

Licensing for the new Office Frequently Asked Questions



What has changed with Office suite license transferability?

Based on feedback from our customers who asked for additional flexibility, Microsoft has changed the license agreement for Office Home & Student 2013, Office Home & Business 2013 and Office Professional 2013 and standalone applications purchased through retail/resellers (doesn't apply to product purchased/installed by PC manufacturer). This change will allow customers who have already purchased a 2013 suite and all new customers to transfer the software from one computer to another, effective immediately.

Summary:

Product	How many device installs?	Transfer to a new PC or Mac?
Office Home & Student 2013	1 PC	Yes
Office Home & Business 2013	1 PC	Yes
Office Professional 2013	1 PC	Yes
Office for Mac Home & Student 2011	1 Mac	Yes
Office for Mac Home & Business 2011	1 Mac	Yes
Office 365 Home Premium*	5 PCs or Macs, household	Yes
Office 365 University*	2 PCs or Macs, 1 user	Yes

** no change, provided for clarification only*

How often can customers transfer the 2013 Office suites to a new computer?

Customers can transfer their license and activate it on a new or different PC as many times as they want but not more than once every 90 days. In the event of a computer failure within 90 day period, the customer should call Microsoft customer support. Microsoft support will help the customer transfer Office to a new PC. The local number for customer support is available within the Office software or online, depending on your market.

What about for customers who need to reinstall Office on same PC? Can they?

Yes. Office can be reinstalled on the same PC, as needed. Customer simply goes to office.com/setup and follow the onscreen instructions.

How do customers transfer their license to a new computer?

Customers need to uninstall the license from their original computer and then reinstall it on their new computer using the same set-up instructions (eg. Go to office.com/setup, sign-in or enter Product Key, download software).

Does this mean that a 2013 Office suite is now licensed for more than 1 PC?

No. Home & Student 2013, Home & Business 2013 and Professional 2013 and standalone application products are for installation and use on **1 Windows PC** only, but now customers can transfer the license to a different computer if their device fails or they get a new one.

Can customers transfer their 2013 license to another person?

Yes. The original owner can transfer the license to someone else either with a computer or by itself.

What if a customer needs Office on more than 1 PC?

For customers who need Office across multiple PCs or Macs in a single household, the right solution is Office 365 Home Premium 1-year subscription (install on up to 5 PCs or Macs). Office 365 University is available for college students. Office Home & Student 2013, Office Home & Business 2013 and Office Professional 2013 can be installed on 1 PC only.

Can Office for Mac 2011 customers transfer their license to different Mac?

Yes. Office for Mac 2011 products can also be transferred to another Mac.