
Downloading Microsoft Office for C2k Users

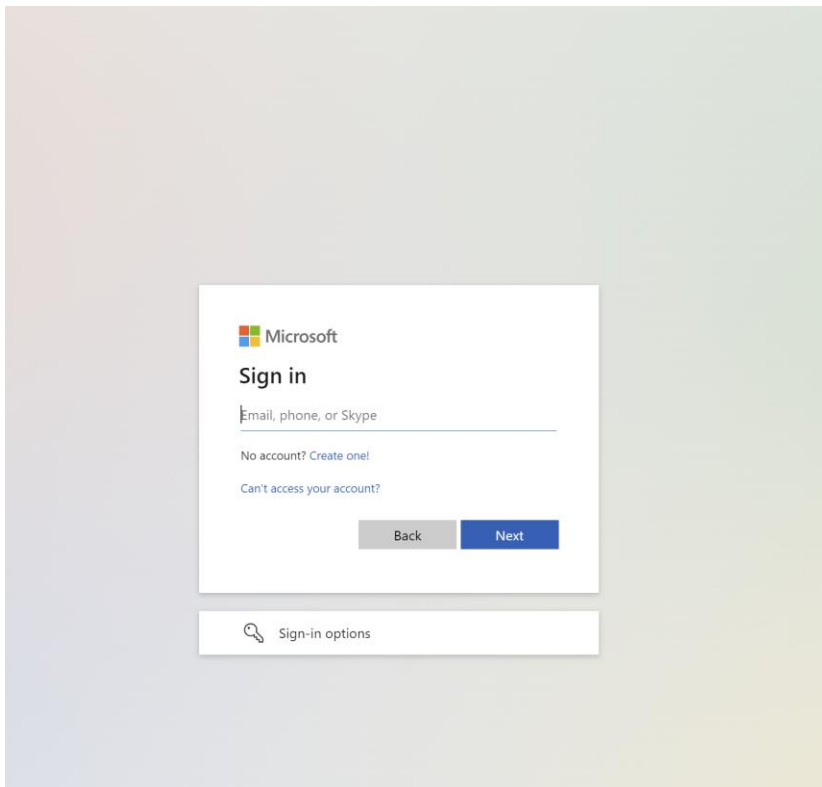
C2k school users are now able to download the full version of Microsoft Office for PC or Mac free of charge for installation on up to 5 personal or home PC or Mac computers.

This information sheet provides instructions for school users with a valid C2k username on how to download the full version of Microsoft Office on up to 5 personal and home computers (PCs or Macs).

Target Audience: All C2k Users

On a home desktop or laptop open an Internet Browser

Enter: <https://login.microsoftonline.com>



Sign in to Office 365 with your school details

- 1) **Enter** : c2k username in the format <username> **@c2ken.net** in first field
i.e. jbloggs123@c2ken.net

Note: this requires the domain **@c2ken.net** and NOT @c2kni.net.

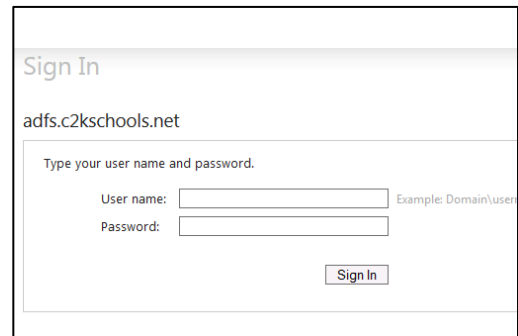
The Office 365 sign in will be redirected to a new page:

2) Enter Username & Password again :

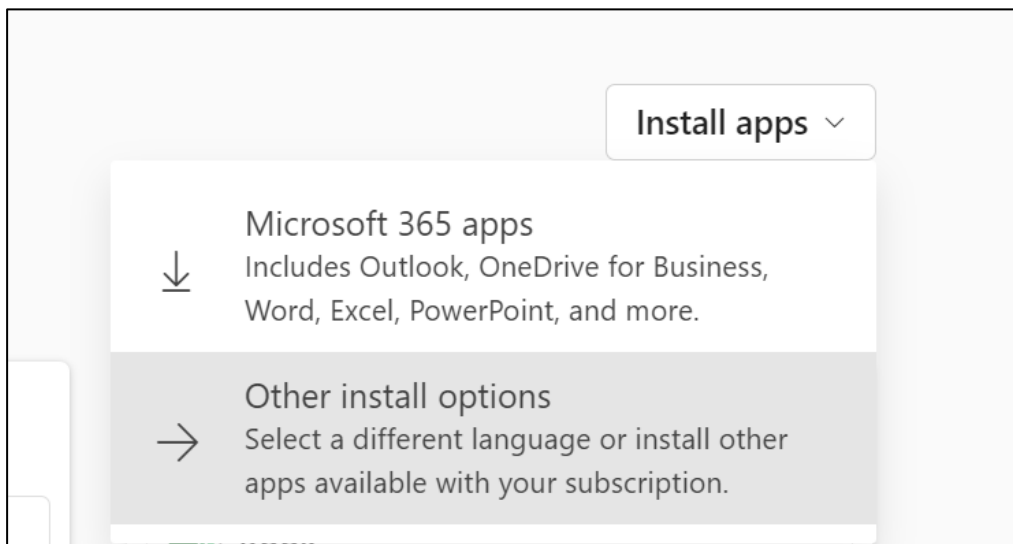
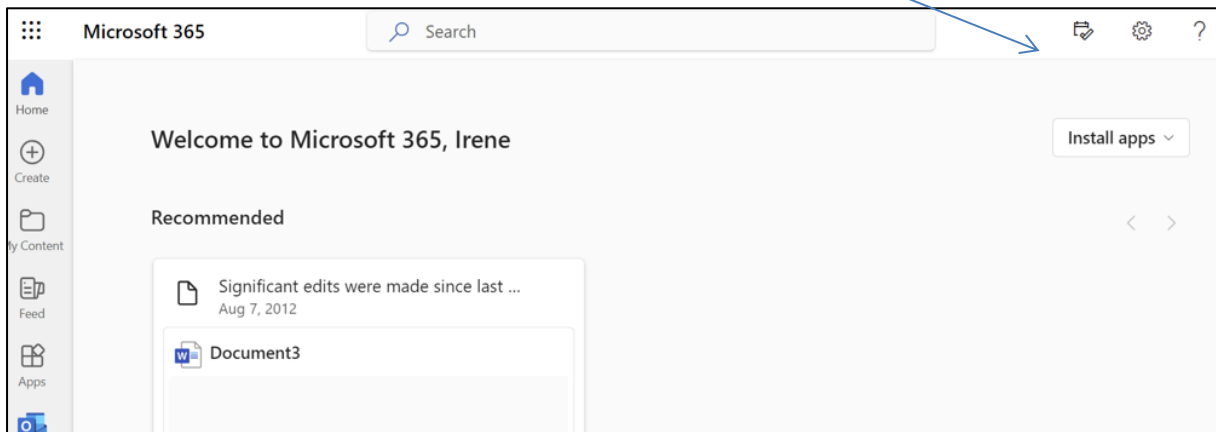
Enter: User name: <c2k
username@c2ken.net
(i.e. jbloggs123@c2ken.net)

Enter: your C2k password:

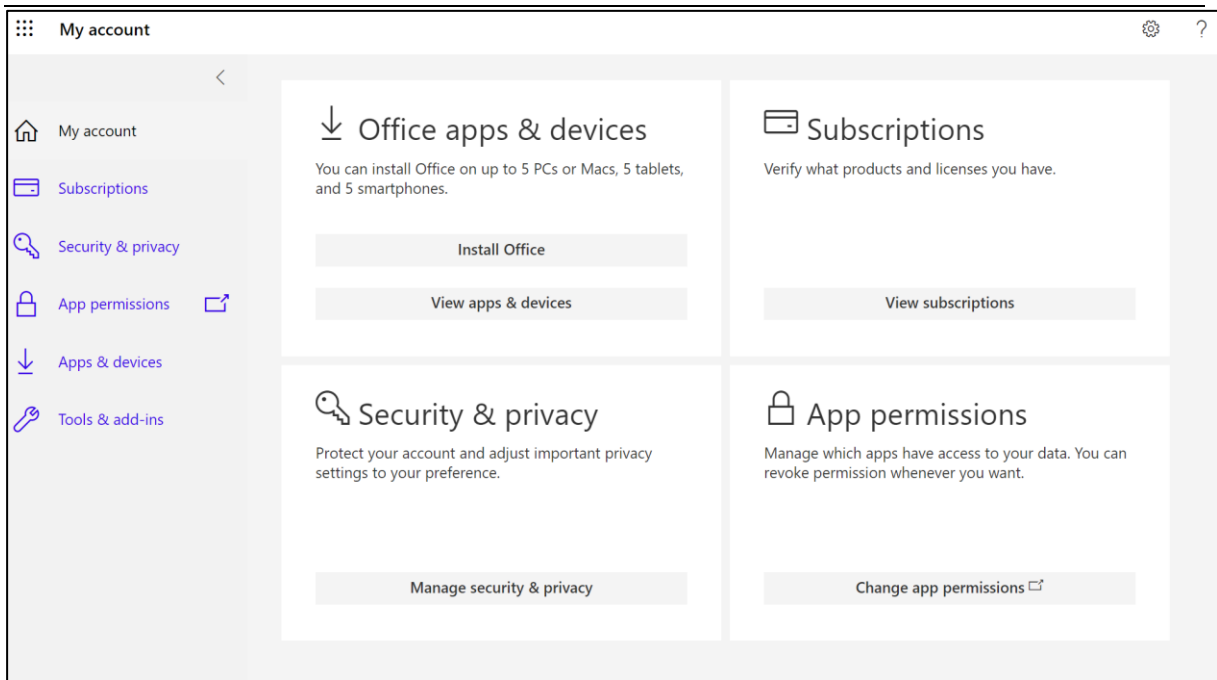
Click **Sign In**



On the right hand side, you will see **Install apps**



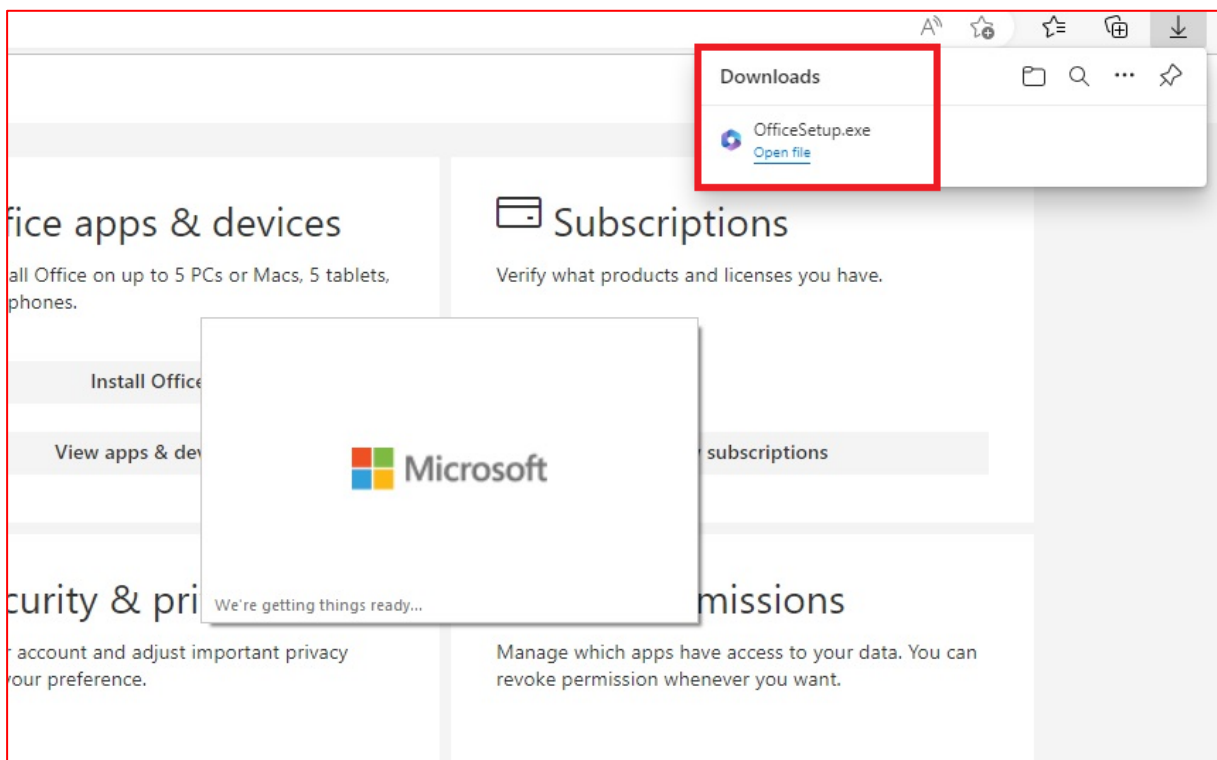
Click on **Other install options**



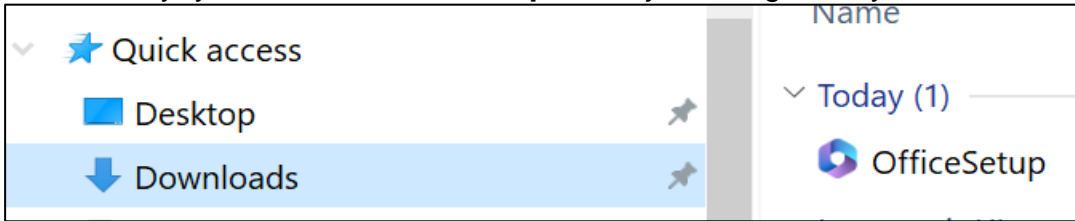
Select **Install Office**.

Officer installer will download

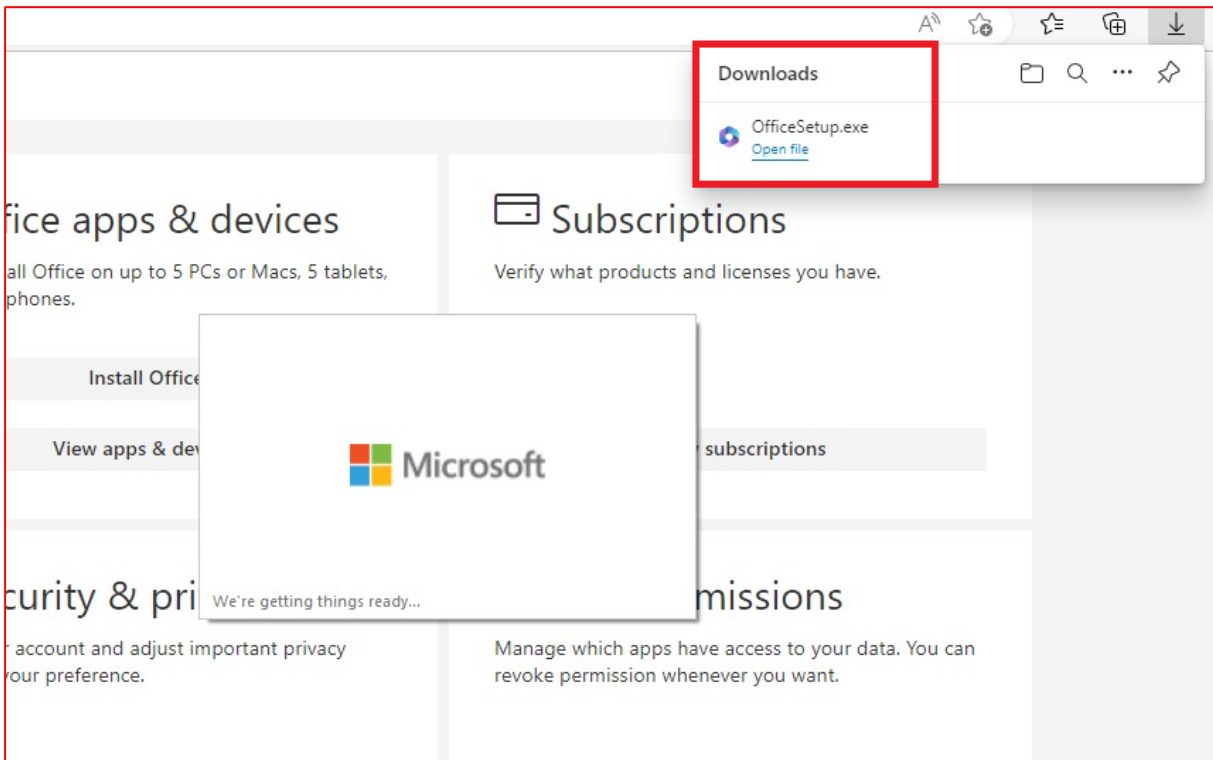
Click **OfficeSetup.exe**



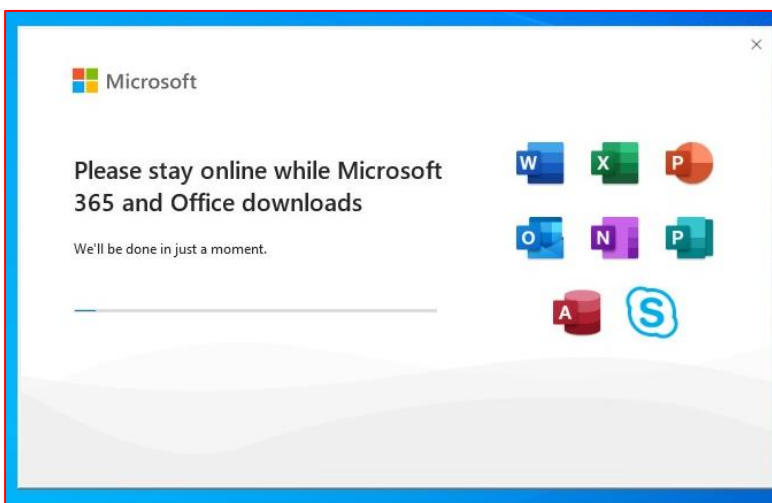
Alternatively, you will find **OfficeSetup.exe** if you navigate to your downloads folder.



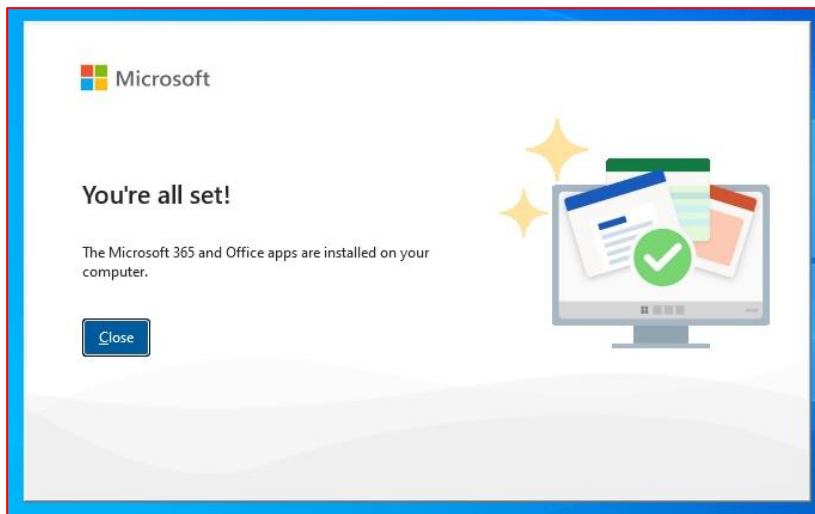
Double click on the installer to begin the process.



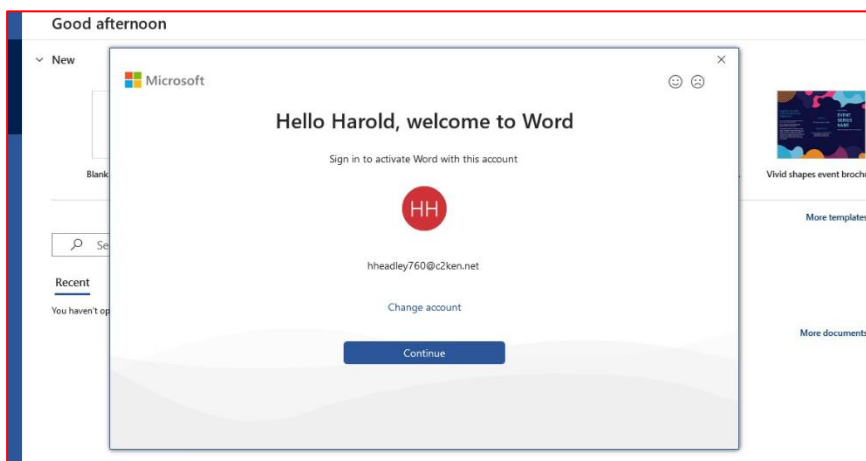
Download and install can take several minutes, please ensure to stay online.



Once complete you will see the following message.



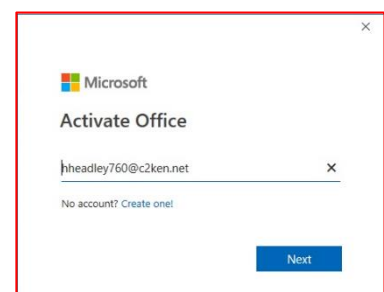
Once office is launched for the first time you will be asked to activate, Choose **Continue**



When prompted to activate the software

3) Enter ! <username>@c2ken.net

Please note this requires the domain **@c2ken.net** and **NOT** @c2kni.net.

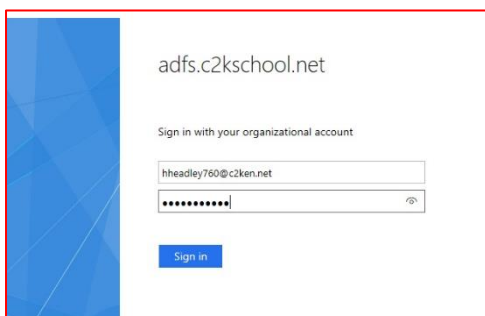


To complete installation user will be asked to sign in again

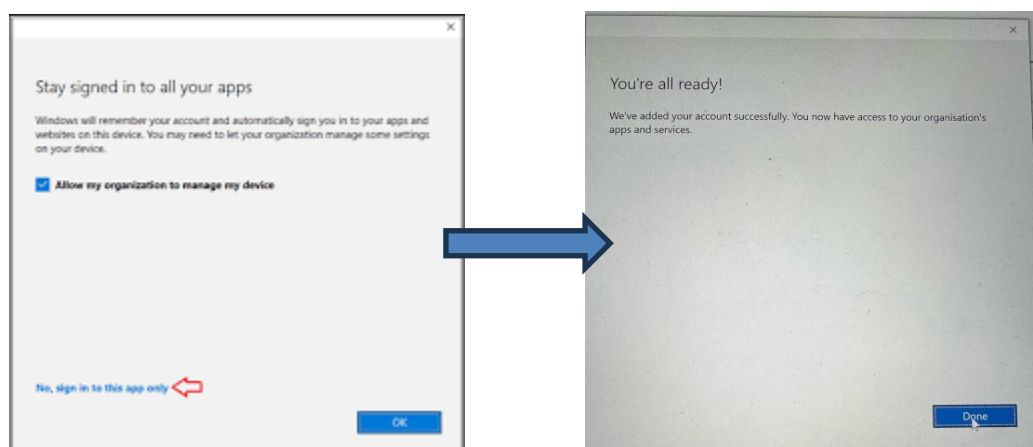
4) Enter! <username>@c2ken.net

Enter! password.

Click! Sign in



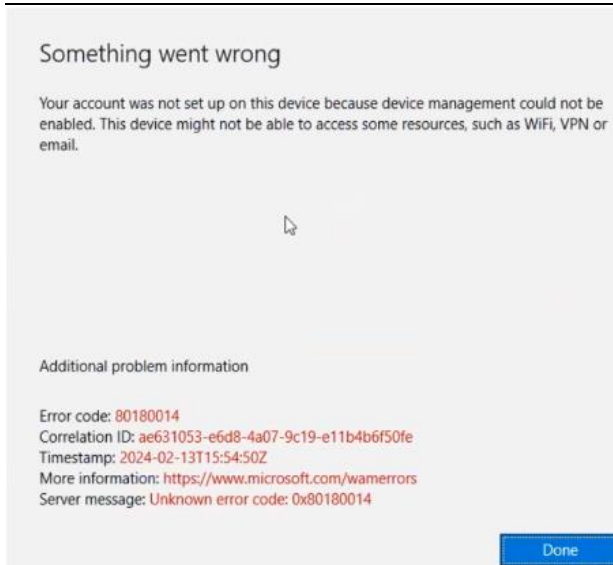
Recommended way Choose “no, sign into this app only” Select Ok, Done



N.B – If you choose one of the other options, please refer to Note 3.

Notes:

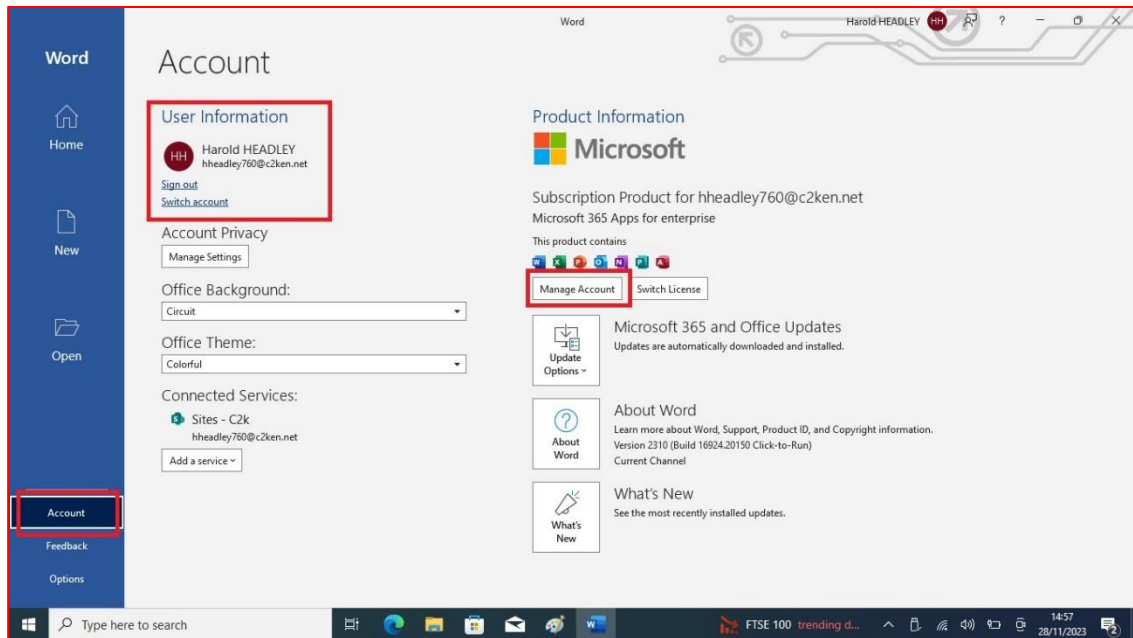
1. The installation of Office will remain available while your C2k username remains active. I.e. when you leave education your C2k username will cease to be valid, and the Office product will revert to a read-only version.
2. If a user installs Office on a 6th device, the software will remain as read-only until one of the previous 5 installations is deactivated.
3. If you select Ok (at screen one), without selecting “no, sign into this app only” you will be presented with the following error



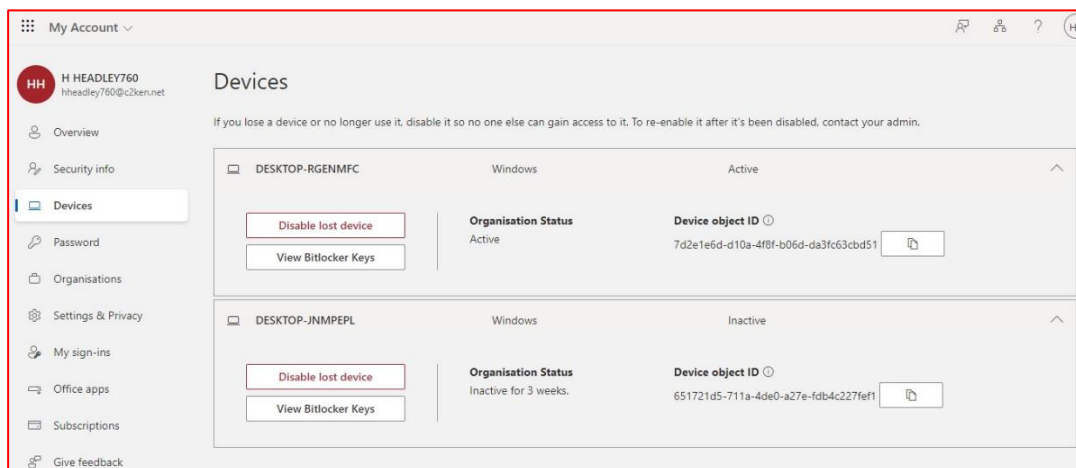
Select Done, you will be able to launch the Office applications, however these will require a sign in.

If you untick the Allow my organisation to manage my device and select OK, it will register your personal device to Azure and install BitLocker. Instructions on how to access your Recovery Keys are at the bottom of the document.

To deactivate an installation, go to <http://myaccount.microsoft.com> via “Account” & “Manage Account”



Choose Devices and then “Disable Lost device” to deactivate.



Deleted Devices

Devices which have previously installed Office and have not been accessed since June 2023 will have their Azure AD account deleted as per the schedule below.

Month / Year	Action
June 2024	Delete devices inactive since June 2023
Sep 2024	Delete devices inactive since Sep 2023
Dec 2024	Delete devices inactive since Dec 2023
March 2025	Delete devices inactive since March 2024

Users will encounter multiple logins and error messages as highlighted below.

When an Office application is launched, the user will be presented with the following screen:



Select OK

You will get the following screen (times vary, in some cases, it can be more than 5 minutes).



Click Done when complete.

For subsequent launches of Office Applications expected behaviour is below.

- **Microsoft O365 Desktop Applications (Word, PowerPoint, Excel etc)**

User must enter Username/ Password to sign into application.

1st sign in attempt may not sign user in. User signed in on 2nd sign in attempt.

Subsequent launches user will be signed in

- **Microsoft Teams**

User must enter Username/ Password to sign into application.

1st sign in attempt may not sign user in. User signed in on 2nd sign in attempt.

Subsequent launches user will be signed in

- **Microsoft App - Whiteboard**

User must enter Username/ Password to sign into application.

Sign-in only required for 1st launch

- **Microsoft App - To Do**

User must enter Username/ Password to sign into application.

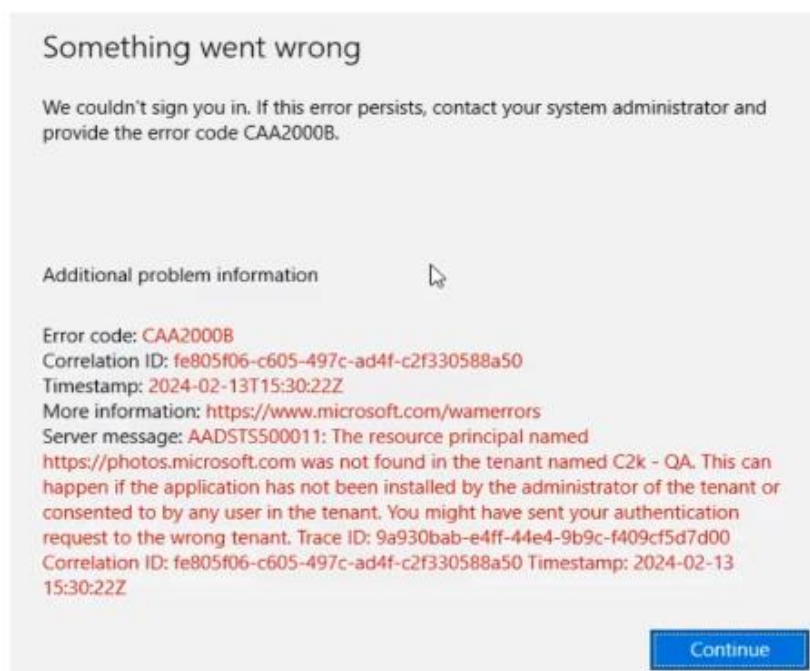
Sign-in only required for 1st launch

- **Microsoft App - Photo's**

User must enter Username/ Password to sign into application.

Sign in needs repeated on each launch

Error below happens after each sign in



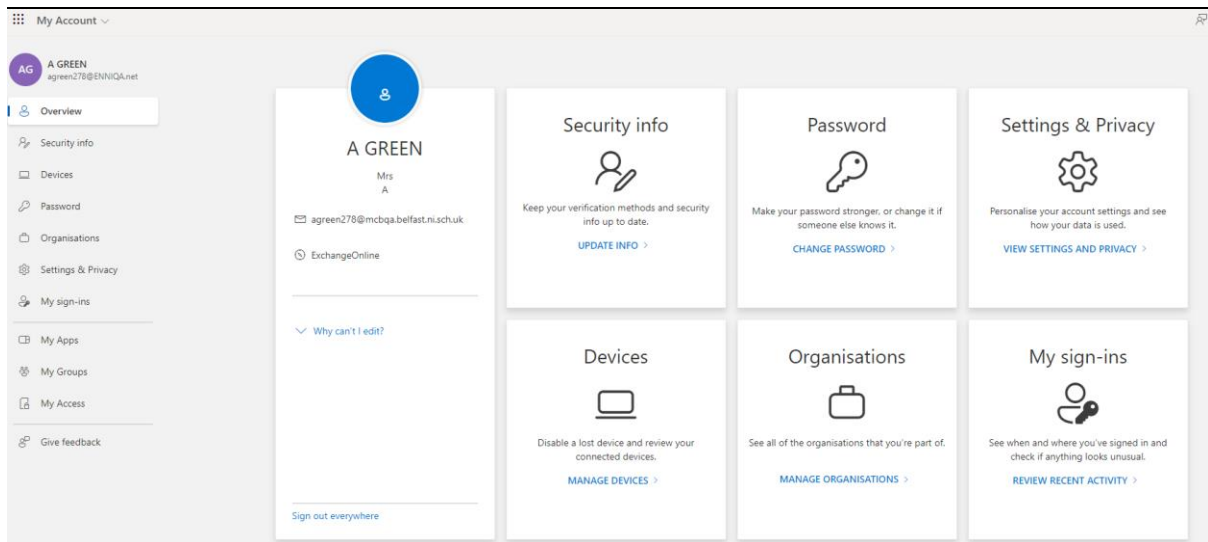
Error resolved by Photos App Reset (Right click, More, App settings and reset)

Accessing your BitLocker Key (Personal device)

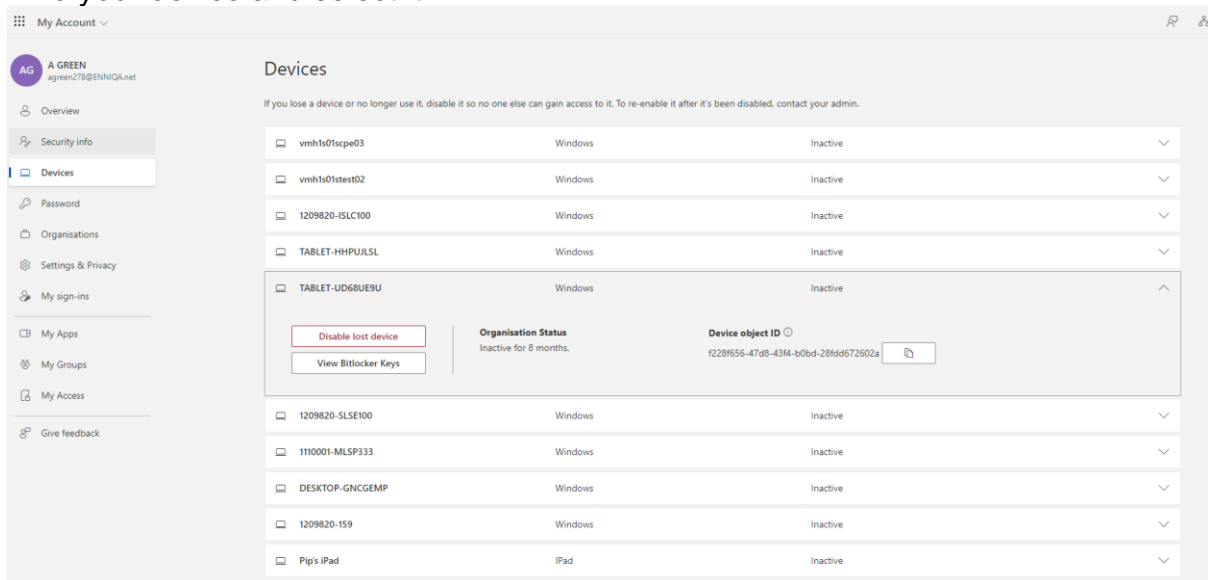
You may have registered your personal device or downloaded Office 365 using your C2K credentials. During this process your device may have activated Microsoft Bitlocker. To obtain your Bitlocker key for reference please follow these instructions:

Log in <https://account.microsoft.com/devices/recoverykey>

Navigate to Devices




Find your device and select it




Select View BitLocker key

BitLocker keys for TABLET-UD68UE9U ✕

 **Operating System Drive**


Key ID:
58ad19d2-d535-4e4d-ac96-057acddc36d1

[Show recovery key](#)

 **Operating System Drive**


Key ID:
f176b7fe-48a0-44df-8087-cd574412b77e

[Show recovery key](#)

 **Operating System Drive**

Key ID:
4afe3b6d-3656-4073-89af-3e1d0f321a5b

[Show recovery key](#)

 **Operating System Drive**

Key ID:
5270495b-12e9-479d-a7cd-3666554aedba

[Show recovery key](#)

Select Show Recovery key