

How do I rollback Microsoft Office to a prior version?

When purchasing a new computer it will often come with the newest version of Office 365 pre-installed on them. There are times when these new versions are not yet supported by CCH ProSystem *fx* software. In those cases you will need to revert the version of Office installed to a supported version. Here are instructions on how to download a copy of Office at a supported version that will be used to roll it back.

Note: These instructions use an Office 365 Personal account that had been purchased for a one month timeframe. If your computer has a new version of Office installed that is not supported and it is not Office 365, these steps will not apply.

1. Go to office.microsoft.com/myaccount.
2. Log in with the profile created from a Microsoft account licensed with an Office 365 Personal account.
3. Click on Install.

4. Click on the Language and Install Options link.

My Office Account -

Office 365 Personal > Install

It seems your account is not quite ready yet. Close this window and come back to your account page later.

Install Information

PC, Mac, and Windows Tablet Installs
You haven't used any installs.

Office for Windows Install
Language: English [Need help installing?](#)
[Language and install options](#)

Other Devices

[iPhone](#) [iPad](#) [Android Phone](#) [Android Tablet](#) [Windows Phone](#) [Windows Tablet](#)

Help and support

[Ask Support](#)
[Search Office Support](#)
[Frequently Asked Questions](#)

5. Click on the Additional Install options link.

My Office Account -

Office 365 Personal

LANGUAGE AND INSTALL OPTIONS

You can install Office 365 Personal in a different language.
If your language isn't available below, install one of the languages in the list and then install a [language accessory pack](#).

Language ▼
Go back Install

[Additional install options](#)

6. Go to the Version drop-down menu and choose a [supported](#) version of Office.

My Office Account

Office 365 Personal

ADDITIONAL INSTALL OPTIONS

Language English

Other versions of Office

Office is available in two versions, 32-bit and 64-bit. We recommend the 32-bit version to avoid potential compatibility issues. [Learn more](#)

Want to be an Office Insider? Download the Office Insider version, and be the first to try new features and improvements. It's also a chance for you to make a difference by giving us feedback to make new features even better. [Learn more about Office Insider](#)

Version

Go back

- Office – 32-bit (recommended)
- Office – 64-bit
- Office Insider – 32-bit
- Office Insider – 64-bit
- Office 2013 – 32-bit
- Office 2013 – 64-bit

Install

Continue with the download and then use the install package to downgrade to Office per Microsoft's article <https://support.office.com/en-us/article/How-do-I-reinstall-Office-2013-after-an-Office-2016-upgrade-a6ca92f4-cbb4-4609-9fdb-f8d3dd6812f3>.