

FOR UNIVERSITY STUDENTS AND UNIVERSITY FACULTY MEMBERS ONLY*

Microsoft Office University



* These products are restricted for sale to university students and university faculty only. Proof of eligibility is required online before using this software. Please ensure that your customers are eligible to use this product before purchasing.

Help your higher education students and higher education faculty customers purchase Microsoft Office University:

Step 1

Recommend the Product

Ask customers if they are a university student or university faculty member. If they are, recommend Microsoft Office University.

Step 2

Customer Verifies Online

Customers go to www.office.com/verify where they enter the PIN found in the packaging and validate their university student or faculty status with a school email address/log-on, international student id card or student ID. A Windows Live ID will be needed to complete the verification process.

Step 3

Customer Receives Product Key

Once verified, customers will receive a Product Key that will be used to activate Office University. Customers then install and activate Microsoft Office University.

Microsoft Office University 2010:

Word, Excel, PowerPoint, OneNote, Outlook, Publisher, Access



Microsoft Office for Mac University 2011:

Word, PowerPoint, Excel, Outlook



Check out www.microsoft.com/expertzone
to learn more about this product!

FREQUENTLY ASKED QUESTIONS

1. Q: What is Microsoft Office University?

A: Microsoft Office University 2010 and Microsoft Office for Mac University 2011 are boxed products (with DVD, no product key) that replace Microsoft Office Professional Academic 2010 and Microsoft Office for Mac Academic 2011. The new product name reflects the updated customer eligibility: Microsoft Office University is for higher-education students and higher-education faculty members only.

2. Q: What applications are included in the Microsoft Office University products?

A: Microsoft Office University 2010 includes the 2010 versions of: Word, Excel, PowerPoint, OneNote, Outlook, Publisher and Access. Restricted for sale to and use by university students and faculty members only.

A: Microsoft Office for Mac University 2011 includes the 2011 versions of: Word, Excel, PowerPoint, and Outlook. Restricted for sale to and use by university students and faculty members only.

3. Q: Who is eligible to buy Microsoft Office University?

A: Microsoft Office University 2010 and Microsoft Office for Mac University 2011 are for higher-education students and higher-education faculty members only. K-12 students are not eligible for Microsoft Office University.

4. Q: What is the recommended product for families with K-12 students?

A: Microsoft Office Home and Student 2010 will continue to be the recommended product for parents and families with K-12 students.

5. Q: Does Microsoft Office University contain a Product Key?

A: Microsoft Office University 2010 and Microsoft Office for Mac University 2011 products do not contain a product key. Customers who purchase a boxed version of the product will be required to verify their university student or faculty status online after purchase but before receiving the product key or activating the product. Customers who choose to purchase the downloadable version of the product will be verified before completing purchase. This product will not work without successful verification as the customer will not have a product key.

6. Q: How will a higher education student know how to use the product?

A: The packaging clearly communicates customer eligibility along with notification that proof of eligibility is required before a user can use this software. Packaging content includes:

Eligibility: Full and part time, enrolled university student and faculty in accredited institutions; including junior college, college, university, vocational school, scientific or technical school. Alumni of these institutions are ineligible.

Submit Proof: Customers will be required to verify their eligibility online to use this software.

1. Instruct customers to go to www.office.com/verify and enter the PIN located inside this package
2. Customers should log on with their Windows Live ID or create one using any email address.
3. They should provide their school email address or logon, or international student identity card (ISIC)

7. Q: What is the customer experience?

1. Customer buys a Microsoft Office University product. The Office University box contains a PIN instead of a product key and instructions for redemption of a product key.
2. Once home, the customer goes to www.office.com/verify and provides their student credentials.
3. Once they pass verification, the online site displays the product key.

8. Q: Do retailers and resellers need to validate customers before purchase?

A: It is extremely important this product is clearly positioned and promoted to University Students and University Faculty only. Resellers no longer need to perform the student qualification at purchase (eg. don't need to check for University Student ID). Microsoft performs student verification online, post-purchase, and provides product key only upon verification.

9. Q: What if someone other than a University Student or University Faculty member buys this product?

A: If someone other than a University Student or University Faculty member buys this product, it cannot be used. Returns of the product are at the discretion of the reseller where purchased. Given the Office University eligibility requirements, the sale of Office University outside of a targeted university student selling environment presents risk to the customer and to the retailer.

10. Q: What happens if a customer fails to verify that they are a higher education student or higher education Faculty member?

A: If the customer purchases and opens the product and is not eligible, the reseller's return policy will determine refund eligibility. Returns will not be honored in most cases due to opened product. If the customer is an eligible university student or faculty and cannot verify through the online verification process, they will be provided a manual verification process where they can submit their university ID for manual verification.

11. Q: Can customers use the product key obtained from the Microsoft Office University 2010 verification process to activate Office 2010 software on a "preloaded PC"?

A: Yes. The Office University 2010 product key can "unlock" the Office 2010 software on a preloaded PC.