

## **Office 365 FAQ**

### **Q: What is Office 365?**

A: Office 365 is a service offered by Microsoft including all of the Office suite of applications, plus many more online features. It is available on almost all devices.

### **Q: What applications and features are included?**

A: All stand-alone versions of the Office apps are included: Word, Excel, PowerPoint, and Outlook. On PC Office 365 also features Skype with video conferencing and OneNote. PC and Mac both feature OneDrive for online storage, and browser-based Office apps. Mobile versions of the Office apps are available for both Apple and Android devices.

### **Q: Are my online files protected?**

A: Yes, anything you save online is stored on an encrypted server and can only be accessed by signing in with your CBU network credentials. Data is currently physically located in the United States, but to comply with Canadian law Microsoft will be moving all Canadian data to Ontario and Quebec by April 2016.

### **Q: Will Office 365 work on my Mac? What about my tablet?**

A: The core components (Word, Excel, PowerPoint and Outlook) of Office 365 will work on almost any device, including phones and tablets. Microsoft continuously updates every version of Office 365 for all devices to ensure maximum compatibility.

### **Q: How many of my devices can I install Office 365 on?**

A: Office 365 allows any user to install Office apps on up to 5 devices (includes PC, Mac, tablet and mobile), You can also access the Office 365 online apps from any browser on any computer with an internet connection.

### **Q: Can I use Office 365 just like Office 2010/2013?**

A: Yes. Office 365 functions almost identically to previous versions of Office. It requires you to authenticate once using your CBU network information; after that it will function just as any other version of Office whether you are on or offline.

### **Q: Will all of my previous files work?**

A: Yes, Office 365 is 100% compatible with older versions of Office.

### **Q: Will I lose access to Office 365 if I have no internet access or a server goes down?**

A: No, as long as you have downloaded and activated your apps previously, you can use Office without an internet connection.

**Q: What happens when I graduate or leave CBU?**

A: If you graduate or if your employment is terminated, you will still be able to use Office 365 for a fixed period. Then, Office will go into read-only mode. Any documents you have created will remain unaffected.

**Q: Will my archived messages still work in Outlook?**

A: Yes. You can still open your archives. However, online email storage will be increased from 50 GB to 150 GB. You may find you no longer need to archive your messages as they will be readily available on the mail server.

**Q: What is OneDrive?**

A: OneDrive is Microsoft's online storage solution. It functions similarly to DropBox and other online storage apps. Once you have signed in to Office 365 you are free to use OneDrive at your own discretion. You do not have to use OneDrive.

**Q: I want to upload some files to OneDrive, how much space do I have?**

A: Each user gets 1000 GB (1 TB) of storage space.

**Q: I'm not interested in uploading my files, can I still open and save my files locally?**

A: Yes. Your files will not be uploaded or shared unless you specify otherwise.

**Q: I've uploaded some files to OneDrive, what happens if the OneDrive server goes offline?**

A: Microsoft claims to have a server uptime of about 99.99% per year. Also, all OneDrive files are automatically copied to your device. If for some reason a server goes down, a back up will be available on your computer.