

Office 365 Frequently Asked Questions

1. What Office products am I able to download?

Microsoft Office 365 ProPlus offers Word, Excel, PowerPoint, OneNote, Access, Publisher, Outlook, and Skype for business.

2. 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 subscription version of Microsoft Office 365 from your computer before installing Office 365 ProPlus.*

3. How many computers can I download Office 365 on?

You are able to install Office 365 ProPlus on up to 5 computers.

4. Is this a Student version of Office? Are there restrictions?

Microsoft Office 365 ProPlus is a fully functional software package.

5. If I have an older version of Microsoft Office on my computer, can I still download and install Office 365 ProPlus?

You can have multiple versions of Microsoft Office installed on your computer. We suggest not uninstalling your previous version of Office unless you have your product key available to reinstall it at a later date.

6. How long can I use Microsoft Office 365 ProPlus?

*Microsoft Office 365 ProPlus is available for all **active** CCSJ students, faculty and staff.*

7. What happens to my Office 365 when I am no longer with the institution?

*Microsoft Office 365 ProPlus is only available to **active** CCSJ students, faculty and staff. Once no longer an active student, faculty or staff member the software will no longer function.*

8. If I upgrade to Office 365, what happens when I am no longer affiliated with CCSJ, will I be able to downgrade back to my old version?

Yes, you can choose to subscribe to Office 365 or choose to reinstall older version of Office.

Please note: *You will need the product key in order to install your older version of Office.*

9. What happens to all of my documents once Office 365 ProPlus is no longer active?

All documents saved to OneDrive via an active CCSJ email address will be lost once you are no longer affiliated with CCSJ. It is recommended that you back up your documents to a personal drive.

10. I have just been accepted to CCSJ and will start classes soon. When will I be able to download Office 365?

Students can download Microsoft Office 365 ProPlus once they have access to their CCSJ student email.

11. I have an Apple computer, is there a Mac version I can download?

Microsoft currently offers Office 2011 for Macs.

12. What support is available from CCSJ?

The Computer Services Department of Calumet College of St. Joseph will confirm that email addresses and corresponding login information are active and usable. CSD will not provide technical support outside of the already provided instructions for installation and general use of Office 365 ProPlus.