

## **FAQs after username change to [username@Oaklandca.gov](mailto:username@Oaklandca.gov)**

**I am unable to use Word, Outlook, PowerPoint or Excel due to a problem with my login or activating my product license. What should I do?**

Please visit Office.com via your browser to access the web version of the application as a workaround. **(Do not use Internet Explorer)**. ITD staff is aware of this issue and is working diligently to resolve it. Please visit the ITD Service Portal at [itdserviceportal.oaklandca.gov](http://itdserviceportal.oaklandca.gov) and click **GET HELP** to submit a ticket or click **MY STUFF** to check on the status of an existing request.

**I cannot open a document that was shared with me from OneDrive or Teams. What should I do?**

Please ask the person who previously shared the file with you to reshare the file.

**My OneNote will not work--I cannot access my notebooks using the desktop application?**

Sign out of the OneNote desktop and sign into **Onenote.com** with your oaklandca.gov username (same as email address). Then, open your notebooks in **Onenote.com** to allow them to synchronize. Once synchronization is complete, you may open the OneNote desktop application to resume access to your notebooks.

**I have a City of Oakland licensed version of Office installed on my personal device. What do I do?**

**(Please note that ITD does NOT provide technical support for personal devices)**

Please uninstall Office from your personal device and reinstall by downloading from the Office 365 portal:

1. Visit Office.com via Microsoft Edge browser and sign-in using your Oaklandca.gov username (same as email address) and password.
2. Install Office as illustrated.




https://www.office.com/?auth=2&home=1

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### Good afternoon

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**Install Office**

- Office 365 apps  
Includes Outlook, OneDrive for Business, Word, Excel, PowerPoint, and more.
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