

## Office 365: Frequently Asked Questions



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### 1. What is Office 365?

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Office 365 for Education (O365) will offer our students a free Outlook email, but also free cloud services like Office Web Apps applications (Word, Excel, PowerPoint, OneNote, Lync), calendar and SkyDrive Pro. The new O365 service is available for all the students after he/she has first accepted the Office 365 service's Terms and Conditions and activated the service. More information on: <http://www.oulu.fi/ict/office365>

### 2. Is it compulsory to use Office 365?

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No. You can use any other Email service for your studies. We recommend that you use system that is reliable and for which you can get use support if needed.

If you don't activate Office 365 for your use, remember to update your Email address in the University of Oulu services, so you can get the announcements in the right Email address. Also make sure that WebOodi and Oulu University Library has your Email address. More information on updating your personal data: [http://www.oulu.fi/sites/default/files/content/Quick\\_Guide.pdf](http://www.oulu.fi/sites/default/files/content/Quick_Guide.pdf) See also: [http://www.oulu.fi/ict/user\\_actions](http://www.oulu.fi/ict/user_actions)

### 3. How can I get my student Email and Office 365?

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You can get your Outlook Email account when you have first accepted the Office 365 service's Terms and Conditions. More information on: <http://www.oulu.fi/ict/office365>

### 4. How can I log in to the Office 365?

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1. Log in at: <http://o365.oulu.fi>
2. Your user name is [account@student.oulu.fi](mailto:account@student.oulu.fi)

**Note.** You can get your Outlook Email account when you have first accepted the Office 365 service's Terms and Conditions. More information on: <http://www.oulu.fi/ict/office365>

### 5. Problems with Office 365 log in / use?

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If problems with the log in or use of the service occur, please make sure that you:

- Open Office 365 from the address: <http://o365 oulu.fi> or <https://outlook.com/student oulu.fi> (not straight to the site from the bookmark without the authentication)
- have cookies and pop-ups enabled on your browser settings.
- If you have forgotten your password, you can renew it with TUPAS-service (finnish bank account is needed for the authentication): <https://www oulu.fi/perl/tupas/passwd>

## 6. What is my Outlook Email address?

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Your Email address is: **firstname.lastname@student oulu.fi** (or for example **firstname.x.lastname@student oulu.fi**)

**Note.** You can get your Outlook Email account when you have first accepted the Office 365 service's Terms and Conditions. More information on: <http://www oulu.fi/ict/office365>

## 7. What is the message size limit? What is my inbox size?

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The maximum total size of an Email message is 25 MB. Inbox size is 25 GB.

## 8. Do my old paju Email messages automatically move to the Outlook?

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No. See intructions here for Paju Email tranfer to Outlook: <http://www oulu.fi/ict/node/19270>

## 9. Can I use Email client software to read and send my Outlook Email?

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Yes. You can use Outlook Email by using Email client software that supports Exchange ActiveSync -, IMAP- or POP- protocols.

Server settings required by the Email client software can be found in the following way:

1. log in to your Email account at: <http://o365 oulu.fi>
2. select sprocket at the upper-right corner of the screen  and *Options* from the opening menu
3. click *account > my account > Settings for POP or IMAP access*
4. POP-, IMAP- and SMTP-server names and other settings needed for the Emil client application can be found in the opening window.

Exchange ActiveSync	IMAP	POP	SMTP
Domain: <b>student oulu.fi</b>	Server name: <b>outlook.office365.com</b>	Server name: <b>outlook.office365.com</b>	Server name: <b>smtp.office365.com</b>
Username: <b>tunnus@student oulu.fi</b>	Port: <b>993</b>	Port: <b>995</b>	Port: <b>587</b>
Server: <b>outlook.office365.com</b>	Encryption method: <b>SSL</b>	Encryption method: <b>SSL</b>	Encryption method: <b>STARTTLS</b>
Port: <b>443</b>			Käyttäjätunnus: <b>tunnus@student oulu.fi</b>

▲ Outlook Email server settings.

**Note.** If you are using Email via CampusNet (PSOAS student apartment), SMTP has to be set: **smtp.dnainternet.net**.

## 10. Can I use my Email with phone or tablet device?


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Yes. Instruction for that can be found here: <http://help.outlook.com/en-gb/140/cc825479> Check also the previous chapter for server settings for mobile device's Email client.

## 11. How can I set forwarding to other address?

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Forwarding to other address can be set in the following way:

1. log in to your Email account at: <http://o365.oulu.fi>
2. select sprocket at the upper-right corner of the screen  and *Options* from the opening menu
3. click *account > connected accounts*
4. fill your other email address into the textfield under *Forward my email to:*
5. if you like, you can tick *Keep a copy of forwarded messages in Outlook Web App* –box
6. click *start forwarding* and then *save*.

## 12. How can I use Office Web Apps, such as Word, Excel and others?

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Office Web Apps can be used on SkyDrive-tab. Apps can be used for example by creating documents (Word, Excel, PowerPoint, OneNote) by clicking *uusi tiedosto*. It is possible to upload documents to the *SkyDrive* by clicking *TIEDOSTOT > Lataa tiedosto* –choice or by dragging them straight from desktop.

## 13. How can I add Lukkari –calendar (lukkari.oulu.fi) to the Office 365 calendar?

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Embedding Lukkari-calendar (lukkari.oulu.fi) with the O365-service can be done with the following method:

1. in the Lukkari's main view, click *Additional features* in the bottom-right corner
2. in the opening window, go to the *Export calendar* –tab
3. tick *Enable iCalendar export* –box and select preferred time
4. click *Save changes* and
5. copy link to the clipboard (e.g. ctrl+c)
6. log in to the O365 –service in address: <http://o365.oulu.fi>
7. go to the calendar-tab
8. click with the right mouse button *MY CALENDARS* down left > open calendar
9. paste (e.g. ctrl+v) in the *Internet calendar* -field address which was copied from the Lukkari
10. click *Open*.

**Note.** please make sure that the calendar entries are not marked as private, so that the synchronization with the O365-service is possible.

## 14. Does Office 365 work also with other platforms than Windows and IE?

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Yes. Office 365 supports the most common web-browsers. To name few recommended browser versions:

- Windows: Internet Explorer 9, Firefox 17, Chrome 24 and newer.
- Mac OS X: Safari 6, Firefox 17 and newer.
- Linux: Firefox 17, Chrome 24 and newer.

Supported browsers for Outlook Web App: <http://office.microsoft.com/en-us/support/supported-browsers-for-outlook-web-app-HA102824601.aspx>

## 15. What happens to my O365 user name when I'm finishing my studies?

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When your studying relation ends, your username will be locked. So prepare in time to copy from the O365 service the information which is necessary to yourself.

Example to copying of email: If your workstation contains an email program installed, for example Thunderbird, you can copy your email folders from the O365 service into local folders of Thunderbird. See the instruction: [Installing and setting up Mozilla Thunderbird](#).

The Office 365 email box, your workspaces and your documents are preserved still 30 days after the locking of your user name. After that they are automatically removed and it is not possible to return them any more.