Microsoft 365 Apps in Reduced Functionality Mode

Issue

The full desktop apps in Microsoft 365 are available for faculty, staff and students. If you are a UHS instructor, you may see an error message when launching an M365 app such as Word, Excel, etc.

Sample error messages:

![Account Issue](image1)

Error Code: 0x80004005
Correlation Id: [T4AEBF34-BT1E-45B5-8FDB-7FE87B9012B2]

![Sign in to set up Office](image2)

Sign in with your work, school, or personal Microsoft account

Sign in  Create account

I have a product key.
What is a Microsoft account?
Resolution

If you receive error messages like these, you can still use the Microsoft 365 desktop apps in Reduced Functionality Mode which offers view-only functionality. If you need to create or modify Office files, you can access Microsoft 365 Office for the Web.

Need more help? Contact the ITS Service Desk.