**Commack High School**

**Microsoft Office 365 for Students FAQ**

**What is Microsoft Office 365?**

Microsoft Office 365 is a service that provides:

* Access to Office Online (Word, PowerPoint, Excel). These are lite versions of the full Office 2016 applications that are designed for anywhere, anytime access and editing.
* A Commack email account for students.
* The ability to install the full Microsoft 2016 suite on up to 5 personal devices. This includes Mac, PC, and tablets.
* Access to OneDrive cloud storage and a wide variety of Microsoft tools.

**How do I login to my Microsoft Office 365 account?**

You have two options:

* Go to the Commack home page and click on the Office 365 link in the top, right corner of screen.
* Type portal.office.com from your web browser. Note: Chrome is the suggested browser while in school while any HTML 5 browser will work at home; including Microsoft Edge.

Your login name is your network username with @commack.k12.ny.us. (i.e. gwashington@commack.k12.ny.us) Please see any of your teachers or your guidance counselor for your O365 password.

**How do I install Office 2016 on my personal devices?**

Login to Office 365. In the top, right corner of the screen, click on the link “Install Office 2016”. 

Follow prompts to install. Please do NOT attempt to install on any district-owned devices.

**Are there any restrictions on student email use?**

Yes. Students may only send/receive email from within the Commack network (other @commack.k12.ny.us addresses). No external email will be allowed in either direction.

**What are the differences for student file storage options?**

Students have the ability to save their files in several locations.

1. H: Drive- Students can save to their Commack network H-drive while using a school district computer. Your H-drive is NOT accessible from home.
2. OneDrive- OneDrive is cloud storage which is accessible from anywhere, including Mac, PC, tablets and mobile phones.
3. Student supplied flash drive/external drives- Since these drives can be misplaced and/or malfunction, it is suggested these drives be utilized for file portability and short term storage. If you’re using these devices for long term, we strongly suggest regular backups of this device.

**How do I know which storage option to use?**

Your teacher may instruct you where to save your files, based on the requirements of their assignments. In the absence of this instruction, the choice will be yours to make. Keep in mind:

* There is no connection between H drive and OneDrive. They are completely independent and will never sync.
* If you need to work on a file at home, you will need to save it to OneDrive or an external device.

**Who should I contact if I have any issues?**

The first line of communication should be your classroom teacher who assigns you work in Office365. Your teacher should troubleshoot your issue and if they cannot solve it, they will contact technical support. If you have any questions and would like to email technical support directly, please email CHSSupport@commack.k12.ny.us

***Please remember that Office 365 is a school-issued technology resource provisioned for educational purposes only. Acceptable use is outlined in district policy and the code of conduct; which can be found online and in the student handbook. Also, sharing your username or password for O365 or any district issued technology is strictly prohibited. Please report any misuse to staff immediately.***