Having trouble signing in to Office and you're sure your sign in details are correct?

Some students have been having trouble signing in to <u>www.office.com</u> – their username and passwords are correct, but they are taken to a screen that looks like this:



This means that you've previously accidentally clicked on the 'Education Corporate' sign in link – this can happen because when you sign in to Office, it flicks through some other Learnlink screens while you wait for it to process your details – don't worry, it can be fixed!

Step 1: You need to click on the three dots in the top right hand corner of your screen.

GoPro Quik Desktop 🗙 🚱 LearnLink	× +	×
\leftrightarrow \rightarrow C \triangle learnlink.sa.edu.au/CookieAuth.dll	?GetLogon?curl=Z2F&reason=0&formdir=6	
🔢 Apps 🌀 Daymap 🎂 Great Australian Big 🏄 Bills and	l Legislation 🎂 Explanatory Memor 🌇 Metaphor Examples 📓 Checkout Shine Tri 🖸	Meco - Over The R 👀 Tributes
P Type here to search	Ħ Ħ 《 _ [] [] 👘 🔽	^ ≌ (d)) 9444 AMI ₹20

Step 2: Then look down and click on 'Settings'.

GoPro Quik Desktop X 🚱 LearnLink X +	-	٥	×
← → C ① 🔒 learnlink.sa.edu.au/CookieAuth.dll?GetLogon?curl=Z2F&reason=0&form.dir=6		☆ (•
🗰 Apps loo Daymap 🕼 Great Australian Big 🏠 Bills and Legislation 🏠 Explanatory Memor 🐚 Metaphor Examples 🖀 Checkout Shine Tri D Meco - Over The R 🚺 New tat New wir History Downlo Bookme Zoom	ads arks	(((Ctrl+T Ctrl+N Ctrl+J
Print Cast Find More to Security (show explanation) This is a private computer This is a private computer This is a private computer This is a private computer This is a private computer Exit Username: [Password: I will comply with the LearnLink User Agreement and Code of Conduct. Log On	ols Cut d by your organ	Copy	Dtrl+P Ctrl+F Paste
Forgotten your password? Please click staff or student to reset your password.	<u>ම <i>(</i>ද</u> 4)) දු	9:45 AM	- 20)

Step 3: On the left hand side, click on 'Privacy and Security'

G	oPro Quik Desktop	🗙 🛛 🕙 Lear	nLink
\leftarrow	Chro	me chrome://s	ettings
Ар	ps 🌀 Daymap 🎄 Gre	eat Australian Big	縼 Bills and Legislati
Sett	ings		Q Sea
<u>.</u>	You and Google		
Ê	Autofill		You and G
0	Privacy and security 🔇		
۲	Appearance		
Q	Search engine		
	Default browser		Get Go
Ċ	On startup		Sync and
Adva	nced	-	E
Exter	sions	Z	Sync and
Abou	t Chrome		Manage
			Chrome
			Import b
chrome://	/settings/privacy		
-	✓ Type here to search	ch	

Step 4: Then click on 'Clear browsing data'.

GoPro Quik Desktop 🗙 S LearnLink	× Settings × +			- 0	×
\leftarrow \rightarrow C \triangle \odot Chrome chrome://settings				☆	E :
👯 Apps 🌀 Daymap 🏄 Great Australian Big 🏄 Bi	ls and Legislation 🌰 Explanatory Memor 🐞 Metaphor Examples 🧧 Checkout Shine Tri 🔹	Meco - Over The R	🕅 Tributes from aroun		**
Settings	Q Search settings				
You and Google	Privacy and security				*
Autonii Privacy and security	Clear browsing data Clear history, cookies, cache, and more	•			
 Appearance Search engine 	Site Settings Control what information websites can use and what content they can show you	•			
Default browser	More	~			
() On startup	Appearance				
Extensions	Themes Open Chrome Web Store	Z			
About Chrome	Show home button New Tab page	•			
	New Tab page				
	O Enter custom web address				
Fype here to search	H 🗮 🛱 🤻 💁 👰 🕸 🗾		<u>^ 🖮 🦟 (</u> 4)	9:48 AM 9/04/2020	-

Step 5: Check that all three boxes are checked. Change your Time Range from 'Last hour' to 'All time'. Then click on the blue button that says 'Clear data'.

Now you can go back to <u>www.office.com</u> and sign in and it should work! ③

GoPro Quik Desktop 🗙 😵 LearnLink	x 🌣 Settings x +	- 0	×
\leftarrow \rightarrow C \triangle (Showner chrome://settings/compared by the chrome is the chrome in the chrome in the chrome is the chrome in the chrome is the chrome in the chrome is th	learBrowserData	☆ E	:
🗰 Apps 🌀 Daymap 🏄 Great Australian Big 🏄 Bill	and Legislation 🍐 Explanatory Memor 🔞 Metaphor Examples 📱 Checkout Shine Tri 💶 Meco - Over The R 🗱 Tributes from aroun		*
L You and Google	Privacy a Clear browsing data		Â
🗎 Autofill	Clear b Basic Vanced		
Privacy and security	Clearh Time range Last hour		
Appearance	Site Se		
Q Search engine	Clears history and autocompletions in the address bar.		
Default browser	More Cookies and other site data		
() On startup	Appearant Cached images and files		
Advanced 👻	Frees up less than 199 MB. Some sites may load more slowly on your next vicit		
	Open C		
Extensions	Show t		
About Chrome	New Te		
	Cancel Clear data		
	O Enter custom web address		
			Ţ
P Type here to search	H 📕 🔒 🥝 🔯 🧿 📬 🔽 📑 🧰 🔨 🗠 🌆	9:50 AM 9/04/2020	21