



## Office 365 on MacOS Read-Only Issue

Jeffrey Pierce - 2023-05-09 - Comments (0) - Microsoft Office

If you encounter a “read-only mode” message upon launching any Microsoft Office 365 apps:

1. Sign out and sign back in with your Brown account in the Microsoft format (jcarberr@ad.brown.edu)

Otherwise try the following steps:

2. Launch each Office app installed on your Mac, click on the application name (eg Word) menu and choose Sign Out. Then quit the application.

- Open Finder, click on the Go menu item and choose Go to Folder
- In the dialog box, type: ~/Library
- Click on the Group Containers folder
- Locate the following three files/folders and move them to Trash:
- UBF8T346G9.ms
- UBF8T346G9.Office
- UBF8T346G9.OfficeOsfWebHost
- Empty the Trash and launch an Office application, sign in with your username in the Microsoft format (jcarberr@ad.brown.edu) and validate if you can now edit documents.

3. Fully uninstall all Office 365 apps by following this Microsoft article: <https://support.microsoft.com/en-us/office/troubleshoot-office-for-mac-issues-by-completely-uninstalling-before-you-reinstall-ec3aa66e-6a76-451f-9d35-cba2e14e94c0>