# How to update to Office 2021

To prepare for the migration to M365, a cloud service that combines commonly used Office apps (e.g., Word, PowerPoint and Excel) with collaboration tools like Microsoft Teams and OneDrive, **all devices should be using Office 2021.** Learn more about the project to move UBC to M365.

Most newer CRP devices (less than 4 years old) or those recently upgraded, are likely already using Office 2021, however **devices older than 4 years**, or department owned devices which are not managed and supported by UBCO IT should check their Office version and update as needed.
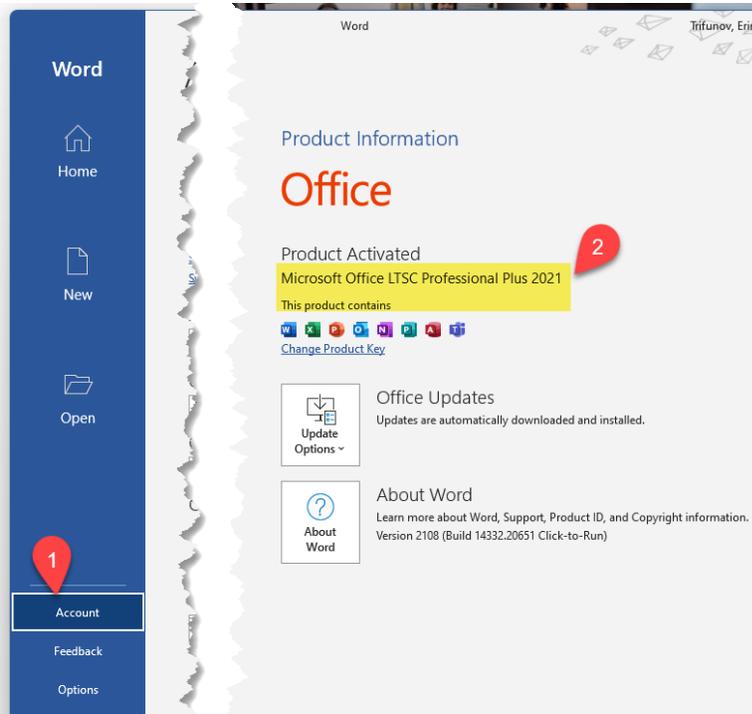
The following outlines the steps to confirm your current Office version and install Office 2021 from the Software Centre on your computer.

## Check to confirm your current Office version:

1. Open any **Office application** such as Word, PowerPoint or Excel.
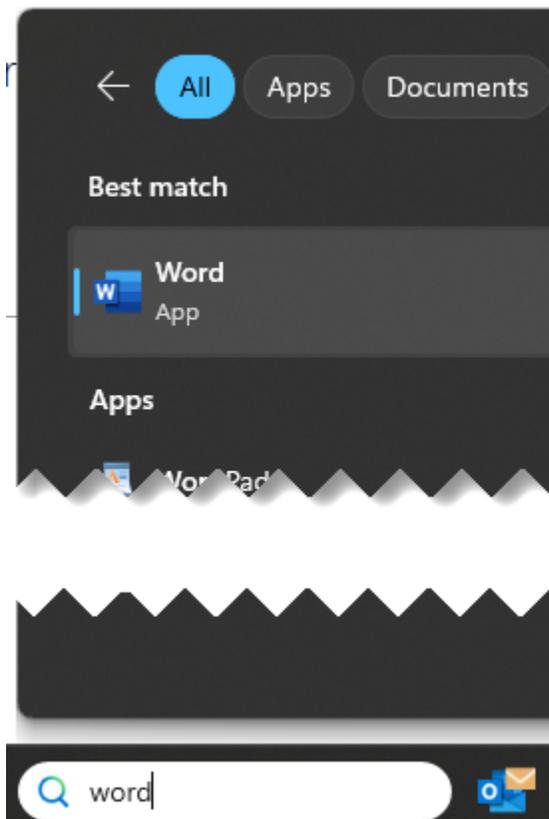
2. From the main window that opens when the application starts, select "**Account**" from the bottom left menu:
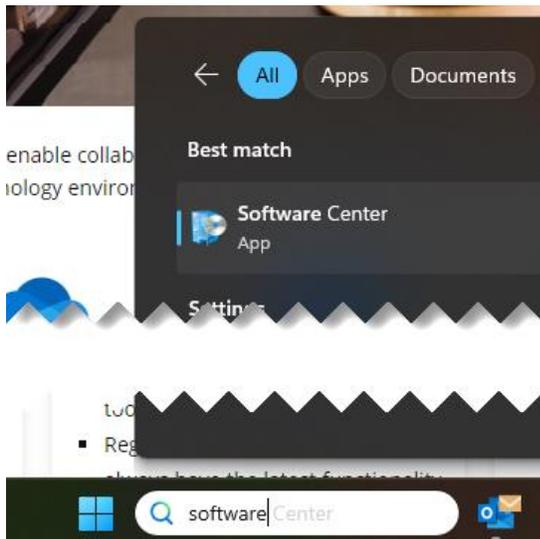


3. If your version is **NOT 2021**, you will need to install the latest Office version, in the Software Centre on your computer.
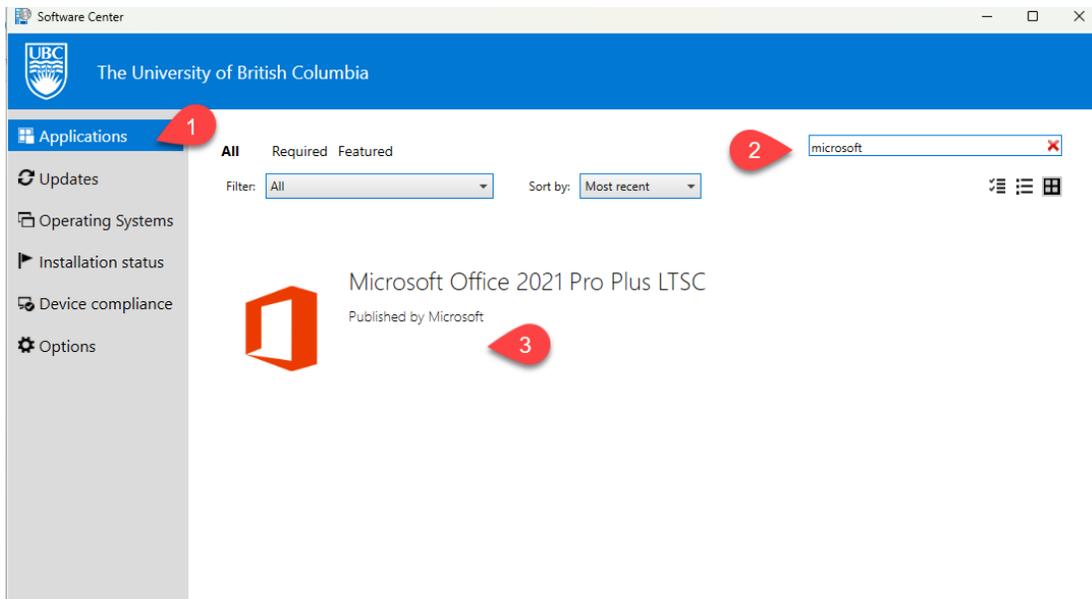
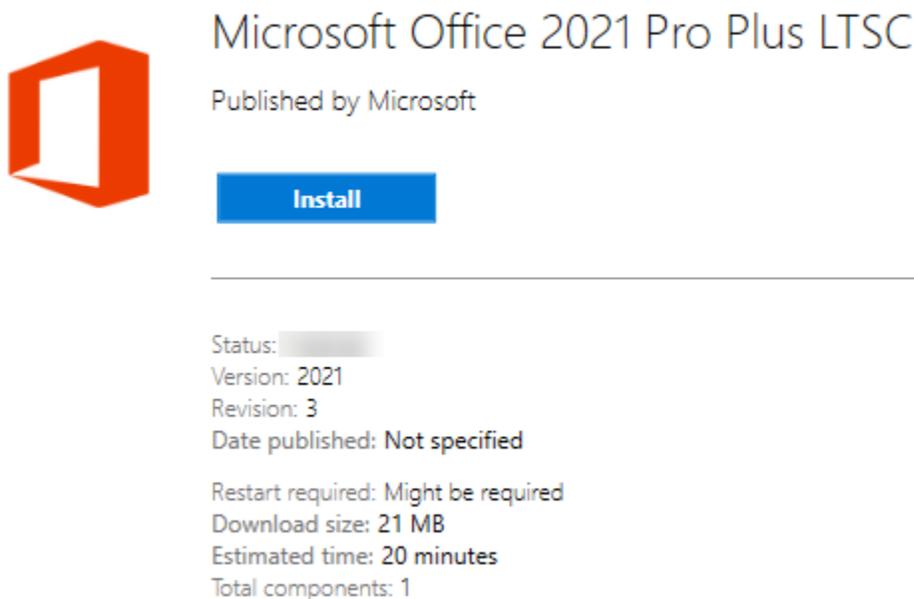# Install Office 2021 from Software Centre

## PC Laptops & Desktops

1. Open **Software Centre** on your computer

2. Click on "**Applications**" from the left side menu and type "**Microsoft**" into the search bar, then click on **Microsoft Office 2021**



3. Click on "**Install**" and follow the instructions.
(Note: You will need to close all Office applications (Outlook, Word, Powerpoint, Teams, etc.).



Install times may be up to 20 minutes. You may also want to restart your computer after the installation is complete.

# Apple Devices

1. Open **Self Service** under Applications
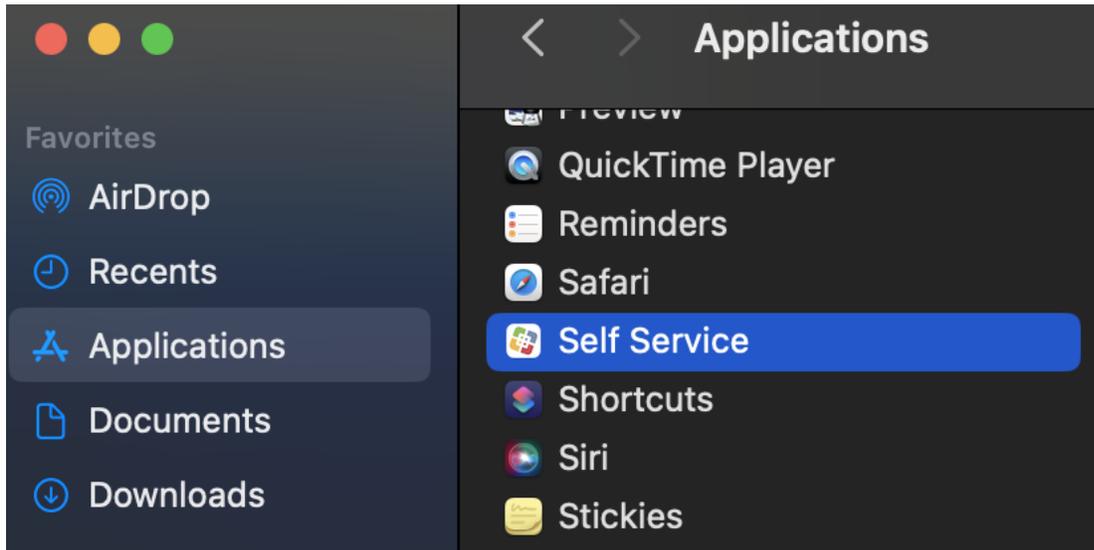


2. In the search bar on the left side, type in "**Office"**, then find *Microsoft Office – Latest Version*. Click on the "**Update**" button.

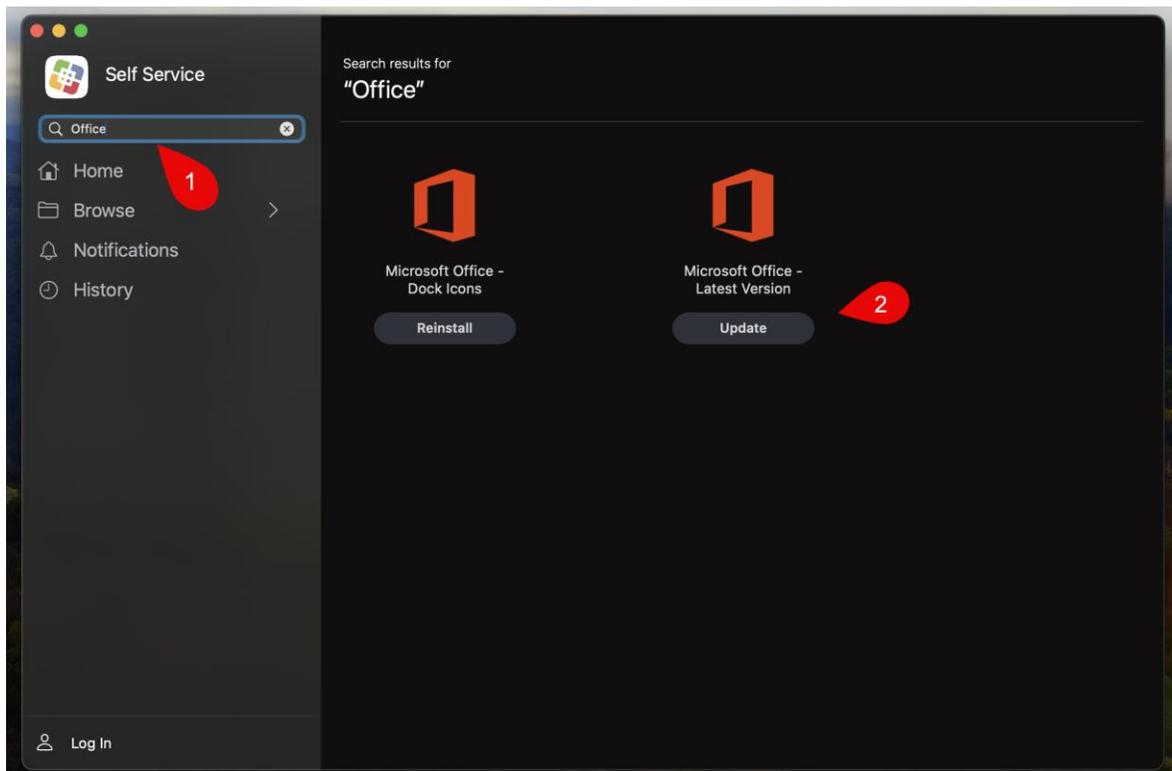3. A pop-up window will appear, confirming that your current version of Microsoft Office is out of date and asking if you would like to update, NOW or Later.
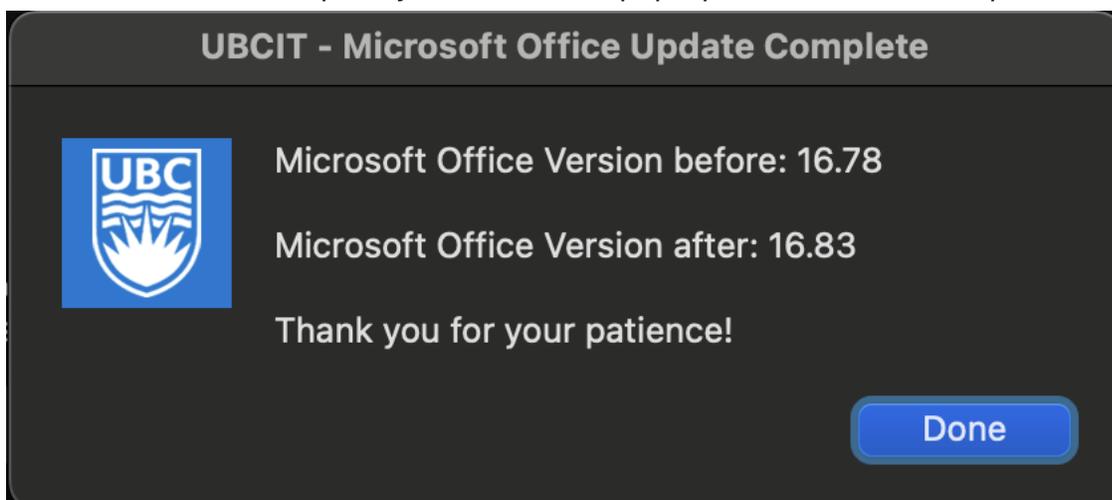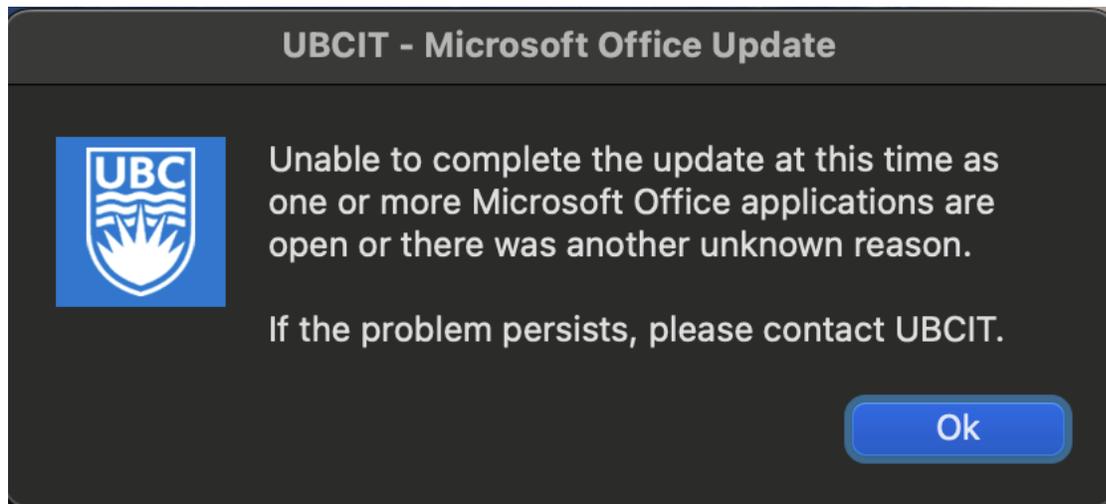
   Click on the **NOW** button to update.

   **UBCIT - Microsoft Office Update Required**

   Microsoft Office (16.78) on your workstation is out of date and needs to be updated.

   You will need to quit all Microsoft Office applications to allow the update.

   The update will take around 10 to 15 minutes.

   [Later]  [Now]

4. Click the **Update button**, then close all applications listed to continue the install.

   **UBCIT - Microsoft Office Update Required**

   Please quit the following applications and then click the Update button below.

   Word, Excel, PowerPoint, and/or Outlook.

   There will be a prompt when complete.

   Thank you!

   [Update]

5. Once the install is complete you will see this pop-up to confirm it is completed successfully.

   **UBCIT - Microsoft Office Update Complete**

   Microsoft Office Version before: 16.78

   Microsoft Office Version after: 16.83

   Thank you for your patience!

   [Done]

6. If the install is NOT successful you will see this pop-up message.



**UBCIT - Microsoft Office Update**

Unable to complete the update at this time as one or more Microsoft Office applications are open or there was another unknown reason.

If the problem persists, please contact UBCIT.

Ok

Please submit a **Get Help Request** in the UBC Self-Service Portal:
   a. *Select the general area issue is related to:* Select APPLICATION
   b. *Type here to select specific application:* Type MICROSOFT
   c. *Description*: Provide the IT Service Tag # of the device you are trying to update and indicate you are trying to update to Office 2021