

Office 365 for NEL GPs – quick reference

From October 2023 we are upgrading practices in the NEL region from Office 2016 (old) to Office 365 (new).

You will see a difference in the icons on your desktop, similar to this:



Old shortcuts



New shortcuts

This upgrade *only* affects Microsoft Office. For most people, the main Office applications are Word, Excel, PowerPoint and Outlook. We are not changing internet speeds, access to shared files, or Windows itself.

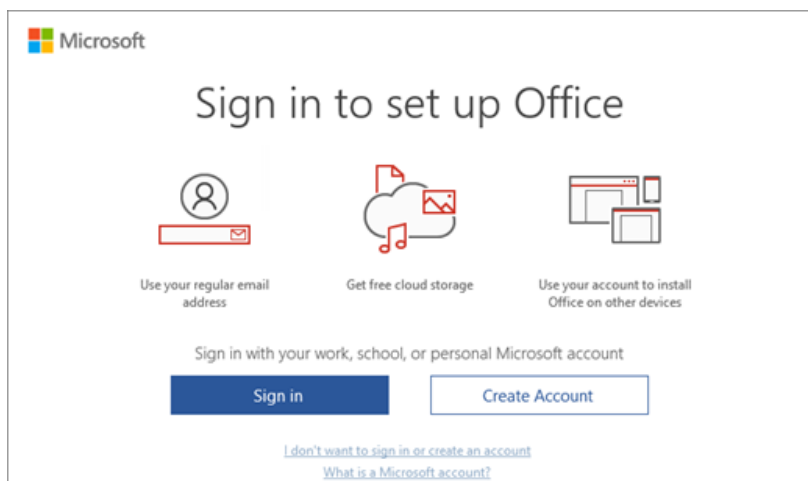
The major change to Office is that it's now licenced to an individual (you) rather than to a machine. This allows you to sign-in and access your files from any location.

The first time you use an Office application (such as Word) on desktop machine, you will be asked to **sign in**.

You sign in with your normal nhs.net email address*.

*If you work for a non-NEL region/organisation, please ask your practice manager for the details of a locum account you can use.

Once you've signed in to one Office application, you're signed in to all of them. For simplicity, we recommend opening Word to sign-in.



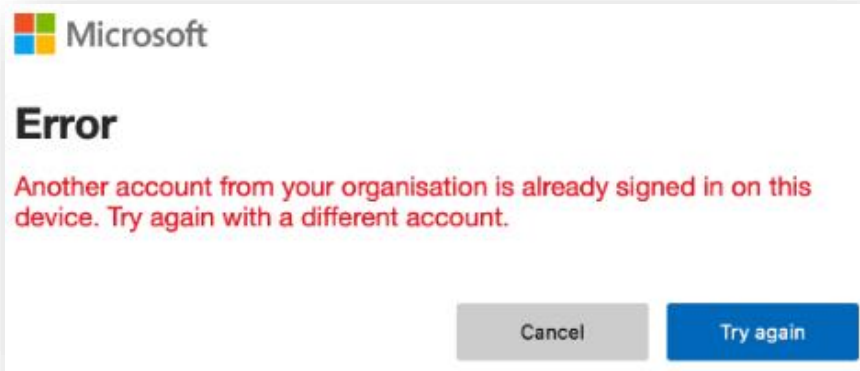
IMPORTANT - ensure you're correctly signed-in to Office ***before*** opening Emis.

This will allow Emis components which rely on Word (eg, referrals) to work.

If you have any issues signing in, please refer to the steps on the next page or contact your usual IT service desk.

To enquire about Office 365 training for your practice, you can contact welc.gpitraining@nhs.net / 020 8221 5733

Sign in issues



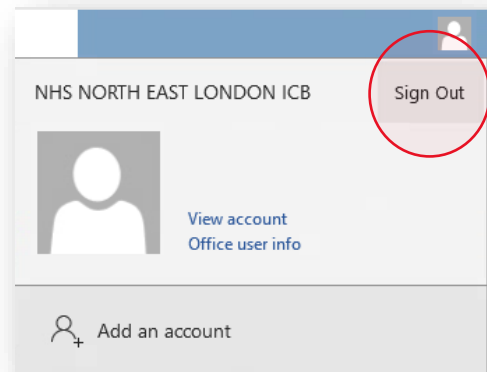
If when signing in you get an error message similar to this image, please follow the below steps. This can be fixed quite simply.

(The issue is caused by Microsoft trying a little too hard to be helpful.)

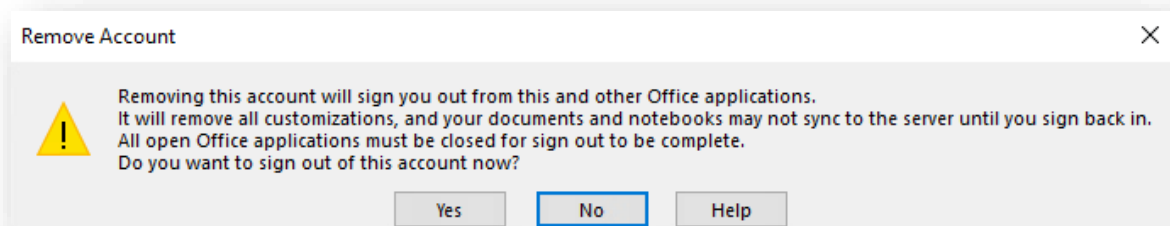
Steps to resolve

1. Press *Cancel* in the error dialog
2. Close any further pop-up dialogs by pressing the X in the top-right corner

3. Click the Profile icon in the top-right of the Word window and then click *Sign Out* (see image at right)



4. You'll be prompted as follows – this is just part of the sign out process. Click Yes



5. Finally, close any Office applications you have (Word, Excel, Outlook, etc), and then re-open Word to begin the sign-in process again.

If you still have any issues, please contact your usual IT service desk.