

Microsoft Office O365 - FAQ

Sandhills Community College is excited to announce that Microsoft Office 365 ProPlus has been released to all Faculty and Staff employed at Sandhills Community College. Faculty and Staff, employed at Sandhills Community College, can download the latest, full versions of Microsoft Office on up to 5 PCs or Macs and on mobile devices at no cost. The Office 365 ProPlus subscription license includes:

- Office 365 ProPlus for PC (2013 – Word, Excel, PowerPoint, OneNote, Access, Publisher, Outlook, Lync)
- Office 365 ProPlus for Mac (2011 – Word, Excel, PowerPoint, Outlook)
- Office Mobile for iPhone/Android (Word, Excel, PowerPoint, OneNote, Lync)

The software has the same features and functions as other versions of Office and can be used offline. Devices will need to connect to the Internet once every 30 days to verify that they are still eligible for the program.

Is this a full version of Office and available for offline use?

Yes, this is a full version of Office (see included applications above) and is available for offline use. Devices will need to connect to the Internet once every 30 days to verify that they are still eligible for the program.

How many devices can I install Office 365 on?

It can be installed on up to 5 devices. Installing Office apps on a phone or tablet will not count against your 5-install limit.

What applications come with Office 365 ProPlus for PC?

- Word 2013
- Excel 2013
- PowerPoint 2013
- OneNote 2013
- Access 2013
- Outlook 2013
- Lync 2013

What are the PC requirements for Office 365 ProPlus?

Operating System

Windows 7, Windows 8

Note: 32-bit Office can be installed on 32-bit or 64-bit operating systems and 64-bit Office can only be installed on 64-bit operating systems.

Computer and processor

1 GHZ or faster x86 or 64-bit processor with SSE2 instruction set.

Memory 1 GB RAM (32-bit)

2GB RAM (64-bit) recommended for graphics features, Outlook, Instant Search, and certain advanced functionality.

Disk space

3 gigabytes (GB)

Monitor resolution

1024 x 768 or higher

What comes with Office 365 ProPlus for Mac?

- Word 2011
- Excel 2011
- PowerPoint 2011
- Outlook 2011

What are the Mac requirements for Office 365 ProPlus?

Operating System: Mac OS X version 10.5.8 or later.

Computer and processor: A Mac computer with an Intel processor.

Memory: 1 GB RAM (recommended)

Disk space: 2.5 GB of available hard disk space.

HFS+ hard disk format (also known as Mac OS Extended or HFS Plus).

Monitor resolution: 1024 x 768 or higher

Why is Office 365 ProPlus asking me for a license key on my Apple device?

Another version of office is installed and licensed on the device. If you wish to use Office 365 ProPlus you will need to uninstall the previous version first.

What comes with Office Mobile for iPhone and Android?

- Word Mobile
- Excel Mobile
- PowerPoint Mobile
- OneNote available as separate download.
- Lync Mobile

My software was working correctly but now I have limited features available. What happened?

Even though you do not need to be connected to the Internet all the time to use Office 365 ProPlus, you must connect to the Internet at least once every 30 days. This is so that the status of your Office 365 subscription can be checked. If you do not connect within 30 days, Office 365 ProPlus goes into reduced functionality mode. Once you connect to the Internet and your subscription status is verified, all the features of Office 365 ProPlus are available again.

If I upgrade to Office 365, what happens when I am not an employee of the college, will I be able to downgrade back to my old version?

Yes, you can choose to subscribe to Office 365 or choose to reinstall an older version of Office.
NOTE: You will need the product key in order to install your older version of Office.

If I already have Microsoft Office 365 on my computer, do I need to download Office 365 ProPlus?

If you already have Office 365 installed on your computer, you can choose to cancel your subscription and install Microsoft Office 365 ProPlus.

Please note: You will need to uninstall the previous version of Microsoft Office 365 from your computer before installing Office 365 ProPlus.

How do I deactivate an installation on a PC or a Mac?

If you've already installed the latest version of Office with Office 365 on 5 computers that you use and you want to install Office on a sixth computer, you can do that by first deactivating an installation on one of your current computers.

Login to the Microsoft Office 365 portal (login.microsoftonline.com/). The devices where you have installed Office 365 ProPlus will appear in the list of installed items. To deactivate an install click on the blue Deactivate link next to the computer you would like deactivated. Deactivating a computer will not uninstall the Office program but will make it so you are unable to use the Office in its entirety from that device.

What happens to my files if I leave the college?

Your files are saved to your local computer directories, removable media, or network storage, so they are safe. Your Microsoft Office ProPlus subscription, however, will end. You will have the opportunity at that time to enroll in other available consumer or commercial offers.

Where can I get training on Office 365 ProPlus?

There is some excellent training available for Office 2013 [here](#).
There is some excellent training available for Office Mac 2011 [here](#):

- [Excel 2011](#)
- [Outlook 2011](#)
- [PowerPoint 2011](#)
- [Word 2011](#)

Some end user help guides on Office Mobile for iPhone [here](#).
Some end user help guides on Office Mobile for Android [here](#) and [here](#).

Will Office Pro Plus work on Google Chrome Books?

No, laptops or desktops must use either Windows OS or Apple OS (Mac).