

Technical FAQ for OFFICE 365 ProPlus – Student Advantage offer

1) Can I install the Office 365 ProPlus suite in every Operating System?

No, Office 365 ProPlus includes the latest Office version available in the market (now former Office 2013), so you can install the software on these OS:

Component	Requirement
	Windows Server 2008 R2
	Windows 7
Operating systems	Windows Server 2012
	Windows 8 / 8.1 / 10 Technical Preview
	32 bit Office version can be installed on both 32 or 64 bit OS's, 64-bit Office can be only installed on 64-bit OS's .
Computer and CPU	x86 or 64-bit from 1 GHz or more with support of SSE2 instructions.
	1 GB di RAM (32 bit)
Memory	2 GB di RAM (64 bit) recommended for graphics features, instant search of Outlook and more advanced features.
Disk space	3 gigabyte (GB)
Monitor resolution	1024 x 768

2) What browsers are supported for Office 365 ProPlus application?

For an optimal user experience we recommend to run Office from Internet Explorer 11 browser, however it's guaranteed compatibility with Internet Explorer 10, Google Chrome, Mozilla Firefox and Safari.

3) I need an Internet connection for running the Office 365 ProPlus suite?

No, once installed all the required files for the offline execution of the Office suite it's not required an active Internet connection.

However, for allowing the correct file synchronization in cloud and the guarantee to obtain always in-time the latest product updates, the users must connect at Internet at last 1 time once 30 days for the Office 365 license verification process . If a user won't connect within 30 days, Office 365 ProPlus will turn in a "reduced features mode". Reconnecting to Internet network will restore the full product features.

4) If I have installed a previous version of Office, can I also install the 365 ProPlus version?

Yes, the installation of previous Office versions (Office 2003, Office 2007, Office 2010) won't interfere with the functionality of the new 2013 version.

In the case of installation in a computer with already the Office 2013 solution preinstalled (Office Starter, Office Home and Student, Office Home and Business, ecc.) it's recommended to uninstall these before install the Office 365 ProPlus suite.

5) I'm trying to download the Office 365 ProPlus installer following instructions but I will receive an error and the download won't complete correctly.

Be sure that your OS is included in the previous summary of this document, check if all critical updates has been installed in your system and turn off each antivirus or firewall installed interfering with the installation task. For more info, ask to the software producer the steps for temporary deactivate them allowing the Office 365 installation.

6) What specific applications are included in Office 365 ProPlus version?

The suite will include the following software:

- Word 2013
- Excel 2013
- PowerPoint 2013
- OneNote 2013
- Access 2013
- Publisher 2013
- Outlook 2013
- Skype for Business 2015
- InfoPath 2013

7) I have a Mac, can I install the Office 365 ProPlus suite?

Yes, but the Office 365 ProPlus suite will differ from the Windows versions and it's name is Microsoft Office:Mac .

This suite includes:

- Word 2011
- Excel 2011
- PowerPoint 2011
- Outlook 2011
- Onenote for Mac

8) I'm searching for the Office mobile app on the Apple Store but I can't find it

On the Apple Store the Office suite it's not yet available as "unique package", so you need to download the single app files:

- Word Mobile
- Excel Mobile

PowerPoint Mobile
Onenote e Lync Mobile

9) If a newer version of Office will be released, can I have access to it?

Yes, if your university at the time of launch of the new Office suite have renewed the Student advantage benefit you can have the right to download the lastest Office version, using the “Software assurance” benefit.

10) On how many devices I can install my copy of Office 365 ProPlus?

You can install Office 365 ProPlus on 5 “desktop” device, these will include Windows PC or Mac OS X. If you reach the maximum number of allowed installations, your subscription will continue to work but you need to first deactivate one of the 5 existing installation.

You can manage them in your personal page connecting to <https://portal.office.com> then section **Software – Office**

You can also install Office 365 ProPlus on 5 “**tablet**” devices and 5 “**smartphones**”

11) My OneDrive for Business files won’t sync, why?

If you receive an error during the OneDrive for Business client sincronization, re-launch a sync from the browser after do the login on your personal page at: <https://portal.office.com>

Once inside, enter in “**Onedrive**” section then select the “**Sincronization**” of the files.



- Office
- Skype for Business
- OneDrive
- Strumenti e componenti aggiuntivi
- Impostazione desktop
- Telefono e tablet

Office

Gestisci installazioni

Se non sono disponibili altre installazioni, è possibile disattivarne una in un computer e installare Office in un altro.

NOME COMPUTER	SISTEMA OPERATIVO	DATA DI INSTALLAZIONE	
1430-8-NT	Microsoft Windows 8.1 Pro	25/03/2015	Disattiva
PROBOOK13W8NT	Microsoft Windows 8.1 Pro	07/04/2015	Disattiva

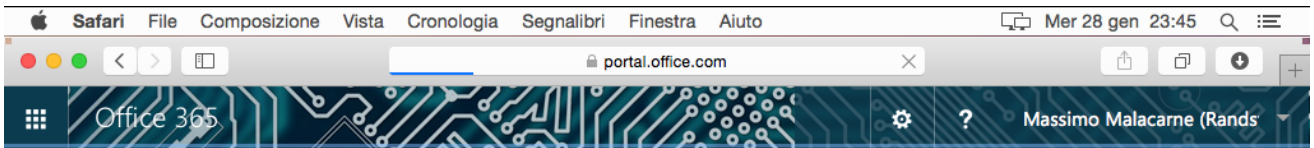
Installazioni rimanenti disponibili: 3

Installare la versione più recente di Office

Nel computer verranno installate le app seguenti: Word, Excel, PowerPoint, OneNote, Access, Publisher, Outlook, Skype for Business, InfoPath, OneDrive for Business



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Come individuare il nome del computer?



Software

- Office
- Project
- Visio
- OneDrive
- Strumenti e componenti aggiuntivi
- Impostazione desktop
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Office

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NOME COMPUTER	SISTEMA OPERATIVO	DATA DI INSTALLAZIONE	
Admin's Mac	Mac OSX Version 10.10.2	28/01/2015	Disattiva
MAMALA-E6330	Microsoft Windows 10 Enterprise Technical Preview	28/01/2015	Disattiva

Installazioni rimanenti disponibili: 3

Installa Office for Mac 2011

Nel computer verranno installate le app seguenti: Word, Excel, PowerPoint, Outlook.

