

Install button doesn't install Office

OneNote 2016, Excel 2016, Word 2016, Outlook 2016, PowerPoint 2016, More...

If you can't install Office because the **Install** button isn't working, it might be because of the following.

The install button is greyed out

If the **Install** button is greyed out, your Office 365 subscription might have expired. Select your subscription from the list below to see the steps for how to renew it.

- [Renew Office 365 for home](#)
- [Renew Office 365 for business](#) (only Office 365 admins can renew this type of subscription)

Nothing appears to happen when I select the Install button

If nothing appears to happen when you select the **Install** button, try one of the following options.

Option 1 - Select Run to start the install

You might need to choose the **Run** button (or the equivalent button depending on the browser you're using) at the bottom of your screen to start the install. See [Download and install or reinstall Office 365 or Office 2016 on a PC or Mac](#) for step-by-step help.




Option 2 - Use InPrivate browsing

Try the private browsing option for your browser.

1. Right-click the browser from the task bar and select **New InPrivate window** (or depending on your browser, **New incognito window** or **New private window**).
2. In the new window, go to office.com, sign in with your Microsoft account or work or school account.
3. Select **Install**, and then **Install** again.

Option 3 - Start Internet Explorer without add-ons

1. Find the version of Windows you're running in the table below, and follow those steps to open the **Run** command.

In this version of Windows	Do this to open the Run command
In Windows 10	Right-click the Start button  (lower-left corner), and choose Run .
In Windows 8	On the Start screen type Run , and then choose Run in the list of results.
In Windows 7	Select Start > Run .

2. Type **ieexplore-extoff** and choose **OK**.
3. Install Office.

Select the steps for the version you want to install.

VERSION	INSTALL STEPS
Office 365 Office 2019	Download and install or reinstall Office on your PC
Office 2016 Office 2013	Download and install or reinstall Office 2016 or Office 2013.

Option 4 - Delete your temporary internet files

When you delete your temporary internet files, your links and favorites won't be deleted. However, the list of websites you've visited, cookies, information entered into web forms, passwords, and other temporarily saved information will be deleted.

1. In Internet Explorer, type Alt + X, and then choose **Internet Options**.
2. On the **General** tab, under **Browsing history**, choose **Delete**.
3. Select the check box next to each category you want to delete, and then choose **Delete**. This can take a while if you have a lot of files.
4. After the files have been deleted, sign in to install Office.

Option 5 - Reset Internet Explorer settings

Important: When you reset Internet Explorer settings, your links and Favorites will be deleted and Internet Explorer will return to the state it was in when you first installed it. Resetting Internet Explorer isn't reversible.

1. Follow the instructions in [Change or reset Internet Explorer settings](#).
2. Install Office.

Select the steps for the version you want to install.

VERSION	INSTALL STEPS
Office 365 Office 2019	Download and install or reinstall Office on your PC
Office 2016 Office 2013	Download and install or reinstall Office 2016 or Office 2013.