Office 365 FAQ

Welcome to Millersville's Office 365 FAQ Page!

The University provides all active Students, Faculty, and Staff with Office 365 which encompasses Microsoft's online serveries including email, calendaring, Microsoft Office applications, and more. Many of these services may have settings, features, or functions that may be different than previous versions and applications. This page contains FAQs, links to Microsoft web pages, How To's, and other information that may help familiarize everyone with what is available to them through the Office 365 family of applications and services.

Office 365 FAQ:
- Q: Why Office 365?
  A: Office 365 has over 20 million users and has been implemented by many higher education institutions. Millersville University has monitored the trend to move to Office 365 in higher education and has found that as other institutions have had their cloud services mature, their on-premise services have improved. Along with being able to focus more attention to on-premise services, Office 365 has many benefits available including OneDrive with 1 Terabyte of storage for each user. More benefits are listed below, please take a moment to review them:
  - OneDrive for business with its large storage capacity and easy document sharing. Please keep in mind OneDrive has a 2Gb individual file size limit.
  - Always have the latest version of Office - all web based applications are automatically updates with the latest security and feature updates.
  - Many new benefits and features around email - see the Email and Outlook FAQ below for more information.
  - Improved collaboration tools including instant messaging, video conferencing, and online meetings through Skype for Business.

- Q: How are Office applications available to me?
  A: Office applications can be used either over the web by visiting http://portal.office.com or they can be installed locally on your computer. Each user can install Office on up to 5 devices. Please see the Office365 Wiki page for more information on installing Office products.

- Q: How can I learn to use Office 365 products?

- Q: Are there accessibility option available?

- Q: Is Office 365 compatible with mobile devices?

- Q: Are there any options available to personalize my Office 365?

- Q: How do I change my account settings in Office 365?

- Q: I just purchased the software, can I get a refund?

- Q: After I graduate, can I continue to use the software?

Email and Outlook FAQ:
- Q: Why migrate mailboxes to the cloud?

- Q: Does Microsoft provide any training for Outlook?

- Q: Can I import a .pst file into my Office 365 mailbox?

- Q: Time time zone or language in my email isn't correct. How can I fix this?

- Q: What can I expect to happen before, during, and after my mailbox is migrated to Office 365.

- Q: What is the Focused inbox?

- Q: Once my mail is migrated, how do I access my email?

- Q: How can I share my calendar in Office 365?

- Q: How do I create a signature in Office 365?

- Q: How do I setup email on my mobile device.

- Q: How can I forward my O365 email to another email address.
Q: How can I learn to use Office 365 products?
A: Microsoft offers online training for you to learn how to use their products. These can be found on the Office 365 Training Center page. Please also see the Office 365 Basics - Video Training page for more training options.

Q: Are there accessibility option available?
A: There are a few accessibility options available in Office 365. Please see the Office 365 Accessibility Center for more information on what options are available.

Q: Is Office 365 compatible with mobile devices?
A: Microsoft has compatible applications for both Android and iOS devices. This includes mobile version of Outlook, Word, Excel, PowerPoint, and OneNote. Documentation on the features available on mobile applications can be found here. Microsoft provides instruction on how to install these applications on both Android and iOS devices.

Q: Are there any options available to personalize my Office 365?
A: Microsoft has options available to personalize your Office 365 experience. Please follow Microsoft's guide to personalize your Office 365 experience.

Q: How do I change my account settings in Office 365?
A: Please see the Change Account Settings in Office 365 page for information on how to change your account settings.

Q: I just purchased the software, can I get a refund?
A: You'll have to check your conditions of purchase and/or the place you bought it. However, if you did purchase the software, keep in mind that you'll always have the software available. Once you aren't an active student anymore, your access to 365 will go away unless you continue with the subscription based service.

Q: After I graduate, can I continue to use the software?
A: If you continue a personal subscription with Microsoft, yes. Learn more about pricing and details from Microsoft.

Please see Office365 Wiki page for more information on Office 365.

Email and Outlook FAQ:

Q: Why migrate mailboxes to the cloud?
A: From increased mailbox space to the full feature web client, there are many benefits to migrating email to the cloud. Please take a moment to review all of the benefits below:

- 50 Gigabyte mailbox for each person
- 150Mb email size limit (25Mb per file attached)
- Support for all mobile devices including Android and iOS
- Ability to access your email, calendar, and contacts directly from your mobile device
- A new Outlook for web that is fully featured
- Security - Office 365 automatically encrypts email traffic for enhanced security. Read more about how this works here.
Integration between Outlook for web and OneDrive - making saving and sharing document easier. This page from Microsoft has instructions on how to use this feature.

Q: Does Microsoft provide any training for Outlook?
A: You can find training on how to use Outlook on different platforms at the Office 365 Training Center. Also, Microsoft provides Outlook Cheat Sheets.

Q: Can I import a .pst file into my Office 365 mailbox?
A: Yes, you are able to import a .pst file into your mailbox using the Outlook PC client. Please see this guide from Microsoft for instructions on how to do this.

Q: Time time zone or language in my email isn't correct. How can I fix this?
A: Please see the guide provided by Microsoft on how to change these settings.

Q: What can I expect to happen before, during, and after my mailbox is migrated to Office 365.
A: Please see the wiki page Mailbox Migration Checklist.

Q: What is the Focused inbox?
A: The focused inbox in Office 365 is meant to automatically prioritize the mail that is important to you. The mail that is sent to the focused inbox is based on the people you interact with frequently and the content of the mail. If you choose to disable the focused inbox, you can do so by following the instructions on this page. Many people have found they miss important email when using the Focused inbox. If you choose to not disable the Focused inbox, please understand how you can check the remainder of your email and fully utilize this feature by reading this guide on the focused inbox.

Q: Once my mail is migrated, how do I access my email?
A: After being migrated you will no longer be able to use our on-premise Outlook Web App. Please use http://outlook.office.com/ to login to Outlook for web. If you have not been migrated yet, please continue to use https://mail.millersville.edu.

Q: How can I share my calendar in Office 365?
A: The option to share your calendar is available in Outlook for web, Outlook for PC, and Outlook for Android or iOS.

Q: How do I create a signature in Office 365?
A: You can create a signature in Outlook for Web or in Outlook for PC.

Q: How do I setup email on my mobile device.
A: There are 2 different ways to setup email on your mobile device. If you wish to use the built in mail application that was packaged with your mobile device, see Microsoft’s guide for Android (Scroll down until you see “Set up an Exchange or Office 365 work or school account manually”, and expand that section) or iOS/Apple devices. Otherwise you can use the mobile version of Outlook. Microsoft provides documentation on how to setup your email in outlook for Android or iOS devices.

Q: How can I forward my O365 email to another email address.
A: Please follow this guide from Microsoft on how to setup forwarding through Outlook on the Web.