

FAQ - Office 365

Common questions about the free Office 365 access available to all students, faculty, and staff at Valpo.

Question:

What is Office 365 ProPlus / Student Advantage?

Answer:

Academic institutions, like Valpo, that are Microsoft customers and license Office for all University-owned faculty and staff computers are eligible to offer Office 365 to their students at no additional cost. Students, faculty, and staff can take advantage of the free Office 365 program through a self enrollment process.

Question:

How do I get free Office 365?

Answer:

If you don't currently have Office 365 on your personal computer:

1. Go to Office.com/GetOffice365.
2. Type in your Valpo email address and click "Get Started."
3. Select either the student or teacher link as appropriate for your position. (Staff should select the teacher link.)
4. Follow the link sent to your Valpo email address to complete the registration.
5. Sign-in with your newly created Office 365 ID.

Question:

Do I get anything else besides Office 365 when I use the self enrollment process?

Answer:

In addition to having access to the Office 365 software which has applications like Word, Excel, PowerPoint and OneNote, which work across your personal PCs and Macs, you can activate the apps on your iOS and Android devices, giving you full access to edit and review your work on the go. You also get 1 TB of storage through OneDrive to ensure you access to all of your files whenever you need them. If you are using a computer that doesn't have Office installed, don't worry -- you can edit or review those files in Office Online in any browser.

Question:

What devices allow me to use Office 365?

Answer:

Office 365 is available for personal PCs and Windows tablets running Windows 7 SP1 or newer, and personal Macs with Mac OS X 10.10 or newer. Office apps for iOS can be installed on devices running iOS 8.0 or newer; Office for iPad Pro requires iOS 9.0 or newer. For more information about mobile options, visit office.com/mobile.

Question:

What mobile apps are available?

Answer:

- iOS: [Word](#), [Excel](#), [PowerPoint](#)
- Android: [Word](#), [Excel](#), [PowerPoint](#)

Windows phones already have Office Mobile installed and do not need to download any additional apps.

Question:

What does Office 365 include?

Answer:

Our version of Office 365 comes with a full version of Office including these familiar applications: Access, Excel, InfoPath, Lync, OneNote, Outlook, PowerPoint, Publisher, and Word. Office 365 is a user-based service and allows each person to install it on up to five personally-owned PCs or Macs and five tablets (iOS and Android) and access Office mobile applications on iOS and Android phones. Office Mobile applications are included with all Windows phones. More specific information is available [here](#).

Question:

Can I install Office for iPad through this Office 365 benefit?

Answer:

Yes, this would count towards the limit of installing it on 5 tablets. Simply install the applications and sign in with your Office 365 credentials.

Question:

Does this replace either the Office 365 University product or Office Home & Student?

Answer:

No, Office 365 University will continue to be sold to enable students at colleges and universities that do not take advantage of or qualify for this free benefit, and likewise for the Office 365 Home Premium offer.

Question:

What is the difference between Office 365 University and Office 365 ProPlus?

Answer:

Office 365 University includes 60 minutes per month of Skype premium.

Office 365 ProPlus includes additional organizational applications such as Lync and a number of added technologies for organizational uses (Information Rights Management as one example) that are not available in Office 365 University. When schools combine the Office 365 ProPlus benefit with [Office 365 Education](#), users get access to more advanced collaboration tools such as Outlook and Lync.

Question:

If I recently purchased Office and am now also be eligible for free Office 365 through my school, will I receive any credit and/or compensation?

Answer:

No. The Office software you purchased is a consumer offering and individuals can continue to take advantage of this purchase offer.

Question:

If I have already installed Office 365 University on my personal computer, what will happen if I attempt to install this version of Office 365?

Answer:

The Office client supports having both an Office 365 personal account (used when you signed up for Office 365 University) and a school account (access provided through Valpo), and you will be able to remain signed in with both. The Office software will have both your personal and institution ID associated with it after the installation.

Question:

I need help installing, where do I go?

Answer:

If you are having issues installing Office on your personal computer, visit [Install Office on your PC or Mac with Office 365 for business](#) for installation instructions.



NOTE: This software is available for personally-owned computers and mobile devices. If you need Microsoft Office software installed on your Valpo-owned computer, contact the IT Help Desk to place a request.

Question:

How do I access my OneDrive from my work computer?

Answer:

Visit the OneDrive website at <https://onedrive.live.com> and login with your Office 365 credentials.

Question:

Who provides customer support for the Office 365 downloads?

Answer:

Individuals can seek support via the [Office 365 Community](#) and/or their school.

Microsoft also has a support site available at <https://support.office.com/> with a variety of information to assist you in successfully using your Office software.

Question:

Is there training available on Office 365?

Answer:

Yes, there are many resources available online to teach you how to use Office 365 and your OneDrive.

Microsoft has a several tutorials and help pages available at their website: <https://support.office.com/>

Our subscription for [LinkedIn Learning with Lynda.com content](#) has [Learning Office 365](#) and [Learning OneDrive](#) courses available. Additionally, the courses below, and many more about Office 365, will give you valuable insight on getting the most out of this software.

- [Office 365: Learning Word](#)
- [Office 365: Learning Excel](#)
- [Office 365: Learning PowerPoint](#)

Question:

What happens when I leave Valparaiso University?

Answer:

When you graduate or your employment ceases, your Office 365 subscription through Valparaiso University ends. You may enroll into other consumer or commercial offers available. If you have Office 365 Education, you should make sure to transfer all your files from your school OneDrive to your personal OneDrive prior to your departure.



Still need help?

For additional assistance, contact the [IT Help Desk](#).

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