

Guide to Uninstall Microsoft Office Suite using
Microsoft Support and Recovery Assistant
(SaRA)

Visit the website,

<https://bit.ly/gaecsara>

Scroll down to the heading as seen in the picture below and click the **“Download”** button as shown in figure below to download the Microsoft Support and Recovery Application (SaRA) application.

Installing Microsoft Support and Recovery Assistant

To download the Support and Recovery Assistant follow these steps:

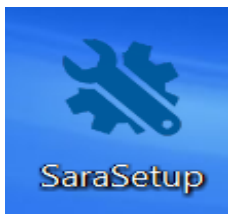
1. Click the button below to download the Support and Recovery Assistant.

Download

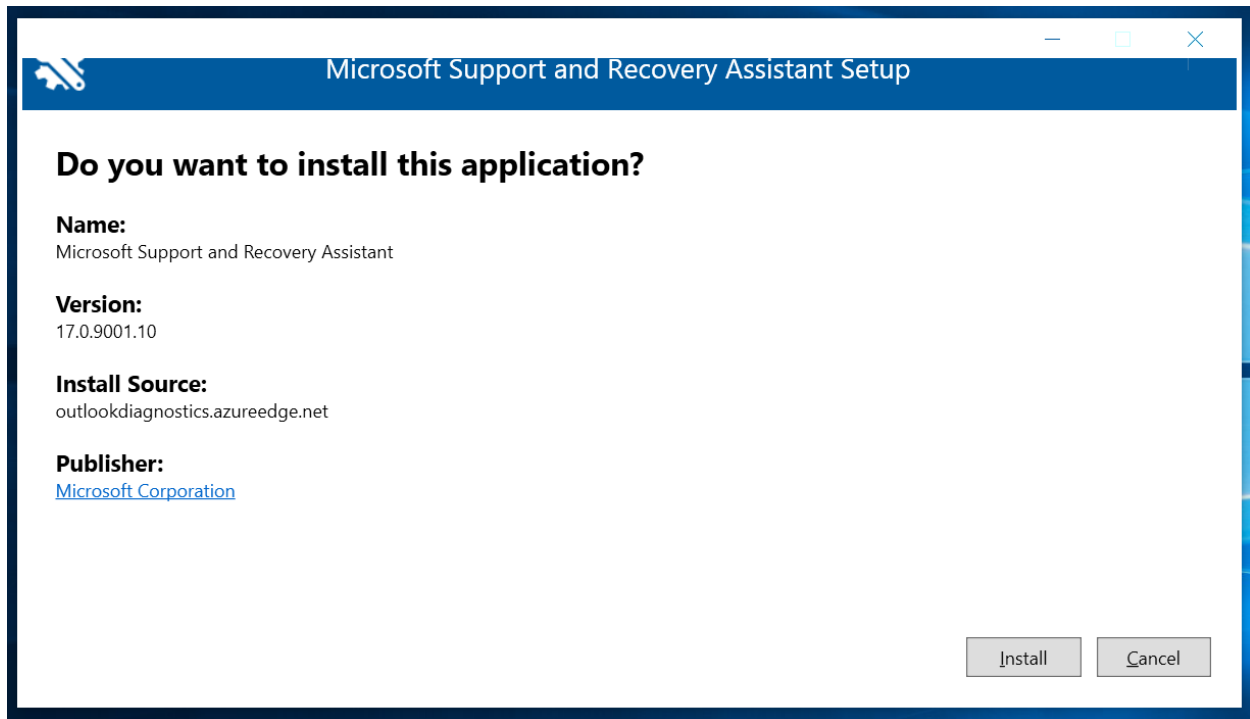
Note: By downloading this app, you agree to the terms of the [Microsoft Services Agreement](#) and [Privacy Statement](#)

Requirements: You must have an active internet connection when using the Microsoft Support and Recovery Application (SaRA) application.

1. Click on the SaRA icon as shown in figure below to start the application.

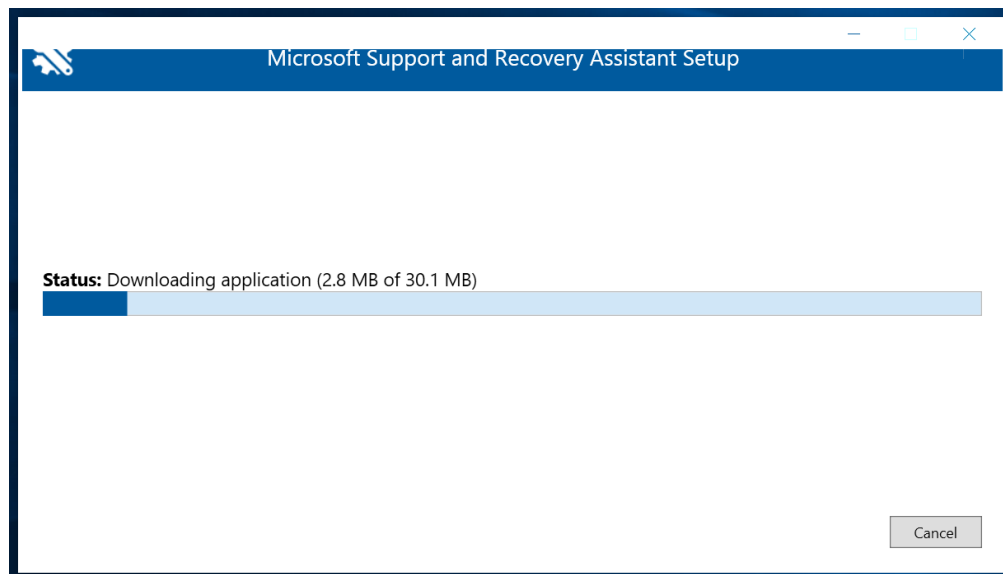


2. SaRA will ask you for permission to install the application, click the “**Install**” button in figure below to proceed.



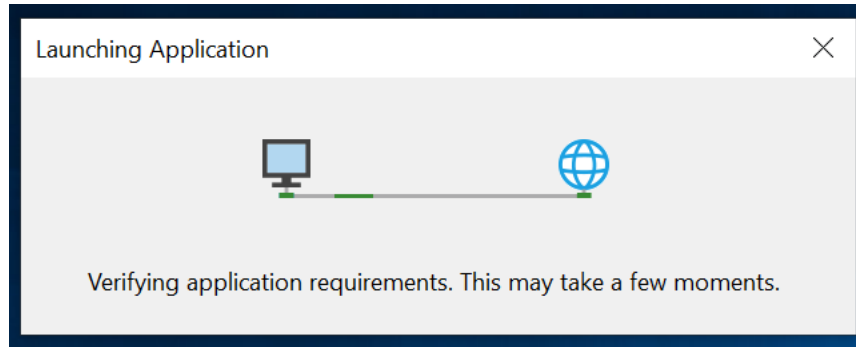
3. SaRA will then download additional files from the internet. Wait for it to finish downloading to proceed to the next step.

NB: Make sure you have an active internet connection. If you do not, this step will fail.

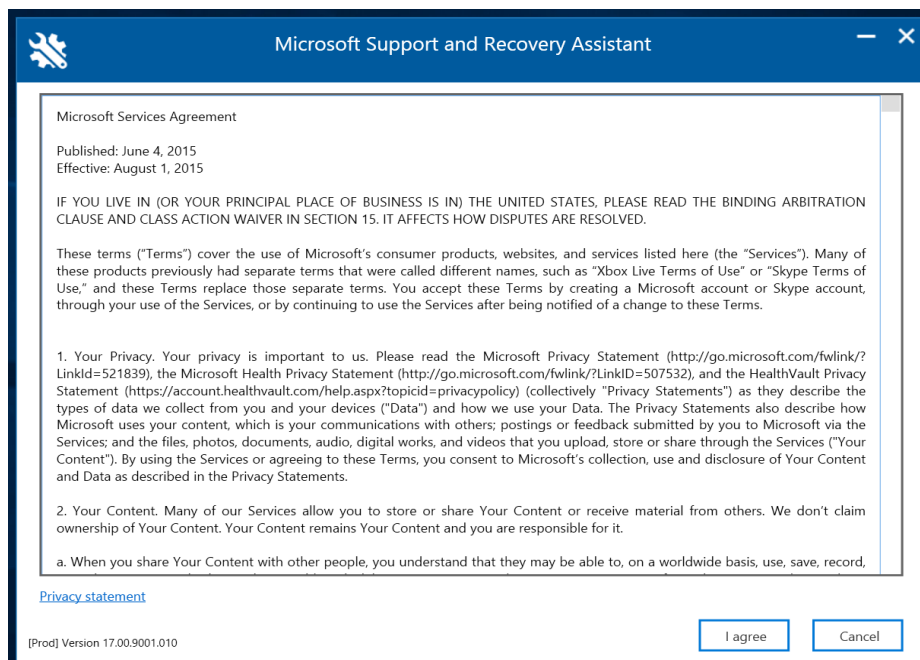


4. SaRA will then begin to verify application requirements. Wait for it to finish downloading to proceed to the next step.

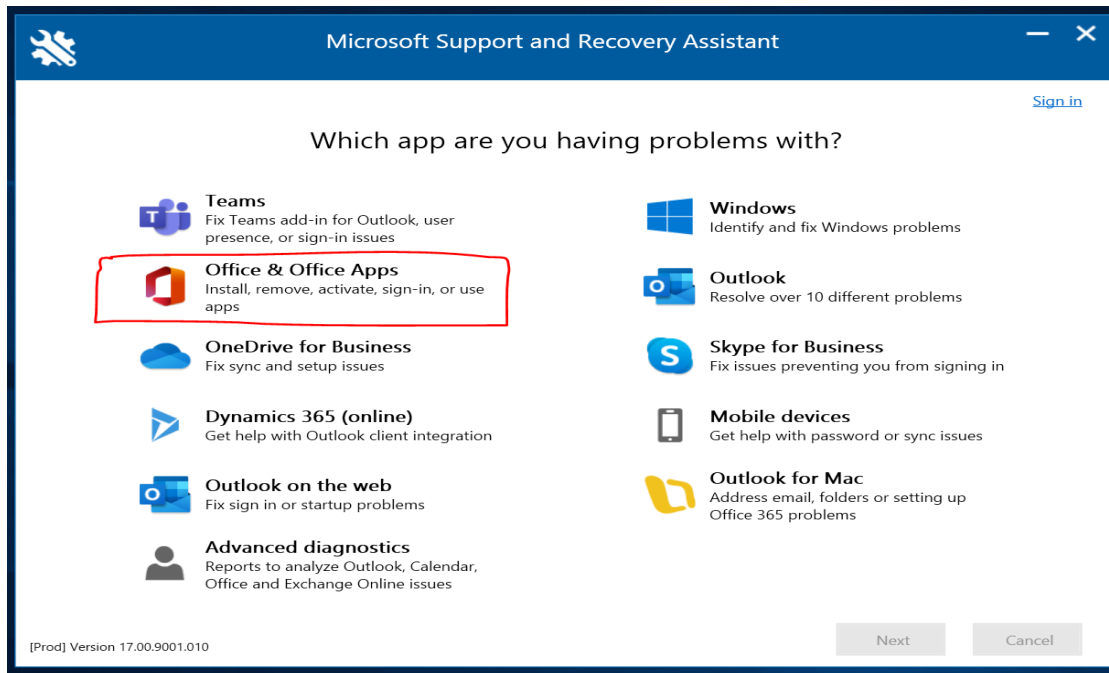
NB: Make sure you have an active internet connection. If you do not, this step will fail.



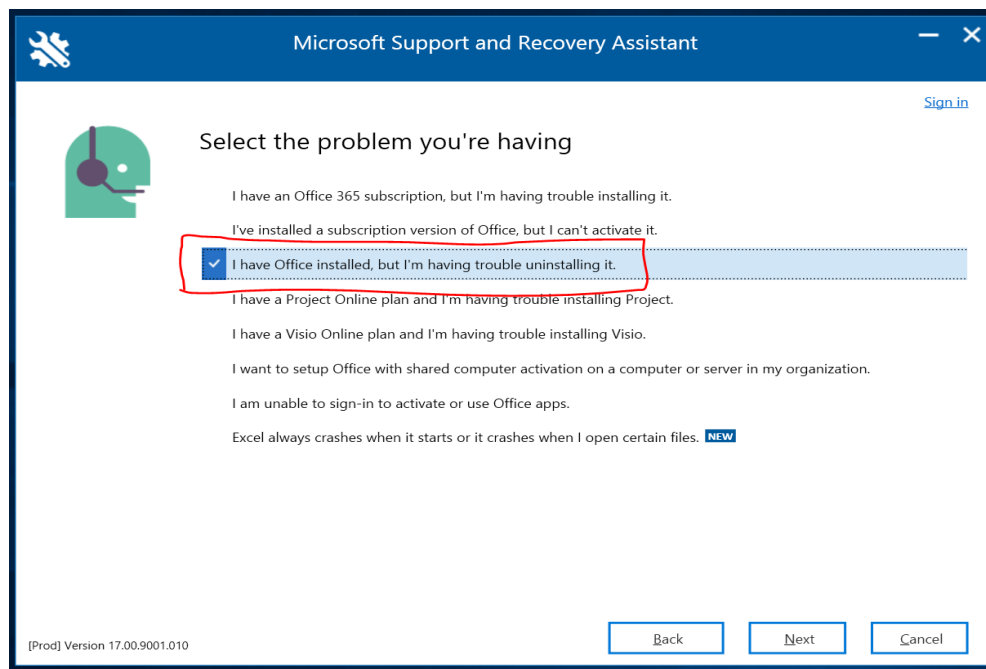
5. Accept the “**Terms and Agreement**” by clicking the “**I agree**” button in figure below.



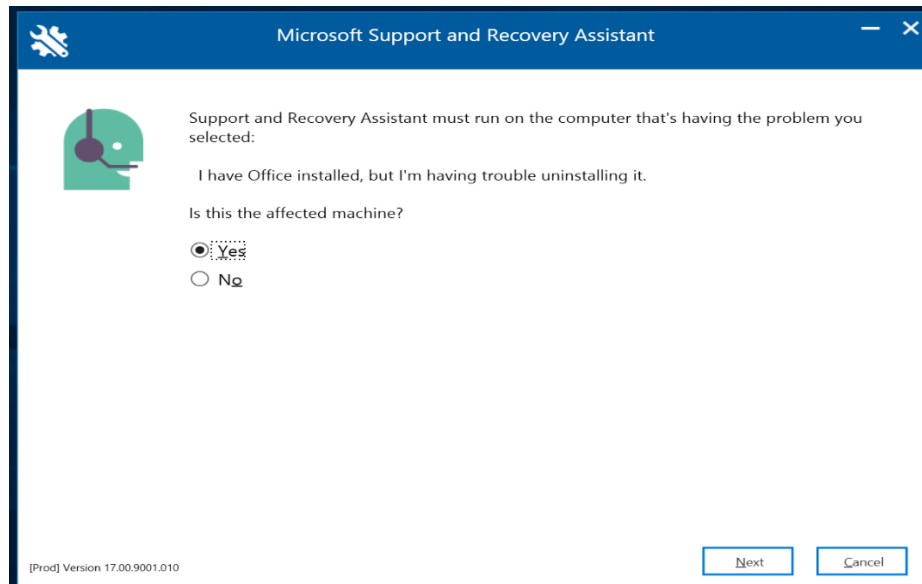
6. Since our intention is the removal of Microsoft Office, select the second option highlighted in red in figure below. The option title is **“Office & Office Apps”**



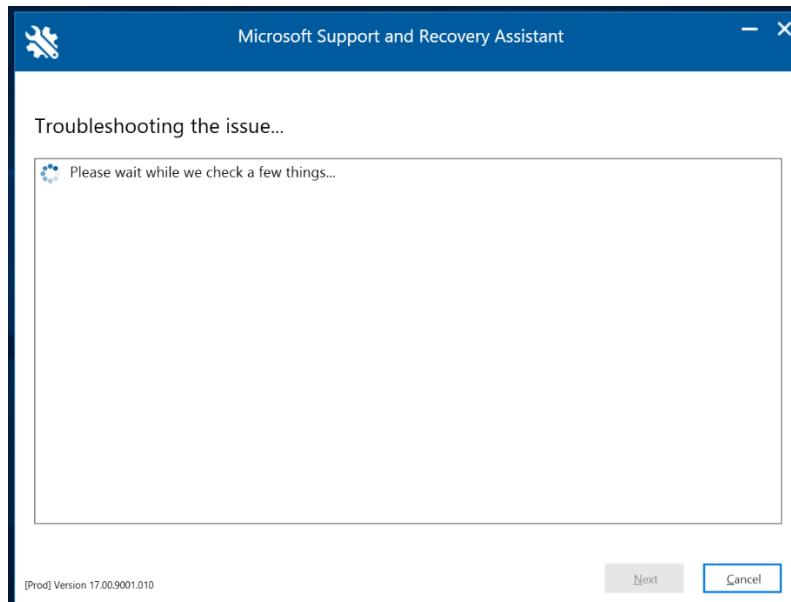
7. Since we are removing all versions of Microsoft Office, select the third option highlighted in red in figure below. The option title is **“I have Office installed, but I’m having trouble uninstalling it”**.



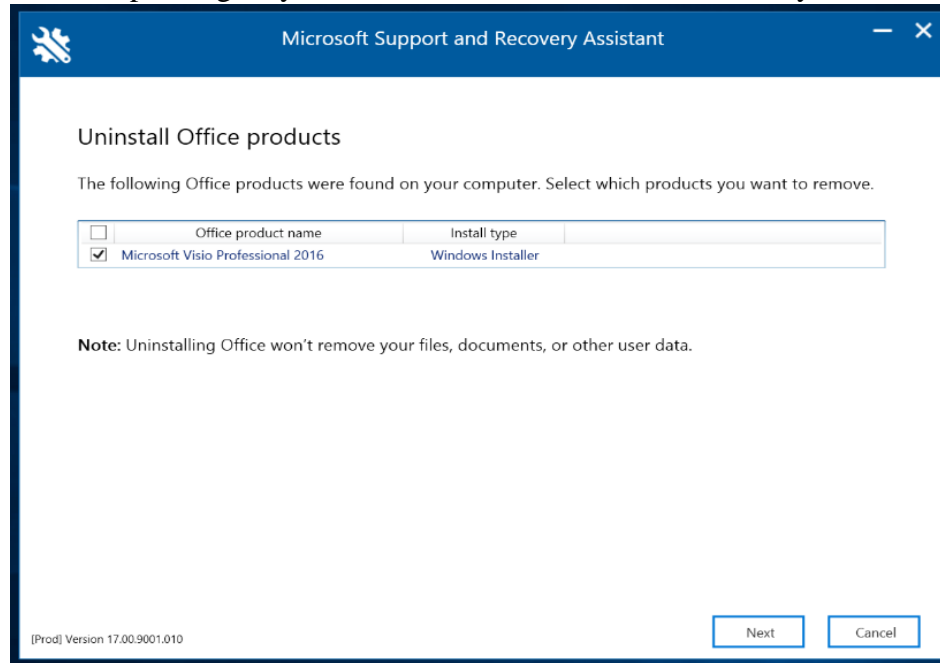
8. We are currently uninstalling Microsoft office from our current machine, so select “Yes” that this is the affected machine.



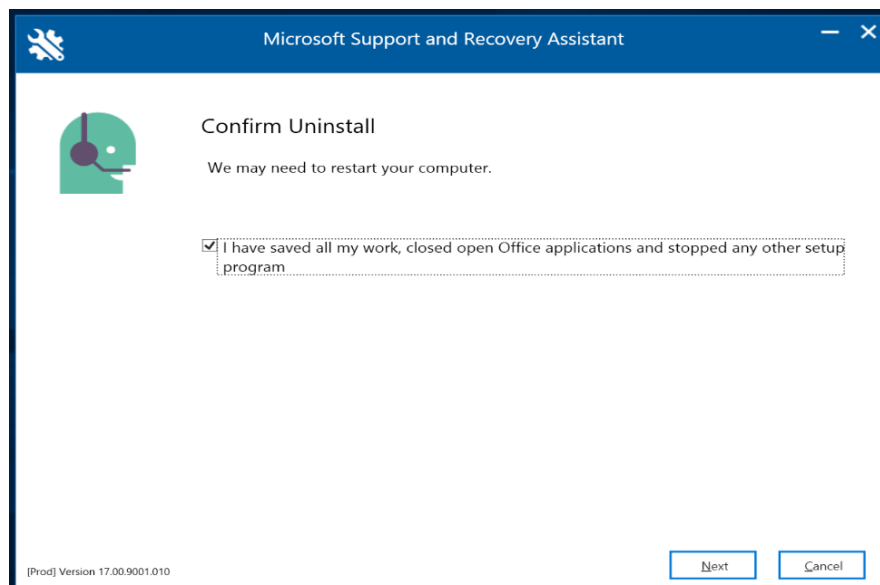
9. Wait for SaRA to finishing troubleshooting the issue as shown in figure below. After troubleshooting, click the “Next” button.



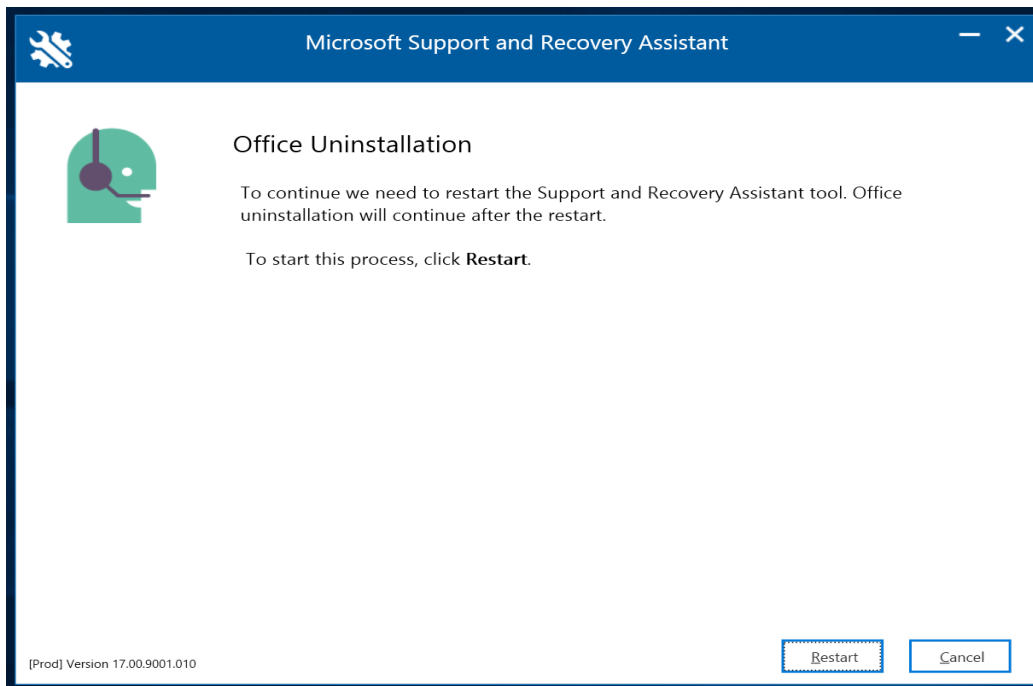
10. SaRA will list all the available versions of Microsoft Office that have been installed on the machine. Select all versions for uninstallation. This will prevent any conflicts when installing the Microsoft Office 365 version later. (In the case of this manual, there is only one Microsoft Office product called Microsoft Visio Professional 2016. Yours will have a different name depending on your version of Microsoft Office and may be more than one.)



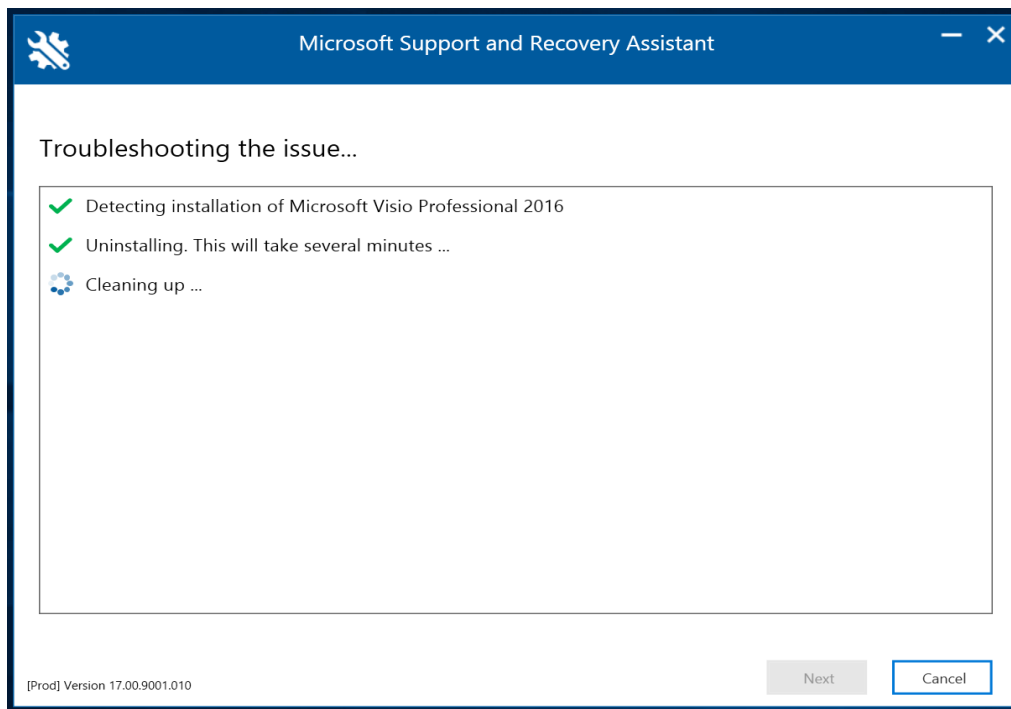
11. Confirm that you want to uninstall the current versions of Microsoft Office that you have and check the box to confirm that you have saved all your work.



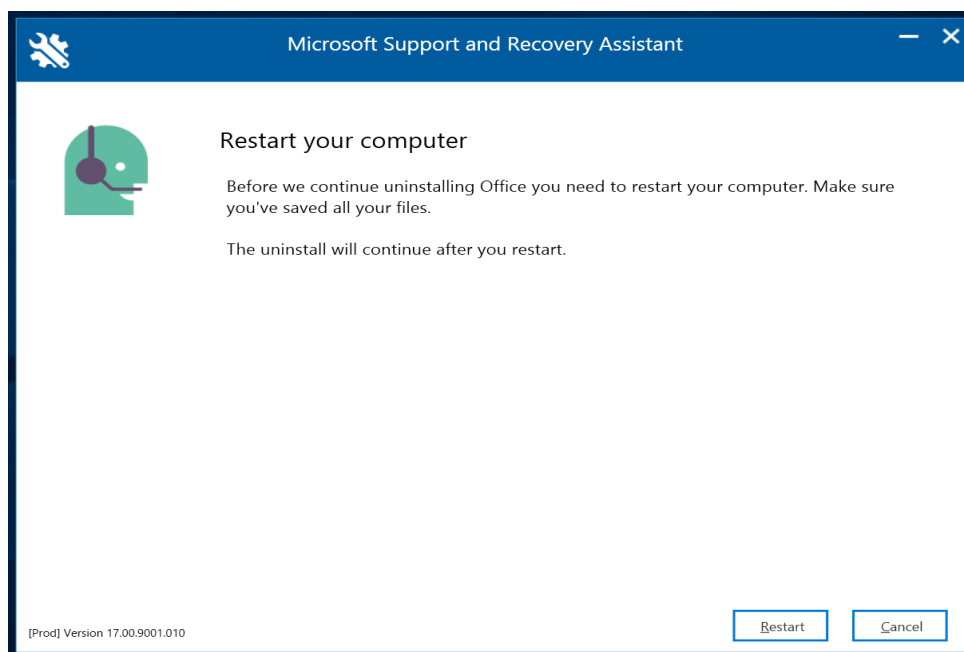
12. SaRA will request to be restarted. Click the “**Restart**” button in the figure below.



13. Wait for SaRA to finish restarting itself. After the restart, SaRA will begin to troubleshoot issues again. It will then detect the current version of Microsoft Office installed and uninstall it. Wait for it to finish uninstalling and click the “**Next**” button.



14. SaRA will request that you restart your computer. Click on the “**Restart**” button to do so.



NB: Take note that the uninstall will automatically continue once the computer is restarted.

15. After the computer has restarted, wait for a few seconds for SaRA to automatically load and run. SaRA will ask you if it should help you install a new Microsoft Office version. Click on the “**No**” button at the bottom of the window.

NB: Make sure that you have an active internet connection to enable SaRA start up smoothly.



16. SaRA will then ask you if your problem has been solved. To verify if all previous version of Microsoft Office have been removed, click on the **“Start”** button on the taskbar and in the search box, type any Microsoft Office product, eg: **“Word”**, **“Excel”**, **“PowerPoint”**, **“Access”**, etc.
 - a. If they appear, then it means they were not successfully removed. Close the SaRA application and begin the entire process in this manual again.
 - b. If they do not appear, then it means that they were successfully removed. Close the SaRA application and refer to the manual titled **“Download and Install Microsoft Office 365 on PC”**.