

Office 365 FAQ for Students

1. What is happening to my Google account?

A: Your email (GMAIL mailbox) is moving to Office 365. Your Google calendar, contacts and documents are not moving.

Note: Your email address and password are not changing.

2. What is Office 365?

A: Office 365 is Microsoft's email and applications platform. With Office 365 you can access your email and documents from anywhere over the Internet. Your email will be available through your browser as well as Microsoft Word, Excel and PowerPoint. All of this will be accessible through the Student Gateway (just like GMAIL is today) or directly at <https://portal.office.com/>

3. How do I access my email?

- Through your Student Gateway.
- Through [Outlook Web Access](#) or [OWA](#).

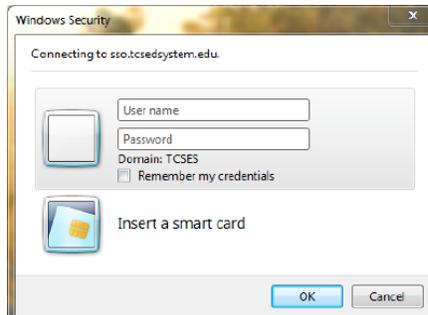
You will access your gateway through newly redesigned sign-on screen below and be able to access your mail directly, without having to sign on again.

When you access your email through OWA you will see the newly redesigned sign-on screen noted below. You use the same username and password that you use today to access the Student Gateway.



Note: If you use Microsoft Internet Explorer, you will need to enter your username with the TCSES domain (TCSES\username) and password.

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4. Will I see this new sign-on screen any other time?

A: Yes, when you access your Student Gateway or if you access [Canvas](#), Office 365 or [Outlook Web Access](#) directly.

5. Does this effect the single sign-on functionality from the student gateway to Office 365 mail? To Canvas?

A: It will not be affected. As long you access email and Canvas through the gateway, the single sign-on functionality to both Office 365 email and Canvas will be in effect.

6. Will I need to install Outlook on my computer to use my email?

A: No. You will be able to access Outlook Web Access (OWA) through your Student Gateway when you click on the 'Go to Mail' link. If you access OWA through the gateway, you will not have to enter your username and password a second time.

You can access your email directly through Outlook Web Access through a browser when you sign into the Office 365 portal at <https://outlook.office365.com>, or <portal.office.com> but you will need to enter your username and password.

7. How will Gmail labels migrate to Office 365?

A: Office 365 email uses folders instead of labels. After moving to Office 365, your email will be organized in folders that are named in a way that corresponds to your labels.

8. Any suggestions regarding commonly used email features?

A: Gmail and Office 365 share many features that are used in similar way on both systems, though there will be difference. If you use them, you will need to manually recreate them after the migration to Office 365 and Outlook. The instructions and a brief description of the function are below.

- **Gmail Signature:** Automatically adds a signature to your emails. See [Signature Setup](#)
- **Gmail Filters:** Office 365 uses rules instead of filters. To automatically process email see [Inbox Rules](#).
- **User Photo:** Add a picture or avatar to your account. See [User Photo](#).
- **Vacation Responder:** Replaced with Automatic Replies. See [Automatic Replies](#).
- **Tasks:** You will need to recreate tasks.

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- **Email Forwarding:** All e-mail communications related to school business should be conducted through school e-mail for the following reasons:
 - To insure you receive all school-related email
 - To be in compliance with FERPA policies
 - For confidentiality and maintenance of school recordsStudents, as well as faculty and staff, should not forward email from their school account to a personal email account.

9. Will my Gmail calendar entries be migrated to Office 365?

A: No, but you can do that manually. First, you will need to export your calendar from Gmail. Click on the [Gmail calendar export](#) link. Second, you will need to import the calendar into Outlook Web Access. See the **How to Import a Google Calendar into Outlook Web Access** instructions.

You will probably need to recreate any recurring meetings.

10. Will my Gmail contacts be migrated to Office 365?

A: No, but you can do that manually. First, you will need to export your contacts from Gmail. Click on the [Gmail contacts export](#) link. Second, you will need to import the .csv file into Outlook Web Access. See the [Office365 contacts import](#) link and see the *Import your list of contacts to Outlook Web App* section.

11. Will my Google Docs, Sheets or other services be migrated to Office 365?

A: They will remain on Google and will remain accessible for approximately one year. We encourage students to transfer their files manually to OneDrive.

12. What will happen to my school-assigned Google account?

A: The account will remain active so that you can access Google documents and other google services. Your GMAIL inbox will be visible although you won't be able to send or receive mail through it.

13. Will there be a period I cannot access my email?

A: Yes. During the email migration from Gmail to Office 365 you will not be able to access your email. This period will start Monday morning 12/28/15 and end by midnight CT Wednesday 12/30/15 or sooner.

14. How will I know when the transition to Office 365 has started and when I can get to email again?

- You will know when access is unavailable when the **Go to Gmail** link disappears on your student gateway.
- You will know when the migration is complete when the **Go to Mail** link reappears on your Student Gateway.
- A banner will also be visible on the Gateway showing the status of the process.

15. How do I access my Google Docs?

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A: There will be a link titled **Access Google Docs** in your gateway under **My Technology** where you can enter your email address and password to access your Google Docs.

16. When will I have access to the Office 365 suite of applications? What applications are included? How to install Office on my PC or Mac?

A: You will have access the day we move to Office 365. The available applications are.

- Outlook
- Word
- Excel
- PowerPoint
- OneNote
- Publisher
- Skype for Business
- OneDrive

For instructions on how to install Office on you PC or Mac watch these videos: [Install Office on your PC or Mac for Office 365 for business](#)

17. What if I already have installed Office applications?

A: You can keep using your current applications or use the school license to install Office 2013.

18. How do I access my email from my mobile device or through Outlook?

- See the **How to Configure Your Mobile Device** PDF file
- Click on **Set Up Email in Outlook for Windows**
- Click on **Set Up Email in Mac OS X Mail**

19. How do I get started with Office 365?

- Click on **Getting Started with Office 365 for Education**
- See the **Google Apps to Office 365** PDF.

20. Will graduates / alumni have access to the Office 365 suite? Will the alumnus be prompted to pay for the license?

A: Alumni will get specific Alumni Licenses that include email only; no other Office applications. Alumni would have to obtain a separate license for those applications.

21. What if I cannot access email after the transition to Office 365 using my gateway?

A: Contact the Service Desk at (800) 747-8367.

Glossary

1. Microsoft Office:

A collection of productivity software applications for use on computers with Microsoft Windows or Mac OS X Operating Systems. The applications include a word processor (Microsoft Word), spreadsheet (Microsoft Excel), presentation software (Microsoft PowerPoint), e-mail & personal

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information manager (Microsoft Outlook), database tool (Microsoft Access), desktop publishing app (Microsoft Publisher), and note-taking software (Microsoft OneNote). There are multiple variations of Microsoft Office such as Office Home & Student, Office Home & Business, Office Professional, etc., each variation corresponding to a different combination of applications. The Microsoft Office applications must be installed on a computer to be used.

2. Microsoft Office 365 (Often referred to as Microsoft 365 or Office 365)

A collection of Microsoft's productivity applications that are used through a Web Browser over the Internet. In addition to the applications above, Office 365 includes online document storage, online communications, and social networking services. The different Office 365 variations (Suites) such as Office 365 Home & Student, Office 365 Home & Business and Office 365 Professional, correspond to different combinations of applications and services.

3. Microsoft Outlook

Microsoft Outlook is an e-mail client and personal information manager (PIM) that's available as part of Microsoft's Office suite. It needs to be installed on a computer or tablet before it can be used

4. Microsoft Office 365 Outlook

An application available to users of Office 365 for managing email using a WEB browser.

5. Outlook WEB Access (OWA)

A general term for any of a number of Microsoft applications (all very similar) for managing email using a WEB browser including Outlook.com, Office 365 Outlook or Exchange Outlook WEB access.