

Microsoft Office 365 (O365) and Office 2016 ProPlus Download FAQs For Students

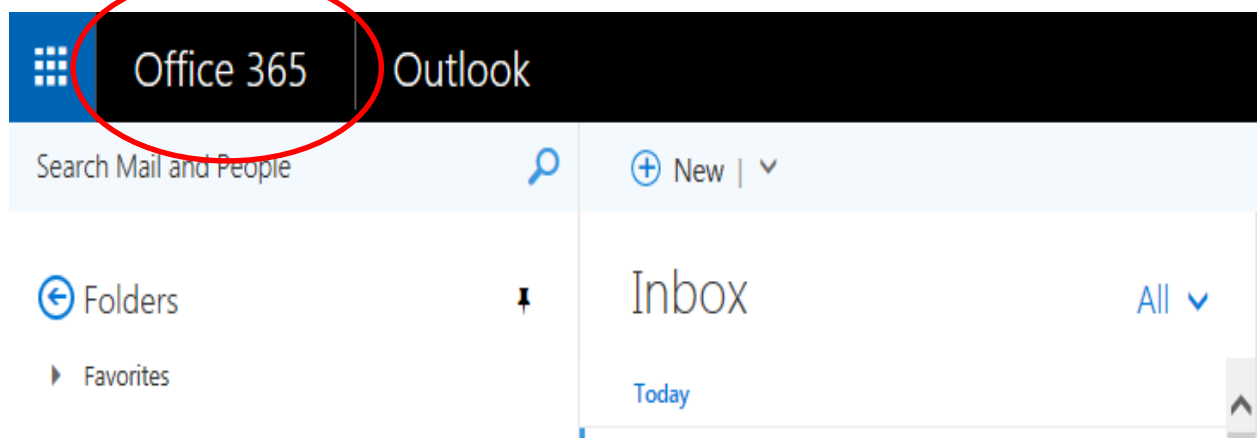
Why is Colorado Technical University offering MS Office 365?

- Colorado Technical University is offering students a free subscription to Office 365 (O365), for a number of reasons:
 - With an internet connection, Office 365 is available anywhere, any time, on any device
 - Word, Excel, PowerPoint, and OneNote, along with several other Microsoft applications, will be available to you on any web-enabled device
 - Office 365 also provides downloadable versions of Word, PowerPoint, Excel and OneNote
 - on up to 5 devices (computers, tablets, or phones)
 - And includes 1 TB of OneDrive (cloud) storage
 - With O365, you can download the newest version of Office as soon as it becomes available at no extra cost.

REGISTRATION AND ACCOUNT INFO:

How do I access O365?

- Once you gain access your CTU email account, O365 is available to you from within the Virtual Campus. When you open your campus email inbox you will see “Office 365” in the top banner. Be sure to maximize your screen if you do not see it. Simply click on Office 365 to open the O365 Homepage.



- You can also login anytime to the O365 Homepage at: <https://portal.office.com>

- This portal link is also located in the Resources area of the Virtual Campus. The Resources link is in the top, gray menu bar.



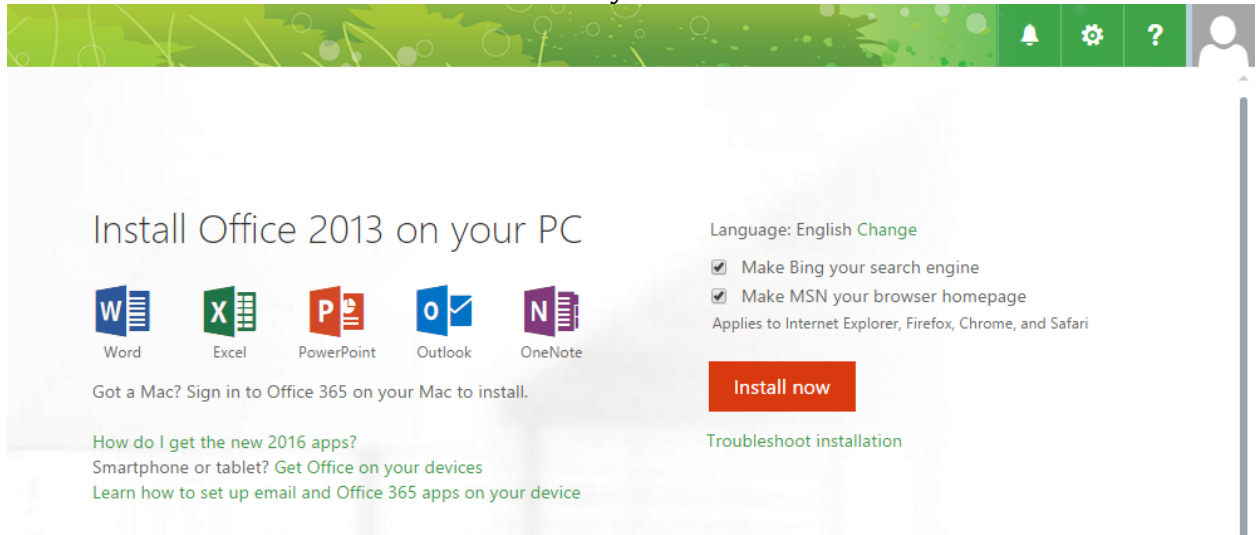
- To log in to the portal, use your campus email address and virtual campus password.

What if I already have an O365 account?

- The offering from Colorado Technical University is free for you to use. You may continue to use your personal O365 account in tandem with your campus account, should you desire.

How do I download the full version of Office?

- After logging in to O365, click the “Install Now” button on the Homepage. Then click “Run” or “Save” the file to a location that you can find at a later time.



- Or go to: <https://office365download.com/download.htm?Branch=Validation>
 - Click on “Install Office.” Once completed, activate Office by entering your Campus email address and virtual campus password.

What if I have a Mac?

- Simply sign into O365 on your Mac computer to install the proper version.

How do I get the Office apps for my tablet or smartphone?

- Free apps are available for iPhone, iPad, and Android or Windows phones or tablets.
- You can download the Office Program from the Apple App Store (iPhone) or Google Play Store (Android). You will log into the app with your CTU email address and password to sync the app with your account. Or:
- From the O365 homepage, click on the “Get Office on your devices” link.
- A new window will open where you can choose your device type.
- The app link can be sent via email (or via text for smartphones), to install the Office apps.
- Note: Usage of O365 Online on a smartphone or tablet requires an internet connection and standard data rates will apply.

What if I want to change the O365 password?

- Your O365 password and your Virtual Campus password are linked. Changing your password should be initiated through the Virtual Campus. Your O365 account will automatically be updated and keep your accounts in sync.
- It is strongly advised that you do not attempt to change your O365 password alone as it will not update your Virtual Campus password and may result in access issues.

Since my initial Virtual Campus and O365 accounts were created, my name or status (alumni vs. student) has changed my campus email. Will that impact access to O365?

- No. Changes to your Virtual Campus login and email account will automatically sync with your O365 login/username and password.

What is OneDrive?

- OneDrive is a cloud-based storage system offered through O365. CTU students will have 1TB of online storage space to save and/or backup files using Office software products.
- This is a great way to save your files if you are interrupted and/or need to return to it using a different computer.
- It provides a great backup option to save copies of your files to access from any computer and/or mobile device with an Internet connection.

How do I get to OneDrive?

- From the O365 Homepage, click on the “OneDrive” icon or link.

If I get a new computer, can I download the software again in the future?

- Users are allowed up to five (5) downloads to PC/Mac computers, and five (5) installs to phones or tablets.

Am I required to download MS Office?

- Some coursework may require the most current version of MS Office. Check your course syllabus to determine whether you need this version or can continue to use the version you currently have installed.

- With O365 you will have access to the latest version of MS Office with an internet connection. Just log in to the O365 portal and choose the online version of the program you wish to use



Are my documents created in Office 2010 compatible with MS Office 2016?

- Yes, documents are forward compatible. This means files and documents created in Office 2010 can be opened in O365.

If I have a MS Office 2010 installed on my computer, can I continue using it?

- Yes. Office 2010 and O365 can coexist on the computer
- If you have received the Office 2010 or 2011 for Mac download from Kivuto, you have the option to download those versions twice. However, that option expires 2 years after it has been initially offered. Once your Kivuto account expires, you will need to use O365 and/or Office 2016

What is the difference between Office365 and Office 2016?

- Office 2016 refers to the current version of the Microsoft Office software program suit. Office365 refers to the access plan included with this software which allows you to access MS Office programs over the Internet or to download the most recent copy

Can I use my personal e-mail address to download Office?

- No. You must use your student e-mail address to download and install Office from CTU on your computer or mobile devices

My installed Office software turned to read-only format. What happened?

- You must be an active student, and your computer or mobile device must be connected to the internet at least once every 30 days in order to sync your Office software suite.

Who do I contact when receiving an error message as part of the download process?

- You can contact our Technical Support department 24/7 for troubleshooting at 866-813-1836 or by email at support@ctuonline.edu.

HARDWARE/SOFTWARE REQUIREMENTS:

What are the minimum hardware and software requirements for Office 2016?

- For PC computers:
 - Processor: 1 gigahertz (GHz) or faster x86-bit or x64-bit processor with SSE2 instruction set
 - Memory: 2 GB RAM
 - Hard Disk Space: 3.0 GB of available disk space
 - Display 1280 x 800 screen resolution
 - Graphics hardware acceleration requires a DirectX 10 graphics card.
 - Operating system: Windows 10, Windows 8, Windows 7 Service Pack 1, Windows 10 Server, Windows Server 2012 R2, Windows Server 2012, or Windows Server 2008 R2
 - Note that touch features are optimized for use with Windows 10, Windows 8.1 or Windows 8.
 - .NET 3.5 required. Some features may require .NET 4.0 or 4.5 CLR to also be installed.
- For MAC computers:
 - Processor: Intel processor
 - Memory: 4 GB RAM
 - Hard Disk Space: 6 GB of available disk space. HFS+ hard disk format (also known as Mac OS Extended or HFS Plus)
 - Display: 1280 x 800 screen resolution
 - Operating System: Mac OS X 10.10 or later
- Browsers: The current or immediately previous version of Microsoft Edge or Internet Explorer 11 or the current or immediately previous version of Safari, Chrome, or Firefox.

What are the minimum requirements for mobile devices?

- Windows: Office Mobile applications (Word, Excel, PowerPoint, OneNote, Outlook Mail, and Outlook Calendar) require Windows 10.
- iOS: Office for iPad® and iPhone® requires iOS 8.0 or higher. Office for iPad Pro™ requires iOS 9.0 or higher.

- Android: Office for Android™ can be installed on tablets and phones that meet the following criteria: running Android KitKat 4.4 or later version and have an ARM-based or Intel x86 processor.
- Mobile browsers: Any mobile browser supported by Microsoft may be used, including the Intune Managed Browser.

Who do I contact if I have questions or problems installing the software?

- Contact the Technical Support team at 866-813-1836 or support@ctuonline.edu.

Will my O365 account expire?

- Upon graduation, CTU reserves the right to de-license your account within 1 year of graduation. Based on this, you will want to store any documents saved on OneDrive to your computer.