



Where to sign in to Office 365?

If you're unsure which kind of account you use for Office 365, you can tell by the email address you sign in with. This is the account that's associated with your Office 365 subscription, or your one-time purchase of Office 2016 or Office 2013. Select a link in the following table to open the appropriate sign-in page for Office 365.

Office plan	Type of account needed to sign in	Use this URL or web location
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Sign in at office.com/myaccount.

If your product is listed under the [Office for home plans](#)

Personal Microsoft account

This is the email address and password that is associated with your personal copy of Office. You can use any email address to create a Microsoft account. For example, you might have used your outlook.com account, hotmail.com account, gmail account, etc.

The screenshot shows the Microsoft sign-in interface. At the top, there are icons for Windows, OneDrive, Office, and other services. The main heading is "Sign in" with the instruction "Use your Microsoft account." and a link for "What's this?". Below this is an email address field containing "<someone>@outlook.com" and a password field with masked characters. There is a checkbox for "Keep me signed in" and a prominent red "Sign in" button. At the bottom, there are links for "No account? Create one!", "Forgot my password", and "Sign in with a single-use code". The Microsoft logo is at the very bottom.

This is where you manage your subscription, install Office on your PC or Mac, share your subscription (Office 365 Home only), and access services such as Skype and OneDrive. See [Where is the My Account page?](#)



Office plan	Type of account needed to sign in	Use this URL or web location
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Sign in at portal.office.com or your work or school website.

If your product is listed under the Office for business plans	Work or school account
	This is the username and password that you created or someone in your organization created on your behalf.

The screenshot shows the Office 365 sign-in interface. At the top left is the Office 365 logo. Below it, the text reads "Sign in with your work or school account". There are two input fields: the first is for the email address, containing "someone@example.com", and the second is for the password, labeled "Password". Below the password field is a checkbox labeled "Keep me signed in". A blue "Sign in" button is positioned below the checkbox. At the bottom left of the sign-in area, there is a link that says "Can't access your account?".

This is where you can [install Office](#) (if you have a license) or use other Office 365 for business services.

Office 365 operated by 21Vianet	Work or school account for Office 365 operated by 21Vianet in China
	If you use Office 365 operated by 21Vianet in China, this is the username and password that you created or someone in your organization in China created on your behalf.

Sign in at login.partner.microsoftonline.cn

This is where you can [install Office](#) (if you have a license) or use other Office 365 for business services.



Note: You can associate a work or school account or third party account (like Gmail or Yahoo) with a Microsoft account*, but using such an account is a less common way of signing in to Office 365 for business.

What if my password doesn't work or I still can't sign in?

If you still can't sign in, try the following.

Office plan	Support options
If your product is listed under the Office for home plans see these support options	<ul style="list-style-type: none">• Reset your password at account.live.com/pw.• Possible solutions to help you remember your Microsoft account - I can't remember the Microsoft account I use with Office• Where is the My Account page?• Troubleshoot installing Office with Office 365 - help article with links to common Office installation errors and general troubleshooting help for Office 365 users• Microsoft Support Answer Desk• Microsoft product support
If your product is listed under the Office for business plans see these support options	<ul style="list-style-type: none">• Reset your password at passwordreset.microsoftonline.com or contact your organization's administrator. If you are the admin, see Reset passwords for admins.• Contact your Office 365 for business admin• Contact Office 365 for business support - a list of support resources including contact information for Office 365 for business admins• Office 365 Community - learn more from other Office 365 for business users• Emergency Broadcast System - check the Office 365 service health status. You'll need to sign in with your work or school account to view service status• Tools and diagnostics - a list of troubleshooting tools for Office 365 for business users



Office plan

Support options

Office 365 operated by 21Vianet see these support options

- [Troubleshoot installation issues](#) - help article with links to common Office installation errors and general troubleshooting help for Office 365 users
- If you're using Office 365 operated by 21Vianet in China, contact your administrator
- [Get technical, billing, and subscription support for Office 365 operated by 21Vianet](#)