

# Office 365 FAQ

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

A: Office 365 is a bundle of services from Microsoft that includes many online tools and software programs. This platform enables additional account storage space and increased vendor support from Microsoft.



## **Q: Can both employees and students use Microsoft Office 365?**

A: Yes for Students and faculty/staff is on its way.

## **Q: Are there any technical requirements for using Microsoft Office 365?**

A: Most Office 365 tools simply require a computer or mobile device with an internet connection and current web browser. However, not all features of each tool may be available on all platforms and browsers.

## **Q: What happens to my Office 365 account when I graduate or leave Austin College?**

A: At this time students may keep their Office 365 accounts until 1 year after graduation or leaving Austin College. Faculty & staff will be immediately after they leave.

## **Q: How does OneDrive work?**

A: OneDrive is a free online storage that comes with your Office 365 access. For a tutorial on the many uses of OneDrive visit the [Getting Started with OneDrive](#) Microsoft site.

## **Q: Does my Microsoft Office 365 account password expire?**

A: Yes, since your Office 365 account is sync'd with your Austin College account the expiration is the same. When you're Austin College account expires and you change your password you will now be required to use your new password to access Office 365 online.

## **Q: What happens to my docs when they are deleted in OneDrive?**

A: Documents are moved to your OneDrive recycle bin and kept for 90 days. These documents are ONLY recoverable during the 90 day period, once this has passed they are no longer recoverable. If you empty your recycle bin the files are no longer recoverable as well.

## **Q: Where can I learn more or get support for Office 365?**

A: Because Office 365 is a hosted solution, support is provided by the vendor. To access support documentation, visit the [Microsoft Office 365 Support](#) or the [Microsoft Office 365 FAQ](#).