

# Trouble-shooting Microsoft Office Issues ( Cannot Activate)

First of all, uninstall any other version of Microsoft Office from the pc/laptop. You can visit here for uninstall tool provided by Microsoft: <https://support.office.com/en-us/article/uninstall-office-from-a-pc-9dd49b83-264a-477a-8fcc-2fdf5dbf61d8>

Then login to [www.office.com](http://www.office.com) using your LIVE IUM account and install the latest Microsoft Office 365 from the "Install Office" button.

After that, open MS Word and sign in using your LIVE IUM email account for automatic activation.

Hope that helps. Thank you.

---

Revision #2

Created Wed, Jan 20, 2021 10:17 PM by MOHD FARISALHARISI BIN MOHD YAZIZ

Updated Thu, Dec 7, 2023 1:49 PM by MOHD FARISALHARISI BIN MOHD YAZIZ