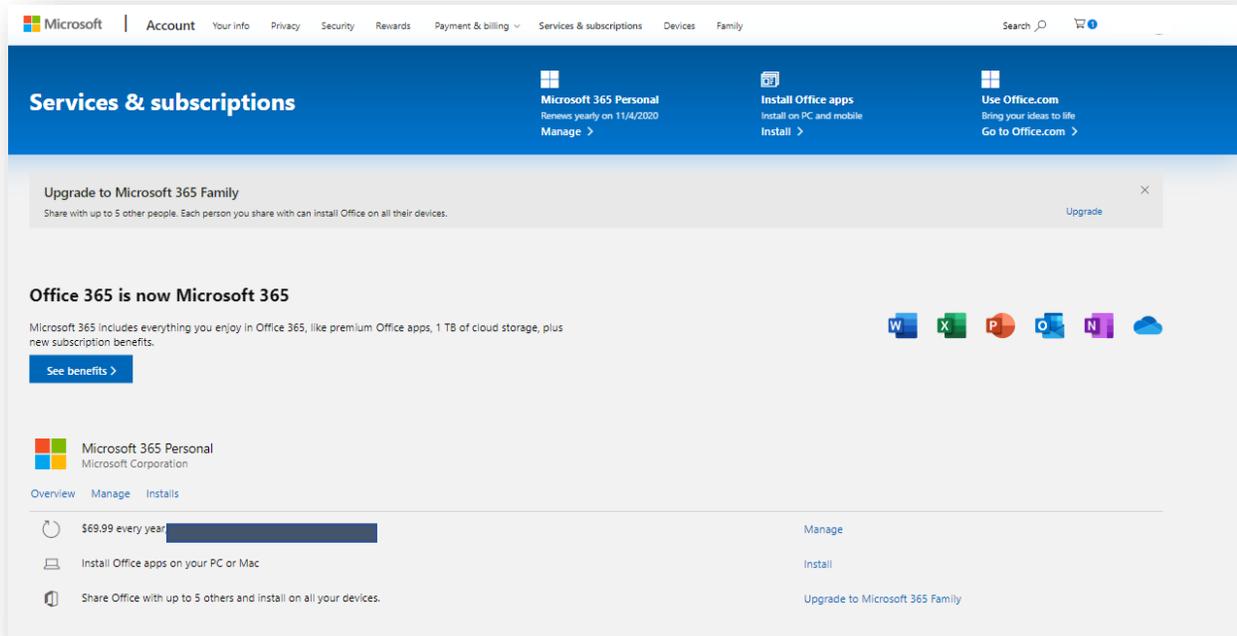


Open Outlook.com >

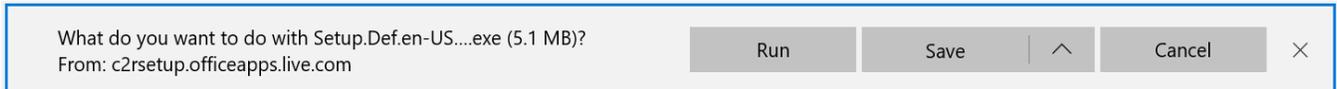
## Download, install and activation

To download and install, go to: <https://account.microsoft.com/services/microsoft365/overview>. You will be displayed the list subscriptions and products you own.

Click **Install apps** next to the desired product. When the install dialog appears, confirm language or version and click **Install**.



This will download the Office installer. Once it's downloaded, click **Run**.



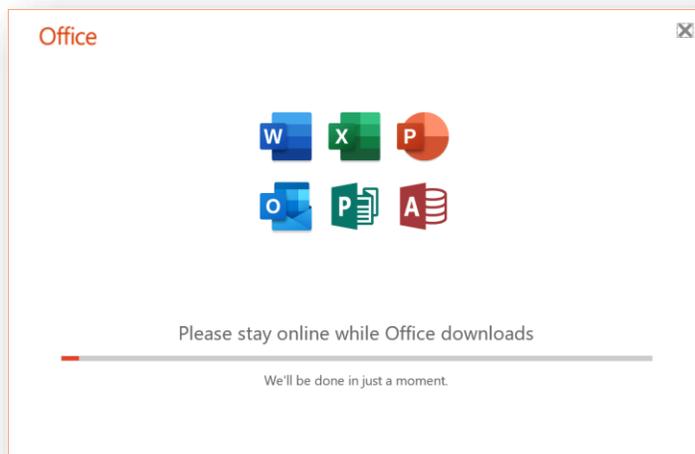
*For Edge browser: click **Run***



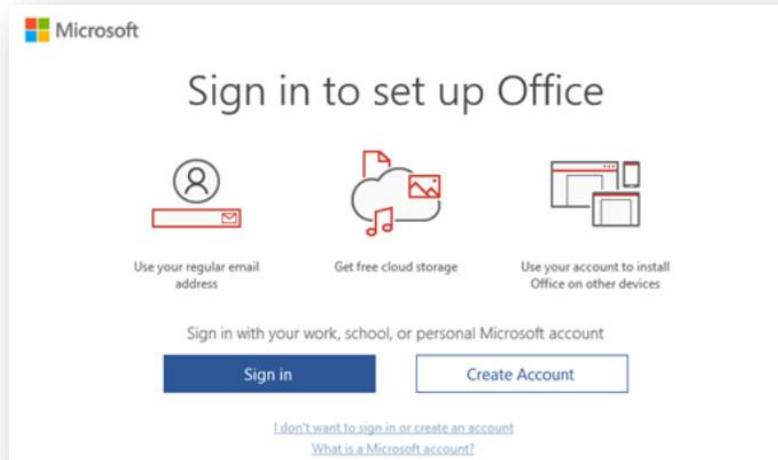
*For Chrome browser: Click on file name to open*

A dialog will appear prompting the following question: "Do you want to allow this app to make changes to your device?". Click **Yes**.

Next, the installer will download and install the complete Office package on your device. Make sure you have a good internet connection during this time. Follow the steps on screen to conclude the installation.



After you finish installing Office, open one of the Office apps. If you downloaded from the method indicated above, activation will be automatically done for you. In case you're prompted to activate, **Sign in** with your Microsoft account and that will activate your product.



Now you're ready to use Microsoft Office. Enjoy!

## Frequently asked questions

### **What is a Microsoft account?**

Microsoft account is a single sign on to Microsoft's services for your personal life (Outlook, Windows, Office, Xbox, Bing, Store and more). Your Microsoft account lets you manage everything all in one place. Keep tabs on your subscriptions and order history, organize your family's digital life, update your privacy and security settings, track the health and safety of your devices, and get rewards. All your purchases and subscriptions are tied to your Microsoft account. It is very important to remember the email address associated with your Microsoft account. Without it, you cannot install or manage your purchases and subscriptions. Learn more at: <https://account.microsoft.com/account/faq>

### **What is Microsoft 365?**

Microsoft 365 is an annual subscription that includes premium versions of the Office apps that you can use across all your devices (Microsoft 365 Family - Up to 6 People, Microsoft 365 Personal - 1 Person), premium productivity apps, extra cloud storage, advanced security, and more, all in one convenient subscription. Run your life your way. With Microsoft 365, you will always have the latest AI-powered Office apps, 1 TB of cloud storage, and premium mobile features to stay on top of things wherever you are on any device. Appointments, plans, budgets, you name it, they are all a cakewalk with Microsoft 365.

### **How much is my discount of Microsoft 365?**

The Home Use Program offers a 30% discount on Microsoft 365 Family or Personal annual subscription for use at home. The discount continues every year for as long as your subscription is active.

### **Can I check if I'm eligible for Home Use Program benefit?**

Yes. Enter your work email on the [Microsoft Home Use Program](#) page to check if you qualify.

### **Can I take advantage of the Home Use Program offer if I already have Microsoft 365 Family or Microsoft 365 Personal?**

Yes. If you already have Microsoft 365 Family or Microsoft 365 Personal, you can still take advantage of this discount. Once you purchase, additional time is added to your existing subscription, and the discounted rate will begin at your existing subscription's annual renewal date. Be sure to specify the Microsoft account that's associated with your current Microsoft 365 subscription during the purchase process.

### **What happens if I leave my employer?**

For employees who qualify for the Microsoft 365 subscription offer and have purchased through the program, the discounted price applies for as long as the employee's subscription remains active, regardless of their employment status with your organization.

### **I bought Microsoft 365 Family, how do I share my subscription with my family?**

To share your subscription, sign in with your Microsoft account at <https://account.microsoft.com/services/> and click **Sharing** under your Office 365 Home subscription. Follow the onscreen instructions to add a user. Each person you add receives an email with steps they need to follow. After they have completed the steps, their information, including their Office installs, appears on your Sharing page. You can also stop sharing your subscription with someone or deactivate Office on a device they're using.

## **Employee Support Resources**

1. If you purchased products on the Microsoft Store (new experience), you can view the order history using the Microsoft account at <https://account.microsoft.com/billing/orders> and install your products at <https://account.microsoft.com/services>
2. HUP employee FAQ: <https://www.microsoft.com/home-use-program/frequently-asked-questions>
3. User Support: <https://support.microsoft.com/en-us/help/28808>
4. Download and install: <https://support.office.com/article/download-and-install-or-reinstall-office-365-or-office-2019-on-a-pc-or-mac-4414eaaf-0478-48be-9c42-23adc4716658>
5. Office activation: <https://support.office.com/article/activate-office-5bd38f38-db92-448b-a982-ad170b1e187e>
6. Sharing Microsoft 365 Family: <https://support.office.com/article/share-your-office-365-home-subscription-b389b9ce-3ae3-4a82-9017-39d79972fcba>
7. Office training center: <https://support.office.com/en-us/office-training-center>
8. Office quick start: [https://support.office.com/en-us/article/office-quick-starts-25f909da-3e76-443d-94f4-6cdf7dedc51e?wt.mc\\_id=otc\\_home](https://support.office.com/en-us/article/office-quick-starts-25f909da-3e76-443d-94f4-6cdf7dedc51e?wt.mc_id=otc_home)