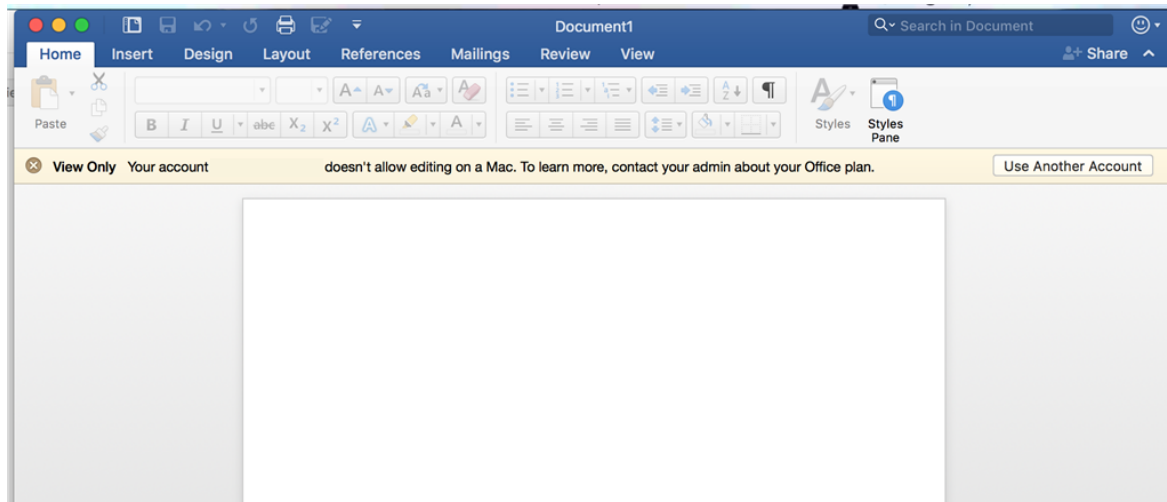


Microsoft 365 apps-Unable to Edit Documents on Mac

Problem

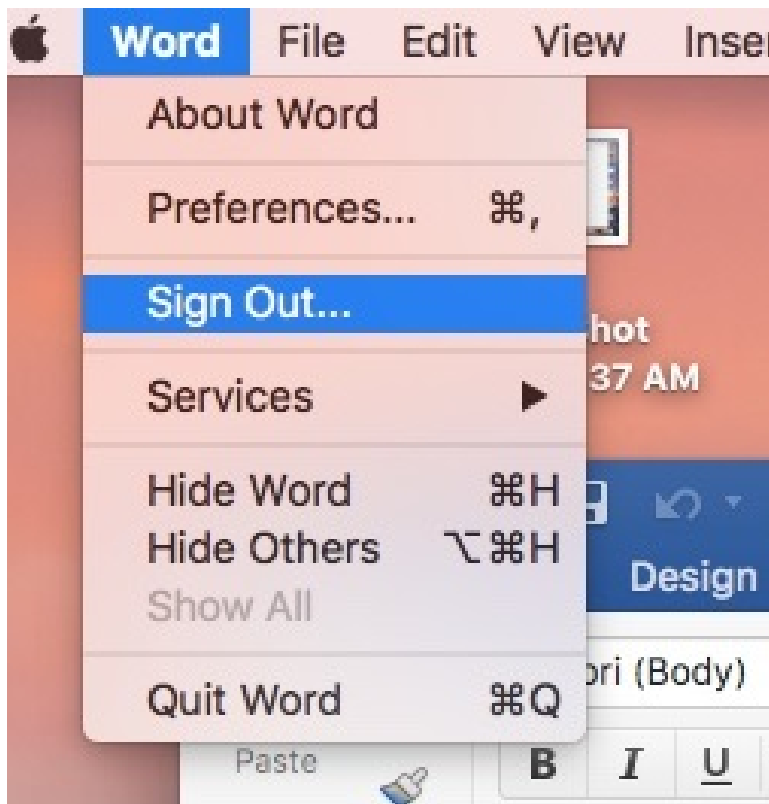
Unable to edit an Microsoft 365 app document on a Mac



Solution

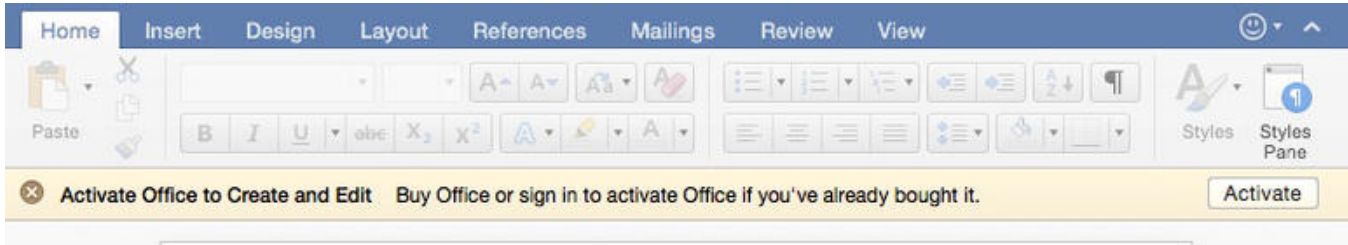
In most cases this issue is caused by the application losing the connection with the Office licensing server.

- First you need to force the Office application to sign out of the account.
- You can do this by opening Word or Excel and click on "Word" or "Excel" and select "Sign Out".

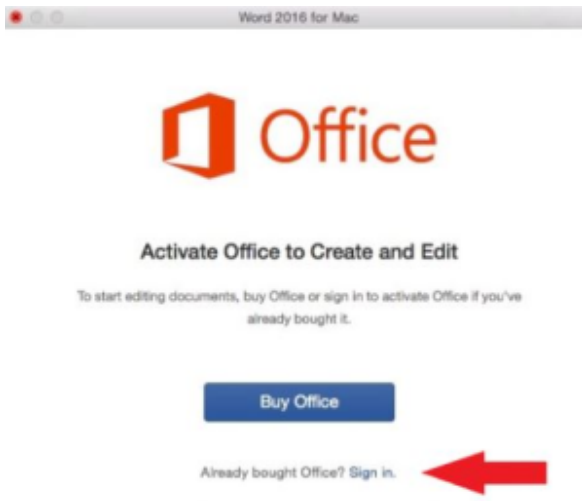


- This will display the Account information for Office and you should see an option to **Sign Out**
- Then, REBOOT the Mac

- Next Open Word Again
- This time, at the top it will say it's not Activated - Click the Button to **Activate Office**



- When the Activate Office box pops up, Click **Sign In** at the bottom of the box.



- At this point you should be able to sign back in using your **WHOLE WSU email address** and password.

Other Troubleshooting Steps can be found on this Article on Microsoft's Website:

What to try if you can't install or activate Office for Mac

<https://support.office.com/en-us/article/what-to-try-if-you-can-t-install-or-activate-office-for-mac-5efba2b4-b1e6-4e5f-bf3c-6ab945d03dea>

- [Canvas Syllabus Sandbox Space](#)
- [Email - How to Add, Manage, and Remove Delegates in Outlook for Mac](#)
- [Mail Merge for Outlook for Mac using a Shared Mailbox](#)
- [Zoom - Videoconference Room System Support Contacts](#)
- [Panopto cuts off the Instructor's lecture recording or cannot record](#)