Background

Office 365 ProPlus is designed to empower the end-user so that they can use Office anywhere. This model gives end-users the ability to determine on which computers they want to use Office. Home computer? Sure! Kid’s tablet? Why not.

While we feel that the need to deactivate devices is an extremely rare occurrence, the below How-To section can be provided to Help Desks or support organizations that may need to remotely walk through the deactivation process with an end-user. As you’ll see, it’s very intuitive and straightforward.

How-to

When you get the Install limit reached window, perform the following:

1. Select Go to your account to deactivate an install. This will open a browser and prompt you to sign in the Office 365 portal.
2. After signing in, you’ll see the following screen.
3. Find the computer to deactivate, and select the **deactivate** link. Select **Yes** to confirm the deactivation.

![Deactivate Confirmation](image1)

4. After that you’ll see one less computer in your list and a message of successful deactivation.

![Office Deactivation](image2)

5. Switch back to the Install limit reached window in your Office application, and select **Try Again**. You will then see that Office has been activated for this
computer. Select OK and you’re good to go!

Account Updated

This computer has been added to your account.