

University of Canterbury

Office 365

FAQs

Q1. How long can I keep using Office 365?

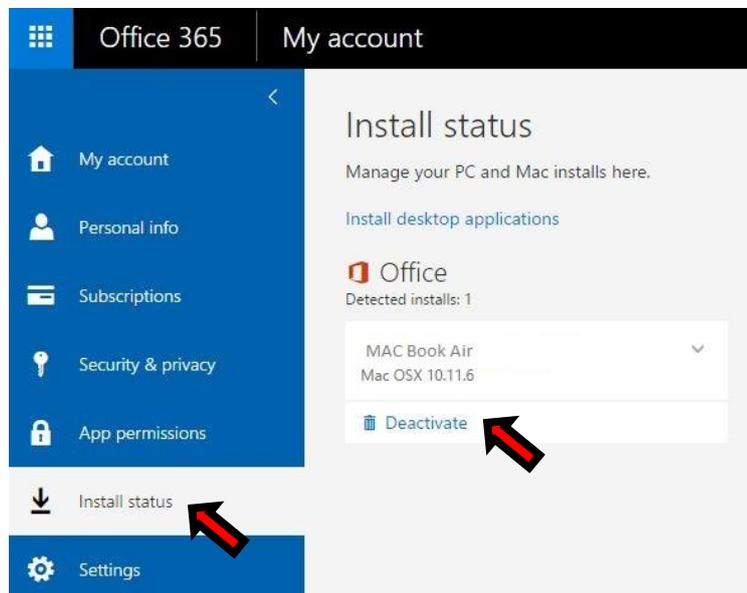
A. For as long as you're officially enrolled in the University of Canterbury.

Q2. I own a laptop and a home desktop computer, can I install Office 365 on both machines?

A. Yes. You can install Office on up to 5 PCs or Macs and on other mobile devices, including Windows tablets and iPad.

Q3. I have Office 365 installed in one of my computer; unfortunately this computer doesn't work anymore. Can I withdraw my installation registration on the defective one?

A. Yes. Log in to your UClive email account; click the **"Settings"** icon select **"Office 365 settings"**. Click **"Install Status"** which then shows you the list of your current number of installation as shown below. Click the **"Deactivate"** option that corresponds to the Computer Name to deactivate.

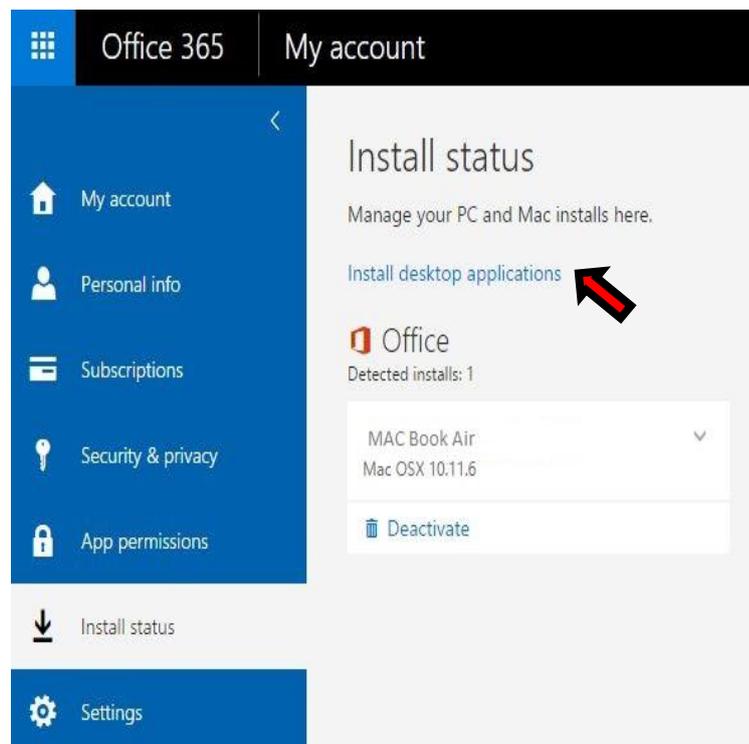


Q4. I already have MSOffice (older version) in my computer, can I **replace** it with the recent version in Office 365?

A. Yes. Provided you uninstall the old version and proceed with Office 365 installation. You may also keep the old version if you wish which will eventually update during the normal installation process.

Q5. I have MSOffice (older version e.g. Office 2010) in my machine. Following the normal installation procedure, can I **upgrade** it with the recent version in Office 365 and reflect the new version accordingly?

A. No. Office 365 will not change the version of your existing MSOffice. However, you can *update* your existing applications to ensure compatibility with Office 365. To do this, log in to your UClive email account; click the “**Settings**” icon, select “**Office 365 Settings**”, click “Install Status” then select “Install Desktop Application”.



Q6. I am using a University Computer in the Library/Workroom, am I able to perform an update from the pre-installed Office to Office 365?

A. No. The system does not allow this as per UC policy.

Q7. My internet connection was cut off during the installation process.

A. The installation will proceed as soon as the internet connection is back online. If this is not the case, run the installation again.

Q8. My computer does not conform to the system requirement. Can I install the older version of MSOffice?

A. Yes. You can opt to install Office 2016 with the Office 365 ProPlus as shown below.

This will install the following apps on your computer: Word, Excel, PowerPoint, OneNote,



Word



Excel



PowerPoint



OneNote



Access



Publisher

Language:

English (United States) ▼

Version:

32-bit (Recommended) [Advanced](#)

Don't see the language you want? [Install one of the languages in the list above and then your install limit.](#)

[Review system requirements](#)

[Troubleshoot installation](#)

Install

▲ [Install Office 365 ProPlus with the 2013 apps](#) [Why would I install Office 201](#)

This will install the following apps on your computer: Word, Excel, PowerPoint, OneNote,

Language:

English (United States) ▼

Version:

32-bit (Recommended) [Advanced](#)

Note: Installing additional languages on a computer that already has this version of Office

[Review system requirements](#)

[Troubleshoot installation](#)

Install



Q9. Can I download and install Office in my personal laptop in the campus?

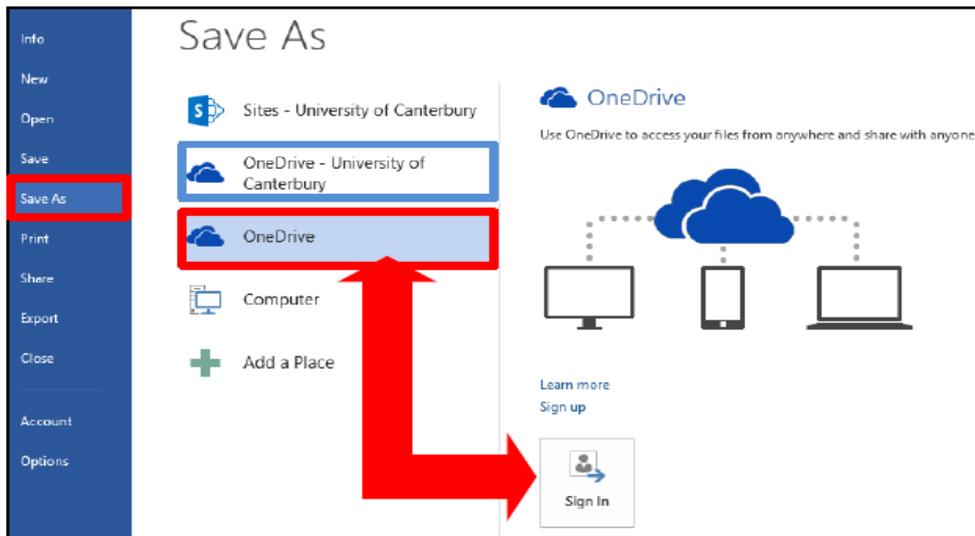
A. Yes. There are designated areas in the University Libraries where you can plug-in your laptop directly to the (Ethernet) LAN Port for this purpose.

Q10. How do I install Office 365 in my mobile device/s?

A. Select the "Phone and Tablet" option on the menu as shown below then proceed on selecting your appropriate device.

Q11. What is OneDrive and how can I benefit from it?

A. In your University's Office 365 account, *OneDrive* is referred to as **OneDrive for Business** which is different from **OneDrive** - the free "personal" online cloud service provided by Microsoft which you may already have when you signed in with either a Microsoft account or Outlook.com. To illustrate this, if you open and "**Saved As**" a Word document stored in your computer's hard drive, you will be prompted to specify the *destination location* as shown below. Note that "**OneDrive-University of Canterbury**" specifies your Office 365 account in UC. Likewise, the **OneDrive** is your **personal** account as described above. You can use your **UC's OneDrive** account for file storage, collaborate with other UC users in a more robust and flexible manner.



Q12. Can I sync my files in OneDrive to my personal computer or device?

A. Yes. To do this, you need to install “One Drive for Business sync app” by downloading from <https://onedrive.live.com/about/en-nz/download/>. You can then access your files locally in your computer using File Explorer instead of from a web browser. All updates sync to OneDrive for Business whenever you’re online.

IMPORTANT:

Syncing your Office 365 OneDrive with your personal machine entails internet data transfer which is relative to the amount of files you have stored in the cloud. Note that “all” contents of your OneDrive will be sync’d and hence will use your UC monthly internet allowance if you’re syncing using the University’s network (e.g. wireless).

Q13. I am using/logged-in on a UC computer. Can I sync my OneDrive files directly to my P:Drive?

A. No. Office 365 OneDrive file synchronization is only possible on your personal desktop. Alternatively, you can download file/s from your OneDrive and save them to your P:Drive manually.

Q14. Can I share my Office 365 file/s to others?

A. Yes. Use **OneDrive** to share your file/s with others. Log in to Office 365, click the “**Apps**” icon then **OneDrive** as shown below. Select the file you want to share (single selection only) then click “**share**” as shown below.



Files

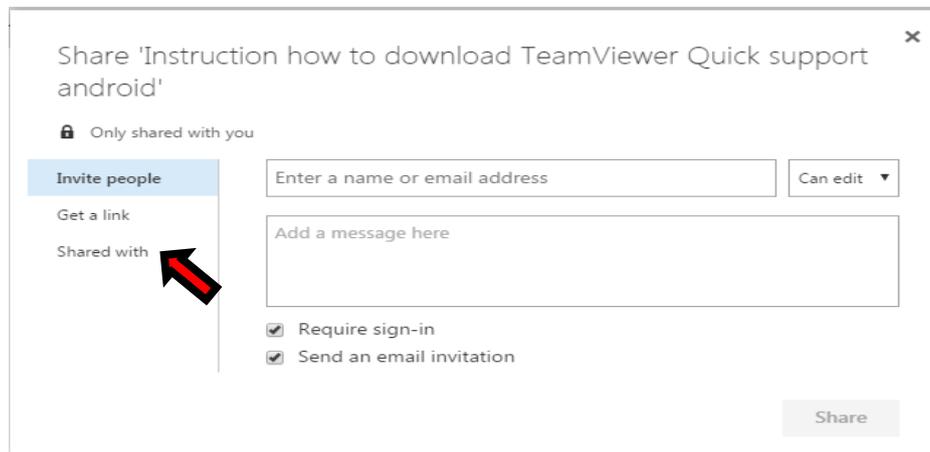
✓	↑ Name	Modified
📁	Shared with Everyone	April 8, 2015
✓	📄 Instruction how to download TeamViewer Quick support android.docx	June 27

Click **"Invite people"** as shown below, type the *name/email address* of the user you want to share with, click the *"down arrow"* to define the share level. You may also *include a personal message* for the recipient then click **"Share"**.

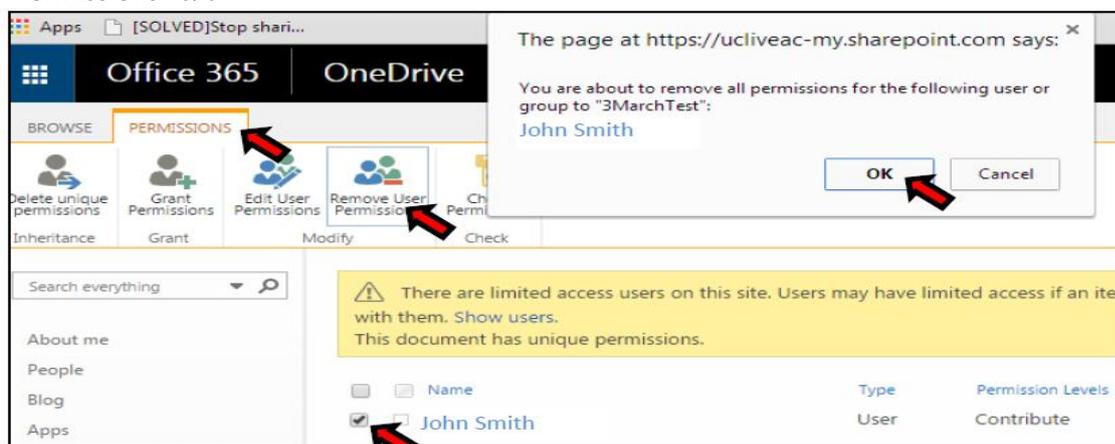


Q15. How can I remove file sharing from a certain user?

A. Log in to Office 365, click the “**Apps**” icon then select **OneDrive**. Select the file you want to remove sharing (single selection only) then click “**Share**”. The resulting dialogue box appears as shown below. Click the “**Shared with**” option then select “**Advanced**” in the next dialogue box as shown.

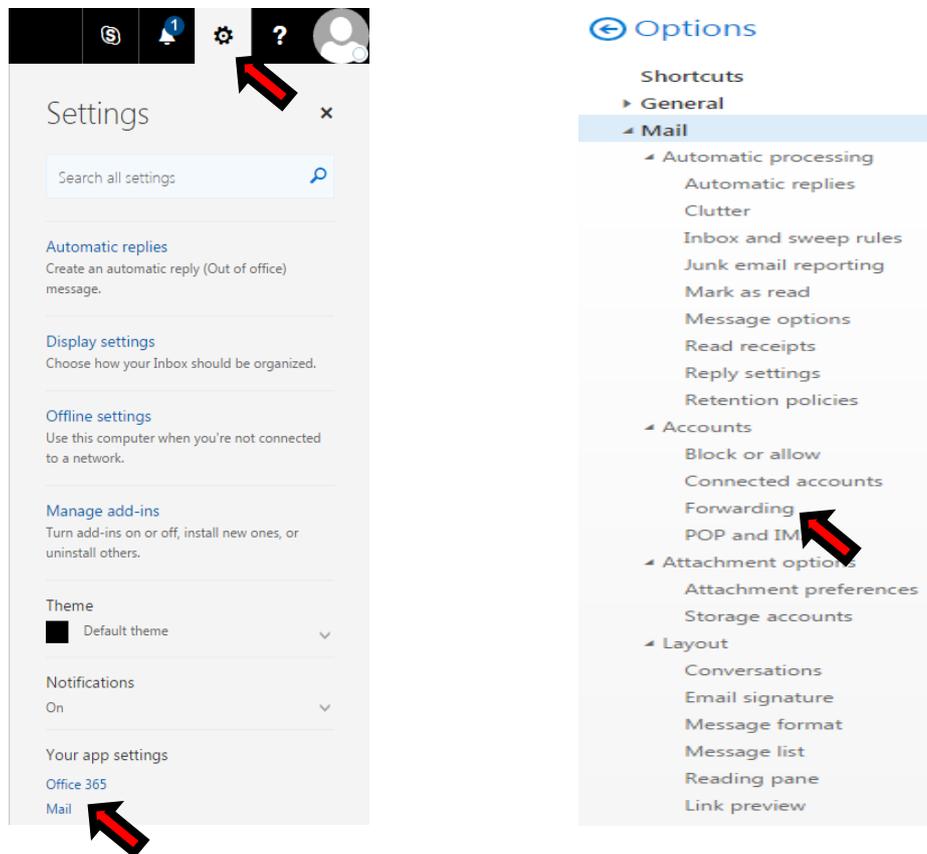


In the next dialogue box (shown below), select the user; click the “**Remove User Permissions**” option then click “**OK**” as indicated by the arrows bellow. You may also edit file sharing options under the “**Permissions**” tab.



Q16. How do I forward/redirect my UClive email to another account?

A. Log in to Office 365 account. In Outlook, click the “cog” symbol and select “Mail” from the dropdown menu as shown below - left. On the next page, select “forwarding”



Select Start Forwarding and type forwarding to email. Note tick keep a copy forwarding message. Click Save.

 Save  Discard

Forwarding

Start forwarding

Forward my email to:

abc@gmail.com

Keep a copy of forwarded messages

Stop forwarding