



Microsoft Office — Online Activation Guide

Works for Office 2016 / 2019 / 2021 / 2024 (LTSC & Retail)

Overview

This guide explains how to activate Microsoft Office using an online product key. The steps below apply to all modern versions of Office, including Office 2016, 2019, 2021, and 2024 (both Retail and LTSC editions). The activation process is identical across all these versions — simply follow the steps in order.

Applies To	Microsoft Office 2016, 2019, 2021, 2024 (all editions)
Activation Method	Online Product Key (Change Product Key)
Internet Required	Yes — stable connection needed during activation
Time Required	2 – 5 minutes

! Before you begin: Make sure Microsoft Office is fully installed on your PC. If not installed yet, install it first and then return to this guide.

Step-by-Step Activation Instructions

1 Open Any Office Application

Open any Microsoft Office application — Word, Excel, or PowerPoint. If Office is not yet activated, you will see a 'Product Activation Failed' banner in the title bar. This is completely normal at this stage.

2 Go to File → Account

Inside the Office application, click on File in the top-left corner of the ribbon. From the left-hand sidebar that appears, scroll down and click on Account.

♦ The Account option is near the bottom of the left sidebar — look just above 'Feedback' and 'Options' if you don't see it immediately.

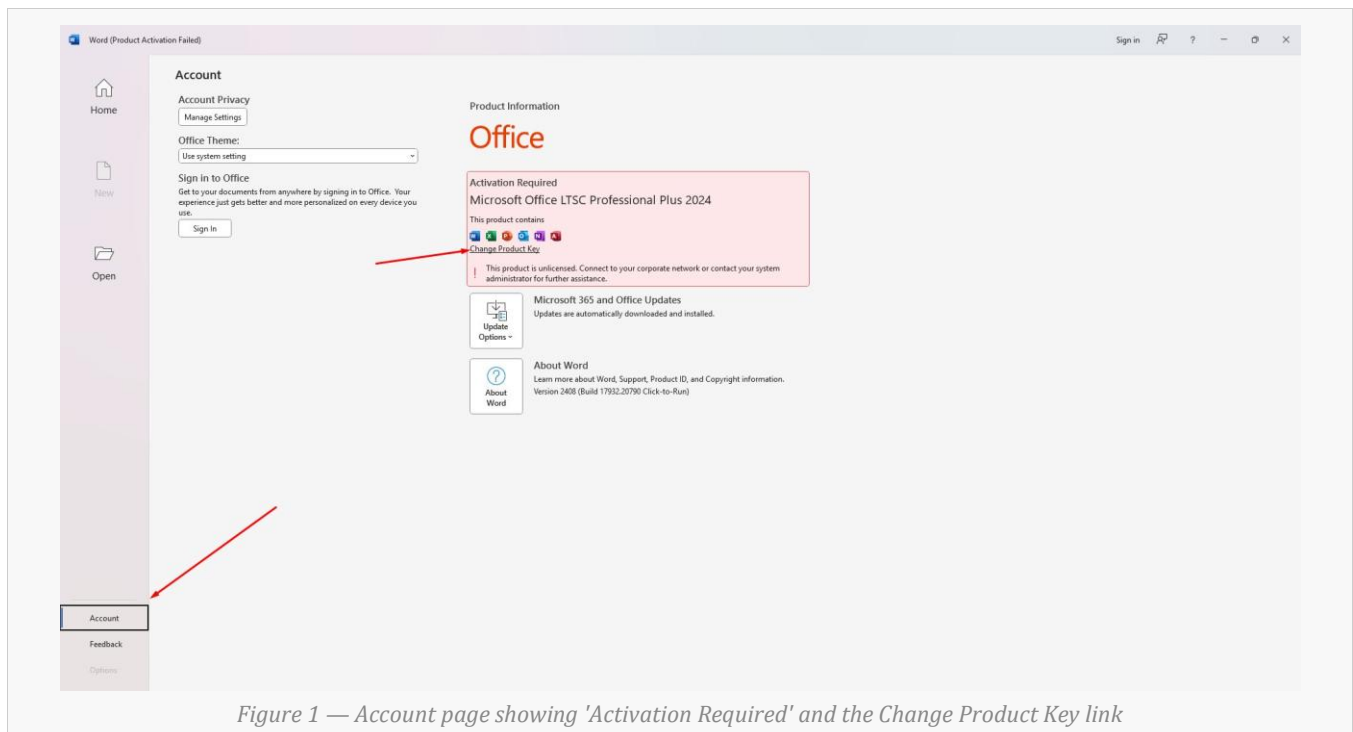


Figure 1 — Account page showing 'Activation Required' and the Change Product Key link

3 Click 'Change Product Key'

On the Account page, look at the Product Information section on the right side. You will see an 'Activation Required' box with the name of your Office product. Just below the row of app icons, click the link labelled Change Product Key.

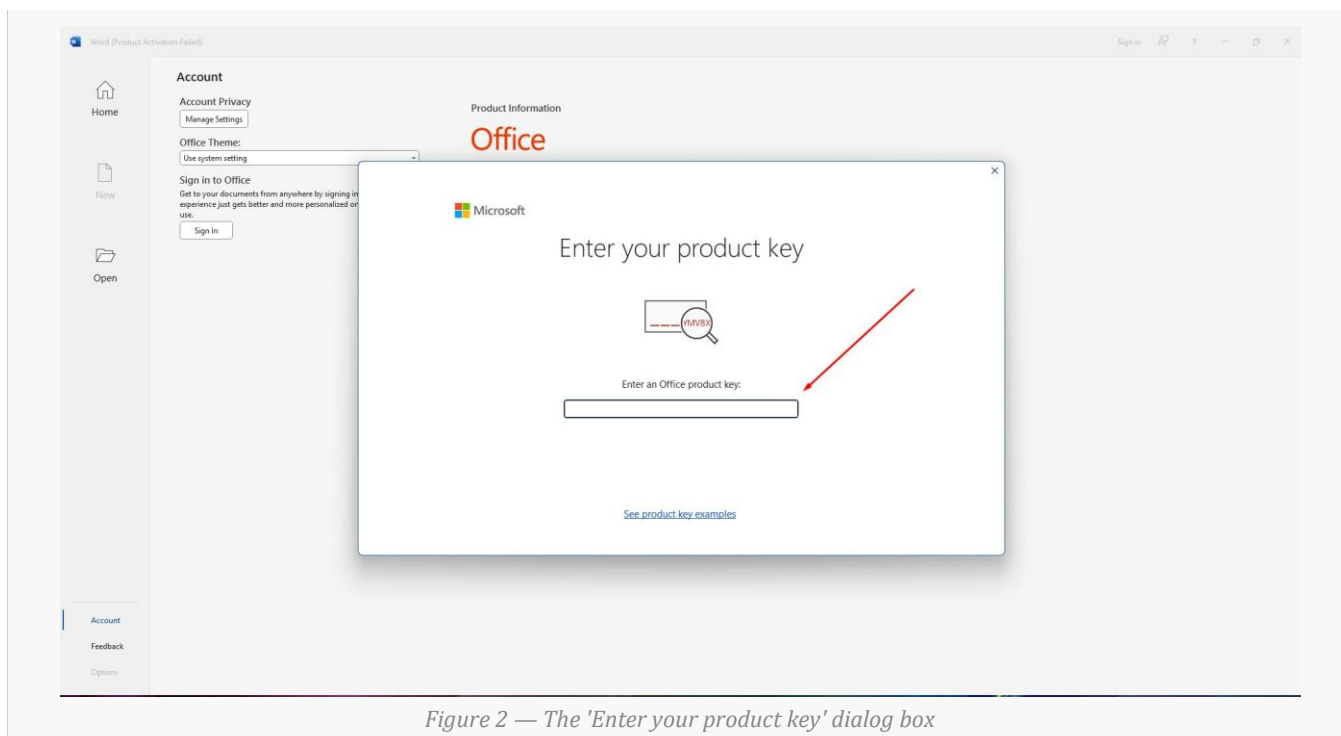
4 Enter Your Product Key

A Microsoft dialog will appear titled 'Enter your product key'. Click inside the input field and type or paste your 25-character product key exactly as provided in your ITGuy.pk order confirmation email.

XXXXXX-XXXXXX-XXXXXX-XXXXXX-XXXXXX

Tips for entering the key correctly:

- Copy and paste the key directly from your email to avoid manual typos.
- The field accepts keys with or without dashes — both formats are valid.
- Ensure no extra spaces exist before or after the key.



5

Click 'Activate Office'

Once you have entered the complete 25-character product key, the Activate Office button will become clickable. Click it to proceed. Once the key is accepted, close all Office applications completely and reopen them manually before continuing to the next step.

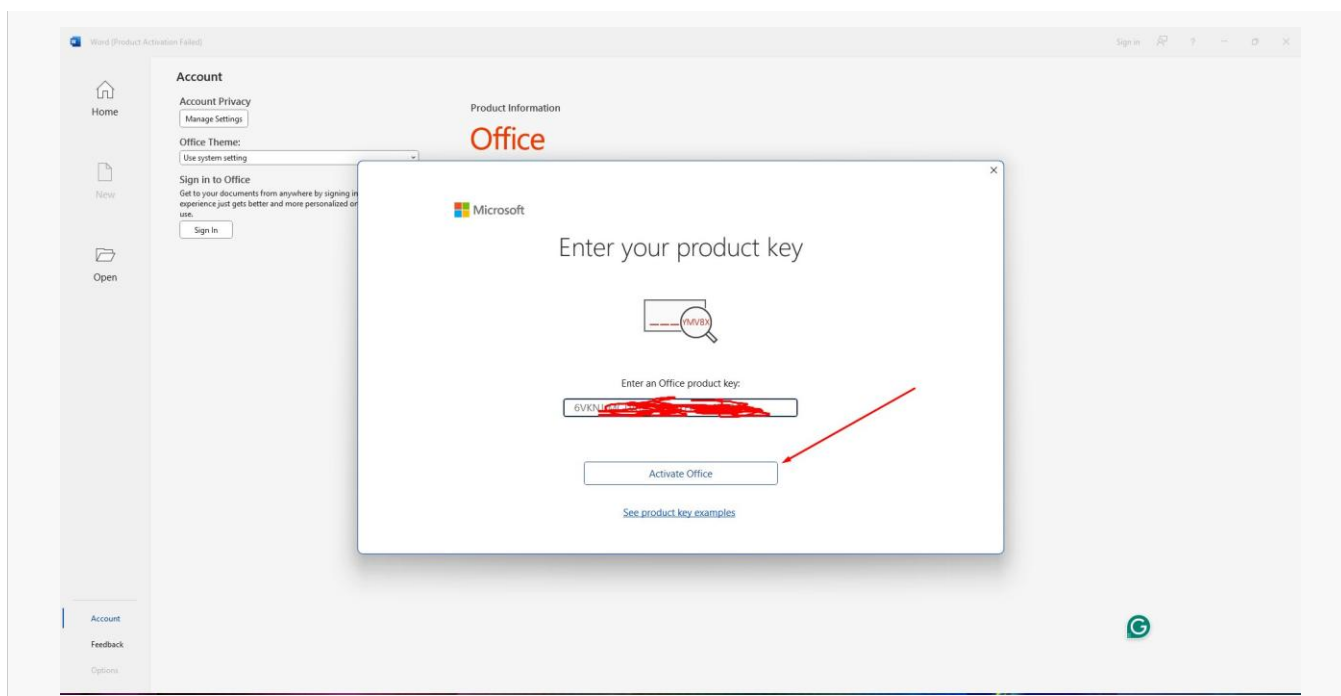


Figure 3 — Product key entered and the 'Activate Office' button is now active

6 Select 'Activate over the Internet' and Click Next

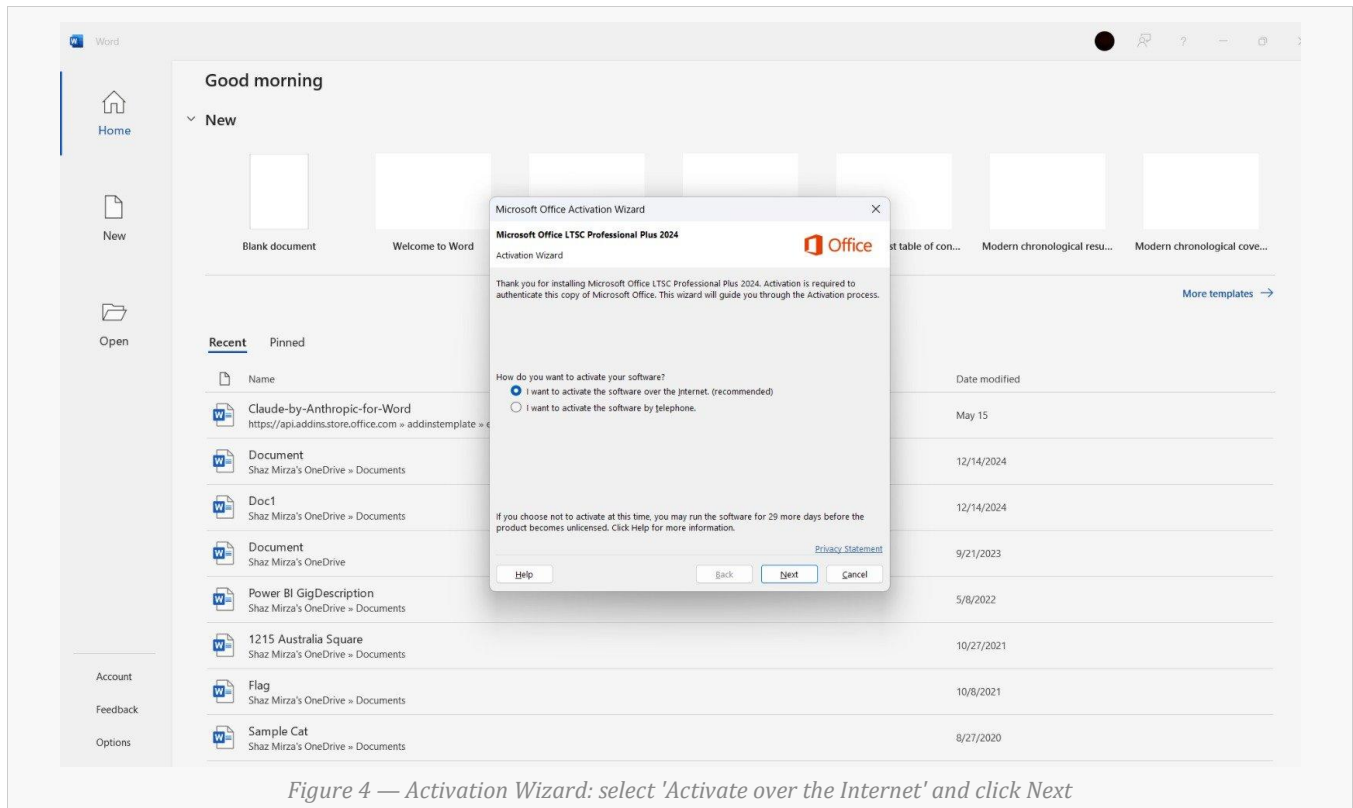
After clicking Activate Office and closing all Office applications, reopen any Office app (e.g. Word or Excel). The Microsoft Office Activation Wizard will appear automatically on launch. This wizard asks how you want to activate your software. You will see two options:

☒ I want to activate the software over the Internet. (recommended)

☐ I want to activate the software by telephone.

Make sure the first option — 'I want to activate the software over the Internet (recommended)' — is selected (it should be selected by default). Then click Next to proceed.

! Do not select the telephone option. Internet activation is faster, fully automated, and is the correct method for retail keys purchased from ITGuy.pk.



7 Activation Complete — Verify Your License

Office will connect to Microsoft's servers and complete activation automatically. Within a few seconds, a confirmation screen will appear indicating success. The 'Product Activation Failed' banner in the title bar will disappear.

To confirm activation:

- Go to File → Account in any Office app.
- Under Product Information, you should now see 'Product Activated' displayed in green.
- All Office applications included in your edition (Word, Excel, PowerPoint, Outlook, etc.) are now fully unlocked.

Troubleshooting Common Issues

Issue	What To Do
'Invalid product key' error	Check the key carefully for typos. Make sure you are using the correct key purchased for your Office version and edition.
'Key already used on another device'	The key may have been previously activated. Contact ITGuy.pk support immediately via WhatsApp with your order details.
'Activate Office' button not appearing	Ensure you have entered all 25 characters of the product key. The button only becomes active when the full key is detected.
Activation Wizard does not appear after clicking Activate Office	Close all Office apps completely, reopen Word or Excel, and go back to File → Account → Change Product Key and try again.
Cannot connect to Microsoft servers	Check your internet connection. Try again on a different network (e.g. mobile hotspot) if needed.
Office still shows 'Not Activated' after completing steps	Close all Office apps and reopen them. If the issue persists, restart your PC and check File → Account again.
Wrong Office version activated	Ensure the key matches the Office version installed on your PC. A 2024 key will not activate an Office 2019 installation.

Need Help? Contact ITGuy.pk Support

Our support team is available to assist you with any activation issues. Reach out through any of the channels below and we will respond promptly.

WhatsApp → +92-317-4919997

Email → support@itguy.pk

Trustpilot → trustpilot.com/review/itguy.pk — Rated 5/5 by 90+ verified customers