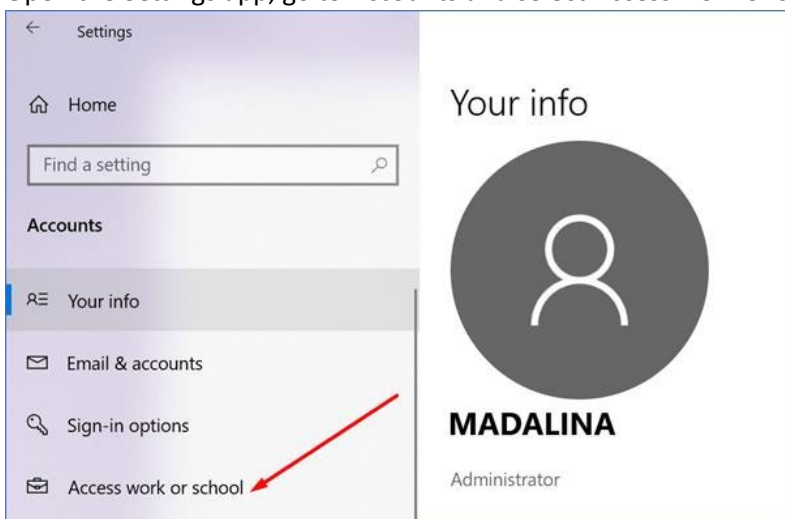


## Troubles Signing into Office Apps on a Non-NVIT Computer?

Are you getting an error message saying your device has been removed when trying to sign into Office Apps?

This is how you fix it:

1. Sign out of your NVIT account on ALL Microsoft apps (Office incl Word, Outlook Excel, OneDrive, Edge etc)
2. Open the Settings app, go to Accounts and select Access work or school



3. Find your NVIT account, and select Disconnect
4. Wait a few moments until its disconnected and is removed from the list.
5. Restart your computer
6. Now try signing back into your app (Outlook, Teams etc) with your NVIT email address and password.

If you have further issues please contact us at [helpdesk@nvit.ca](mailto:helpdesk@nvit.ca) including your student number.