Office 365
Frequently Asked Questions

General FAQ's

What is Office 365?

Office 365 is a full set of hosted services, e.g. SharePoint, Lync, OneDrive for Business with 1TB of storage, email and calendaring with 50GB of storage, and the Office downloads for Microsoft's latest office suite. You can install these Office downloads, free of charge, as long as you have an active NetID. The Office downloads add more access and flexibility for personal computers, and TU-owned or personal tablets and smart phones.

What is the difference between Office 2016 and Office 365?

Office 365 is a full set of hosted services, e.g. SharePoint, Lync, OneDrive for Business with 1TB of storage, email and calendaring with 50GB of storage, and the Office suite application. Office 2016 is a productivity suite of applications that include Word, Excel, PowerPoint, Access, Outlook, OneDrive for Business, and Publisher that can be download as part of Office 365.

Will Office 365 replace Office 2016?

No. TU-owned desktop and laptop computers will continue to use the latest version of the full office suite, currently, Office 2016. TU computers will continue to receive upgrades through OTS deployments or through software distribution using the Software Center on Windows computers and Self Service application on Mac computers.

Will student email addresses still be @students.towson.edu?

Yes. The current Office 365 Project does not include migration of student email. Students will continue to use Google Apps (Gmail).

So do I download Office 2016 for my Towson computer as part of Office 365?

No. Office 2016 is installed on all TU computers by default and OTS manages the installation, upgrade, and management of that software.

Do you need both Office 2016 and Office 365?

No. You do not need both of them. OTS installs the latest Office download on every TU-owned computer as a standard and maintains the maintenance and upgrades for it. You have a choice to use Office downloads as part of Office 365, free of charge, through Towson's licensing on your personal computers or Towson-owned or personal tablets and smart phones.

How do I get Office 365?

OTS has deployed many of the services of Office 365 to TU-owned computers, e.g. SharePoint, Lync, OneDrive for Business with 1TB of storage, and email and calendaring with 50GB of storage.

What about my TU-owned laptop that is used off campus most of the time?

All TU-owned desktops and laptops must get Office through OTS deployments or services, e.g. Software Center for Windows computers and the Self Service application on Mac computers.

OneDrive FAQs

What is OneDrive for Business?

OneDrive for Business is personal, web-based file storage for faculty, staff and students. As of February 2015, 1 TB of storage is offered for each person. OneDrive for Business allows for easy download, upload, sharing and editing of files.

What is Office Online?

Office Online includes browser-based editors available for Word, Excel, PowerPoint and OneNote documents stored in OneDrive or SharePoint Sites. Office Web Apps allow for co-authoring (simultaneous editing) of documents. These services can be found at http://office.towson.edu.

Is the OneDrive for Business sync client required to use OneDrive?

No. The sync client simply adds the ability to copy files to a local computer for more traditional file management and is suitable for faculty/staff office computers and student home computers. The OneDrive for Business sync client is only available for campus systems running Office 2016.

When should faculty/staff use OneDrive instead of their H: drive (HomeShare) or other existing file shares (e.g., CustomShare, DeptShare)?

OneDrive will serve as a supplement to existing drives and it is up to faculty/staff to determine how they'd like to use their OneDrive versus other drives. Sensitive data (e.g., confidential information, SSNs, credit card numbers) should never be stored on an OneDrive or an H: drive.

Can I share files from OneDrive?

Since it is easy to lose track of which documents are shared, OTS recommends that faculty/staff and students limit their sharing to specific folders or files that they will remember are shared, and that they limit sharing to individuals or smaller groups of people. OTS also recommends sharing with read-only permissions instead of edit permissions when reasonable.

Can someone recover files in OneDrive?

OneDrive provides versioning of files and a "recycle bin" for deleted files. The OneDrive web interface offers a recycle bin which keeps deleted files for 30 days before removing them permanently. OTS recommends never emptying the recycle bin in OneDrive, to avoid inadvertently removing files permanently.

If a file has been modified, it's also possible to access the previous version of the file by going to the OneDrive web interface, clicking the ellipsis ("...") icon next to the file, clicking the ellipsis icon in the pop-up box, choosing Version History, then clicking the previous version and choosing to View, Restore or Delete it.

OTS has no additional capability to recover/restore files in OneDrive.

What is the difference between "OneDrive" and "OneDrive for Business?" What if someone has a personal OneDrive using their Towson e-mail address?

OneDrive is a consumer service available at http://www.onedrive.com. OneDrive is a completely separate, but very similar service as OneDrive for Business. OneDrive for Business is meant for businesses, and it's what our faculty, staff and students will be receiving. Most applications that allow users to connect to their files will clearly distinguish between "OneDrive" and "OneDrive for Business."

Office Downloads FAQs

Who is allowed to install and use Office ProPlus?

Faculty, staff and currently enrolled students are allowed to install and use Office ProPlus. Students who are not enrolled in this semester or the next one, retirees, and UB/TU MBA students are not eligible. UB/TU MBA students are actually eligible through UB, and should contact UB for any assistance.

Will I be able to keep the Office software installed on my personal devices if I leave university employment or I am not actively enrolled this semester or the next one?

The software will stop working and prompt you for a valid Office subscription or license key shortly after your TU NetID has been disabled or you are not enrolled this semester or the next one. It will still be installed, however you'll need to obtain a subscription. More information on how to keep your Office products activated can be found at http://products.office.com.