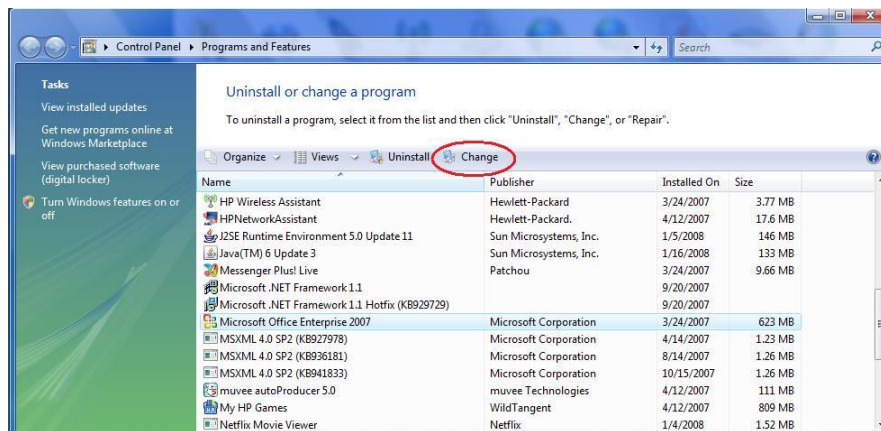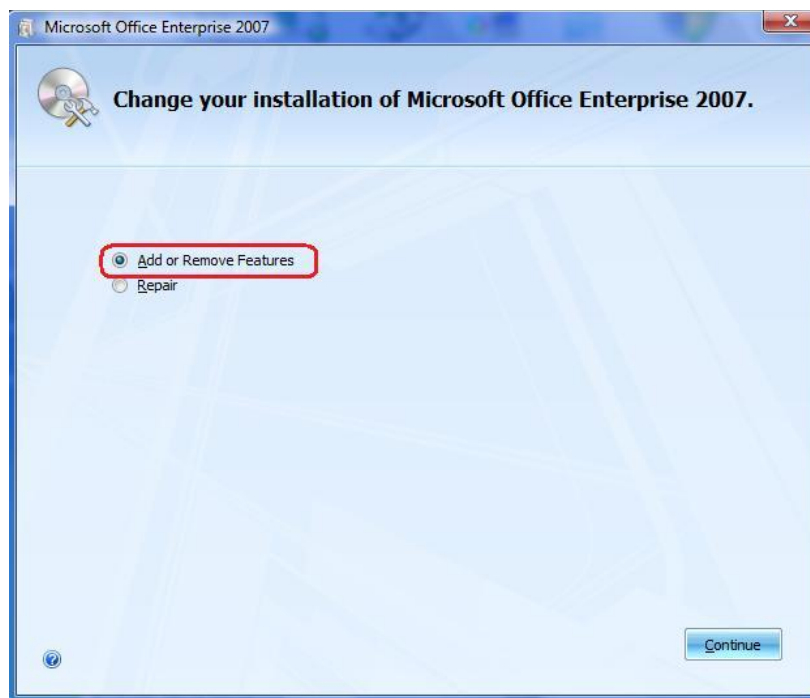# Office has not been installed correctly

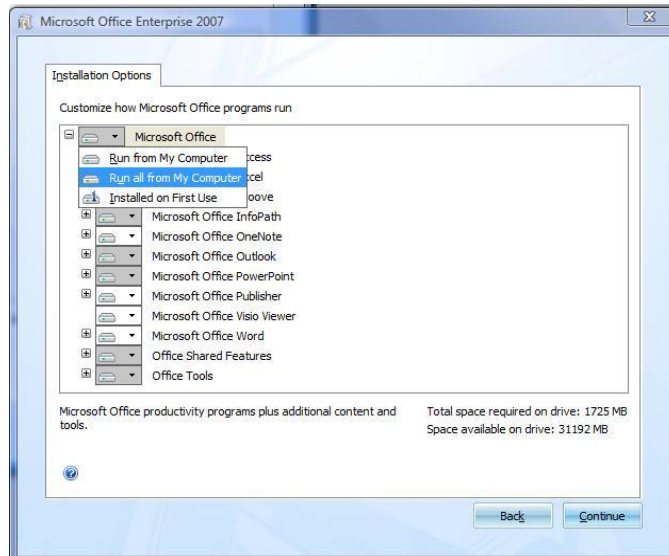1. **Microsoft Office needs to be installed with a custom installation**
    a. Open the Control Panel after clicking the Start button (Start Orb)
    b. If using Windows XP open Add or Remove Programs. If using Windows 7 or Vista open Program and Features
    c. Highlight the Office installation listed and select Change

    d. When the Change your installation of Microsoft Office box opens the Add or Remove Features circle is selected. Click Continue.

e. The Installation Options box will open, right click on Microsoft Office & select Run all from My Computer.

f. Click Continue and allow the installation to run.
g. When complete, click Finish.
h. This will install all components of Microsoft Office Professional or Enterprise needed for MOS testing.
i. Open (then close) all applications within the Microsoft Office suite and configure Outlook with no e-mail.

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