

Background

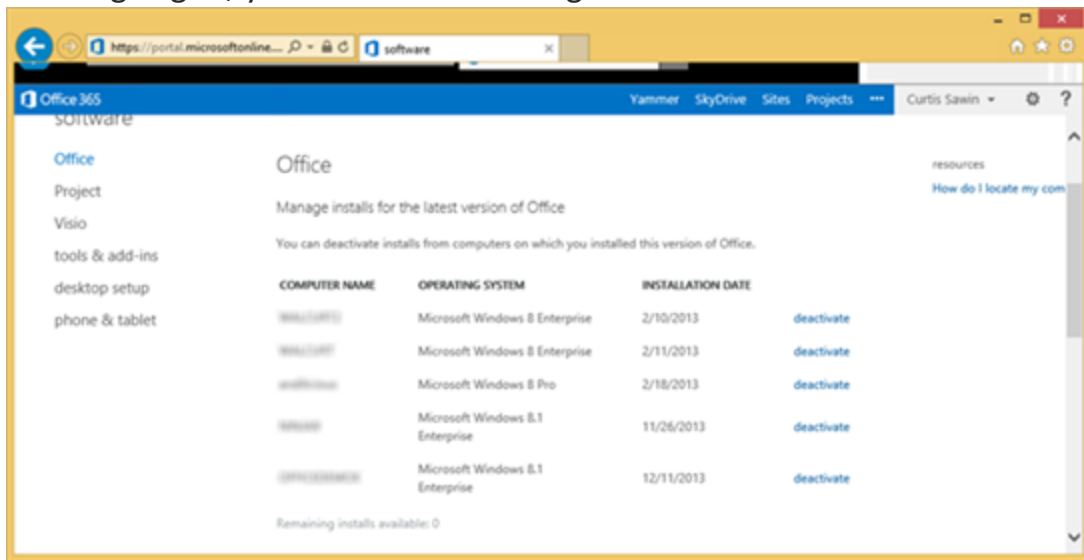
Office 365 ProPlus is designed to empower the end-user so that they can use Office anywhere. This model gives end-users the ability to determine on which computers they want to use Office. Home computer? Sure! Kid's tablet? Why not.

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.

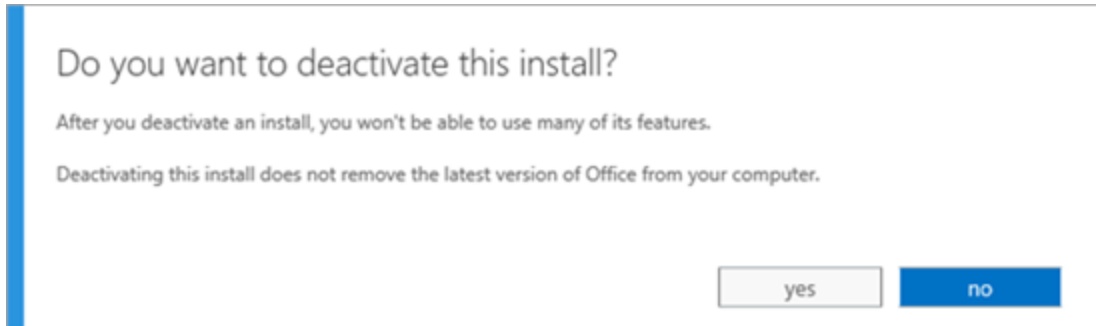
How-to

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

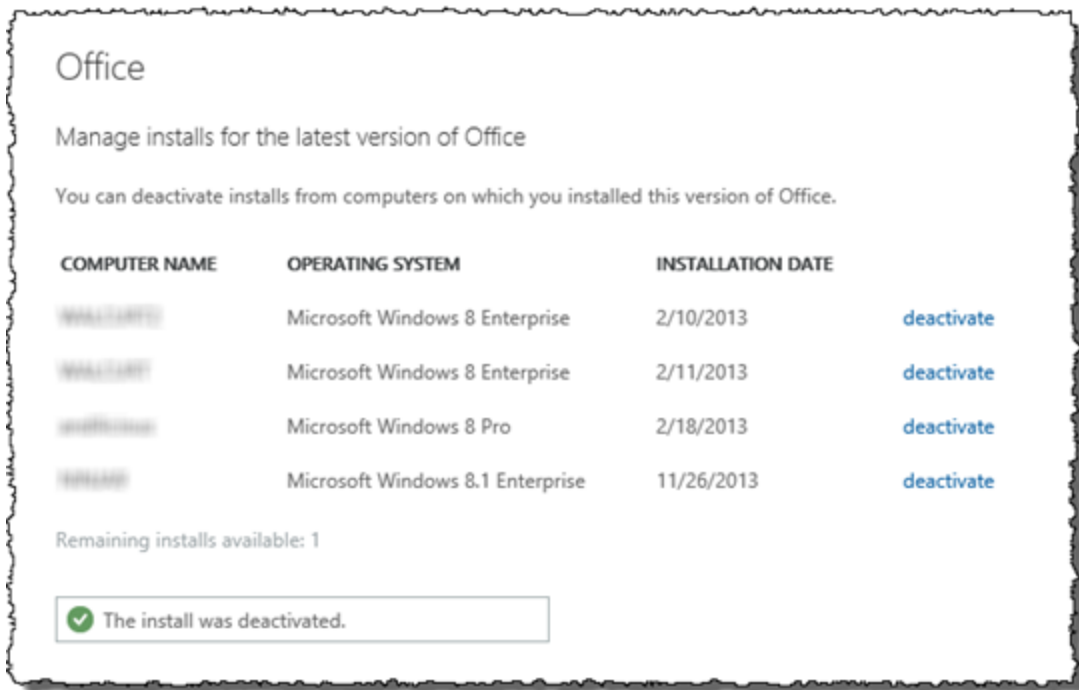
1. Select **Go to your account to deactivate an install**. This will open a browser and prompt to you sign in the Office 365 portal.
2. After signing in, you'll see the following screen.



3. Find the computer to deactivate, and select the **deactivate** link. Select **Yes** to confirm the deactivation.



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



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!

