

Office 365 FAQ

Information Systems and Technology

Dawson College

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1 What is Office 365 and what does it offer?

Office 365 is a Cloud Service that offers:

- Office Suite that you can install on a PC or a Mac
- Office App that you can install on mobile devices
- Office Online to edit Office documents inside your browser
- Web conferencing through Lync (to become Skype for Business in 2015)
- File Storage up to 1TB through OneDrive Business
- For students, emails up to 50GB with attachments up to 25MB through Outlook or Outlook Web App (employees emails remain on the College servers)

2 What is the relationship between Dawson College and Microsoft?

Microsoft is offering Office 365 to all schools such as Dawson that have a Campus agreement. Passing this offer on to you does not constitute an endorsement of Microsoft products. The College does not get any discounts or benefits from Microsoft when you register, or from purchases you may make within Office 365 .

3 Is my information safe?

Your information within Office 365 is stored on Microsoft servers in the United States. Microsoft provides details online on how they secure your information. Find out more at trust.office365.com.

Microsoft pledges to only use your data to provide you with the service you have subscribed for. It will only scan data in an automated fashion (no human interaction) for spam filtering and indexing, similar to other email platforms.

4 How do I access the service?

For students, you must first activate your network account (if not already done) and your Office 365 account. Go to **My Dawson : My Dawson life** and follow instructions. Then login at <http://login.microsoftonline.com/> using your email address (firstname.last@dawsoncollege.qc.ca for students) and your network password.

Employees also have access, at this point in time (Fall 2014) they can activate their account by emailing the helpdesk.

5 How do I get help?

For problems activating your account or login in, you may go the computer centre counter, or email office365@dawsoncollege.qc.ca (allow up to 48 hours for response, and provide your name and student number).

For support about Office 365 itself, use the online help and support available on the office 365 site after you log in. Although Dawson technicians may be able to give you some general guidelines, they have limited expertise of the intricacies and details of this service.

6 Can I use Office 365 offline?

The Office Suite and the Office App require an Internet connection upon activation but can be used offline afterwards.

The Office App caches your documents and seamlessly uploads and downloads from the cloud when your device is connected. A similar capability is available for your Windows laptop with OneDrive Business.

7 Do Office 365 emails replace MIO?

No. Each teacher establish their own communication protocol within their class, and teachers may choose MIO over emails.

If you have activated your office 365 account before the first use of Moodle though, that email will be used (i.e. you will not be prompted for a private email).

8 Does OneDrive replace shared drives (H:, S:, R:)?

No. It is extra storage at your disposal.

9 Which browsers are supported?

Although Internet Explorer, Firefox and Chrome are supported, we do not recommend Chrome as there were some issues in the past. If you run into any issues, make sure you update your browser to the latest version before contacting support.

10 What happens when I leave Dawson?

Your Office 365 account will remain active up until the second semester (excluding Summer) after your last registration. You will be notified by Microsoft before your account gets deactivated and offered to contract individually to continue the Office 365 service.