How to Download & Install Office and Set Up Email

Open Microsoft Edge/Google Chrome/Firefox and go to https://portal.office.com and sign in with your email address and Citrix password.
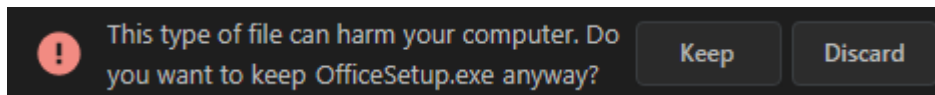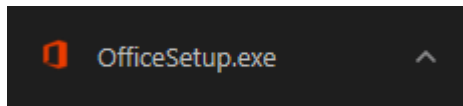

Once signed in, go to Install Office and choose Office 365 Apps to start the download.
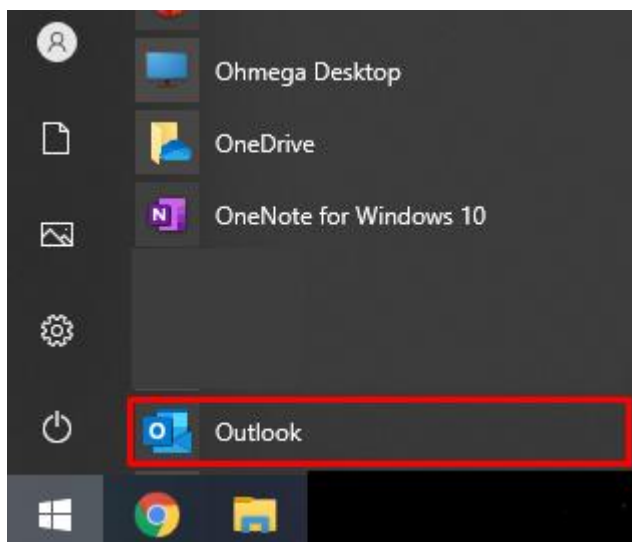
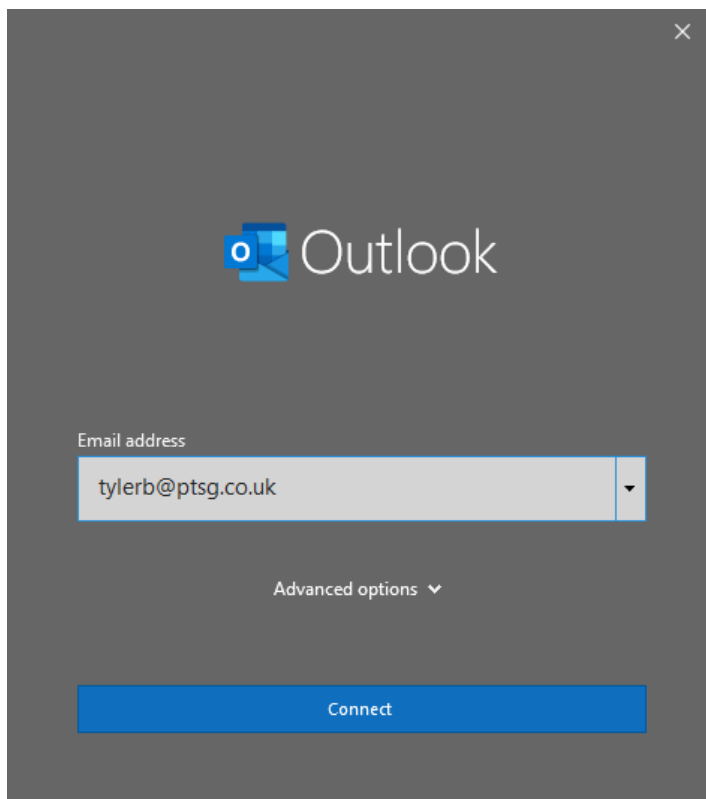You may get the below message, if so, press "Keep"

Once the download has finished, click onto OfficeSetup.exe to start installing. If you are using Edge/Firefox, it may give you the option to Run or Save as, you will need to choose the Run option. This will then start downloading and installing the Office software onto your machine.
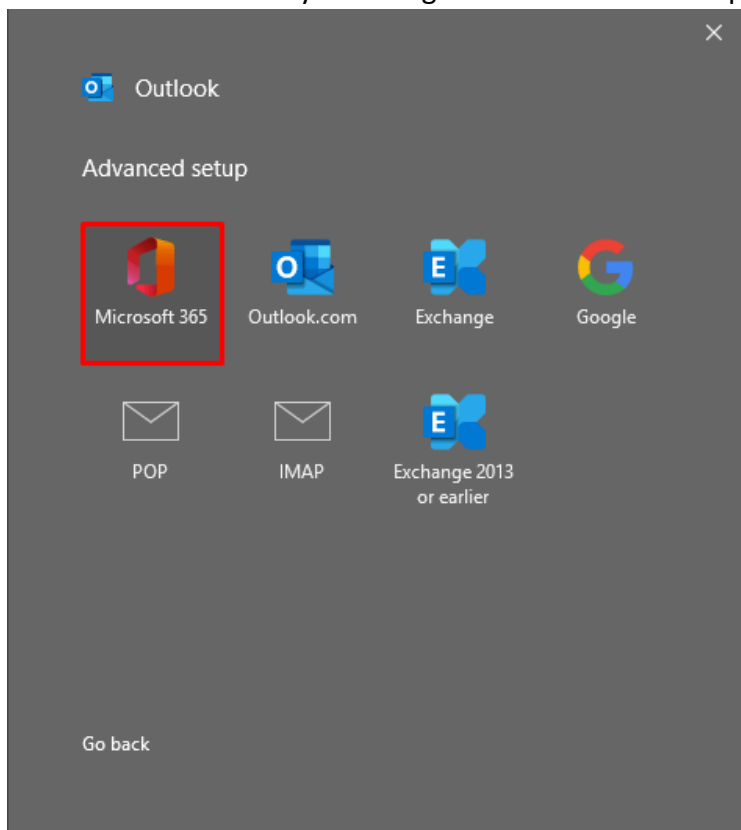

Once this is installed, click on the start menu button in the bottom left, and search for Outlook. This can be done by scrolling down the list of programs in the middle, or by typing the word Outlook. Once located, click onto Outlook and open it.
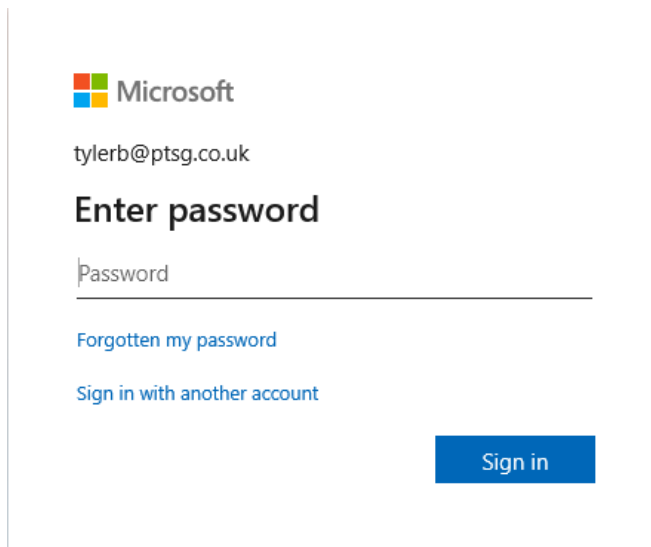
A box will pop up, here you type in your email address as seen below. Once entered, press Connect.

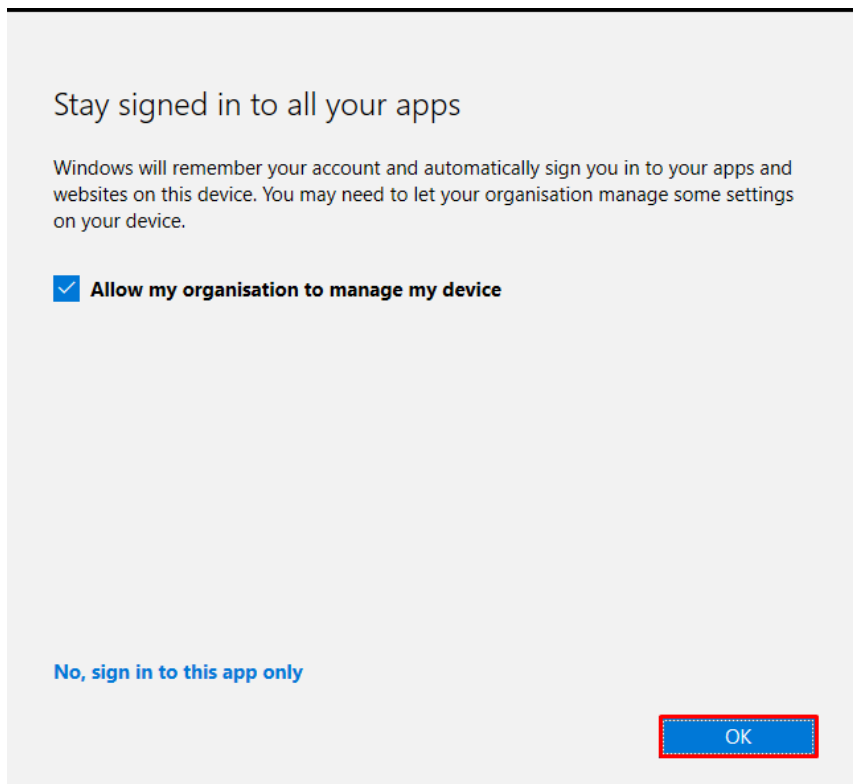This is then followed by choosing the "Microsoft 365" option.

Then it will ask you for your email password. Typically, this is your Citrix password so try that in the first instance. If not, please contact the IT Helpdesk and we will provide you with your password. Once your password has been entered press Sign In.
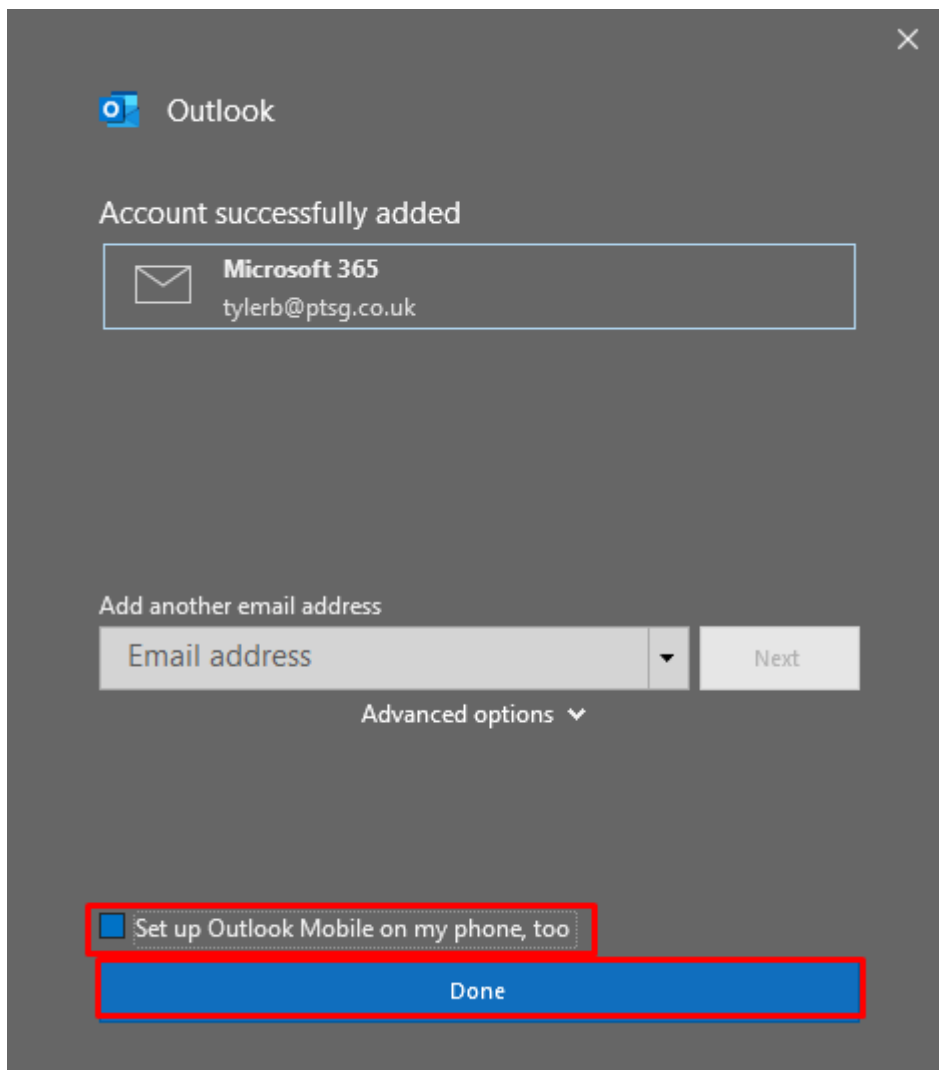

Once you have entered the password and you have been signed in, choose OK as highlighted below.

Once this has been added, untick the bottom box, and then press Done.

After a short period of time, Outlook should now load up and your emails will start downloading. Depending on the size of your mailbox will determine how long it takes to download your emails. You may need to close and re-open Outlook often to ensure you have the latest emails coming in.

Once Outlook is open, navigate to the view tab, and turn off Focused Inbox to ensure you can see all your email once it downloads. You may need to expand the tool bar by pressing the arrow on the bottom right of the screenshot.