

Upgrading to Microsoft Office 2016 Professional Using Software Center for Windows/Self-Service for Macs

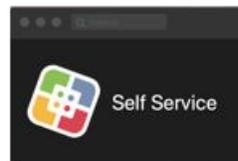
What is Software Center/Self Service?

Software Center/Self-Service is a tool to ease the process of downloading new software, and automating the delivery of patches and updates to your computer. This “self-service” approach maximizes the ability for faculty and staff to decide when to conduct the installation. After a period of time, if the software or patch is not downloaded, the installation will begin automatically. A pop-up notification will inform you about this process.

The IT division will make Office 2016 available through Software Center/Self-Service for all Lehman-owned desktop computers and laptops as a necessary step in the planned email migration to Microsoft 365.

Launching Software Center/Self-Service

First, save all your work and close your Office applications. Then, locate the Software Center icon on your computer. Double click to open Software Center. For Macs, search for the Self-Service Application.

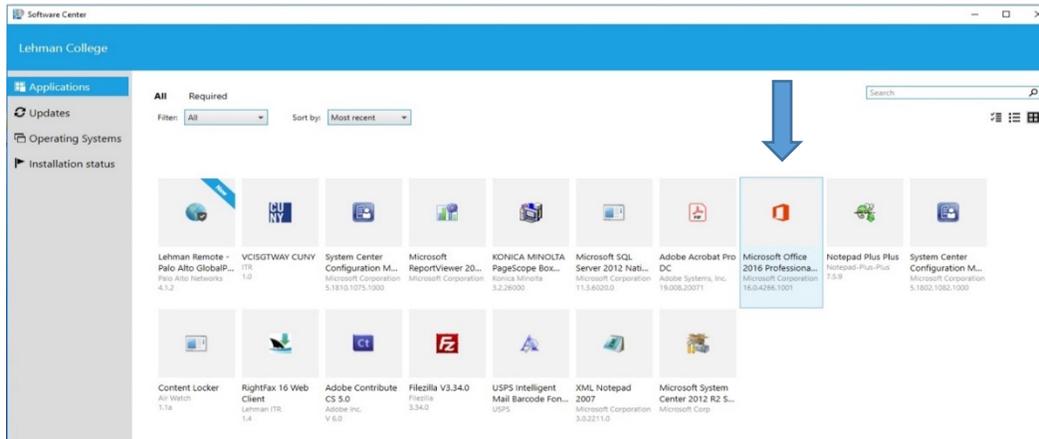


Please note that the Microsoft Office 2016 upgrade is intended for any Lehman computer that is currently running Office 2013 or below. No changes are needed if you already have Office 2016 on your computer and the upgrade package will not be delivered. To check your version of Office on a PC, start Word, Excel or PowerPoint, click the **File** tab, then click **Account**, and **About**. On a Mac, click on **Word** in the ribbon and then **About**.

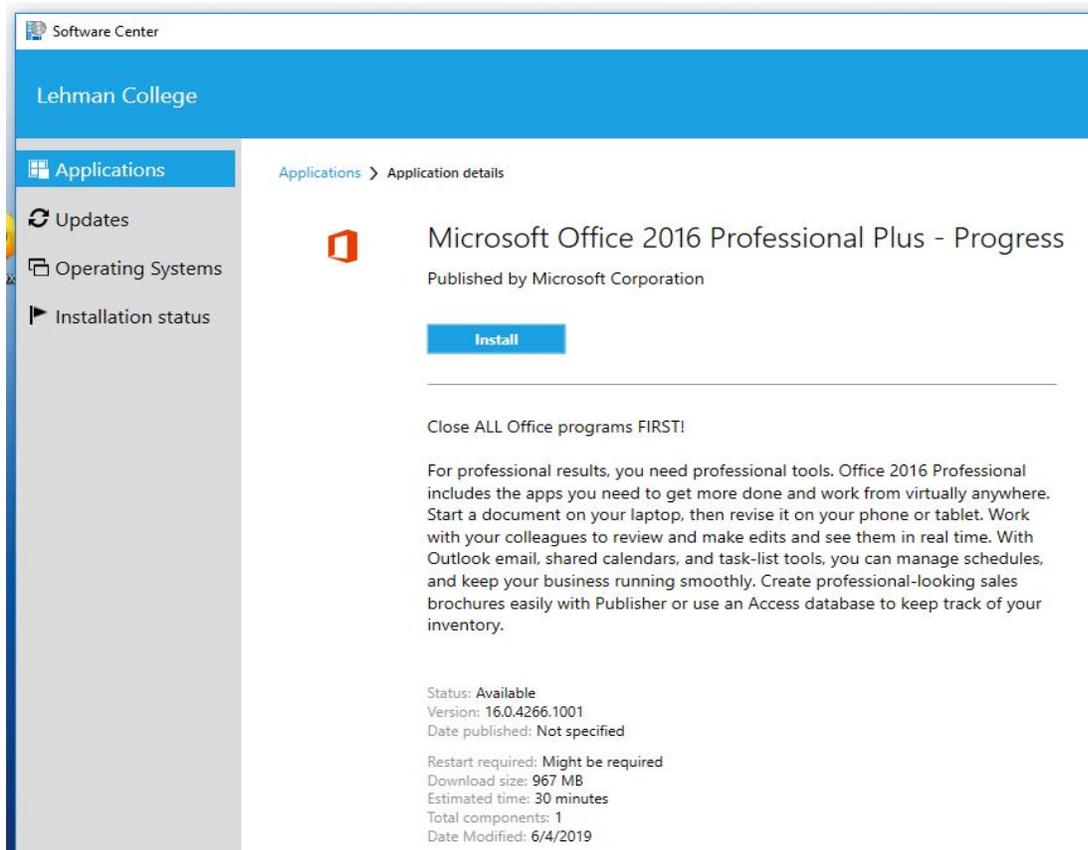
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Starting the Upgrade

After Software Center/Self-Service is launched, you will see a list of available applications. Click the icon for *Microsoft Office 2016 Professional*:



On the next screen, click the "Install" button:



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After clicking “**Install**,” you will see a status window on the screen as the upgrade begins.

The upgrade will automatically close any remaining Office applications you have open. Please note that all your saved documents will be available after the upgrade. The installation of Office 2016 should take about an hour.

If you do not see the Software Center/Self-Service application, or if you do not see the *Microsoft Office 2016 Professional* icon, please contact the IT help desk at, 718-960- 1111, or help@lehman.cuny.edu for assistance.

Should you encounter any issues following the upgrade, please contact the help desk.

Thank you for your cooperation.