

Microsoft 365

Home Installation & Frequently Asked Questions

1. What is Microsoft 365?

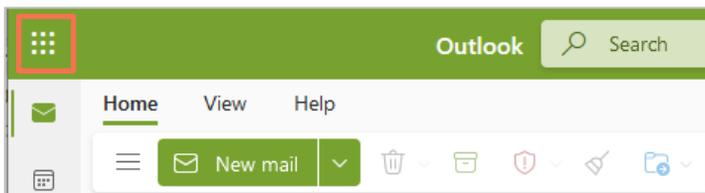
Microsoft 365, formerly known as Office 365, is Microsoft's family of software for email, file sharing, web conferencing, and productivity. It encompasses online services such as Outlook.com, OneDrive, and Microsoft Teams, as well as programs formerly known under the name Microsoft Office (including applications such as Word, Excel, and PowerPoint). It is available on almost all devices.

2. How do I access Microsoft 365 online?

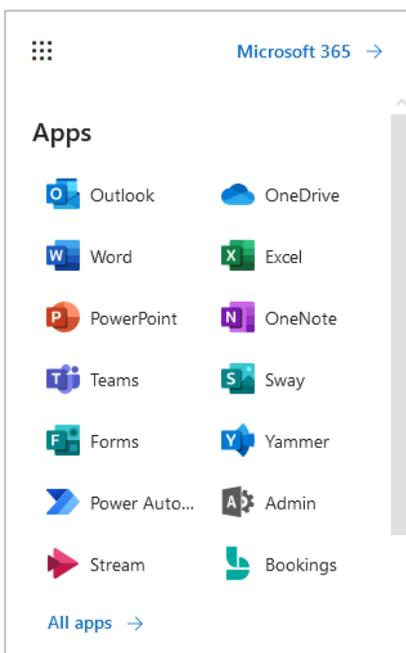
To access Microsoft 365, go to a school or the district website and click *Mail* in the top right corner.



Login using your District user ID and password. Once logged in, click the App Launcher icon in the top left corner of the page.



Choose an app or click the *Microsoft 365* link in the top right to see more options.



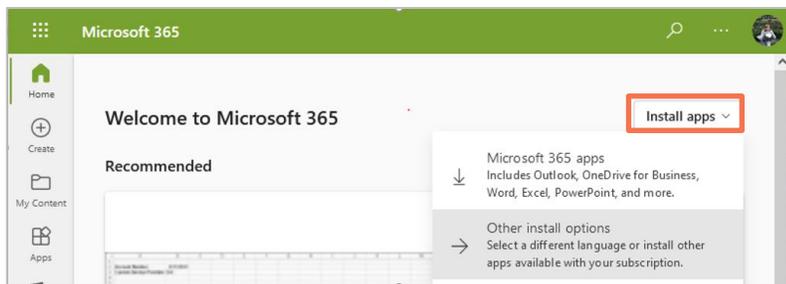
3. **Software: Can I Install Microsoft 365 Apps on my Personal Device(s)?**

Students, Teachers, Administrators, and some support staff can install Microsoft 365 Apps on their personal devices.

4. **Software: How can I install Microsoft 365 Apps on my Personal Device(s)?**

For mobile devices, search for *Microsoft 365* in the App Store (iPhone/iPad) or Google Play (Android).

For Windows and macOS, login to Microsoft 365. From the welcome page, click *Install apps*. Follow the prompts to download and install the software.



5. **Software: Will Microsoft 365 work on my Mac? What about my tablet?**

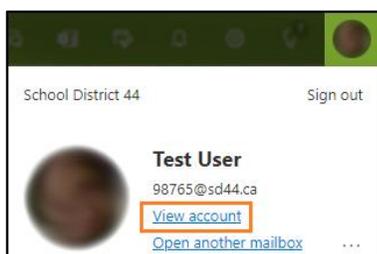
Most Microsoft 365 apps will work on almost any device, including phones and tablets.

6. **Software: How many of my devices can I install Microsoft 365 on?**

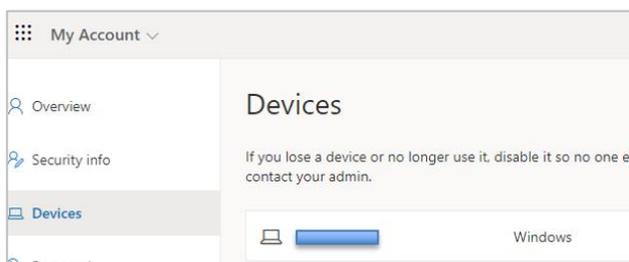
Apps can be installed on up to five devices. You can also access the Microsoft 365 online apps from any browser on any computer with an internet connection.

7. **Software: I want to install Microsoft 365 on a new device, but I have used all of my installs. How do I deactivate an unused device?**

Sign in to Microsoft 365. Click your profile image in the top right, then click *View account*.



The *Settings* page will open. Click *Devices* on the left side. Activated devices are displayed with an option to deactivate. Once a device has been deactivated, it can no longer be used to edit files.



8. Software: Can I use Microsoft 365 just like Office 2016?

Yes. The Microsoft 365 apps function almost identically to Office 2016 applications.

9. Software: Will I lose access to Microsoft 365 if I have no internet access or a server goes down?

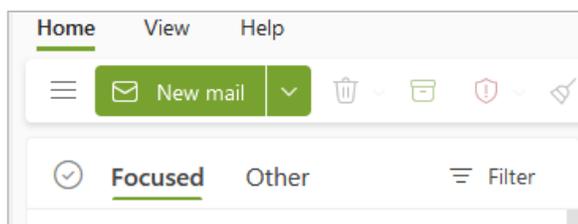
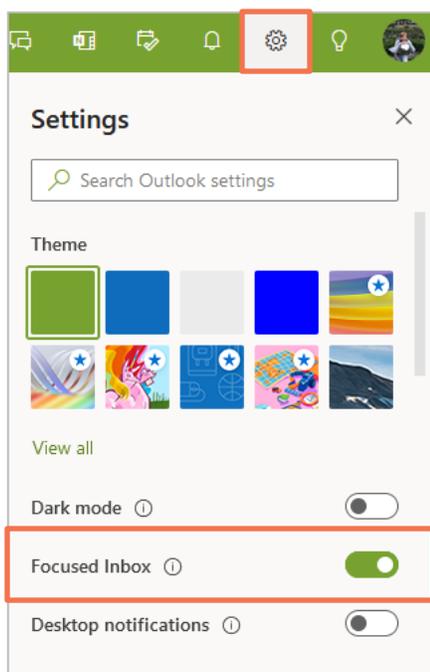
No. If you have downloaded and activated your apps, you can use them without an internet connection.

10. Software: What happens when I graduate or leave NVSD?

If you graduate or leave, you will still be able to use Microsoft 365 for 30 days. After those 30 days, the apps will go into read only mode. Any documents you have created will remain unaffected.

11. Outlook Mail: I receive a lot of Junk Mail and subscription-based emails. Is there a way to automatically separate direct email messages from everything else?

Within your settings (gear icon), turn on *Focused Inbox*:



By moving messages from a particular sender to the Junk Inbox, the system will recognize similar messages in the future and move them to the Junk Inbox automatically. The sender can also be blocked by right clicking on the message then selecting Block.

12. **OneDrive: What is it?**

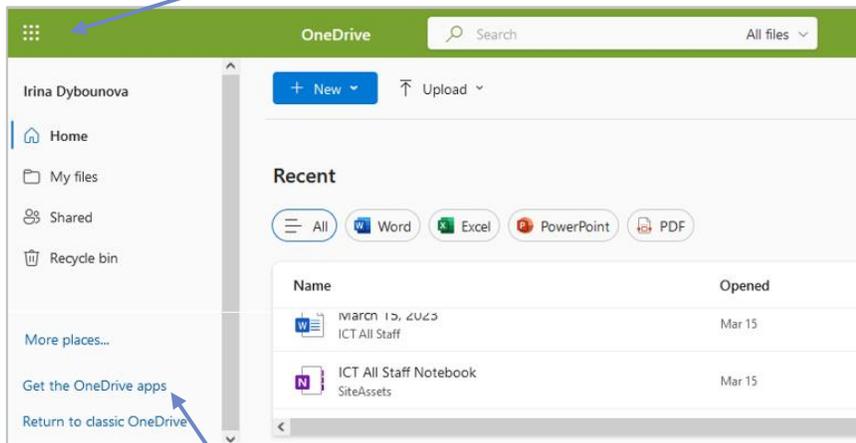
OneDrive is Microsoft's online storage solution. It functions similarly to other online storage apps.

13. **OneDrive: I want to upload some files. How much space do I have?**

Each user gets at least one Terabyte of storage space.

14. **OneDrive: Is there an app that can be installed on my computer?**

Yes. If you do not already have it installed, the OneDrive Sync App can be downloaded from OneDrive online. Login, click on the App Launcher, and open OneDrive.



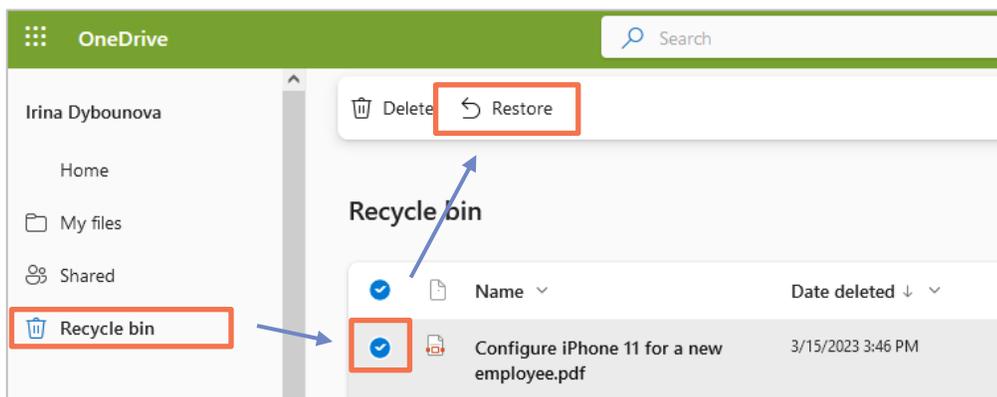
Click the *Get the OneDrive apps* link. Follow the prompts to download and install. A new folder will be added to your computer. Any existing files in your OneDrive will be added to this folder and any new files added to this folder in the future will synchronize with your OneDrive online.

15. **OneDrive: Are my online files protected?**

Yes, anything you save online using OneDrive is stored on an encrypted server and can only be accessed by signing in with your NVSD username and password. Data is physically located in Canada.

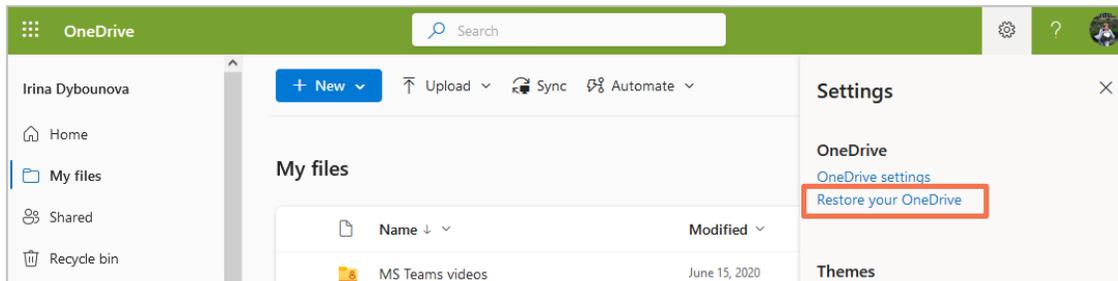
16. **OneDrive: I accidentally deleted some files. Where did they go? How can I retrieve them?**

Deleted OneDrive files are moved to the OneDrive *Recycle bin* folder, and remain there for **3 months**. Log in to OneDrive online, then click *Recycle bin* on the left side. Select the files, then click *Restore*.



17. OneDrive: Something changed and files are missing from my OneDrive. Can I go 'back in time' in OneDrive?

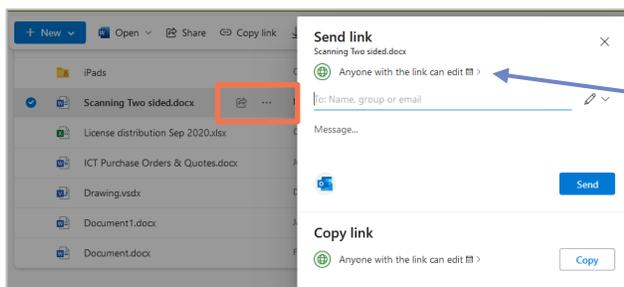
To restore your entire OneDrive to a previous date, open OneDrive online. Click the gear icon in the upper right and choose *OneDrive – Restore your OneDrive* from the drop down menu.



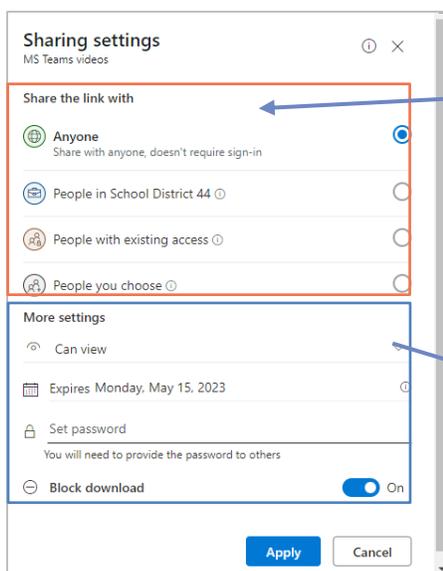
Select a date to restore to OR choose *Custom date and time* to see a chart showing when significant changes were made to the contents of your drive. You can go back up to **one month**. Click *Restore*.

18. OneDrive: How to share outside and within my organization?

To share a document or folder, place a checkmark to the left of the file name. Click on the  icon OR three dots () next to the file name.

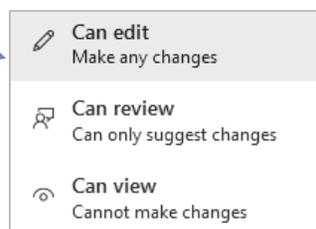


In the pop-up window, click on the current sharing setting to open the sharing options.



Check one of the options in *Share the link with*. When an option is selected, you will be able to see that option's permissions.

Change *More settings* as required. Depending on the choice above, you will see different options.



Click *Apply*.