

Office 365 FAQ

1. How do I get office 365?:

- Log onto <https://login.microsoftonline.com> with your school username and password: Note: username must contain @pvsd.ca at the end. Example: JohnDoe@pvsd.ca
- Once Logged in click the Install now button. Office 365 will begin to download and once complete it will begin to install. After installation you it will prompt you for a username and password for your office 365 account. This is the same username and password used above.

2. Entitlement

- **Staff** – As long as you are a Prairie Valley School Division staff member you are entitled to use Office 365 on up to five devices. Office 365 checks into Microsoft periodically to verify you still have a valid account/license. If you are no longer employed with Prairie Valley School Division, Office 365 will no longer have a valid account/license and Office 365 will become unlicensed and will no longer work.
- **Students** - As long as you are enrolled as a student in a Prairie Valley school you are entitled to use Office 365 on up to five devices. Office 365 checks into Microsoft periodically to verify you still have a valid account/license. If you are no longer enrolled or have graduated, Office 365 will no longer have a valid account/license and Office 365 will become unlicensed and will no longer work.

3. Do I need access to the internet to use office 365?

- Internet is required to download, install and activate the office 365 product suite initially. After installation office 365 must have periodic contact with the Microsoft licensing servers to ensure you still have a valid subscription to office 365. Your device must connect every 30 days to the internet to verify its license. Office 365 will let you know when it's time to connect.

4. What devices Operating Systems are compatible with Office 365

- Windows 7
- Windows 8
- IOS (iPhone, iPad) via App Store
- Android via Google Play store
- Mac OS X 10.6 or higher

Hardware Requirements can be found here: <https://support.office.com/client/What-hardware-and-software-do-I-need-4349bb87-531e-4ee9-8019-1d19dfab3a5a>

5. Can I re-assign a license from my old computer to my new computer

- Yes, log into your office 365 account <https://login.microsoftonline.com>. On the top right hand corner click the gear icon (Settings) and click Office 365 settings. Click Software (install and manage software). Under Office you will see where your active five licenses are being used. Click deactivate beside the one you no longer want to use. This will free up a license to be used on your new computer.

6. Passwords

- Passwords cannot be changed through Office 365. Your local school account password is always in sync with Office 365. Password Synchronization occurs every hour on the hour, which means it can take at most 1 hour for your password to be synchronized with Office 365 after it is changed at the school.