



Office 365 Frequently Asked Questions (FAQ) for
Students

Purpose

This document has been created to answer some basic questions you may have. For more detailed information, please refer to the **Office 365 Student Manual**: - <http://www.scitexas.edu/get365/>

Frequently Asked/Answered Questions

How long does the email address last for?

Your email account will be active for one (1) year after you leave the school (SCI). This will allow you to retain contact with Career Services and to be able to use the school email address for job searches, etc.

What Microsoft office products are available on Office 365?

Microsoft Word, Excel, PowerPoint, and OneNote.

How much storage space is available?

50 GB for emails AND 25 GB for OneDrive storage (documents).

When is the email account created for ground students?

Your email address will be available for use after the 3rd day you are in school.

What do I do if I forgot my password?

Open the SCI Password Reset Portal, Click on:

<https://scicloudservices.net/application/> and Click on forgot password. Follow the instructions in the email you received. Check your spam or junk folder if you don't see the email in your inbox.

What do I do if I forgot my email address?

Contact your Student Services Coordinator from student services.

Do I have to use the online office suite if I already have office installed?

Online office suite is only used at school. At home, you have the choice between the online office suite and the regular already installed office suite on your computer.

Can I use my regular email outlook client instead of the webmail?

The webmail is recommended for communication between you and the school. Moreover, the webmail shows your school pride and professionalism when applying for jobs.

Can I log into my email from other computers, such as the library or a friend's computer?

Yes, Office 365 <http://office.scitexas.edu> can be accessed from anywhere on the Internet. You will need your username (SCI email address) and your password.

Who do I contact at the school if I have questions that are not found in the FAQ?

If you have any questions that are not covered in the FAQ, please contact your Student Services Coordinator at your campus. If you are a student attending online courses, please contact your admissions representative.

What is Microsoft Office 365?

Microsoft Office 365 is a Web-based version of Microsoft's Office suite of enterprise-grade applications. Office 365 is delivered to users through the cloud and includes Exchange Online for email, SharePoint Online for collaboration, Lync Online for unified communications, and a suite of Office Web Apps, Web-based versions of the traditional Microsoft Office suite of applications (Word, Excel, PowerPoint, and OneNote).

What is a Cloud Storage?

Cloud storage is a model of networked enterprise storage where data is stored in virtualized pools of storage which are generally hosted by third parties.

None of the above answers my question. What do I do now?

If you still have unanswered questions, please contact your Student Services Advisor and they will either provide you with an answer or will contact the SCI IT Support for additional help.