



## Office 2013 - Frequently Asked Questions (FAQs)

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## Before the Upgrade

### 1. Do I need to upgrade Outlook and Lync/Skype for business on my phone?

Mobile devices are not part of the upgrade. An update on your phone is not required.

### 2. What should I do to initiate the MS Office 2013 installation?

You will receive an email telling you how to book a time slot for your upgrade. This needs to be between May and August 2016.

We recommend that you do the update before you leave for vacation. You can start fresh and full of energy after vacation with new functionalities and enhanced features in your Office applications.

#### **Our Tip!**

If you do not need your computer during vacation time, why not leave it with your local implementation coordinator? In case you really need to read your



emails, you can do that from any computer through [mail.office365.com](mailto:mail.office365.com) or from your phone.

**3. How long does it take to update my Office 2013?**

The upgrade takes approx. 1 hour. Consider about 15 minutes after the upgrade – at the time your local implementation coordinator hands your computer over to you – for some check-ups and explanations.

**4. Can the installation be done via VPN connection?**

Microsoft Office 2013 **cannot** be installed over a VPN connection. Contact your local implementation coordinator if you think this is going to be a problem for you.

**5. What do I need to think of before the upgrade?**

If you archive old emails into a PST file, tell your implementation coordinator when you hand your laptop over for the upgrade. If it will be impacted by the upgrade, they can then save this and restore it once the upgrade is complete. If you need advice contact your local IT User Support.

**6. I can't make my time slot, what should I do?**

If you are, for any reason, not able to come to the appointment, please let your local implementation coordinator know. Book a new time!

**7. I am a pilot user. Do I need to contact my local implementation coordinator?**

No, you do not need to do anything.  
You have the Office 2013 package. Enjoy it!

**8. I am a MAC user. Am I affected by the upgrade to Office 2013?**

No. MAC users are not affected by this upgrade.

**9. What version of MS Office 2013 will be installed on my computer?**

Microsoft Office Pro Plus will be installed on your computer. Regardless if you had Office Professional 2007 or Office Standard 2007 installed, we will only install one version of Office 2013.

**10. I use Visio 2007 today. Will this be upgraded as well?**

Yes. If you need to use Visio in future, let your local implementation coordinator know that you do. You will then get version 2013 installed.

**11. I use Project 2007 today. Will this be upgraded as well?**

Yes. The majority of all [REDACTED], Project 2007 will be upgraded as well. Only our colleagues in [REDACTED] using [REDACTED] Project Administration will not be upgraded at current time schedule. A separate activity is planned when the BackOffice system is ready.



## During the upgrade

### 12. What happens during the upgrade?

You leave your computer with your local implementation coordinator at agreed date/time and pick it up again after 1 hour. A short check together with your local implementation coordinator will secure that all office functionality is given.

### 13. How can I read email during the upgrade?

You are able to use Outlook Web Access (OWA) with this URL: [mail.office365.com](mailto:office365.com)

### 14. Can I use my computer or any Microsoft Office program during the upgrade?

No. You cannot use your computer or Microsoft Office program for 1 hour.

## After the upgrade

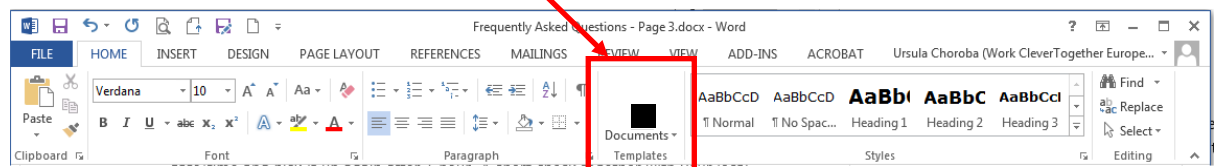
### 15. Where can I find training for MS Office 2013?

Links to Quick Start guides and Video tutorials can be found [redacted] on Connect.

### 16. Where do I find the [redacted] Digital templates?

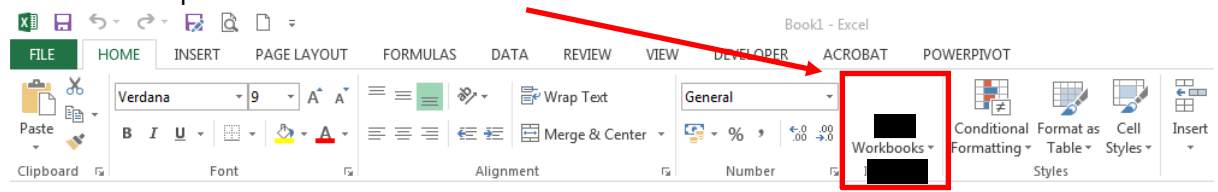
#### Word 2013:

Find the templates in Word 2013 here



#### Excel 2013:

Find the templates in Excel 2013 here:



#### Powerpoint 2013:

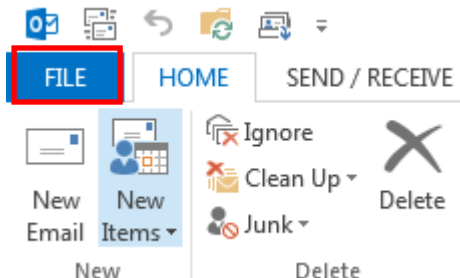
Find the templates in Powerpoint 2013 here:





**17. Where can I find functions like “out of office” and “options” in my Outlook?**

If you use the FILE in the left corner of your Outlook, you can find functions like “Automatic replies”, “manage rules & alerts” and other settings for Outlook.



## Contact and information

**18. Who should I contact for information about upgrade timeline?**

For information about upgrade timeline and arranging date/time for upgrading your Office 2013, contact your local implementation coordinator. If you do not know who this is, contact the [REDACTED] and they will tell you.

**19. Who should I contact in case of technical issues after the upgrade?**

After you have received your Office 2013 upgrade you have three possibilities to address your issues.

1. **Log a request online:** Use your [REDACTED]
2. **Send a mail to:** [REDACTED]
3. **Report by phone:** +31 15 2151313