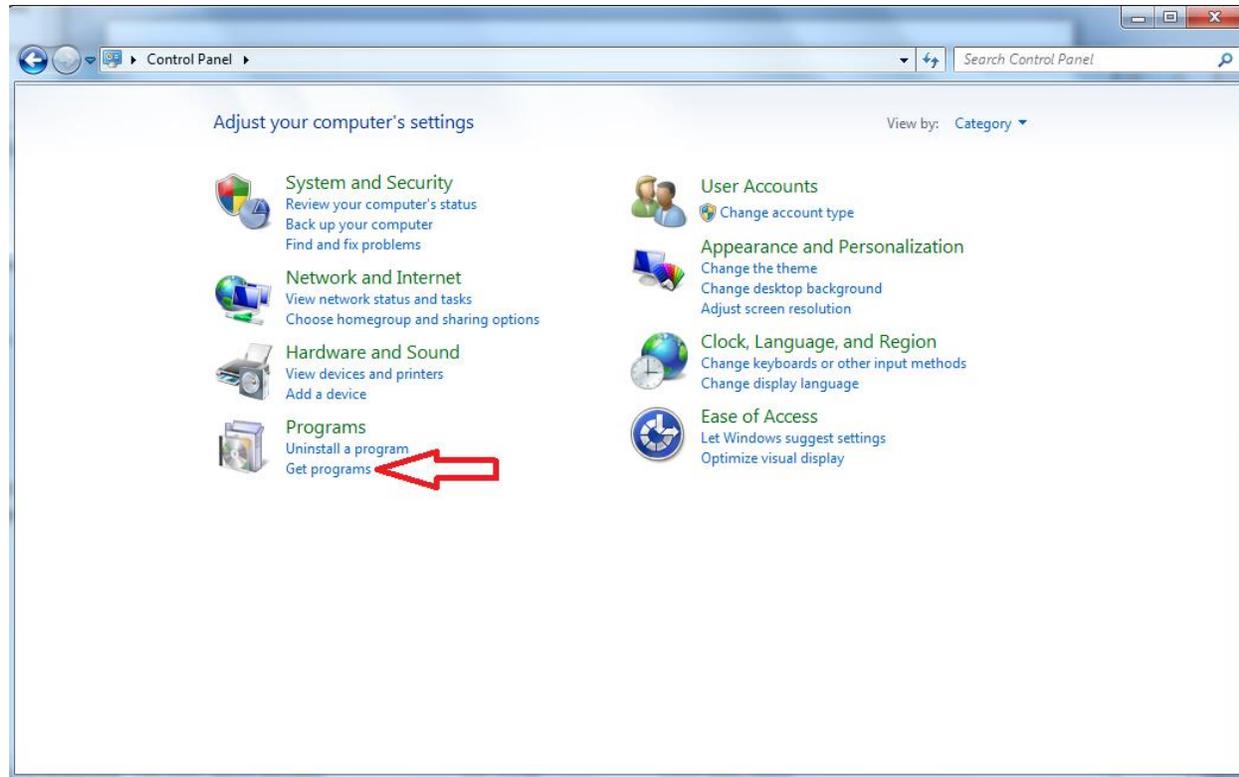
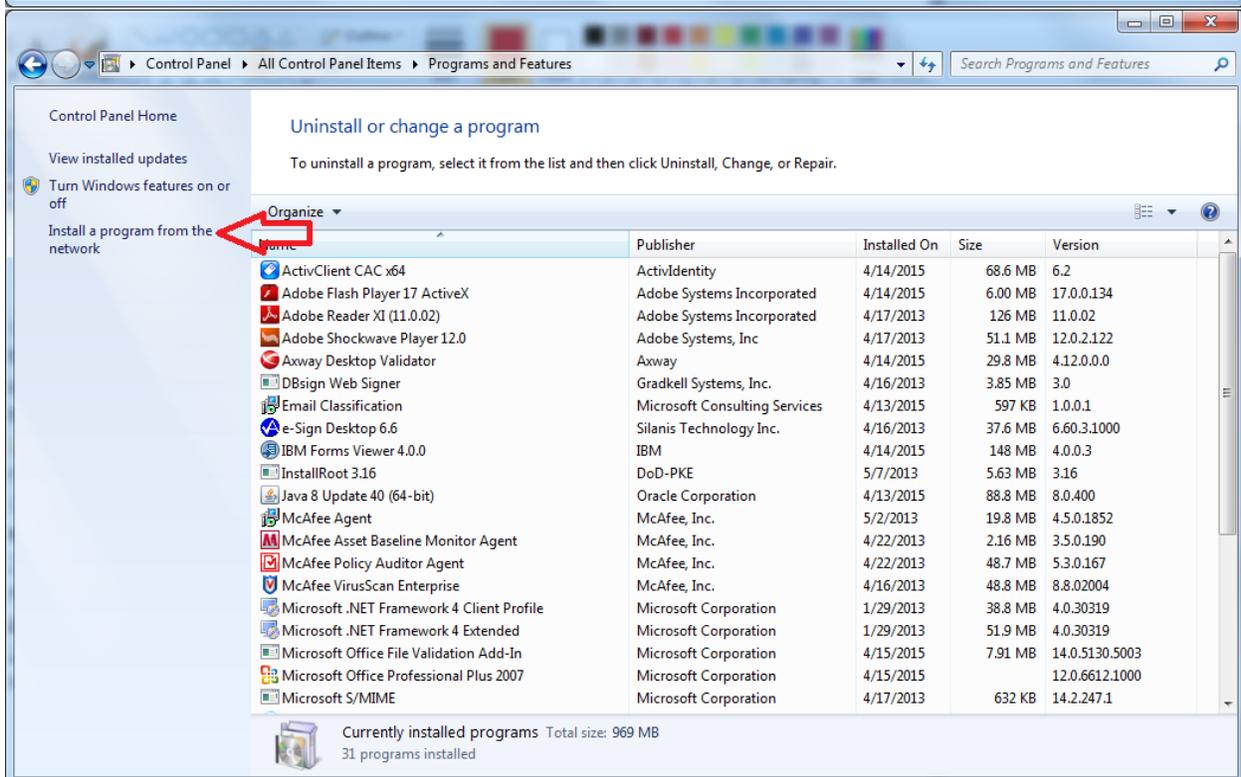
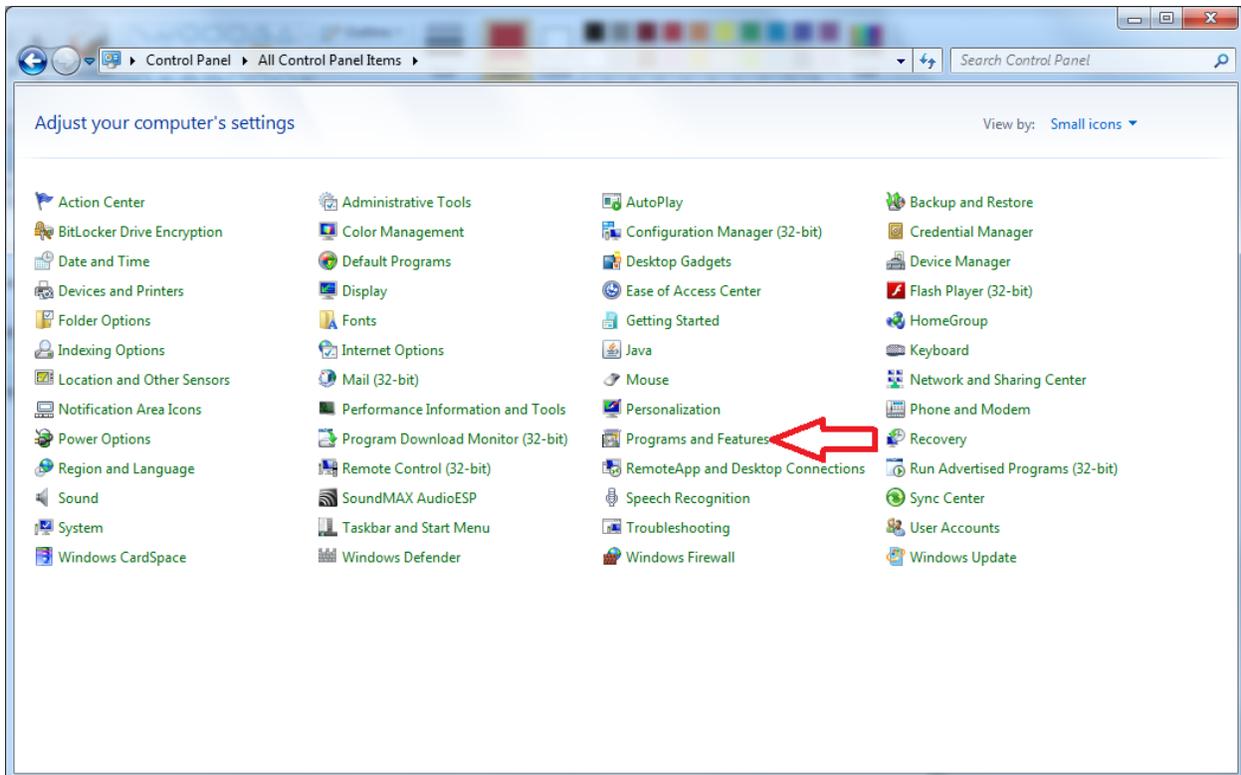


OFFICE 2013 UPGRADE GUIDE

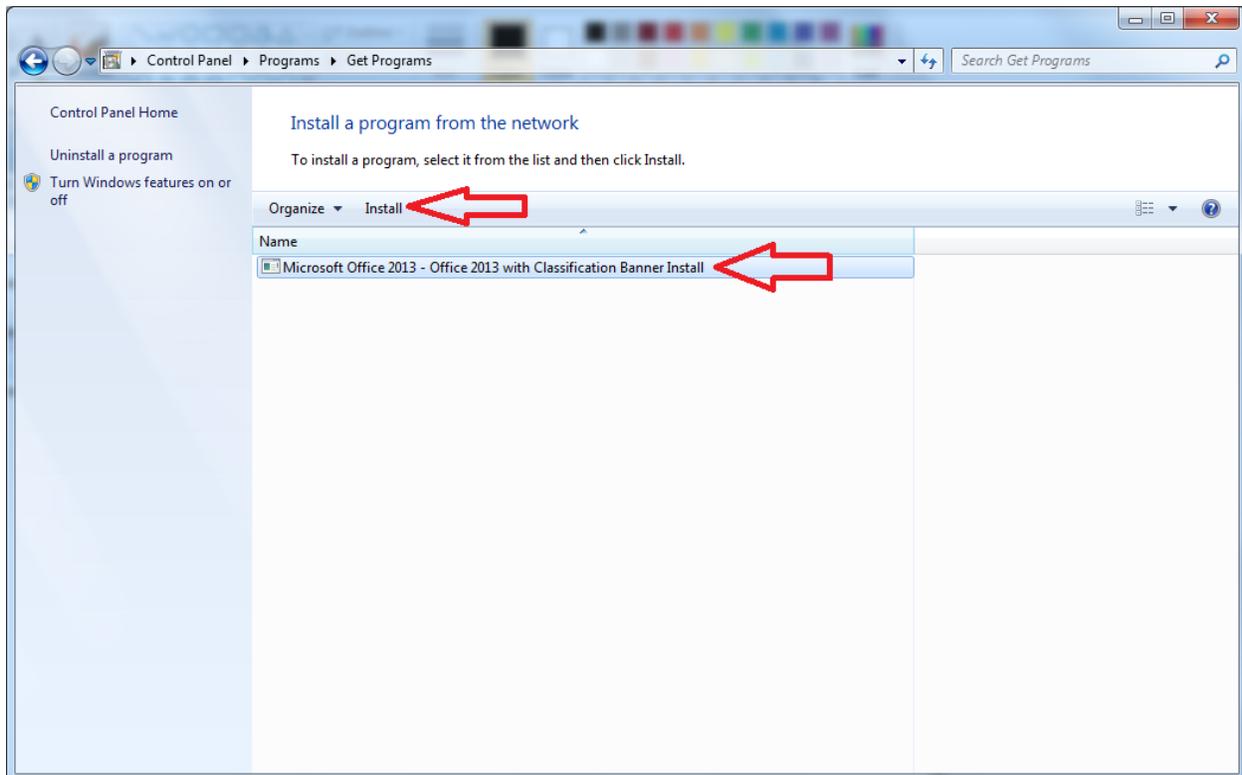
- I. What to expect during the Office 2013 Upgrade
 - a. The Office 2013 Upgrade files will be automatically downloaded to your machine, and you will be given a certain amount of time during which you may voluntarily initiate the upgrade at a time of your choosing.
 - b. At some future date, the upgrade installation will be forced. SSD will endeavor to insure that this forced installation happens during off-hours, but machines that are offline during the mandatory installation time will initiate installation instantly as soon as the computer comes back online.
 - c. All of your Office documents, including e-mail accounts and Outlook data files (.pst files) will be automatically migrated to the new version.
- II. Do's and Don'ts
 - a. Do: Save your work often during the upgrade process. Although we have endeavored to ensure that adequate warning is given before your system restarts, there are always unanticipated events which could result in lost work.
 - b. Do: Be patient. In a widely spaced and diverse environment such as Dugway there are a multitude of unforeseen problems that can occur during such a widespread change to the Information Technology infrastructure. Be assured that the NEC personnel are making this upgrade their highest priority.
 - c. Do: Keep detailed notes. If you experience any trouble with your upgrade, details about your issue will allow NEC personnel to more quickly diagnose and resolve the issue. Items to record include: Error messages, time that trouble began, programs that were open on your machine at the time, actions taken immediately before or after the trouble began. Screen shots are extremely helpful for troubleshooting and diagnosis.
 - d. Don't: Reboot your machine unless instructed to do so by a popup window or a member of the NEC technical staff.
 - e. Don't: Enter your CAC PIN more than twice. If Outlook is prompting you to enter your PIN, but it does not seem to accept it, you should contact the Helpdesk for assistance. Continuing to enter your PIN may result in your CAC being locked, and you will have to go to the Visitor Control Center to have your PIN reset.
 - f. Don't: Create new documents or messages during the upgrade. You may continue working on pre-existing documents or messages, but you should avoid creating any new Office documents or messages, as they may be lost during the installation process. Documents or messages that have been saved before installation will not be lost, and you will receive a reboot notification at the end of the installation process which will allow sufficient time to save again before reboot. Documents or messages created during the upgrade may not save, and may be lost after the required reboot.
- III. How to Self-Initiate the Office 2013 Upgrade
 - a. Check to see if the Office 2013 Upgrade files have already been downloaded to your machine.
 - i. Click on Start→Control Panel, then locate and click on "Get Programs" underneath the "Programs" category.



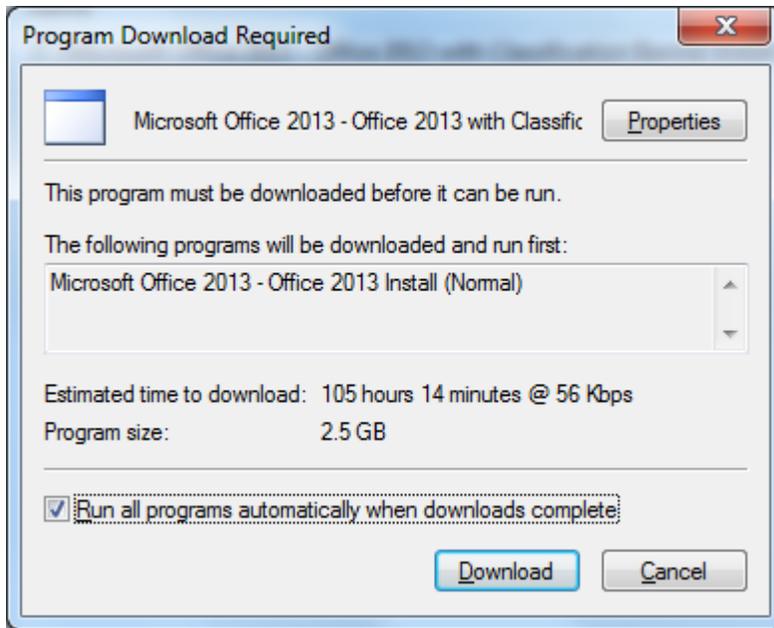
- ii. If your Control Panel is sorted by Small Icons, then locate and click on “Programs and Features” and then locate and click on “Install a Program from the Network”



- iii. If the Office 2013 install program is listed, click on it and then click “Install”. If there are no programs listed, go to Appendix A: “Initiate a Machine Policy Retrieval” and then return to this step when complete.



- iv. The install files may need to be downloaded. If so, you will see the following notification. Skip to Appendix B: “Monitoring the Office 2013 Install Files Download” then return to the next step when the download is complete.

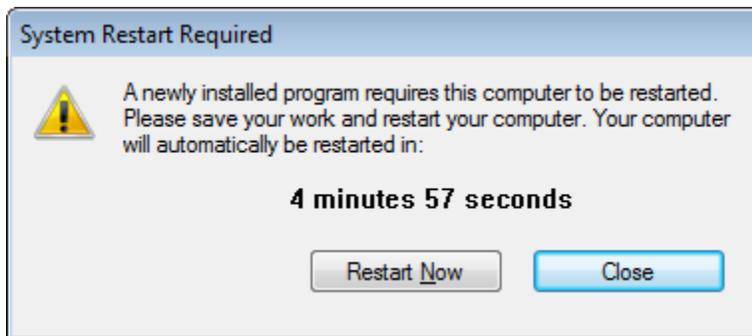


v. Once installation begins, you should see the following progress indicators.

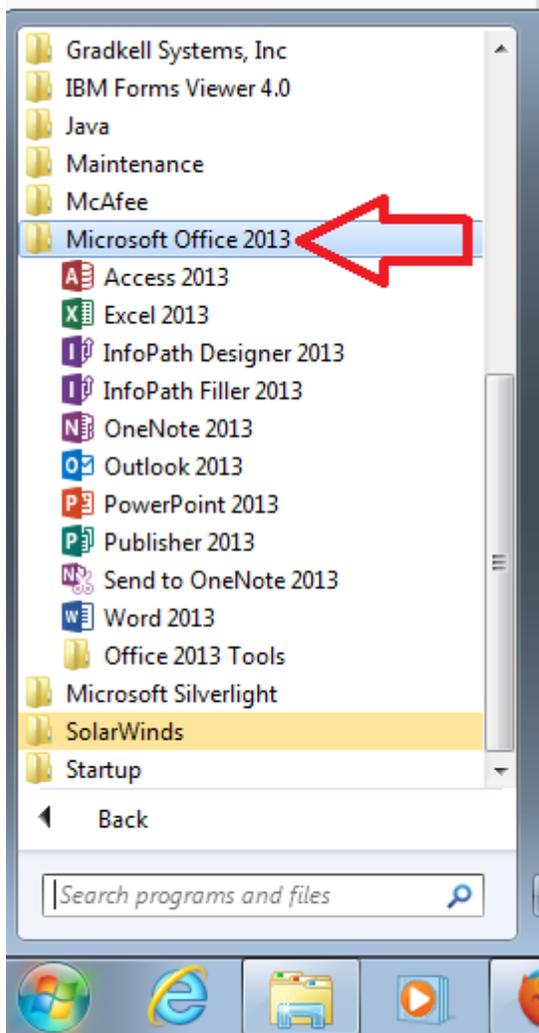




- vi. Once installation is complete, you will receive a System Restart Required notification. You will be given a five-minute countdown to save any open documents and close any open applications, after which time your computer will be forced to restart.

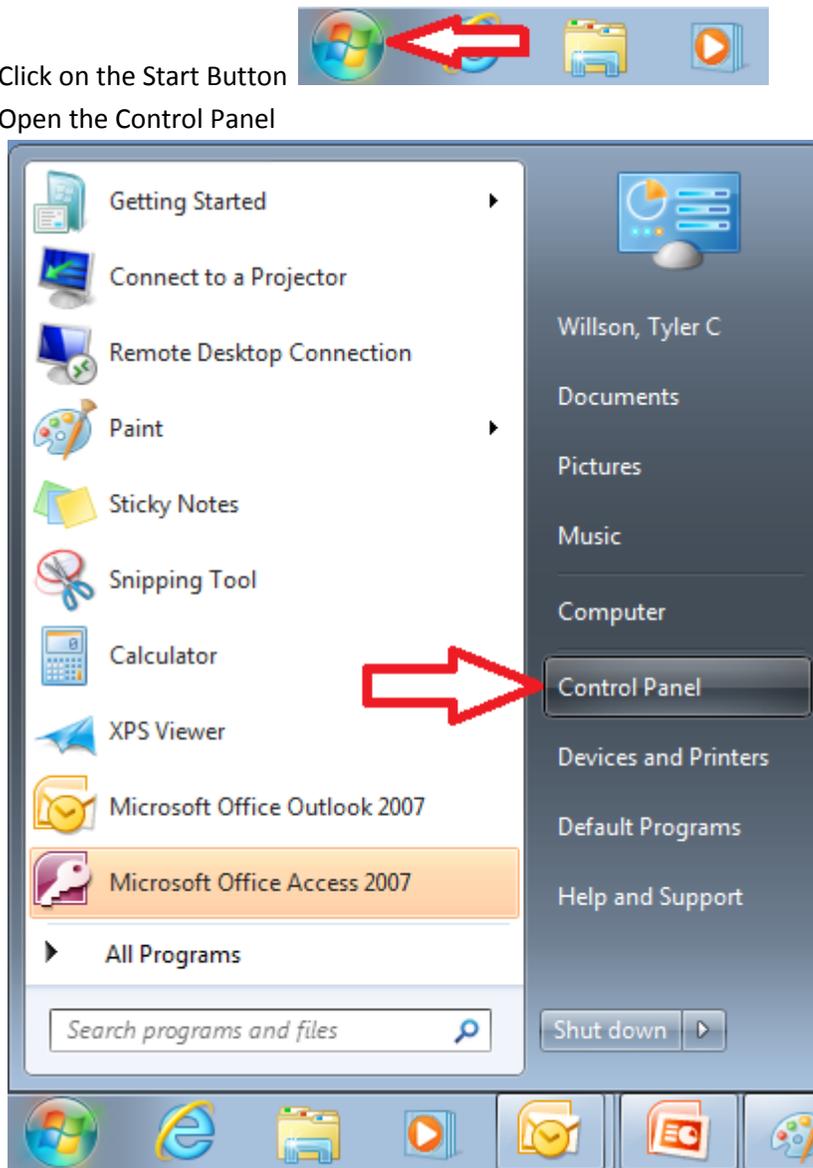


- vii. After restarting, you can verify that Microsoft Office has been upgraded by clicking on Start → All Programs → Microsoft Office 20XX. If you have successfully upgraded, you will see 2013, if not, there may not be a Microsoft Office program folder, or you may still see the Microsoft Office 2007 or 2010 program folder. Contact the Helpdesk for further assistance.

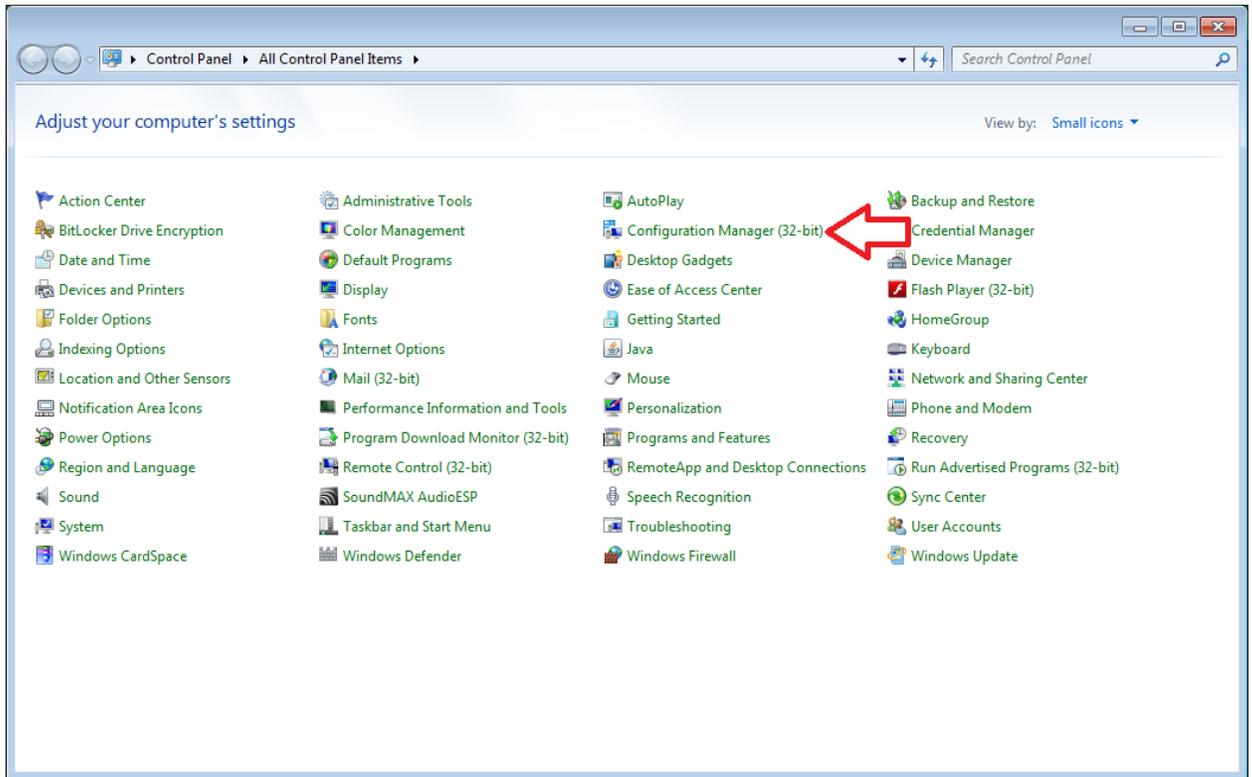


Appendix A: "Initiate a Machine Policy Retrieval"

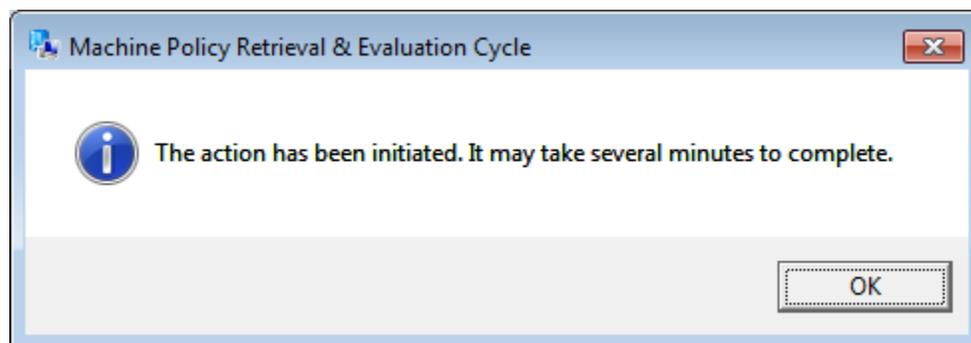
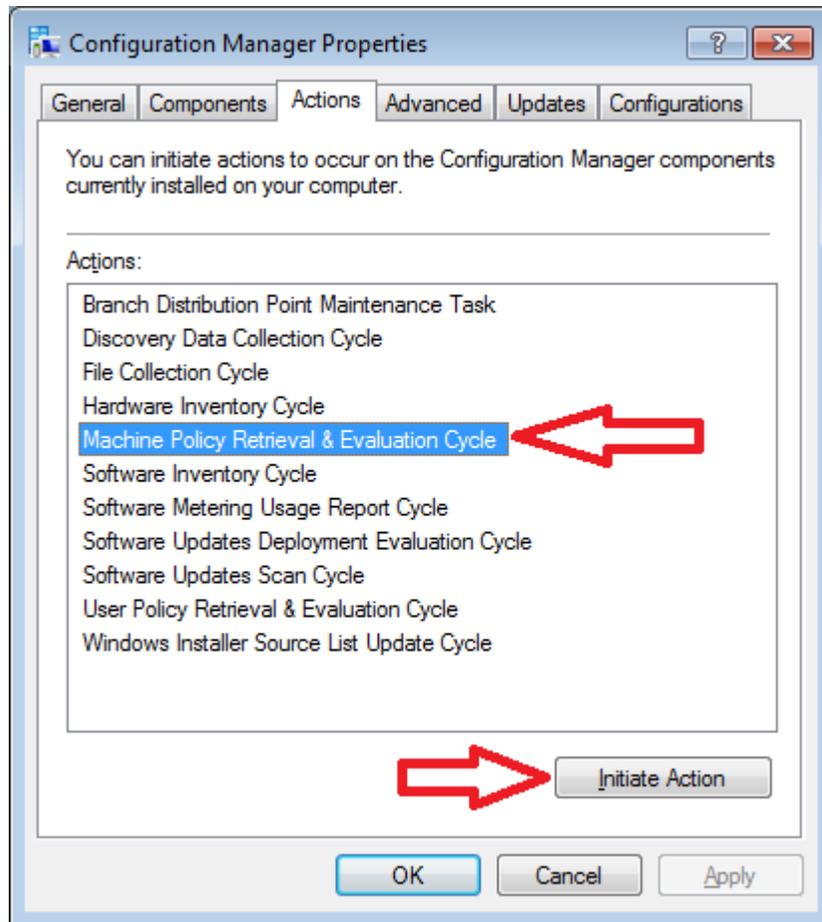
- Click on the Start Button
- Open the Control Panel



- Select "Configuration Manager 32-bit"



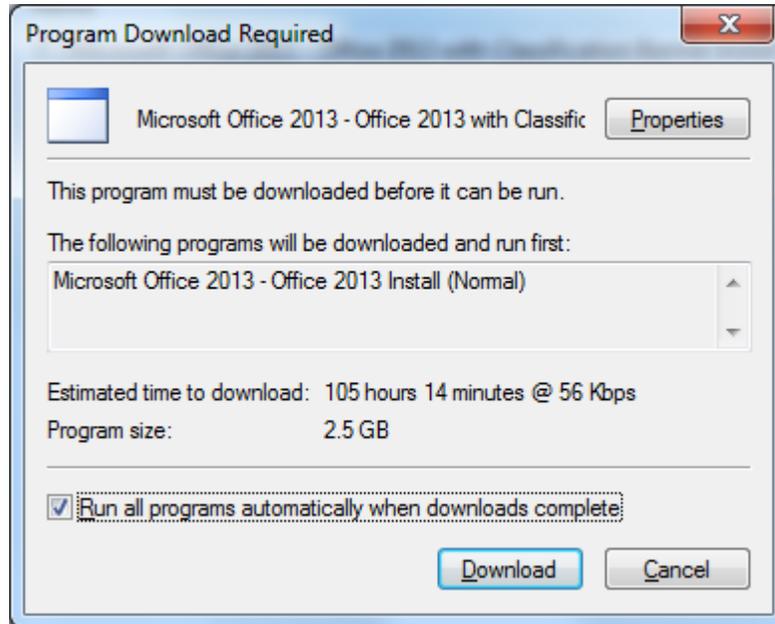
- Click on the “Actions” tab, select “Machine Policy Retrieval and Evaluation Cycle” and then click on “Initiate Action”



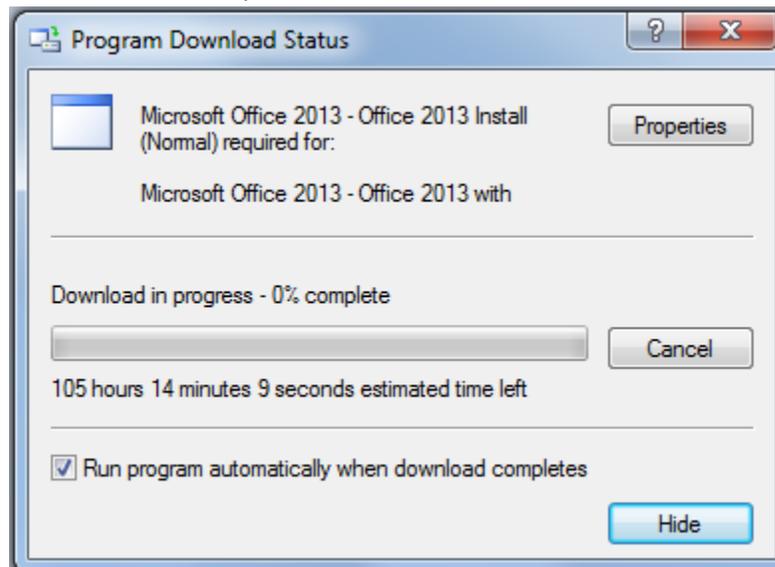
-
- Within 10-15 minutes, check to see if the program is available to install.

Appendix B: "Monitoring the Office 2013 Install Files Download"

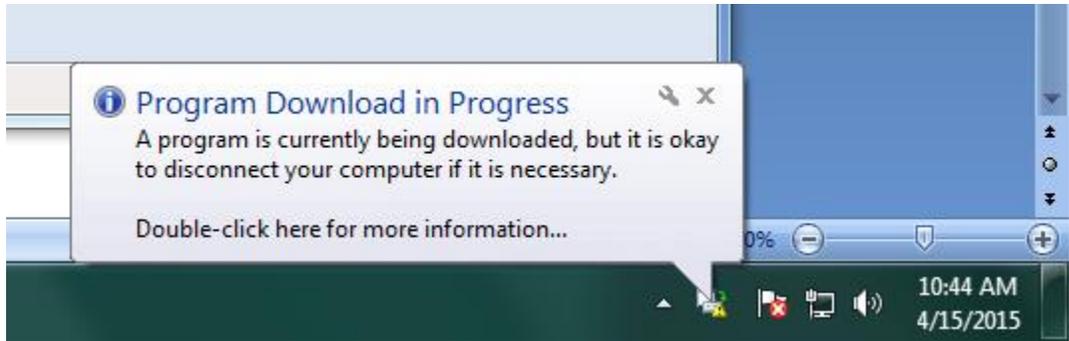
- 1) Select "Run all programs automatically when downloads complete" and then click on "Download".



- 2)
- 3) You will see Download Status Progress popup notification, as well as a notification banner in your System Tray. Note that the estimated time remaining is highly inaccurate. The actual download time should be from 5 minutes to 1 hour maximum. (The test machine from which the following image was taken finished its download in under two minutes.)



- 4)



5)