

# Cost of Capital Navigator – Excel Add-in

## Technical Support

### Q: What are the requirements to use the add-in?

1. A Cost of Capital Navigator subscription with valid login credentials.
2. One of the following platform and Office versions:
  - Windows 7 or 10 (either 32 or 64 bit) or MacOS, using Excel \*2016 / 365 / Online.
  - For Excel 365 / Online, one of the following browsers:  
Windows 7: Internet Explorer 11, Chrome, Firefox  
Windows 10: Edge, Internet Explorer 11, Chrome, Firefox  
MacOS: Chrome, Firefox, Safari 12+

Note: If you experience website access or application issues unrelated to your password, it may be caused by your company's IT security settings.

\* You will need the most recent and fully updated version. If you are missing the Insert > My Add-ins menu in the Excel toolbar, your version may not be up to date. Make sure you, or your IT admin, updates your Excel 2016 version.

### Q: How can I contact Support?

The best way to contact support is by using the “contact” link on the Cost of Capital Navigator [homepage](#). Your inquiry will then automatically be routed to the correct team whether this is about usage questions, technical issues, or payment and invoicing matters.

### Q: How can I get immediate live phone support for urgent technical issues?

Several technical and browser related Navigator login issues can be resolved by following the steps in this FAQ or by following our [2 minute video guide](#). If this doesn't resolve the issue and you require urgent technical support, please call our support line during USA office hours +1-877-212-9715 (9 am – 6 pm CST).

### Q: What if I forgot my password or would like to change it?

Please use the “Forgot my password” link at the [Navigator](#) login screen, and you will receive a password reset link in the email address that was used when setting up the account. The same method should be used if you want to change your password.

### Q: Which browsers are supported by the Duff & Phelps Cost of Capital Navigator Excel Add-in?

#### For Excel 2016

You don’t need a browser to use the Navigator Excel-addon. However if you need to access your account, reset your password, or would just like to use the Navigator site as well, we recommend using a modern web browser such as [Microsoft Edge](#), [Google Chrome](#), or [Mozilla Firefox](#).

#### For Excel 365/Online

Windows 7: Internet Explorer 11, Chrome, Firefox

Windows 10: Edge, Internet Explorer 11, Chrome, Firefox

MacOS: Chrome, Firefox, Safari 12+

Some users may experience login issues when using older browsers such as Internet Explorer 11. Certain corporate security settings can prevent Internet Explorer users from logging in.

### Q: What are the tested OS / Browser / Office combinations?

Excel Version	OS	Browser
Excel 2016	Windows 10	N/A
Excel Online	Windows 10	IE 11
Excel Online	Windows 10	Edge
Excel Online	Windows 10	Chrome
Excel Online	Windows 10	Firefox
Excel 2016	Windows 7	IE 11
Excel Online	Windows 7	IE 11
Excel Online	Windows 7	Chrome
Excel Online	Windows 7	Firefox
Excel 2016	Mac OS	N/A
Excel Online	Mac OS	Chrome
Excel Online	Mac OS	Firefox
Excel Online	Mac OS	Safari 12

## Q: How do I add the Duff & Phelps Add-in Excel 2016


1. Go to the "Insert" tab
2. Click on "Get Add-ins"
3. Search "Cost of Capital"
4. Click on "The Cost of Capital Navigator"
5. Download the "Cost of Capital Navigator - Excel Add-in"

## Excel online/365

See [Microsoft's Deployment of Add-in's page](#), or follow the summary below

### Deploy Office add-in using Microsoft 365 admin center

Before you begin, see [Determine if Centralized Deployment of add-ins works for your Office 365 organization](#).

1. [Where to sign in to Office 365 for business](#) with your work or school account.
2. Select **Admin**  from the list of apps.  
TIP: **Admin** appears only to Office 365 admins.
3. In the navigation menu, choose **Settings > Services & add-ins**.
4. Choose **Deploy Add-in** at the top of the page. You will see the following introduction.



### Centralized Deployment

The Centralized Deployment service lets you deploy [Office Web Add-Ins](#) to users of Excel, Outlook, PowerPoint and Word.

Learn more about the requirements for [Centralized Deployment](#).

Add-ins deployed from the Store will automatically receive updates as the providers continuously improve their service. If an add-in update significantly increases the scope of data access, you must re-approve it before the update is deployed.

☐

Do not show this introduction again.

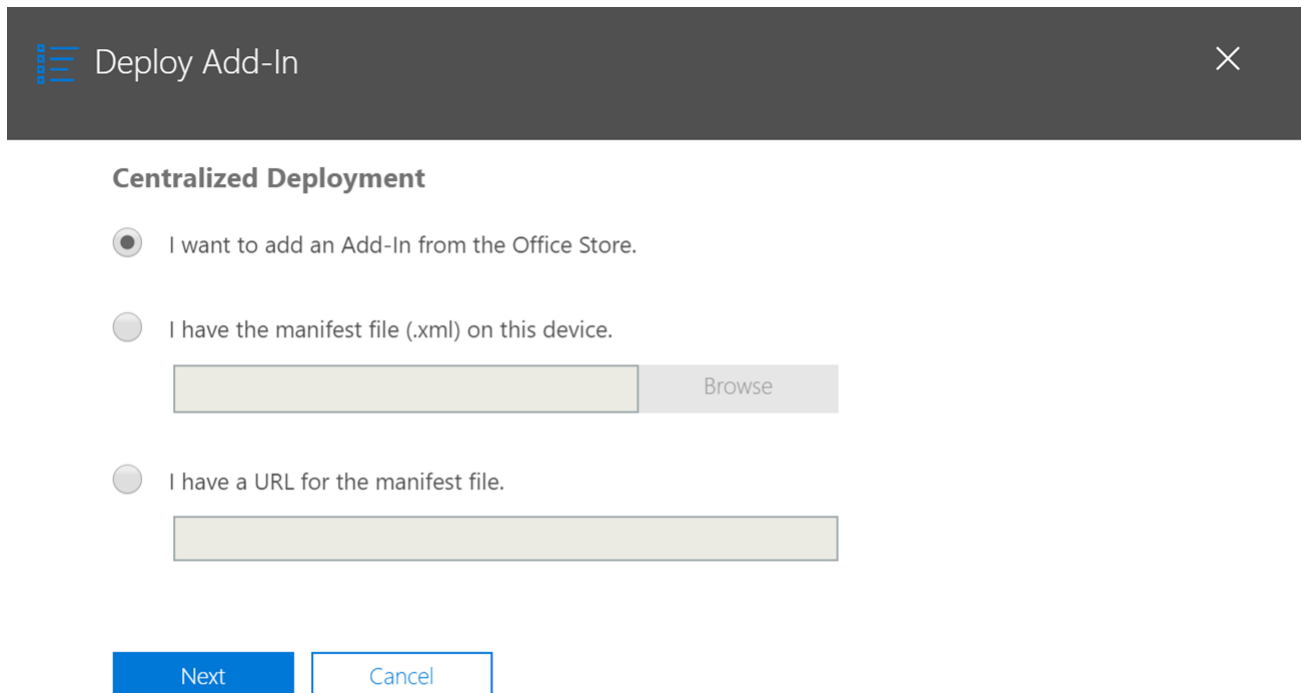
Next

Cancel

If you do not wish to see this every time you deploy, check the box before choosing **Next**.

5. Choose from one of the following options on the **Centralized Deployment** page:

- **I want to add an Add-in from the Office Store**
- **I have the manifest file (.xml) on this device:** For this option, select **Browse** to locate the manifest file (.xml) that you want to use.
- **I have a URL for the manifest file:** For this option, type the URL in the field provided.



**Deploy Add-In**

**Centralized Deployment**

☒ I want to add an Add-In from the Office Store.

☐ I have the manifest file (.xml) on this device.

☐ I have a URL for the manifest file.

Next Cancel

### Q: I don't have the Excel Insert > My Add-ins menu option

If you don't have the **Insert "My Add-ins"** menu as indicated below, you may be using an older Excel 2016 version that is not be fully updated. Check, or have your IT department check, to ensure your Excel is updated to the most recent version.

