# STUDENTS: ACCESSING OFFICE 365 (M365) DESKTOP APPLICATIONS

Instructions on how to log in to Office 365 for Students

## Access & Installation Type

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**IMPORTANT:**

- If you are new to QCC, you should try logging in with the default username and password described on the following pages, but if it does not work, you will need to contact the QCC IT Service Desk to request a password reset for Office 365 – (NOT Qmail or The Q). They are available 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- If you have a previous account using the onmicrosoft login, it is no longer valid.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 installing on your own computer, you will need to redownload O365 with your Qmail address from office.com.
NEW Remote/Online Students: Access & Installation of Office 365 (M365)

Desktop Applications

Office 365 (M365) is a subscription-based version of the Microsoft Office suite which 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 the requirement. You can install Office 365 on up to FIVE devices/computers at a time.

1. **For the web-based version of Office 365 for New Students:**
   You must log in and have access to your QCC Student Email, Qmail before initial login to Office 365 directly through the Microsoft website. Follow these steps:
   - Go to [https://www.office.com/](https://www.office.com/) and Sign in. Be sure to use your QCC Student Qmail address as the username. Your default password will be:
     - the **first two letters of your last name**
     - followed by the **last four numbers of your Social Security Number**
     - and then Qc (Example, John Smith would be sm1234Qc.)
   - If you have difficulty logging in, contact the **QCC Help Desk** to request that your Office 365 password be reset, contact information on Troubleshooting Q&A, p. 11.
   - Once you log in, you will be prompted to set up your password recovery questions and method. This only takes a minute and it is strongly recommended so that you can recover your password in the future if needed! Follow the instructions on the website.
   - Be sure to **LOG OUT** every time if you are using a shared computer (i.e. computer lab at QCC).

2. **For the installed desktop version of Office 365** (required for some courses at QCC, ask your instructor):
   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 them on your own computer.
   - Students will obtain access to the installed desktop version of Office 365 through your web-based access, so complete #1 above first.
   - Once logged into the web-based version of Office 365:
     - Click on the **Install Office** button in the upper right area of your screen
     - Click on **Office 365 apps**
Installing Office 365 Desktop Applications (cont.)

- An 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 license agreement.
Installing Office 365 Desktop Applications (cont.)

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

  ![Windows Start Menu and Search Window](image)

  **Click the Windows icon and scroll through applications**

  **Type the name of the O365 application and click on it**
RETURNING Remote/Online Students: Access & Installation of Office 365 (M365) & Desktop Applications

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

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1. **For the web-based version of Office 365 for Returning Students:**
   Be sure that you can log in and have access to your [QCC Student Email, Qmail](mailto:qmail@qcc.commnet.edu) in case you need it for password recovery purposes. You can now login to Office 365 directly through the Microsoft website. Follow these steps:
   - Go to [https://www.office.com/](https://www.office.com/) and click the Sign in button.
   - Type in your QCC Student Qmail address as your username.
   - Type in your password from the previous semester.
     - If you can’t remember your password, but you have set up the password recovery questions, then follow the prompts to receive a verification code.
     - You will have three choices: alternate email, text or call mobile phone.
     - Once confirmed, you will be prompted to create a new password and you’re in!
   - If you can’t complete the password recovery process, you should contact the [QCC Help Desk](mailto:helpdesk@qcc.commnet.edu) to request that your Office 365 password be reset, contact information on [Troubleshooting Q&A, p. 4](#).
     - Call them at 508.854.4427, press 1 then 4. They are available Monday – Friday, from 8am - 5pm.
     - Outside those regular hours, we offer **24/7 Support**. Call them at 508.854.4427, press 1, then 1.
   - Be sure to [LOG OUT](#) every time if you are using a shared computer (i.e. computer lab at QCC).

2. **For the installed desktop version of Office 365** (required for some courses at QCC, ask your instructor). If you haven’t already installed the apps on your computer, you can do that now! [Please refer to page 2, #2 for instructions](#).
NEW On-site Students: Access of Office 365 (M365) & Desktop Applications

Office 365 (M365) is a subscription-based version of the Microsoft Office suite which 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 computer classrooms and labs at QCC have the installed Office 365 applications and you can also login to your web-based account. Below is a brief description:

- 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 use all the above applications and 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 the requirement. You can install Office 365 on up to FIVE devices/computers at a time.

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   Be sure that you can log in and have access to your QCC Student Email, Qmail in case you need it for password recovery purposes. You can now login to Office 365 directly through the Microsoft website. Follow these steps:
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   - If you can’t complete the password recovery process, you should contact the QCC Help Desk to request that your Office 365 password be reset, contact information on Troubleshooting Q&A, p. 4.
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   - Be sure to LOG OUT every time if you are using a shared computer (i.e. computer lab at QCC).

2. For the installed version of Office 365 for New Students on-campus at QCC:
   It is strongly recommended that you log into your QCC Student Email, Qmail as you can use it to set up the password recovery information. You can now login to Office 365, follow these steps:
   - Start any Office app. There should be individual start-up icons on every desktop for each product, at least Word, Excel, Power-Point, Access.
NEW On-site Students: Access of Office 365 (M365) & Desktop Applications (cont.)

- A sign-in window will open, click the sign in button.

![Sign-in window](image)

- You will then see a window from Microsoft about privacy, click the **Close** button when you’re ready to continue.

- In the upper right corner of the screen, you will see Sign in, click to continue.

![Sign-in prompt](image)

- Be sure to use your QCC Student **Qmail** address as the username and click Next.

![Activation screen](image)
NEW On-site Students: Access of Office 365 (M365) & Desktop Applications (cont.)

- Now type in your default password, it will be:
  - the first two letters of your last name
  - followed by the last four numbers of your Social Security Number
  - and then Qc (Example, John Smith would be sm1234Qc)
  - Click the Sign in button when done

If you have difficulty logging in, contact the QCC Help Desk to request that your Office 365 password be reset, contact information on Troubleshooting Q&A, p. 4.

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

- Once you login, you should be prompted to set up your password recovery questions and method. This only takes a minute and it is strongly recommended so that you can recover your password in the future if needed! Follow the instructions on the website.

- Be sure to LOG OUT every time if you are using a shared computer (i.e. computer lab at QCC).
RETURNING On-site Students: Access of Office 365 (M365) & Desktop Applications

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2. **For the installed desktop version of Office 365** (required for some courses at QCC, ask your instructor). If you haven’t already installed the apps on your computer, you can do that now! Please refer to page 2, #2 for instructions.
Troubleshooting Q&A for Office 365 (O365)

If you require assistance with your O365 (Office 365) 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 questions

**You should call the IT Service Desk at 508-854-4427, press 1 and then 1. Ask to have your Office 365 password reset and emailed to your student Qmail account (ensure you have access first!).**

**Once you receive your temporary password, you should follow the below steps:**

- In your browser, go to [www.office.com](http://www.office.com)
- Select Sign in
- Enter your Qmail email address, then click Next
  - If you get the page shown below, Select Work or School account

Enter the password provided from your email, then select Sign in

A prompt for **More information required** appears, select Next. This will only take a few minutes. Only one of the following three is required, but we do strongly recommend you fill out all three prompts. Click on the text **Set it up Now** to the right of each item and follow instructions.

- Authentication Phone
- Authentication Email (cannot be your Qmail)
  - Security Questions ([click to view tips on this step online](#))
- Once done, select 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 will not be prompted to change the password; however, **we strongly recommend that you do change your password** and here is how to do it.

- On the top right side, select the settings wheel in the top right of the screen
- Select the change password link
- Enter your old password and then your new password then select Submit.
- You will be redirected back to your office 365 Portal.

For additional information on Office 365 version features, visit Microsoft’s documentation website.