

# Student Deployment: Office 365

## Frequently Asked Questions

### **What is Office 365?**

Office 365 refers to a Microsoft subscription plan that includes access to Office applications and productivity services over the Internet (cloud services). One component of Office 365, Microsoft Outlook online, will become our email service, replacing Google Gmail. Office 365 also includes the cloud-based versions of the latest Office applications, which students may choose to access and utilize across multiple computers and devices.

### **Who is eligible for Office 365?**

Office 365 is available to enrolled, full-time and part-time students at no cost. All students will automatically begin using Microsoft Outlook online beginning June 15.

On June 15 when Office 365 is introduced, all alumni will have access to email services only.

Students will continue to have access to full Office 365 functionality for six months following graduations that occur after June 15, 2015. At the conclusion of six months, graduates will continue to have email access through Microsoft Outlook online, but all other Office 365 functionality will cease.

### **What are the benefits of Office 365?**

Office 365 offers students robust and cloud-based productivity tools. This no-cost, automatically updatable software ensures our students always have the latest version of Outlook, Word, Excel, PowerPoint, OneNote, and more for as long as they're a student. These tools can be set up so that they may be accessed by multiple computing devices.

In addition, Office 365 offers all of the functionality students previously had through Google:

- Microsoft Outlook online replaces Gmail
- Office Web applications replaces Google Docs
- Lync Online replaces Google Chat
- OneDrive replaces Google Drive

### **When does Office 365 go live?**

Office 365 goes live on June 15, 2015. At that time, student emails will automatically be delivered to and sent from Microsoft Outlook online. Other Office 365 productivity tools will also be available.

### **Will I need a password to access Office 365?**

Initially at launch, a username and password will be required to access Microsoft office 365, including Microsoft Outlook online. These credentials will be the student's e-mail address and their student portal password.

**What will happen on the “Go Live” day?**

On June 15, students will access email as they always have from the student portal.

From June 15 until July 10 clicking on the student portal’s email link will open a webpage giving students the option to access either Gmail or Outlook. Students will not have the ability to send email from their Gmail account, but they will be able to read old email and/or export Google data. Students will send and receive email through Microsoft Outlook online, and all of the other Microsoft Office 365 productivity tools will be available.

**Will my e-mail address change?**

Although e-mail providers are changing, the vast majority of student email addresses will not change.

**Why are we changing providers now?**

We are delivering Office 365 now because we have a unique opportunity through a partnership with Microsoft to offer increased functionality and cloud-based tools at no cost to the student.

**Why is this happening so quickly?**

Office 365 goes live on June 15. We want to put Office 365 productivity tools in the hands of students as quickly as possible, but we also want to make sure that students have the time to save whatever data they may want to keep from the Google tools we used up until now.

**As a student, what do I need to do?**

Many students may need to take action while others may need to do nothing at all. If students saved important email in their Google inbox or Google docs in a Google drive, they will want to make sure and forward the e-mail to a different mailbox or save them and any documents from their Google drive to a storage device before June 15. If they have no data in Google that they want to save, then they don’t need to take any action at all. They will automatically begin sending and receiving email through Outlook online.

**What happens to my saved emails in Google and/or my Google docs and information saved to my Google drive?**

- Before June 15: Students should forward any email to a personal email box. Students can also download emails, Google docs and Google drive data to a personal storage device.
- Between June 15 and July 10: Students can access their Google data by going to the student portal, clicking on the mail link and then selecting the Google option. From there, they will be able to export any saved email, Google Docs or data on a Google Drive to a personal storage device.

- After July 10: Access to Google will cease with little to no access to saved data. Students may contact the student Service Center to discuss what, if any, options they have to retrieve their Google data.

Contact information for the student Service Center is available through the student portal.

**I'm graduating – how long will I have access to Office 365?**

Students graduating after June 15 will have access to Office 365 for six months following graduation. After that six month period, graduates will have access to email only.

**I'm a graduate who has been enjoying my student Google account. Will I have access to Office 365?**

While students who graduated before June 15, 2015 are not eligible for the full complement of Office 365 products, they will have email access through Microsoft Outlook online.

Alumni using student Google accounts should consider saving any Google data or e-mail to a personal storage device before June 15 when Office 365 goes live. Access to Google data will be limited from June 15 through July 10. After July 10, students will have little to no access to saved data.

**I did not forward my Google emails before June 15 deadline, is there any way to access them?**

Between June 15 and July 10 students can access their Google data by going to the student portal, clicking on the mail link and then selecting the Google option. From there, students will be able to export any saved email, Google Docs or data on a Google Drive to a personal storage device.

**I missed the July 10 deadline to export my Google email and/or data, is there any way I can retrieve it?**

After July 10, 2015, students can expect very limited access to Google data, if any access at all. Students may contact the student Service Center to discuss what, if any, options they have to retrieve Google data.

Contact information for the student Service Center is available through the student portal.

**I had my student Gmail account forwarded to a personal email service. Will I have to set that up again in Microsoft Outlook Online?**

Anyone who had their student e-mail forwarded to a personal account, or anyone who would like to begin forwarding mail to a personal account, will have to set up email forwarding through Microsoft Outlook online. Instructions may be found on the student portal, Microsoft Office 360 support pages or by contacting the Service Center. Contact information for the student Service Center is available through the student portal.

**Where can I go to get Office 365?**

Students may access Office 365 by visiting their student portal. From there, a link and additional instruction will be available. Students are also able to access the services through [portal.office.com](https://portal.office.com).

**Where can I go to learn how to use Office 365?**

Office 365 is fully supported by Microsoft, and great training is available on the Microsoft Office 365 Learning Center: <https://support.office.com/en-us/learn/office365-for-business> and discover Microsoft Outlook online: <https://support.office.com/en-us/learn/office365-for-business/learn-about-outlook>

**Where can I go for help?**

Questions should be submitted to the Service Center. Contact information for the student Service Center is available through the student portal.

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