



## Microsoft Office 365 Frequently Asked Questions (FAQ)

### Office 365

#### What is Office 365?

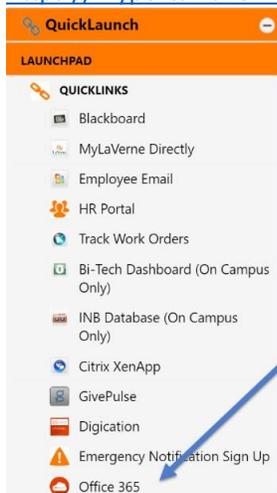
It is a cloud-based service which includes access to Office applications plus other productivity tools that are enabled over the internet through cloud services. University data will be stored off campus property, at data centers owned and managed by Microsoft's strong security network. Benefits include:

- ❓ Enhanced SPAM, malware, and virus protection.
- ❓ Enhanced fault tolerance for e-mail due to power outages, natural disasters, and localized events.
- ❓ Increased license entitlements for up to five devices (PC or MAC) per faculty or staff user:
  - Microsoft Office Professional Enterprise Edition (Word, Excel, Access, PowerPoint, Publisher, Outlook, and Visio)
- ❓ Increased e-mail storage of up to 50GB per user (current limit 2GB per user)
- ❓ Increased e-mail archiving storage of up to 50GB per user (current limit 1 GB per user).
- ❓ Increased secured online storage (OneDrive) with 1,000 GB per user for collaboration and file sharing (current limit 5GB per user).
- ❓ Mobility increases as Office 365 can be used on 5 devices including Smartphones and Tablets

#### How do I access my Office 365 e-mail via the web?

The easiest way to access and leverage single-sign on is via the My La Verne Portal located at:

<https://myportal.laverne.edu>.



## What training is available to help me?

The Office of Information Technology (OIT) has prepared a few documents and orientation training is provided to all who are migrated. Formalized training classes are also scheduled to be held several times every month and will be announced via the portal (<https://myportal.laverne.edu>) and via email.

## What browsers can I use to access the Office 365 on the web?

As of 10/6/16:

Common Browsers and their recommended versions:

- Internet Explorer – version 10 or above
- Firefox, Chrome, and Safari – latest version available

## What the maximum allowed attachment size for my message?

The maximum allow attachment size is 25MB

## Where will my email and documents be stored once I am using Office 365?

Your email and documents will be securely stored on Microsoft's "cloud" servers. These servers are guaranteed to be housed in the United States.

## What is the size of my mailbox in Office 365?

The current service is 2 GB, now with 365 the mailbox is 50 GB.

## What are the benefits of using Office 365 for email and calendaring?

- ☐ Enhanced SPAM, malware, and virus protection.
- ☐ Enhanced fault tolerance for e-mail due to power outages, natural disasters, and localized events.
- ☐ Increased e-mail storage of up to 50GB per user (current limit 2GB per user).
- ☐ Increased e-mail archiving storage of up to 50GB per user (current limit 1 GB per user).
- ☐ Service availability of 99.9 percent for online e-mail services.

## What will the cost for Office 365 be to departments?

There is no cost to units for the basic Office 365 email (50GB max mailbox per user) and calendar service.

## Can people with an earlier version of Office open documents I created using Office 365 or Office 2016?

Office 2007, Office for Mac 2008, Office 2010, Office for Mac 2011, Office 365, Office 2013, and Office 2016 applications can open your documents without any additional action. Customers using earlier versions of Office

may need to download and install a compatibility pack (available at <https://www.microsoft.com/en-us/download/details.aspx?id=3>).

## Is Internet access required for Office?

Internet access is required to install and activate all the latest releases of Office suites and all Office 365 subscription plans. Internet access is also required to access documents stored on OneDrive, unless you install the OneDrive desktop app. You should also connect to the Internet regularly to keep your version of Office up to date and benefit from automatic upgrades. If you do not connect to the Internet at least every 39 days, your applications will go into reduced functionality mode, which means that you can view or print your documents, but cannot edit the documents or create new ones. To reactivate your Office applications, simply reconnect to the Internet.

You do not need to be connected to the Internet to use the Office applications, such as Word, Excel, and PowerPoint, because the applications are fully installed on your computer.

## How do I recover deleted mail items from Office 365?

Please reference detailed instructions from Microsoft at this url:  
<http://office.microsoft.com/en-us/office-online-help/recover-deleted-items-or-email-in-outlook-web-app-HA104104897.aspx>

## How do I re-configure mail clients?

- ❓ If you open email through the Outlook email client, the application on your personal computer or device that enables you to manage your email, your account will automatically re-configure.
- ❓ If you use a mail client other than Outlook, like IMAP, you will need to re-configure the client for Office 365. Please contact the Unified Service Desk below.
- ❓ If you would like to start or continue receiving university email on your mobile device, they will need to be reconfigured. Please contact the Unified Service Desk below.

If you need any assistance with Office 365, contact the Unified Service Desk at 909-448-4130 or [help@laverne.edu](mailto:help@laverne.edu).

## What is the impact for my O365 account if my active directory or network password expired or changed?

Your Office 365 account password is same as your active directory or network password, if the active directory or network password is expired then you will not able to access your Office 365 email account. You will also need to reconfigure the mobile device by using the new password.

## How do I reset my office 365 password?

Please change your password once you are logged into the My La Verne portal at <https://myportal.laverne.edu>.

# Data Retention, Security, Privacy, and Regulation Compliance

## **How does Office 365 affect data retention practices?**

Office 365 adheres to the University of La Verne's Information Retention Policy currently in place. Please refer to 1.7. Electronically Stored Information Retention Policy found here:

<http://sites.laverne.edu/technology/technology-for-faculty-and-staff/policies/>.

## **How does Microsoft handle my security and privacy?**

<https://products.office.com/en-us/business/office-365-trust-center-welcome?>

## **HIPAA / HITECH**

### **What is HIPAA/HITECH?**

HIPAA and the HITECH Act are U.S. federal laws that apply to healthcare companies, including most doctors' offices, hospitals, and health insurers. They establish requirements for the use, disclosure, and safeguarding of individually identifiable health information. Because we offer health insurance, there may be some circumstances where HIPAA may apply.

### **Whom does HIPAA/HITECH law apply to? Who needs to be HIPAA compliant?**

HIPAA and the HITECH Act apply to healthcare companies, including most doctors' offices, hospitals, and health insurers. HIPAA and the HITECH Act also require these covered entities to enter into written agreements (called business associate agreements or BAAs) with their service providers who provide certain functions using individually identifiable health information. BAAs impose privacy and security obligations on those service providers.

### **Is Office 365 HIPAA Compliant?**

Yes, Office 365 help enables our customers' HIPAA compliance, provided the customer has an adequate compliance program and internal processes in place, including those described in the HIPAA Implementation Guidance.

### **Does Office 365 allow their customers to be HIPAA/HITECH Act compliant?**

Yes, Office 365 help their customers stay compliant with HIPAA and the HITECH Act by offering a HIPAA Business Associate Agreement. A HIPAA BAA is available in the [Online Services Terms](#) to all customers who are covered entities under HIPAA and who have an online service subscription agreement with Microsoft.

### **What are other things that a customer can do to be compliant with HIPAA and the HITECH Act?**

While customers can use Office 365 and remain compliant with HIPAA and the HITECH Act, using Office 365 does not on its own achieve HIPAA compliance. Your organization also needs to ensure it has taken appropriate steps to meet HIPAA's and the HITECH Act's requirements, including using the Office 365 service appropriately and training your employees to do the same.

To assist customers with this task, Microsoft has developed [HIPAA Implementation Guidance](#). The guidance describes concrete steps your organization should take to maintain HIPAA and HITECH Act compliance while using Office 365.

## Where can I find additional information on the Microsoft approach to and implementation of HIPAA and the HITECH Act?

Customers should read the [Business Associate Agreement](#) and the [HIPAA Implementation Guidance](#), which provide the legal guarantees and recommended requirements for using Office 365 with HIPAA and the HITECH Act.

## FERPA

### Is Office 365 FERPA Compliant?

Yes, Microsoft has made the following contractual commitments that attest to its compliance:

- In its [Online Services Terms](#), Microsoft agrees to be designated as a “school official” with “legitimate educational interests” in customer data as defined under FERPA. (Customer data would include any student records provided through a school’s use of Microsoft cloud services.) When handling student education records, Microsoft agrees to abide by the limitations and requirements imposed by 34 CFR 99.33(a) just as school officials do.
- Furthermore, Microsoft commits to using customer data only to provide organizations with its cloud services and compatible purposes (such as improving malware detection), and does not mine customer data for advertising.
- Microsoft also contractually commits not to disclose customer data except as the educational institution directs, as described in the contract, or as required by law. Schools that provide education records to Microsoft through their use of a Microsoft cloud service can thus be assured that those records are subject to stringent contractual restrictions regarding their use and disclosure.

As a result of these contractual commitments, customers that are subject to FERPA—both educational institutions and third parties to whom they give access to sensitive student data—can confidently use in-scope Microsoft business cloud services to process, store, and transmit that data.

### Which Microsoft cloud services are in scope for FERPA?

Services for which Microsoft agrees to be designated as a “school official” with “legitimate educational interests” in customer data include:

- **Microsoft Office 365** [detailed list](#).

## Google and Gmail

### What is going to happen with La Verne’s Google services and Gmail?

All of the University of La Verne’s Google services will remain how they are today. Gmail will still remain as students’ email. However, the Faculty Technology Committee (FTC) and ASULV will be evaluating if a complete move to Office 365 from Gmail is desired and appropriate.

## OneDrive

### What is OneDrive?

OneDrive is an online storage service that you can use to store documents, notes, photos, music, videos, or other types of files. With OneDrive you can access your files from nearly any device and you can share them with others.

### **Are my documents stored in OneDrive also available offline?**

Yes. If you're using Windows 8.1 or Windows 10, OneDrive is preinstalled. To access your documents when you're not connected to the Internet, open File Explorer on your PC and go to the OneDrive folder. When you reconnect, OneDrive updates the online versions with changes you made offline.

You can also download and install OneDrive on Windows 7, Windows Vista, or on your Mac. The OneDrive app creates a folder that automatically syncs between OneDrive and your computer, so you can work on your documents—even when you're offline.

Windows 7 and Vista: <https://go.microsoft.com/fwlink/p/?LinkID=403721>

Mac: <https://go.microsoft.com/fwlink/p/?LinkID=808164>

## **Mac Support**

### **Will Office be identical on a PC, a Mac, and a mobile device?**

No. Office applications are tailored to work best on each platform and device. The Office applications available for Mac users and the version numbers may be different from those available for PC users.

### **Can I install Office on my Mac?**

Yes. Office applications available for a Mac are Word, Excel, PowerPoint, Outlook, and OneNote. The Publisher and Access applications are not available for Mac. Current Office application versions for Office 365 are Office 2016 for both Windows and Mac.