

Office 365 FAQ

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1. What is Office 365?? Office 365 is a cloud-based Microsoft productivity suite that provides access to Microsoft software. You can access Office 365 through a web browser or a mobile device.

2. Who has access to Office 365? Clemson University students, faculty, and staff.

3. What is included in Office 365? Clemson University licenses email, calendaring, OneDrive for Business, Office Online, and Sites. These features will be released to Clemson University students, faculty, and staff over time.

4. Does Office 365 work on Mac OS X? Yes. Mac Operating System.

5. What is the difference between Microsoft Office and Office 365? Microsoft Office is a productivity suite that includes common desktop applications like Word, Excel, and PowerPoint. "Office 365" refers to a subscription-based service that provides access to Microsoft Office applications plus other services that are enabled over the Internet, such as OneDrive for Business and Office Online. Office 365 is a cloud-based service that allows access to these features from anywhere and on many devices. Office 365 apps and online versions provide "light weight" versions of Microsoft Office which means that only the most-used features are available.

6. What is Office Online? Office Online is an online Microsoft Office suite which allows you to view and edit files using web-based versions of Word, Excel, PowerPoint, and OneNote. Office Online provides "light weight" versions of Microsoft Office, which means that only the most-used features are available.

7. What version of Microsoft Office is available for Windows and Mac OS X? The latest version for Windows is Microsoft Office 365 ProPlus which includes Word 2016, Excel 2016, PowerPoint 2016, Access 2016, Outlook 2016, Info Path 2016, Publisher 2016, OneNote 2016, and OneDrive for Business 2016. The latest version for Mac OS X is Microsoft Office 2016, which includes Word 2016, Excel 2016, PowerPoint 2016, and Outlook 2016.

8. Can I upgrade to the latest version of Microsoft Office? Yes. **Students** Office 365 is available with Microsoft Office 2013 and 2016 on Windows and Office 2016 on Macs. Do not install Office 365 from your Online Office 365 account. If you do not have Microsoft Office installed on your system and you would like it installed, go to download.officeapps.live.com to download and install. **Faculty and Staff** Microsoft Office is available to all Faculty and Staff "for installation on personal and personal machines. Office 365 works with Microsoft Office 2016 on Windows and Office 2016 on Macs. Do not install Office 365 from your Online Office 365 account. Please follow the following guidelines: **University owned computers** If you do not have Microsoft Office 2016 installed on your system and you would like it installed, then contact your College or Department for installation assistance. **Personal & Off-campus computers** If you do not have Microsoft Office 2016 installed on your system and you would like it installed, go to download.clemson.edu to download and install Microsoft Office 2016 for Windows or Office 2016 for Macs.

9. Should I use Office 2013/16 or Office 365 apps? After we migrate to Office 365 you will have access to and will in most cases want to run the full version of Office 2013/16. They are the full applications while the Office 365 Apps are limited feature versions "they have to be in order to run on the relatively limited resources of smart phones and tablets. Use the Apps for limited editing on limited devices and run the full applications on your desktops, ultrabooks, and tablets.

10. Do I need Microsoft Office to use the other Office 365 features like OneDrive and Office Online? No, if you have Microsoft Office 2013 or 2016 installed, you can save files directly from Office applications to your OneDrive library. If you do not need Microsoft Office to use the OneDrive for Business or Office Online. **11. Will I still have access to Microsoft Office after I leave Clemson University?** No. Your subscription to Office 365, including Microsoft Office, is contingent on your association with Clemson University. After you leave Clemson University, your Office 365 subscription to Microsoft Office, will expire.

12. Will I be able to purchase Microsoft Office or Office 365 when I leave Clemson University? Yes. You can purchase Microsoft Office or Office 365 when you leave Clemson University, but due to restrictions from Clemson University, educational discounts may not apply. Microsoft Office can be purchased at most retail consumer electronics stores. For more information, visit <http://office.microsoft.com>.

13. Can I use Office 365 on my mobile device? Yes. Office 365 can be used on iPad, iPhone, Android, and Windows Phone devices. Office 365 apps and online versions provide "light weight" versions of Microsoft Office which means that only the most-used features are available.

14. How do I setup my mobile device to access my Office 365? If you have an iPhone, iPad, or iPod please click [here](#). If you have an Android device, please click [here](#).

15. Does Office 365 allow me to get Microsoft Office for iPad for free? Yes. You can view, create, and edit documents with touch-friendly Word, Excel, and PowerPoint apps on your iPad. You can download these apps on your iPad for free with a valid Microsoft Office 365 account. Office 365 apps and online versions provide "light weight" versions of Microsoft Office which means that only the most-used features are available.

16. What if I don't have a OneDrive account? Microsoft offers a consumer version of OneDrive and a business version of OneDrive. The business version of OneDrive is a part of Office 365. If you already have a OneDrive account registered with your Clemson University email address, this account is considered a consumer account and is for your personal files. When logging in, if you use a

address and have a personal account, it will give you a choice of "Work or school account" or "Personal account". It is recommended that you do not use your Clemson password with a consumer account. [17. Why might I want](#)

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You have access to a Gmail account associated with your Clemson identity but many other free email options do exist. Terms Of Service for those accounts may be less acceptable than you desire. [18. Why should I not use my C](#)

[exchange email address for a personal Office 365 account?](#) An Office 365 (Business) account will be automatically

linked to your Clemson exchange account. The biggest problem is identifying which account you are using at a given time.

It may not be an insurmountable problem, you may find that it's irritating or confusing to have to change accounts or determine which

one you are using at a given time. [19. How do I access my Office 365 account?](#) You can access your Office 365 account

by navigating to portal.office.com, enter in your Clemson University email address, when select to enter the password

your password will be displayed, enter your Clemson University username and password. [21. Online Resources - If we want to use Office 365](#)

[resources, what do we want to list?](#) O365 learning center for Education: <https://support.office.com/en-us/learn/office365-for-business?legRedir=true&CorrelationId=f90de114-b10e-47fe-ba71-11e5-b040a5306239>

[22. How much storage will I have for OneDrive for Business?](#) The storage is unlimited but you can only sync up to 100,000

items in your OneDrive for Business Library, including folders and files. At this time there is not a sync client for Mac OS. [I sync files between OneDrive for Business and my computer?](#) You can sync your OneDrive for Business library

to your computer and then access your library files in Windows File Explorer or Mac Finder instead of in a web browser. [25. What are the file upload size for OneDrive for Business?](#) OneDrive for Business file upload size is 2 GB. [26. What are the security concerns about using Office 365? Who can see my documents? Is it safe to save for my research, business, or personal ideas?](#) It is similar to any other backup vendor and ultimately you need to trust someone. Your Office 365 Business account is

subject to legal access by Clemson University while the Personal Office 365 account is not. However there are Terms Of Service for that account which need to be accepted (not necessarily read or understood) to use the product. [27. Are there any issues concerning the use of Office 365?](#) While the Clemson University legal office has found the Terms Of Service acceptable for use by Clemson University Faculty, Staff and Students, similarly to our previous license, that may not be acceptable for individuals in certain situations. For example work outside the purview of Clemson University (fiction or non-fiction) may require the purchase of an additional license. [28. If I delete a file from OneDrive for Business online, can I recover that file? How?](#) OneDrive for Business Online recycle bin has two stages. First-stage Recycle Bin and Second-stage Recycle Bin. Files or folders deleted will not be available to restore from either recycle bin once it has been 90 days since the files or folders were deleted. Once you empty the first-stage recycle bin then the items in it will go to the second-stage recycle bin. You can restore files or folders that were first deleted no matter which recycle bin they are in. Ninety days from the deleted date the files will be recoverable. [29. Is it possible to have license expiration issues with Office 365 which has occurred in other applications?](#) While access to OneDrive is always limited to your Internet connectivity, Clemson University's relationship with Microsoft will be maintained and likely grow with an increase in future capabilities and greater security.