



Office 365 Frequently Asked Questions

What is Office 365 and why did Becker move to it?

Office365 provides Becker employees with many great new features for email and collaboration. This included increased mailbox sizes from 2GB to 25GB, unlimited storage in the cloud with One Drive, access to cloud-based collaboration tools like SharePoint, and Office Apps (Word, Excel and PowerPoint) in the cloud that can be installed on up to 5 personal computers per employee (either PC or Mac).

How can I access my Office 365 account?

If you have the outlook client installed on a Becker issued computer, you can continue to access your email and calendar through that. However, if you would like to leverage all of the Office 365 features including an unlimited OneDrive storage, go to <https://outlook.office365.com/>.

How do I create a shortcut on my desktop to Outlook Web App?

Mac and Windows users can create a convenient shortcut that will allow them to double click an icon on their desktop to open Outlook Web App:

Windows Users

1. Right click on an empty area of your Windows desktop.
2. Select **New** and **Shortcut**.
3. In the "Type the location" space, enter the following: <http://outlook.com/mail.Becker.edu>
4. Click **Next**, and enter the following in the "Type a name" space: **Outlook Web App**
5. Click **Finish**.

Mac Users

1. Open Safari.
2. Type in the following address in the address bar, but do not press the **return** key: <http://outlook.com/mail.Becker.edu>
3. Highlight the address you just typed in your address bar.
4. Click and drag the address and drop it on your Mac desktop.

Note: This method will also work in FireFox, but if Safari is your default web browser, it will launch when the shortcut is clicked. Directions for changing the default browser on a Mac are available here under the "Choosing a default browser" section: <http://support.apple.com/kb/ht1637>

Do I need an installed e-mail client to use Office 365?

Many users will find Microsoft Outlook (<http://mail.office365.com>) to be robust enough for their needs on and off campus. It is accessible by browser and doesn't require additional software installation.

An alternative to the Outlook Web App is having an Outlook client installed on a computer.

Is there support for mobile devices like smartphones & tablets?

Directions for setting up mobile devices can be found here: <http://help.outlook.com/en-us/140/dd936215.aspx>

What sort of features differ between Outlook Web App and an installed Outlook client?

Microsoft Outlook (<http://mail.office365.com>) is robust, and some users choose to use it exclusively. For more information about feature differences, please visit the following Microsoft page: <http://help.outlook.com/en-us/140/cc511379.aspx>.



Which browser versions are compatible with Outlook Web App?

- Internet Explorer 8 or above
- Safari 5 or above
- Latest FireFox "Release" version
- Latest Chrome "Stable" version

Note: Outlook Web App also has a light version that supports a reduced set of features across almost any browser.

ACCOUNT INFORMATION

How do I associate a picture with my account?

1. Log in in here: <http://outlook.com/mail.Becker.edu>
2. Click the Gear icon at the top-right part of the screen and choose "Options"
3. Click "Edit information" at the bottom of the screen
4. While in the "Photo" area select one to use.

How long will messages remain in Deleted Items and Junk Email folders?

Items that are in Deleted Items or Junk Mail folders are purged from accounts after 30 days.

How do I change my password?

Office 365 uses your Becker network password. You can change your password by click CTRL+ALT+Delete on your computer or using the password reset tool at <https://spirit.becker.edu:9251/showLogin.cc>.

SUPPORT

File Attachments

For security and compatibility reasons, files of some types and sizes cannot traverse the Office 365 e-mail system.

Prohibited Files Types include: .ade, .adp, .bat, .chm, .cmd, .com, .cpl, .exe, .hta, .ins, .isp, .jse, .lib, .lnk, .mde, .msc, .msp, .mst, .pif, .scr, .sct, .shb, .sys, .vb, .vbe, .vbs, .vxd, .wsc, .wsf, .wsh

Size Limits

Office 365 has a maximum per message size limit of 25 MB (our previous limit was 10MB).



Office 365 General Information

There is also a wealth of information on <http://www.bestfreetraining.net/?p=4098>. If you need further assistance, please contact the Help Desk, and we will be happy to help you.

What is included with Office 365?

Office 365 includes e-mail, calendar, contacts, instant messaging, voice and video chat, online conferencing with desktop sharing, and web apps that provide a level of functionality with Word, Excel, and PowerPoint files.

What is Lync?

Lync is a communications system that allows for instant messaging and voice and video chat.

Are OneDrive and MySites available?

OneDrive is available now. If you would like to setup a SharePoint site for your area, please contact Steve Bigda at steven.bigda@becker.edu.

What are Office Web Apps and what types of files can be used with them?

Office Web Apps are lightweight versions of applications such as Word, Excel, PowerPoint, and OneNote that allow for viewing and editing documents.

For general information on Office Web Apps, please visit the [Microsoft Office 365 Web Apps page](#). For information pertaining to the types of files that can be used with Web Apps, please visit the [Office Web App File Support page](#).

Does Office 365 have spam filtering?

Yes. Office 365 has built-in Microsoft spam fighting technology.