INSTALLING MICROSOFT® OFFICE® 2011

USER’S GUIDE

JUNE 2013
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The purpose of this guide is to explain how to download, install, and configure Microsoft Outlook 2011. Follow the steps as detailed in this document. If you encounter any issues, contact the College and Libraries Help Desk at 213-740-2775 or clhd@usc.edu.

This guide details the installation process for Mac® OS 10.6. The process will be similar in other, recent versions of the Mac OS.

**NOTE:** If you already have Novell® ZENworks® installed on your system, **DO NOT RE-INSTALL ZENworks**. Go directly to the Installing and Configuring Microsoft Outlook 2011 section of this document.

**Installing Novell ZENworks**

1. From the desktop, select the Apple® menu located at the top of the screen. A drop-down menu displays.
2. Select **System Preferences...** from the drop-down menu. The **System Preferences** screen displays.

3. Select **Sharing**, located in the **Internet & Wireless** section of the **System Preferences** screen. The **Sharing** screen displays.
4. Enter the designated hostname for your computer in the Computer Name: field. Desktop computers at USC have a designated hostname that should be used. If you do not know the designated hostname of your computer, you can locate the name by visiting http://www.displaymyhostname.com/.

If your computer already has a name that is not the designated hostname, remove the existing name from the Computer Name: field and replace it with the designated hostname.

If you are using a laptop computer or a desktop computer that does not have a static designated hostname, enter a unique, identifying name in the Computer name: field. The name you choose must be 15 characters or less. For example, you might name your laptop JohnDoeLaptop or JaneDoeEALCPC. If a name already exists in the Computer name: field, remove the existing name and replace it with a name of your choosing.

You will provide the name of your computer to the College and Libraries Help Desk later in this process.

5. Close the Sharing screen to save your changes.
6. Launch your web browser and navigate to https://mydornsife.usc.edu/. Log into the MyDornsife Portal, if necessary, and then select the Download Software hyperlink, located on the Personal Tools tab.

The Download Software page displays.

7. Locate ZENworks® Agent for Mac OS and select the corresponding Download hyperlink.
8. *ZENworks* begins to download.
9. When the download has completed, double-click the package file to begin installing ZENworks. The Install ZENworks Adaptive Agent for Mac OS X screen displays.
10. Select the **Continue** button. The *Select a Destination* screen displays. This screen displays the installation location for the application being installed.
11. Select the **Continue** button. The *Standard Install on "Macintosh HD"* screen displays.
12. Select the **Install** button. You may be prompted to enter your username and password to grant permission for the program to install. Enter your username and password in the appropriate fields, and then select the **OK** button.

![Password dialog](image)

13. A screen informing you that you must restart your computer after the installation completes displays. Select the **Continue Installation** button.

![Restart confirmation](image)
14. The *Installing ZENworks Adaptive Agent for Mac OS X* screen displays as the installation process continues.
15. When the installation process complete, select the **Restart** button to exit the ZENworks installer and restart your computer.

16. When the computer is finished restarting a ZENworks icon is displayed in the menu bar, located at the top of the screen. The icon should appear similar to the following image.

17. Right-click on the ZENworks icon. A drop-down menu displays.
18. Select **Show Properties** from the drop-down menu. The **ZENworks Adaptive Agent** screen displays.

![ZENworks Adaptive Agent](image)

19. Verify the **Device Name**. The **Device Name** should match the name you entered on the **Sharing** screen.

**Installing and Configuring Microsoft Outlook 2011**

1. E-mail the **Device Name** of your computer to clhd@usc.edu and request that it be assigned a Microsoft Office 2011 license. You will receive an e-mail confirmation once the license has been assigned.

2. After the license has been assigned, right-click on the **ZENworks** icon in the menu bar and select **Refresh**.
3. Microsoft Office 2011 will begin to download and install.

![Installing Application](image1.png)

4. When the installation is complete, Dock icons for Microsoft Office should automatically display. If Dock icons do not automatically display, open the Applications folder and drag each Office icon to the Dock.

5. Select the Microsoft Outlook icon. The setup process begins.

![Welcome to Outlook for Mac](image2.png)

Select the checkbox to make Outlook your default e-mail, calendar and contacts application.

Select Add Account to continue.
6. Select the **Make Outlook the default application for e-mail, calendar, and contacts** checkbox. Then, select the **Add Account** button to continue.

![Exchange Account Screen]

8. Enter your full USC e-mail address in the corresponding field. Enter your username and password in the corresponding fields. Select the Configure automatically checkbox. After entering the necessary account information, select the Add Account button.

![Add Account Prompt]

9. A prompt screen displays and requests permission to automatically configure your office settings. Select the Always use my response for this server checkbox and then select the Allow button.

Account setup is now complete. Outlook will begin to synchronize your account. Depending on the size of your account, the synchronization process might take several hours to complete.
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