



## **Office 365 FAQs**

**Other Applications**

## Table of Contents

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<b>Office 365 Other Applications</b> .....	<b>4</b>
<b>Skype for Business</b> .....	<b>4</b>
How do I add a contact in Skype for Business? .....	4
How do I send an instant message (Use Skype for Business IM)? .....	4
How do I set up a Skype for Business Meeting? .....	4
How do I share my desktop or a program in Skype for Business? .....	4
How do I make and receive a Skype for Business audio call? .....	4
How do I make or receive a Skype for Business video call? .....	4
<b>One Drive</b> .....	<b>5</b>
What is OneDrive?.....	5
How do I access OneDrive? .....	5
What is my OneDrive quota? .....	5
Does OneDrive count against email quota? .....	5
How do I add files to my OneDrive? .....	5
Can I sync my OneDrive library to my computer? .....	5
What limitations do I have while syncing my OneDrive library to my computer?.....	5
What file types cannot be uploaded to OneDrive? .....	5
Why is OneDrive creating duplicate files with my computer name at the end? .....	6
What happens when I leave the University?.....	6
<b>Sites/SharePoint</b> .....	<b>7</b>
What is Sites/SharePoint? .....	7
Who is eligible for a SharePoint site? .....	7
How do I Access Sites/SharePoint? .....	7
Who can see my SharePoint site?.....	7
Why does my SharePoint site look different from someone else's? .....	7
How can I access my SharePoint site off campus?.....	7
What is the upload size limit for document storage? .....	7
What is the web storage size limit on SharePoint site? .....	7
How secure are my documents in SharePoint site? .....	8
<b>Office 365 Web Apps</b> .....	<b>9</b>
What are Office Web Apps? .....	9
How do I access Office Web Apps? .....	9
What document types can be created and edited with Office 365 Web Apps? .....	9
<b>Office 365 Yammer</b> .....	<b>10</b>
How do I access Yammer? .....	10
How do I edit my profile details? .....	10
How do I upload a photo in my profile? .....	10

What is a Daily Digest Email? .....	10
How do I follow other people? .....	10
How do I follow/un-follow someone on Yammer?.....	10
What messages can I see? .....	10
How do I send a message? .....	11
How do I send a public message? .....	11
How do I stop receiving emails from Yammer? .....	11
What are Groups? .....	11
How do I join a Group? .....	11
<b>Office 365 Yammer .....</b>	<b>12</b>
Why do I receive an error when installing Office 365 ProPlus? .....	12
Why is Office 365 ProPlus asking for my login credentials?.....	12

## Office 365 Other Applications

### Skype for Business

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#### **How do I add a contact in Skype for Business?**

See Microsoft's [Adding people to your contacts list](#).

#### **How do I send an instant message (Use Skype for Business IM)?**

See Microsoft's [Send an instant message in Skype for Business](#).

#### **How do I set up a Skype for Business Meeting?**

See Microsoft's [Set up a Skype for Business Meeting](#).

#### **How do I share my desktop or a program in Skype for Business?**

See Microsoft's [Share your desktop or a program in Skype for Business](#).

#### **How do I make and receive a Skype for Business audio call?**

See Microsoft's [Make and receive a Skype for Business audio call](#).

#### **How do I make or receive a Skype for Business video call?**

See Microsoft's [Make or receive a Skype for Business video call](#).

## One Drive


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### What is OneDrive?

With OneDrive, you get 1 TB (additional storage space allocated as needed) of free storage in the cloud to store your files and photos, sync across all your computers, and even edit and collaborate on Office documents. You can access the latest version of your files from any computer or phone - no cables or USB flash drive necessary.

Share photos and files through email, by sending a short link in a text message, or by posting them to a social network, your website or blog right from OneDrive. There's also a desktop app for OneDrive that creates a folder on your PC or Mac that syncs with your cloud folder and lets you access files on your PC remotely.

### How do I access OneDrive?

You can go directly to <http://onedrive.miami.edu> or if already signed into your Office 365 account at <http://email.miami.edu> you can select OneDrive from the Navigation Pane at the top of the window, the icon should look like this .

### What is my OneDrive quota?

With OneDrive, you get 1 TB (additional storage space allocated as needed) of free storage in the cloud to store your files and photos, sync across all your computers, and even edit and collaborate on Office documents.

### Does OneDrive count against email quota?

No, your OneDrive quota (1 TB) is separate from your email quota of 50 GB.

### How do I add files to my OneDrive?

Once you've logged onto <http://email.miami.edu> you can add files to your library by selecting **OneDrive** in the upper right-hand corner of the screen and then click **Upload Document**.

### Can I sync my OneDrive library to my computer?

See Microsoft's [Sync your OneDrive for Business files](#).

### What limitations do I have while syncing my OneDrive library to my computer?

See Microsoft's [Restrictions and limitations when you sync OneDrive for Business libraries through OneDrive for Business](#).

### What file types cannot be uploaded to OneDrive?

See Microsoft's [Types of files that cannot be added to a list or library](#).

### **Why is OneDrive creating duplicate files with my computer name at the end?**

OneDrive creates a file with the computer name appended whenever a conflict is detected. For instance, if you have a file named "MyFile.txt", OneDrive will create "MyFile-ComputerName.txt" in a conflict situation.

A conflict exists when the file has been updated in more than one place. An easy example is with a computer that's not connected to the internet. If you update "MyFile.txt" on the laptop, the file won't sync right away (because there's no network connection). If you also update "MyFile.txt" on your desktop, when the computer connects to the internet, you'll have a conflict, because the file was updated in two places. As a result, OneDrive creates the conflict copy.

You'll have to manually delete the duplicate files. You can easily remove them by using File Explorer and searching for files that have the computer name in them, for example open File Explorer and navigate to the OneDrive folder on your computer, then search in the top-right for the computer name. All files that have that in the file name will appear and you can delete them easier.

### **What happens when I leave the University?**

Upon leaving the University, you will lose access to your OneDrive account. You are responsible for migrating your files before your account is deactivated.

## Sites/SharePoint

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### What is Sites/SharePoint?

SharePoint Online provides a single, integrated location where employees can efficiently collaborate with team members, share knowledge, and find organizational resources and information.

### Who is eligible for a SharePoint site?

UM Employees with manager level or higher title can request a project or team SharePoint Site. To request a new SPO site visit <https://miamiedu.sharepoint.com/sites/sps>. Every site must have a primary site owner who will be responsible for site content, design, permissions, support and user communication., most faculty, admin, and staff are eligible to request a departmental SharePoint site.

### How do I Access Sites/SharePoint?

Sign in to your Office 365 account at <http://email.miami.edu> and then you can select Sites from the Navigation Pane at the top of the window, the icon should look like this .

### Who can see my SharePoint site?

SharePoint site access is based on permissions given by your local (or global) SharePoint administrator with in the SharePoint site.

### Why does my SharePoint site look different from someone else's?

SharePoint allows customizations by the user. You may change the theme or move web parts around on your SharePoint site to customize the page.

In addition, SharePoint may look and function differently depending on the internet browser you use to access it. Internet Explorer 11 and above is recommended for best compatibility.

### How can I access my SharePoint site off campus?

Navigate to your SharePoint URL. SharePoint is accessible from anywhere with internet access. If you are unsure of your URL, please send an email to [sps@miami.edu](mailto:sps@miami.edu).

### What is the upload size limit for document storage?

The maximum file size per upload to web storage is 10 GB.

### What is the web storage size limit on SharePoint site?

Initially your SharePoint site collection is created with up to 1 TB of space.

**How secure are my documents in SharePoint site?**

As secure as you want it to be. As a site owner you set permissions for your site. You decide who to share with and trust. We strongly suggest permissions on your site be reviewed and tested regularly. Wide open and incorrect secure is a security risk that site owners need to manage.

We strongly recommend site owners routinely audit and test site permissions.

From a data center, server and data transmission point of view your data is extremely secure with both in transit and at rest encryption.



## Office 365 Web Apps

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### **What are Office Web Apps?**

Office Web Apps are touch-friendly web applications that let you create, edit and share your Excel, Word, PowerPoint and OneNote files from any browser.

You can share and simultaneously work on your documents with classmates, friends and co-workers. No need to merge different versions later.

### **How do I access Office Web Apps?**

Once you've logged onto <http://email.miami.edu> you can add files to your library by selecting **OneDrive** in the upper right-hand corner of the screen and then click **New Document** then clicking the desired file type.


### **What document types can be created and edited with Office 365 Web Apps?**

Word, Power Point, Excel and OneNote files can be created and edited with Office 365.

## Office 365 Yammer

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### How do I access Yammer?

Sign in to your Office 365 account at <http://email.miami.edu> and then click **Yammer** from the Navigation Pane at the top of the window, the icon should look like this .

### How do I edit my profile details?

Click on the **Gear** icon next to your name in the bottom left of screen and click **Edit Settings**. Once you're done making edits click **Save** at the bottom of the page.

### How do I upload a photo in my profile?

Click on the **Gear** icon next to your name in the bottom left of screen and click **Edit Settings**. In the Profile Tab, underneath the Basics heading click **Choose File** next to Photo. Locate the photo on your computer and click **OK**. Click **Save** at the bottom of the page to save the change.

### What is a Daily Digest Email?

The digest email is a summary of new messages posted by members in your network. You can choose to receive this email Daily, Weekly, or Never by changing the option selected in your account's notification settings.

To get to your account's notification settings, log into your Yammer account Click on the **Gear** icon next to your name in the bottom left of screen and click **Edit Settings**. In the Notifications Tab you will find **Activity Digest**, "Send me a digest of message activity" section header which has a drop down for digest sending options, "Daily, Weekly, or Never." When you're done, click **Save** at the bottom to put all the changes that you've made into effect.

### How do I follow other people?

When you follow someone on Yammer it means you want to see messages from them in your feed. Under the icon with three dots in the top navigation bar, click **People**. Click **+Follow** to follow a coworker. You can also follow users by clicking **Follow** under their thumbnail headshot.

### How do I follow/un-follow someone on Yammer?

Under the icon with three dots in the top navigation bar, click **People**. Locate the user you wish to unfollow, hover over **Following** to the right of their name and click follow or **-Unfollow**.

### What messages can I see?

On your Yammer homepage you'll see all public posts from people you follow. If you use the All Company setting you will see all public posts for the University network.

### **How do I send a message?**

Click on **Inbox**, the envelope icon on the toolbar above your photo, and then on **Create Message**. A dialogue box will appear. Select Send Private Message or Post In A Group as needed, complete the other fields and click **Post** to send.

### **How do I send a public message?**

On your Yammer homepage click the field underneath the Update field at the top of the window, type an @ symbol, and type name of the person you wish to send a message to. Names will start appear as you type. Select the appropriate person and complete your message. Click on **Post** to send. The message will appear on the recipient's profile page, their news feed and your news feed. The message also appears on the newsfeed of anyone following yourself or the recipient. Public messages should only be used for messages that are not of a confidential nature and those you are happy for other people to read.

### **How do I stop receiving emails from Yammer?**

To get to your account's notification settings, log into your Yammer account Click on the **Gear** icon next to your name in the bottom left of screen and click **Edit Settings**. In the Notifications Tab you will find a section titled **Email me when....** You can then change the email settings to suit you. When you're done, click **Save** at the bottom to put all the changes that you've made into effect.

### **What are Groups?**

Groups are a great way to get work done with a team or to stay informed about a topic. The All Company Group is the default group everyone posts into, you're automatically part of this group. You can join any public group, but will need to be invited to a private group. Click the Groups link to find groups you want to join or to create a new group.

### **How do I join a Group?**

On your Yammer homepage click on the three dots in top left and choose **Groups** in the drop down menu and you will see a list of the groups in your network. You have the option of viewing Suggested Groups, My Groups, and All Groups. Depending on whether you are a member of the group already, you will see a **Join** button or a **Joined** when you hover over a group. When you hover over the "Joined" button, it will change to "Leave", giving you the option to leave the group right from this screen.

## **Office 365 ProPlus**

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### **Why do I receive an error when installing Office 365 ProPlus?**

Please visit [Office installed using Click-to-Run and Window Installer on same computer isn't supported.](#)

### **Why is Office 365 ProPlus asking for my login credentials?**

Office 365 ProPlus is a subscription based Office Suite license and as such will occasionally require re-authentication. In some cases, after hardware changes, the Office 365 Suite will require re-activation by re-authenticating.