



Microsoft Home Use Programme

A guide for employees (end users)

Last updated: 23/04/2020

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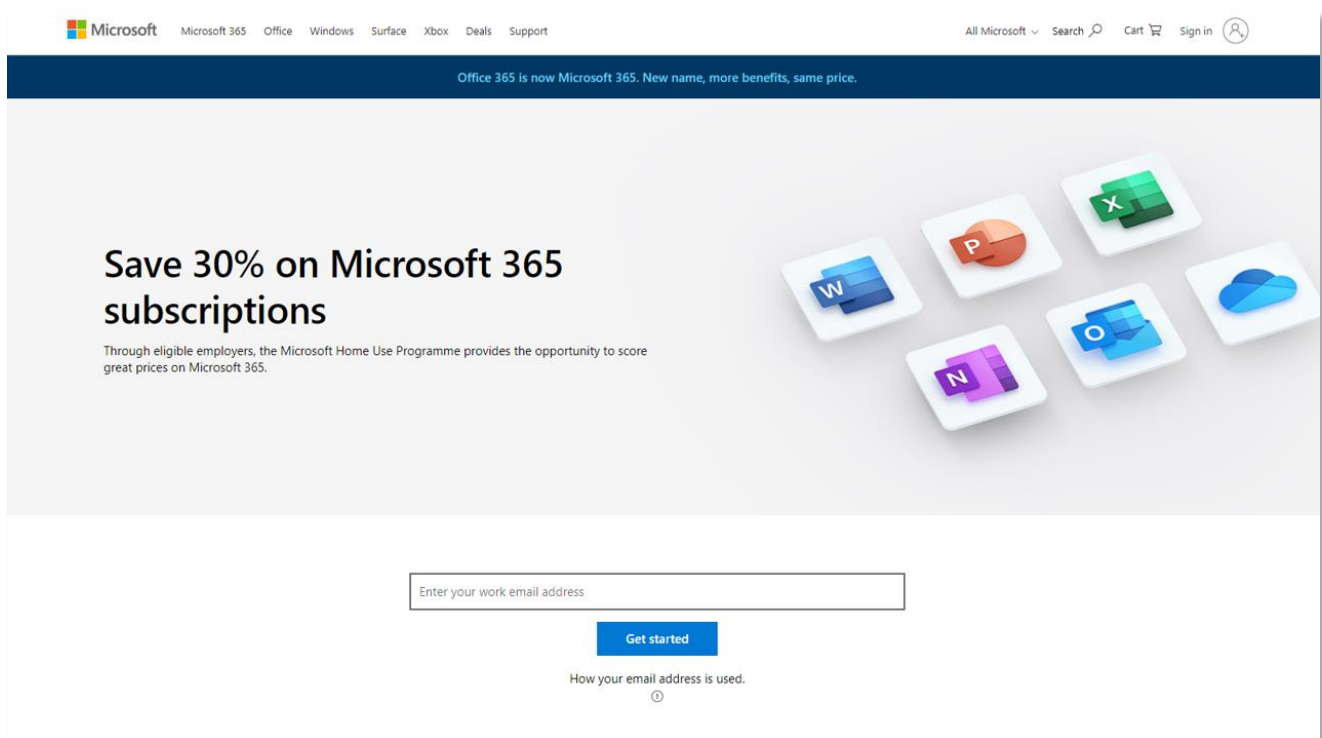
What is the Microsoft Home Use Programme?

The Home Use Program (HUP) is an employee purchase programme 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.

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



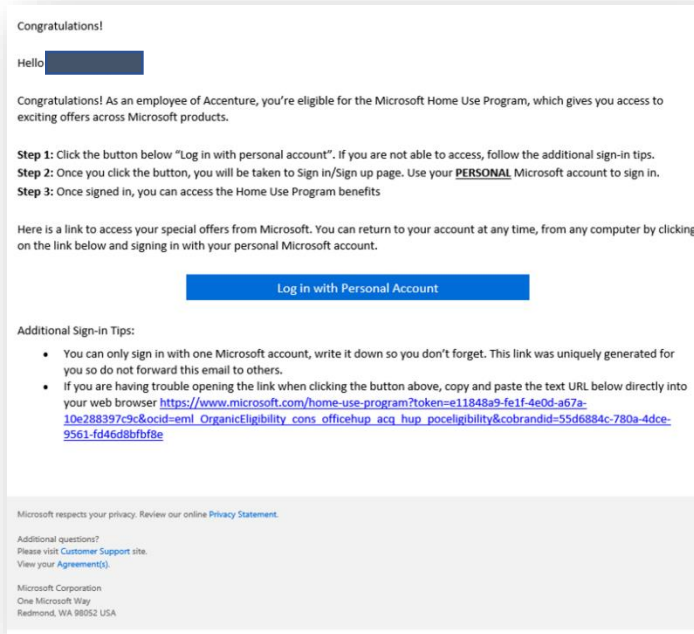
The screenshot shows the Microsoft website's sign-up page for the Home Use Programme. At the top, there is a navigation bar with the Microsoft logo and links for Microsoft 365, Office, Windows, Surface, Xbox, Deals, and Support. On the right side of the navigation bar, there are links for 'All Microsoft', 'Search', 'Cart', and 'Sign in'. A dark blue banner below the navigation bar contains the text 'Office 365 is now Microsoft 365. New name, more benefits, same price.' The main content area features a large heading 'Save 30% on Microsoft 365 subscriptions' and a sub-heading 'Through eligible employers, the Microsoft Home Use Programme provides the opportunity to score great prices on Microsoft 365.' To the right of the text are several Microsoft Office application icons (Word, PowerPoint, Excel, OneNote, Outlook, and OneDrive). Below the text and icons is a text input field with the placeholder text 'Enter your work email address'. Underneath the input field is a blue 'Get started' button. At the bottom of the form, there is a small link that says 'How your email address is used.' with a circular icon containing an 'i'.

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 programme. 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 organisation has restrictions on external emails.

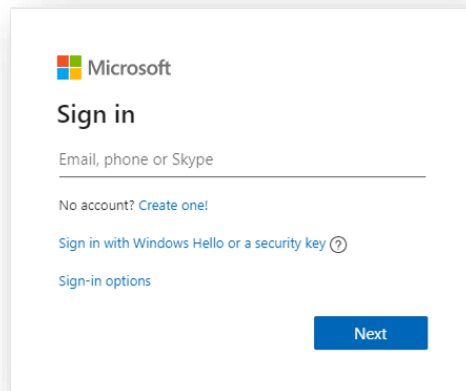
Tip: Email sender will be **Account No Reply** and email subject is 'You're eligible for the Microsoft Home Use Programme'.

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 programme, simply point them to the Home Use Programme sign-up page: www.microsoft.com/home-use-program



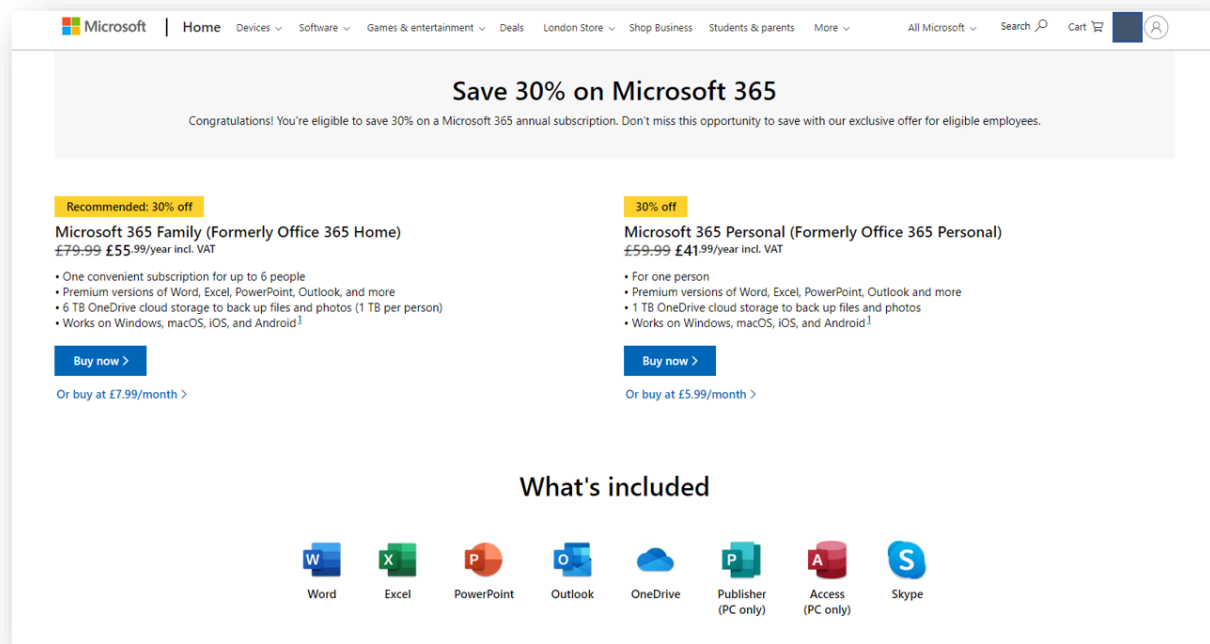
Next, you will be prompted to sign in with your **personal** Microsoft account. If you don't have one, click **Create one** and follow the steps on screen. Once that is concluded, the Home Use Programme benefit will be attached to that account.



IMPORTANT: Write down which Microsoft account you used for sign-up. You can attach the Home Use Programme 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 Programme'.

Viewing products and offers

After signing in, you will access the Home Use Programme 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 Store website with a navigation bar at the top. The main heading is "Save 30% on Microsoft 365". Below this, there is a congratulatory message: "Congratulations! You're eligible to save 30% on a Microsoft 365 annual subscription. Don't miss this opportunity to save with our exclusive offer for eligible employees."

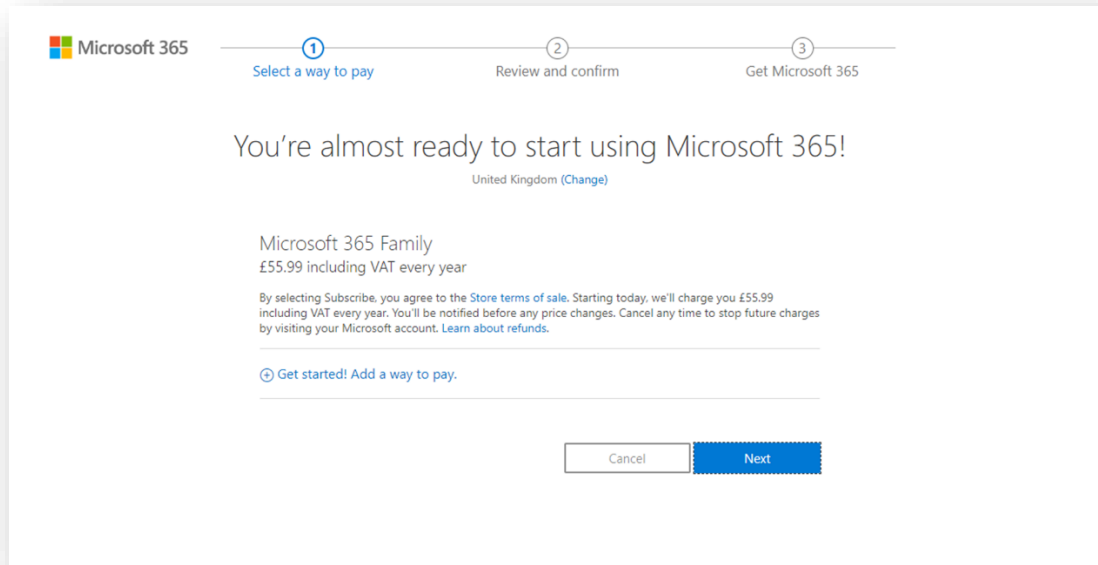
Two product cards are displayed:

- Microsoft 365 Family (Formerly Office 365 Home)**: Recommended: 30% off. Price: ~~£79.99~~ £55.99/year incl. VAT. Features: One convenient subscription for up to 6 people; Premium versions of Word, Excel, PowerPoint, Outlook, and more; 6 TB OneDrive cloud storage to back up files and photos (1 TB per person); Works on Windows, macOS, iOS, and Android¹. "Buy now >" button. "Or buy at £7.99/month >" link.
- Microsoft 365 Personal (Formerly Office 365 Personal)**: 30% off. Price: ~~£59.99~~ £41.99/year incl. VAT. Features: For one person; Premium versions of Word, Excel, PowerPoint, Outlook and more; 1 TB OneDrive cloud storage to back up files and photos; Works on Windows, macOS, iOS, and Android¹. "Buy now >" button. "Or buy at £5.99/month >" link.

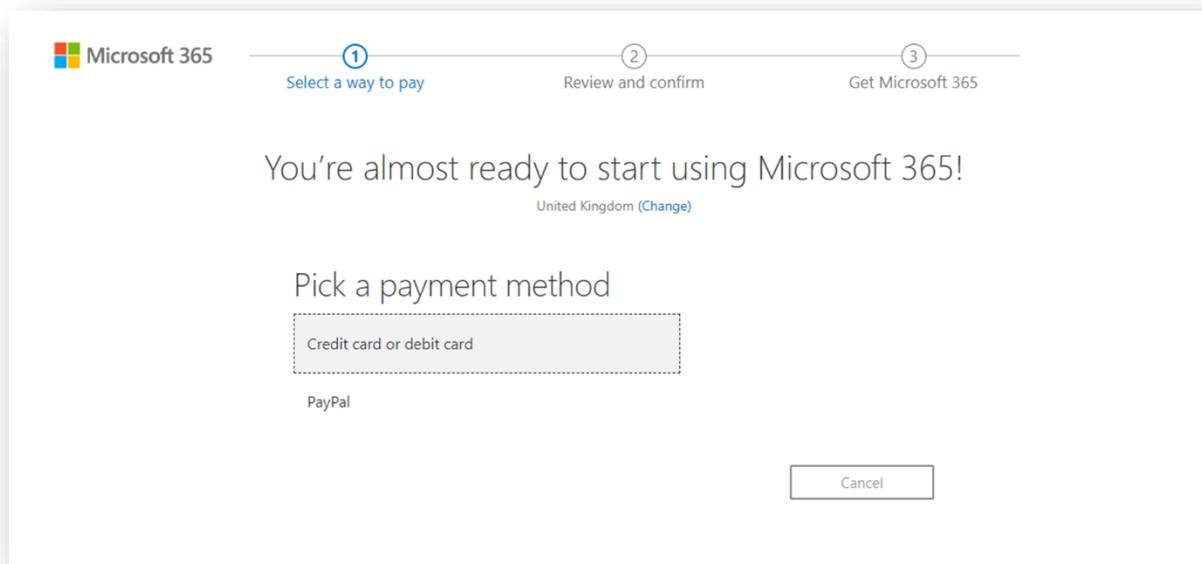
Below the product cards is a section titled "What's included" with icons for Word, Excel, PowerPoint, Outlook, OneDrive, Publisher (PC only), Access (PC only), and Skype.

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 **Next**.



Next you will add a payment method (credit or debit card, bank account or paypal¹). Once you've added, review and confirm your order then click **Subscribe** to confirm. A receipt will be sent to your account email (displayed on screen).



¹ Payment options may vary by market

You're almost ready to start using Microsoft 365!

United Kingdom [\(Change\)](#)

Add a credit card or debit card

We accept the following cards:



Card number

Cardholder Name

Expires

CVV

[What is a CVV?](#)

Address line 1

Town/City

You're almost ready to start using Microsoft 365!

United Kingdom ([Change](#))

Microsoft 365 Family
£55.99 including VAT every year

By selecting **Subscribe**, you agree to the [Store terms of sale](#). Starting today, we'll charge you £55.99 including VAT every year. You'll be notified before any price changes. Cancel any time to stop future charges by visiting your Microsoft account. [Learn about refunds](#).



[Change >](#)

Yes, send me promotional emails from Microsoft. I can unsubscribe at any time.

Cancel

Subscribe

Redeeming and managing account

Microsoft 365 Family or Personal:

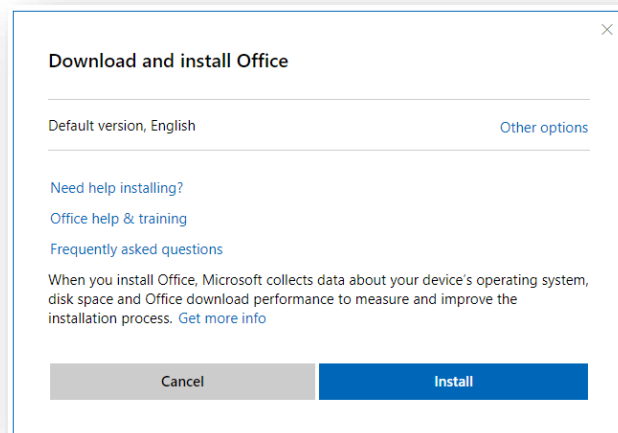
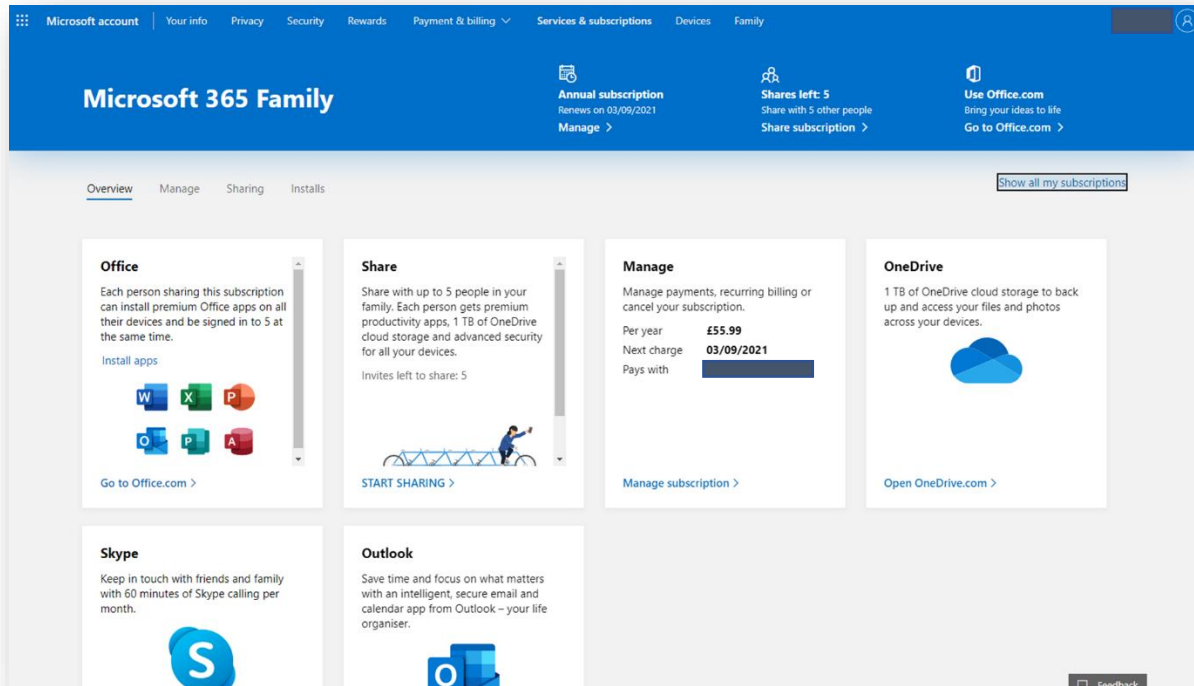
If you purchased Microsoft 365 Family or Personal, your subscription will be automatically added to the Microsoft account you purchased with. You will receive an email associated with your **personal** Microsoft account with the receipt and links to install, manage subscription and view order details. 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.

The screenshot shows the Microsoft 365 Family account management interface. The top navigation bar includes links for Microsoft account, Your info, Privacy, Security, Rewards, Payment & billing, Services & subscriptions, Devices, and Family. The main header displays 'Microsoft 365 Family' and key subscription details: 'Annual subscription' (renews on 03/09/2021), 'Shares left: 5' (share with 5 other people), and 'Use Office.com' (bring your ideas to life). Below the header, there are tabs for Overview, Manage, Sharing, and Installs, along with a 'Show all my subscriptions' button. The main content area is divided into several sections: 'Office' (with app icons and a 'Go to Office.com' link), 'Share' (with a 'START SHARING' button), 'Manage' (showing a price of £55.99 per year and a 'Manage subscription' link), 'OneDrive' (with a 'Open OneDrive.com' link), 'Skype' (with 60 minutes of calling per month), and 'Outlook' (with an intelligent email and calendar app). A 'Feedback' button is visible in the bottom right corner.

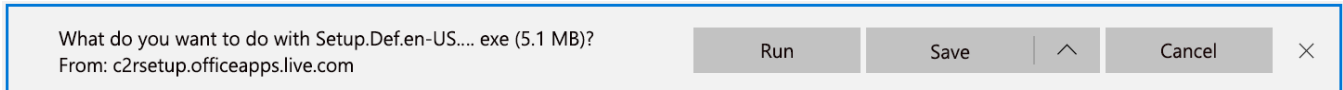
Download, install and activation

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 dialogue appears, confirm language or version and click **Install**.



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



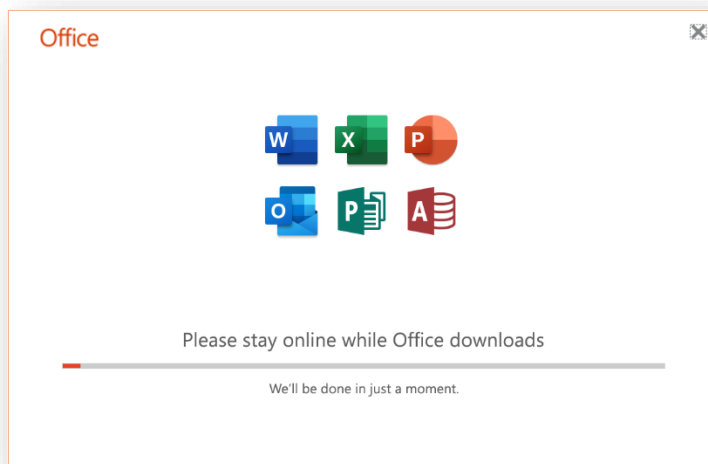
*For Edge browser: click **Run***



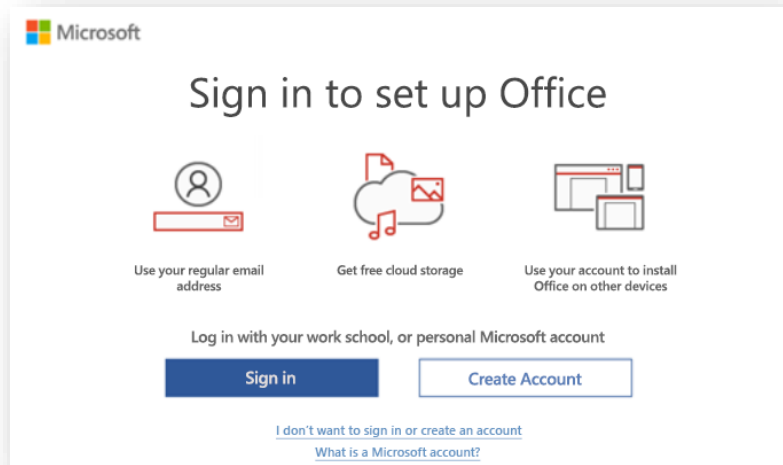
For Chrome browser: Click on file name to open

A dialogue 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, organise 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 six People, Microsoft 365 Personal – one 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 Programme offers a 30% discount on Microsoft 365 Family or Personal annual subscriptions 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 Programme benefit?

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

Can I take advantage of the Home Use Programme 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 programme, the discounted price applies for as long as the employee's subscription remains active, regardless of their employment status with your organisation.

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-gb/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 centre: <https://support.office.com/en-gb/office-training-center>
8. Office quick start: https://support.office.com/en-gb/article/office-quick-starts-25f909da-3e76-443d-94f4-6cdf7dedc51e?wt.mc_id=otc_home