

Welcome!

Home Use Program for ERAC/HEITBC Members

1500 Derwent Way, Annacis Island
Delta, British Columbia V1W 5A5

11420 - 170 Street
Edmonton, Alberta T5S 1L7

#3, 6143 4th Street SE
Calgary Alberta T2H 2H9

Suite 218, 445 Ellice Avenue
Winnipeg, Manitoba R3B 3P5

Suite 801, 100 Allstate Parkway
Markham, Ontario L3R 6H3

Suite 350, 9816 Hardin Street
Fort McMurray, Alberta T9H 4K3

Suite 150D, #2 Research Drive
Regina, Saskatchewan
S4S 7J7

Home Use Program – Step-by-step Guide

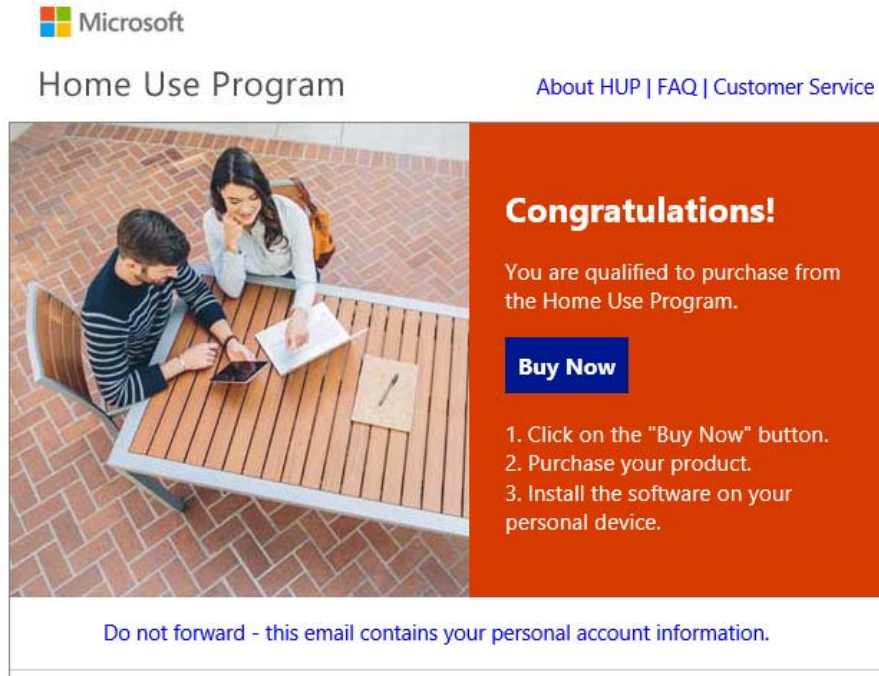
See below for detailed instructions on how to employees can order Microsoft Office for their home computer:

1. Go to <http://hup.microsoft.com/>.
2. When asked to choose your location, select “Canada” from the drop down list



3. Type in your WORK email address. Under the Home Use program rules, personal email addresses such as Hotmail, Yahoo, and Google are not accepted.

4. Once you've clicked the submit button, the HUP page will display a message that you'll receive an confirmation email. This email will provide instructions on how to purchase Office software from the store.





5. Click the Buy Now link found in the email to be taken to the online store
6. Click Add to Cart to order the PC/Windows version of Office Professional Plus 2016. If you have a Mac, Choose Office Home and Business 2016 for Mac.



7. Click Begin Checkout to proceed with the order

Your Shopping Cart

Country: **Canada** Currency: **CAD**

Product Details	Price	
 Remove Add Backup Media (?)	Office Professional Plus 2016 Language: English Quantity: 1 Delivery Method: Electronic Download Compatible only with  Windows 10, 8/8.1, 7 DVD \$19.00 USB \$24.00 Add to Cart Add to Cart	\$13.00

[Continue Shopping](#)
[Checkout](#)



Estimated Total : \$13.00

8. The price of the software \$13.00 CAD. Once you order the software, you are provided a web link to download the software electronically.

Optional Step: If you would like to order a backup DVD or USB, click Add Backup DVD prior to clicking the the Check Out button. The cost of the backup DVD is \$19.00, USB is \$24.00. Thus, if you choose to order a backup DVD the total cost of the order is \$32.00. The DVD will arrive in 2-4 weeks.

Your Shopping Cart

Country: **Canada** Currency: **CAD**

Product Details	Price	
 Remove Add Backup Media (?)	Office Professional Plus 2016 Language: English Quantity: 1 Delivery Method: Electronic Download Compatible only with  Windows 10, 8/8.1, 7 DVD \$19.00 USB \$24.00 Add to Cart Add to Cart	\$13.00

[Continue Shopping](#)
[Checkout](#)

Estimated Total : \$13.00

- Microsoft [FAQ](#) | [Customer Service](#)

[Shopping Cart](#) [Billing](#) [Confirm](#) [Thank You](#)

* Indicates required fields

 Check here to be informed when the next Microsoft HUP Office product is available.

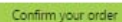
This request for consent is made by Digital River, Inc. on its own behalf and on behalf of Microsoft.

Digital River, Inc. Microsoft Corporation

Payment Method*

Card Identification Number*

What is this?



One more step to go! (Your card will not be charged yet)

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Home Use Program FAQ

1. What is the Home Use Program?

The Microsoft Home Use Program (HUP) is setup to allow employees to purchase a single licensed copy of the Microsoft Office Professional Plus 2016 Suite or Office 2016 for Mac to install and use on their home computer.

The cost for the electronic download for HUP software is \$13 plus GST. The cost for the backup DVD is \$19 plus GST and shipping. The functionality of the products available via HUP matches those of retail versions, and provides all the benefits you would receive if you bought it at the store.

2. How do we order from the HUP program?

Home Use Program: www.microsofthup.com Program Code = **9EC69C230C**

3. My email is not recognized when I try to sign into the HUP website?

Please ensure you are signing in using your work email address. To validate you are an eligible employee, Microsoft must verify your email domain and program code is from an eligible, participating Microsoft customer. If the problem persists, contact your Volume License Administrator at your organization. It is possible that your email domain may not have been registered with the Home Use Program.

4. I never received the email from Microsoft to view the HUP Store

Check your junk or spam folder. You can try adding hup.ca.en@digitalriver.com to your email contacts list or white list or request your IT department to add hup.ca.en@digitalriver.com to their email whitelist. Go back to the website and re-enter your email address and program code **9EC69C230C**.


6. Can these purchases be deducted from my payroll?

No. Orders are placed directly with Microsoft and at this time, payment can only be made with a Visa or MasterCard only. The charge will appear on your credit card as: "DR*OfficeUS"

7. Where will it be shipped?

The order will be ship to the address you entered under billing information.

8. What happens after March 31, 2018?



As long as the user is still employed by the Institution and the Microsoft Enterprise Agreement has been renewed, users of Office under the HUP can still continue using the software. If either of the above conditions is no longer in place, the user will need to uninstall the HUP software from his/her home computer.

9. How many products can I purchase?

You are allowed to purchase one of each product available from the online store.

10. How do I download the software?

- a. Go to the confirmation email you received after purchasing.
- b. Click the download link.
- c. Save the file to your "Desktop". Do not change the file name.
- d. After the download has completed, double-click on the file icon to start the installation.
- e. When prompted, use the product key listed on your confirmation page and email to activate your software.

11. My product key is not working?

First, make sure you have entered the product key correctly. Your product key can be found in your confirmation email. Please remember that product keys are case sensitive and must be entered exactly as they appear. If it is still not working, contact Acrodex