

STUDENTS: ACCESS TO OFFICE 365 ON THE WEB AND (M365) DESKTOP APPLICATIONS

Office 365 (M365) is a subscription-based version of the Microsoft Office suite that you can run on your computer or on the web. There are two different types of access, both are free to students, faculty, & staff:

- The **web-based version** can be accessed anywhere you have Internet access, on-campus and off! It includes the latest versions of Word, Excel, PowerPoint, Outlook, and other cloud services along with 1TB of OneDrive storage.
- The installed desktop version of Office 365 will allow you to use all the above applications, OneDrive storage, and some additional applications, such as Publisher* and Access*.
- Publisher & Access are only available on the PC platform, not Apple/Mac machines. Some courses at QCC require you to have a PC for the installed versions, like CIS 111 & CIS 112. Ask your instructor if you are unsure about this requirement. You can install Office 365 on up to FIVE devices or computers.

IMPORTANT:

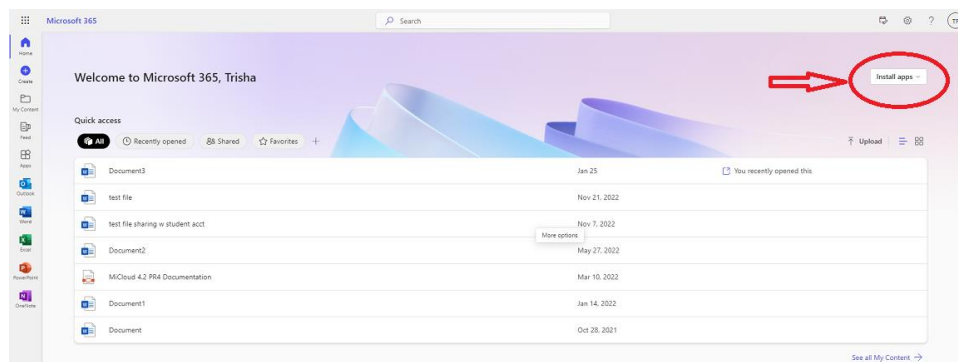
- If you are new to QCC, log in with your username and password provided to your personal email for initial login. If it does not work, contact the QCC IT Service Desk to request a **password reset for your Microsoft account**. They are available by phone 24/7.
- If you have a previous account using the @onmicrosoft login, it is no longer valid. Students should be accessing Office 365 through the attached process. If installed on your personal computer, you will need to re-download O365 with your new student email address from office.com.

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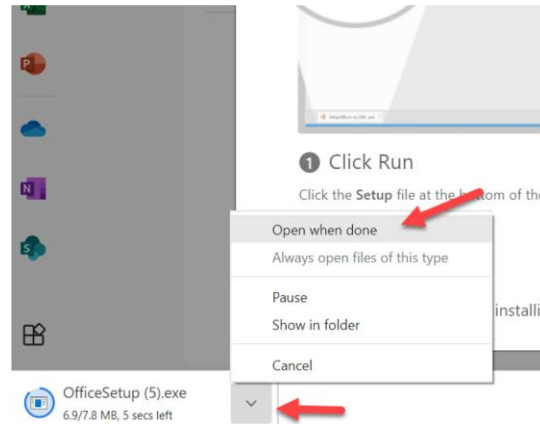
NEW Remote/Online Students: Access & Installation of Office 365 (M365) Desktop Applications

1. Access the web-based version of Office 365. You must log in to your QCC student Microsoft account and be connected to the internet.
 - Login to **Office 365** directly through the Microsoft website, following these steps:
Go to <https://www.office.com/> and Sign in. Be sure to use your QCC Student email, i.e. student@student.qcc.edu as the username. Your default password is emailed to your personal email.
 - Once logged in, you will be prompted to set up Multifactor Authentication “More information required...”. This only takes a few minutes, and we **strongly recommend downloading the Microsoft Authenticator App** so that you can recover your password and access your account when needed. Follow the instructions on screen upon initial login.
 - Be sure to **LOG OUT of Microsoft** every time if you are using a shared computer (i.e. computer lab at QCC).
 - If you have difficulty logging in, contact the **QCC IT Service Desk** to request that your Microsoft account password be reset, contact information on **Troubleshooting FAQ, p. 10**.
2. **To install the desktop version of Office 365** (required for some courses at QCC, ask your instructor):
***Note:** At QCC in the computer labs, the Office 365 Apps are already installed on the computers for you. This step is if you want to install Office 365 on your personal computer.
 - Login to the web-based version of Office 365 at <https://www.office.com>.
 - Click on the **Install Apps** button in the upper right area of your screen
 - Click on Office 365 apps.

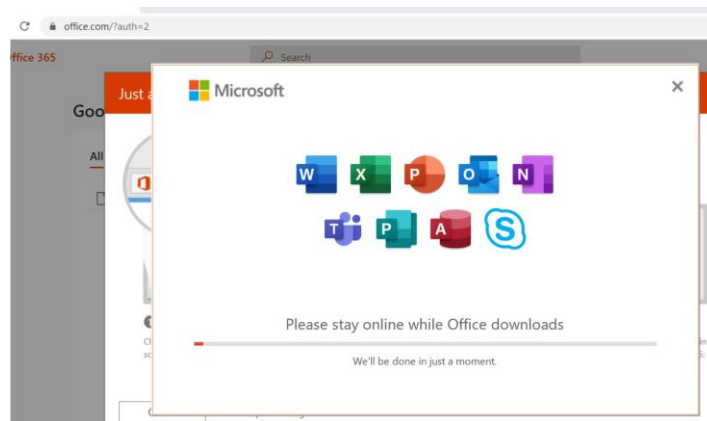


Installation instructions (cont'd)

- The installation page will appear. Allow it to download if prompted. Click on the download (bottom of browser or pop-up window depending on browser) and select Open when done or click Run.



- Be sure to stay online while Office downloads and installs; this is a large download.

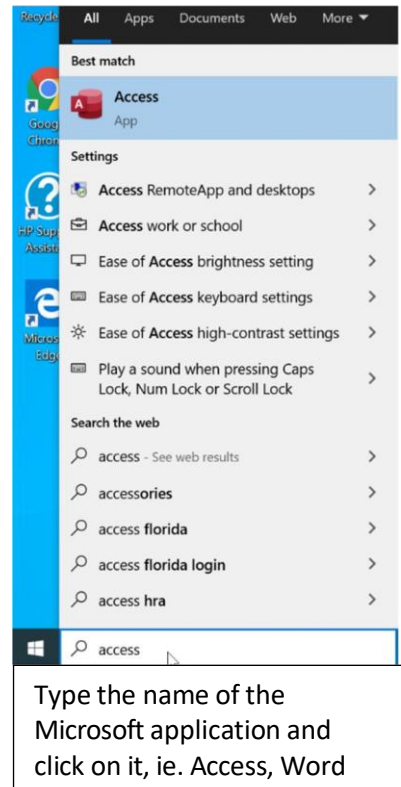
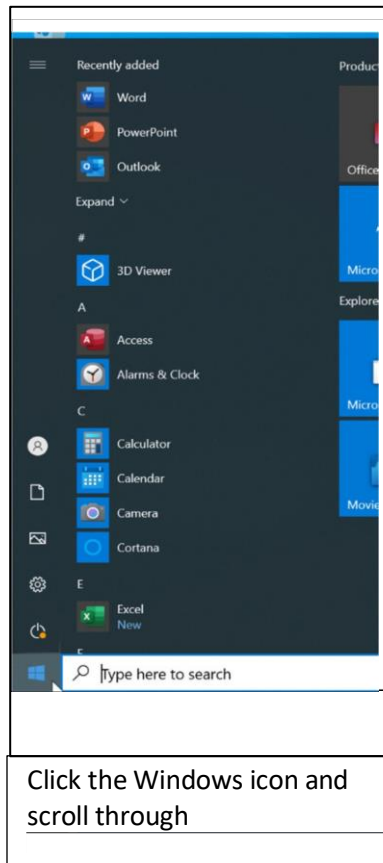


- You will also be prompted to accept the end user license agreement.



Installation instructions (cont'd)

- Once installed, you can access the desktop installed applications from your Start icon or the search window, shown below.



NEW On-campus Students: Access to Office 365 (M365) & Desktop Applications

1. Access the web-based version of Office 365. You must log in to your QCC student Microsoft account and be connected to the internet.

Go to <https://www.office.com/> and Sign in. Be sure to use your QCC Student email, i.e. student@student.qcc.edu as the username. Your default password is emailed to your personal email.

- Once logged in, you will be prompted to set up Multifactor Authentication “More information required...”. This only takes a few minutes, and we **strongly recommend downloading the Microsoft Authenticator App** so that you can recover your password and access your account when needed. Follow the instructions on screen upon initial login.
- Be sure to **LOG OUT of Microsoft** every time if you are using a shared computer (i.e., computer lab at QCC).
- If you have difficulty logging in, contact the **QCC IT Service Desk** to request that your Microsoft account password be reset, contact information on **Troubleshooting FAQ, p. 10**.

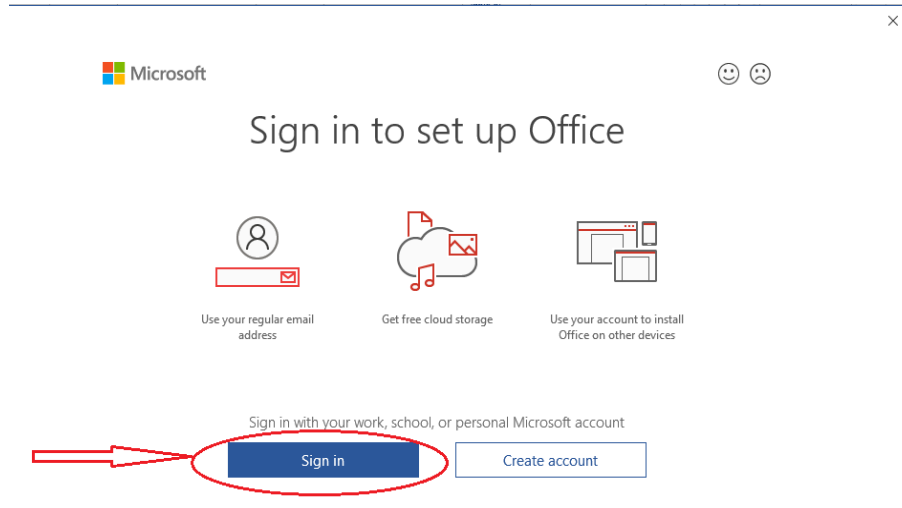
NOTE: Refer to step 2 on Page 2 to install the desktop version of Office 365 on your personal computer (required for some courses at QCC, ask your instructor). **At QCC the computer labs have the Office 365 Apps already installed on the computers for you.**

2. To access the installed version of Office 365 on-campus at QCC:
 - Start any Office app. There are individual start-up icons on every desktop for each product like Word, Excel, Power-Point, Access. If they are not on the desktop, you can navigate to them by going to the Start button and scrolling or searching for the App.

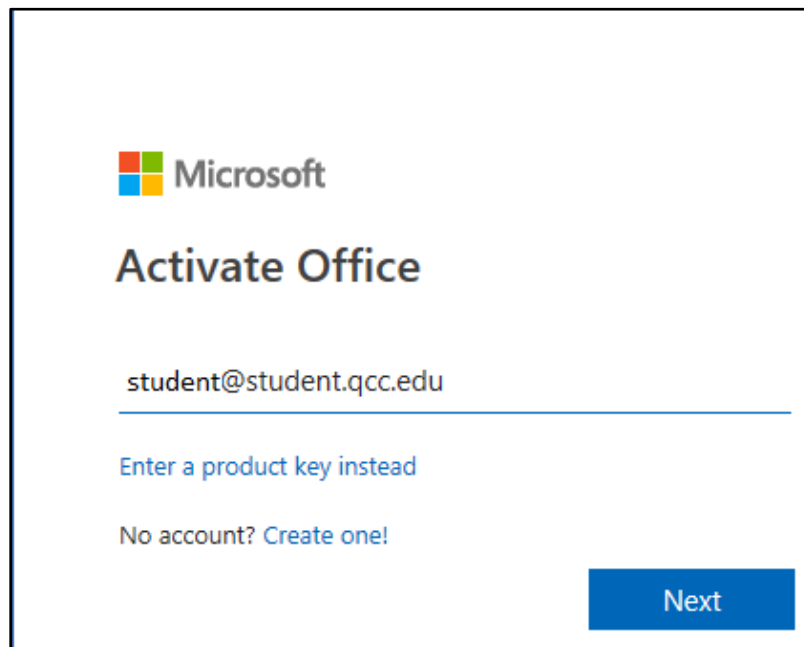


Access instructions (cont'd)

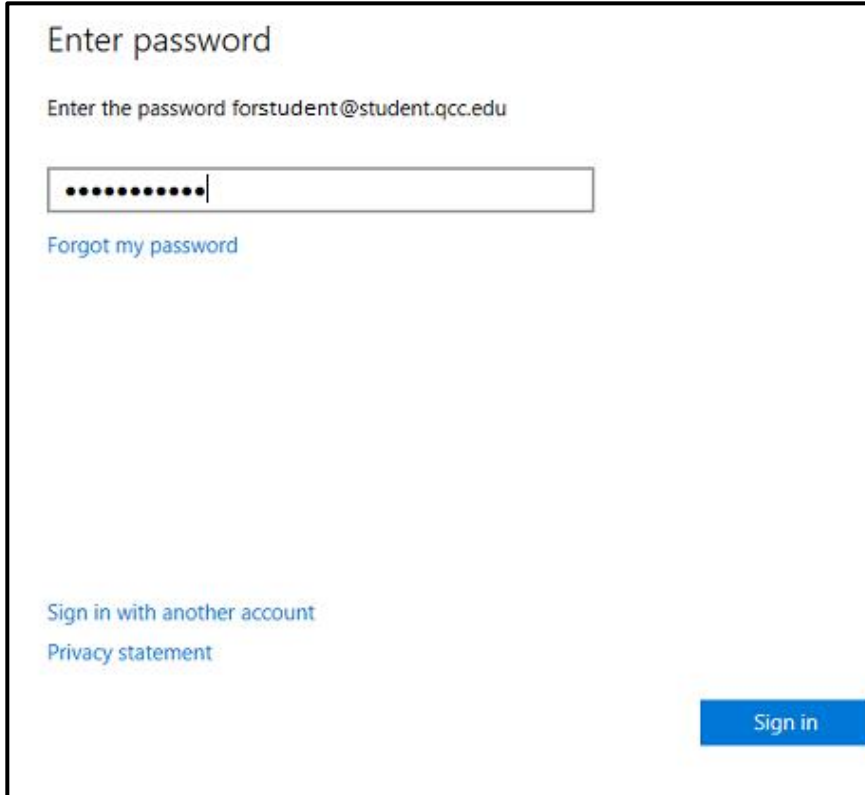
- A sign-in window will open. Click the sign in button.



- If a window from Microsoft comes up about privacy, click the **Close** button when you're ready to continue.
- Be sure to use your QCC Student Email address as the username and click Next.



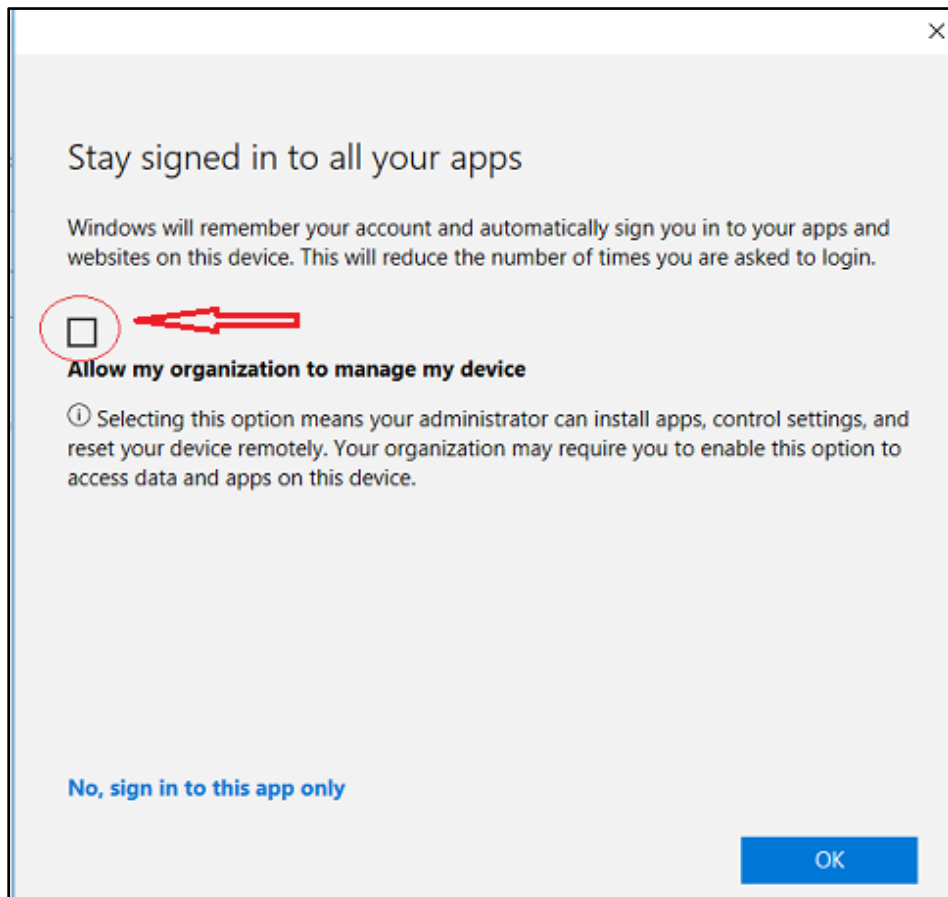
- Now enter your newly created password from step one.



The screenshot shows a login form titled "Enter password". Below the title, it says "Enter the password for student@student.qcc.edu". There is a password input field containing ten dots and a cursor. Below the input field is a link that says "Forgot my password". At the bottom left, there are two links: "Sign in with another account" and "Privacy statement". At the bottom right, there is a blue "Sign in" button.

- Click the Sign in button when done
- If you have difficulty logging in, contact the **QCC IT Service Desk** to request that your Microsoft password be reset, contact information on **Troubleshooting FAQ, p. 10**.

- When the below window appears, be sure to uncheck the box **Allow my organization to manage my device** and then click OK.



- Be sure to LOG OUT of Microsoft every time if you are using a shared computer (i.e. computer lab at QCC).

RETURNING Remote/Online AND On-campus Students: Access & Installation to Office 365 (M365) & Desktop Applications

1. Web-based version of Office 365 for Returning Students:

Be sure that you can log in and have access to your QCC Student Microsoft account. You can now login to Office 365 directly through the Microsoft website. Follow these steps:

- Go to <https://www.office.com/> and click the Sign in button.
- Type in your QCC Student Microsoft\email address as your username, i.e. **student@student.qcc.edu**.
- Type in your password from the previous semester.
 - If you can't remember your password, but you have set up the password recovery questions, select [forgot my password link](#), and then follow the prompts to receive a verification code or use other verification method.
 - Once confirmed, you will be prompted to create a new password and you're in!
- If you have difficulty logging in, contact the **QCC IT Service Desk** to request that your Office 365 password be reset, contact information on **Troubleshooting FAQ, p. 10**.
- Be sure to **LOG OUT of Microsoft** every time if you are using a shared computer (i.e. computer lab at QCC).

2. To install the desktop version of Office 365 (required for some courses at QCC, ask your instructor). If you haven't already installed the apps on your personal computer, you can do that now! Please refer to page 2, #2 for instructions.

Troubleshooting and Support for Microsoft Office 365 (M365)

If you require assistance with your Microsoft password, please review the below information:

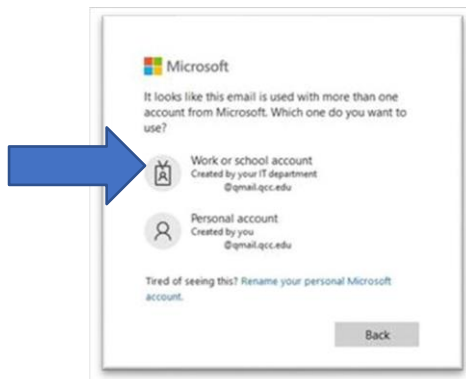
- If the default password does not work for your first time signing into Office 365,
OR
- You can't log into your Office 365 account, and you didn't set up recovery methods

Contact the **IT Service Desk at 508-854-4427, press 1 and then 1**. Ask to have your Office 365 password reset. Phone support is offered 24 x 7. Drop-in support is offered on site at B62A in the Administration Building.


Regular Hours: Monday – Friday 8am – 5pm ([Closed weekends and holidays](#))

Summer Hours: Monday – Thursday 8am – 5pm, Friday 8am – 12pm

- **Once you receive your temporary password, follow the below steps:**
 - In your browser, go to www.office.com
 - Select **Sign in**
 - Enter your QCC Microsoft email address (student@student.qcc.edu). Then click **Next**.
 - o **At the page shown below, Select *Work or School account***



- Enter the password provided from support, and then select **Sign in**.
- A prompt for **More information required** appears; select **Next**. This will only take a few minutes. We strongly recommend you download and use the **Microsoft Authenticator app** and choose another method. Click on the text [Set it up Now](#) to the right of each item and follow the onscreen instructions.
 - ✓ Authentication Phone
 - ✓ Authentication Email (**cannot be your student email**)
 - ✓ Security Questions ([click to view tips on this step online](#))
- Once done, select the **finish** button.
- You will then get a message asking if you'd like to **stay signed in**.
 - ✓ If this is a **personal device**, select **yes**.
 - ✓ If this is a **public device**, select **no**.

- You may not be prompted to change the password; however, **we strongly recommend that you do change your password.**
 - ✓ On the top right side of the Microsoft office 365 home page, select the settings wheel .
 - ✓ Select the change password link
 - ✓ Enter your old password and then your new password. Then select **Submit**.
 - ✓ You will be redirected back to your Microsoft office 365 home page.

Additional help resources can be found at: [Help | Quinsigamond Community College \(QCC\)](https://www.qcc.edu/support/it-service-desk)
(<https://www.qcc.edu/support/it-service-desk>)

Online help for How-to and Troubleshooting Microsoft Office products is found by clicking on the ? icon next to your login avatar at the top right of the home page (This could be your initials or a picture).

