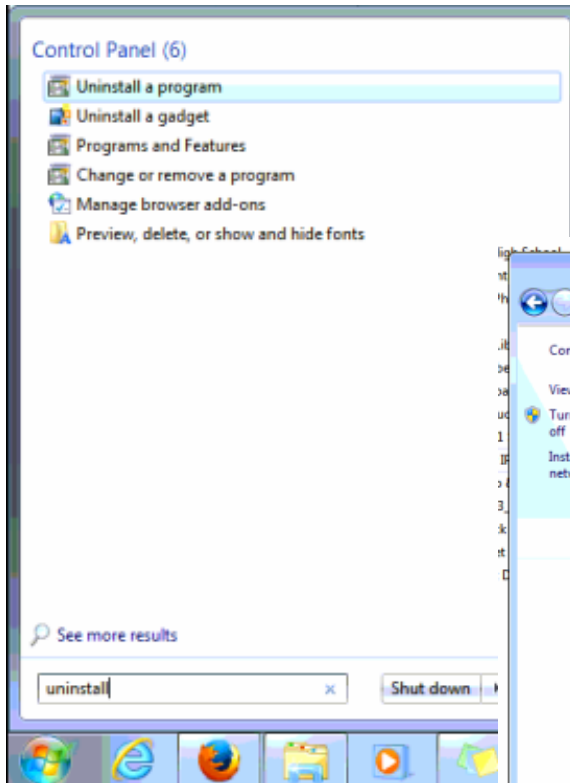
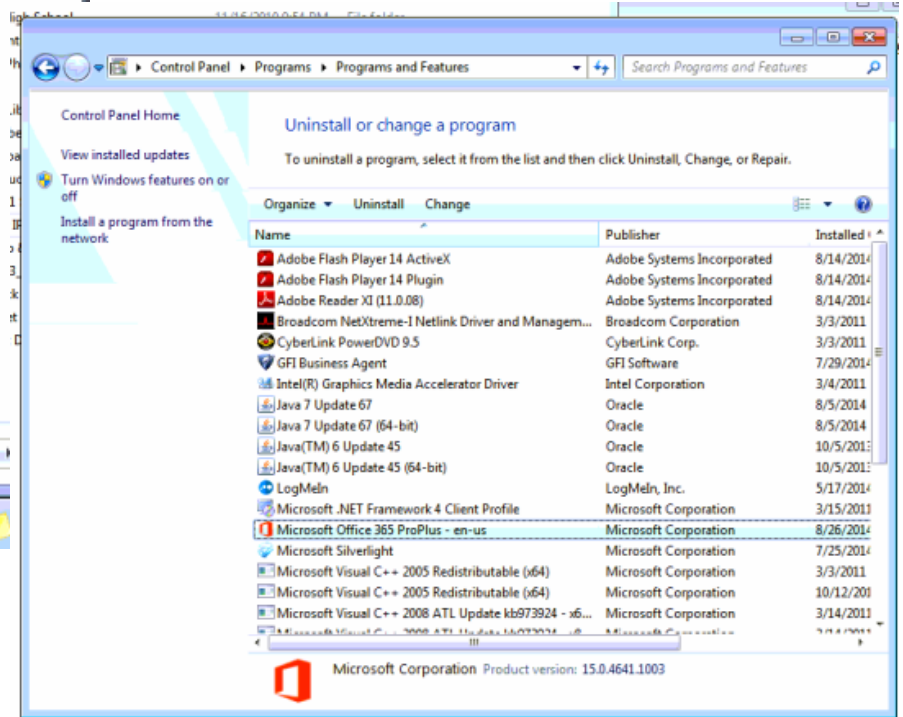


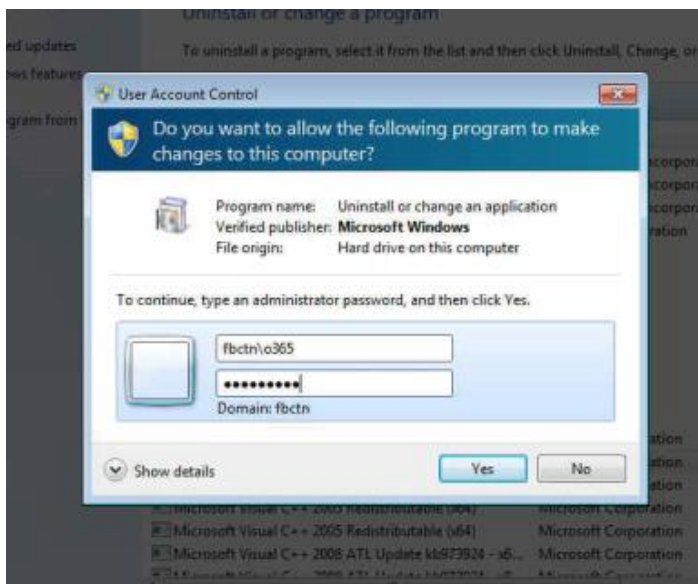
FIX FOR: Excel Opens to a Blank Screen



1. In the windows start menu search field, type “uninstall” and then look for the result called “Uninstall a Program” and click on it.



2. Find the software title “Microsoft Office 365 ProPlus,” click on it to select it (it will highlight) and then click on the “Change” button in the tile bar.

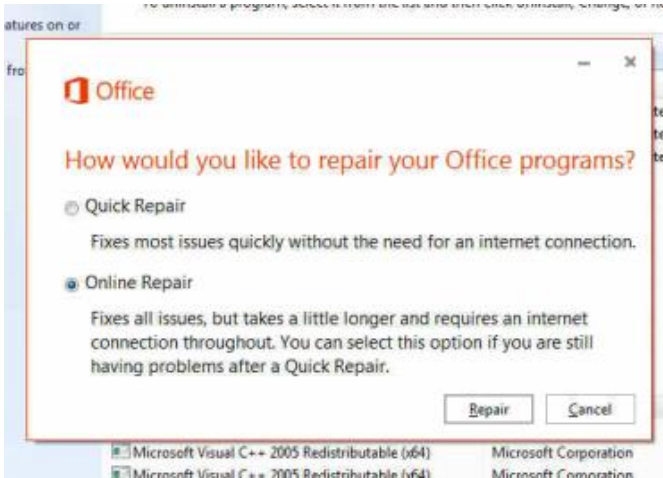


3. You’ll be prompted for elevated credentials. Please enter them as follows:

Username: **fbctn\o365**

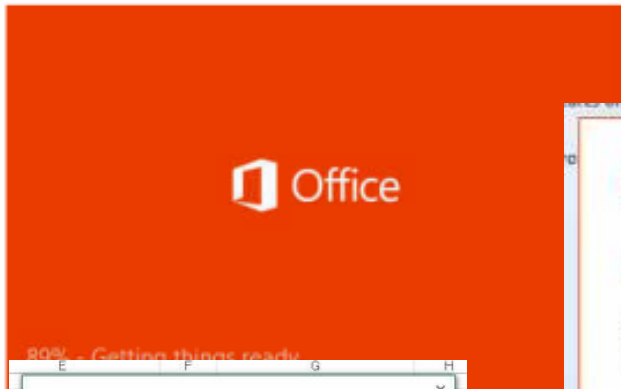
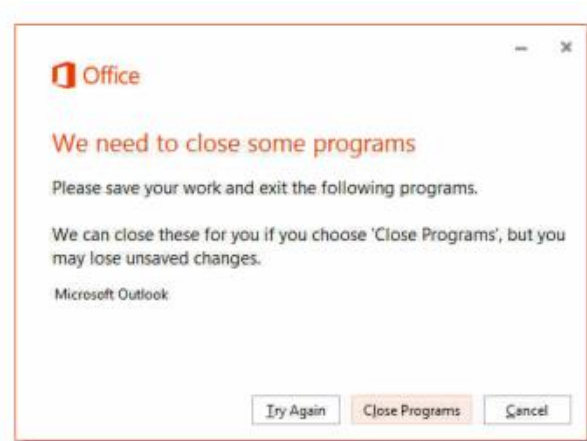
Password: **Password1**

4. And then click on Yes. Please note that the username is o365 with the letter o, not the number zero.

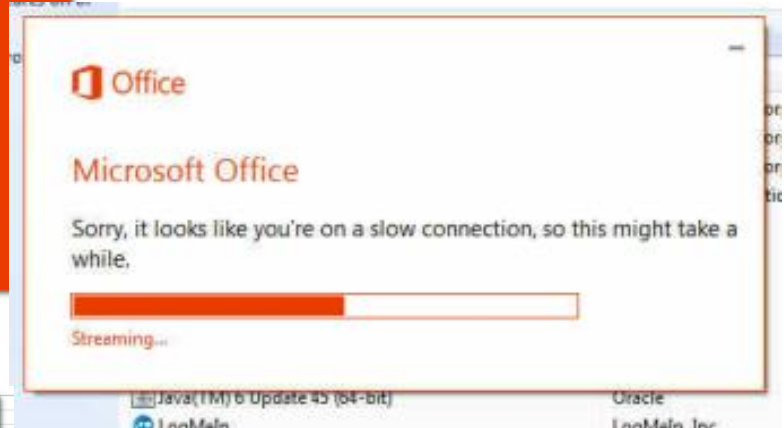
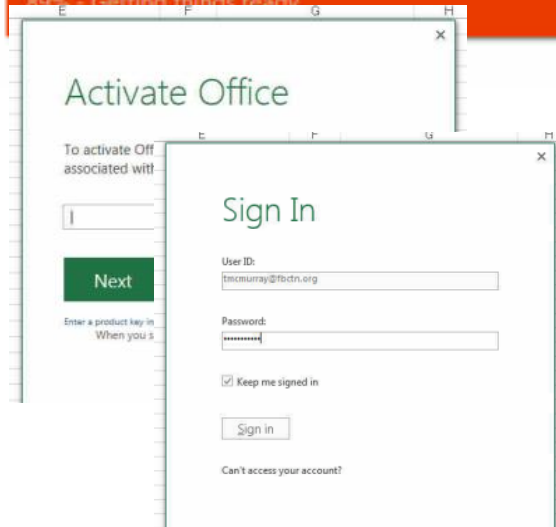


5. Select the option for Online Repair and click on the “Repair” button.

6. If you have any Office software running (Outlook, word, excel, etc.) please close it and click on the “Try Again” button.



7. Office will run the repair installer. This process could take some time to complete.



8. Once it has completed, you can relaunch any of the office products. You may be prompted to re-authenticate your Office365 account by entering your @fbctn.org email address and password.