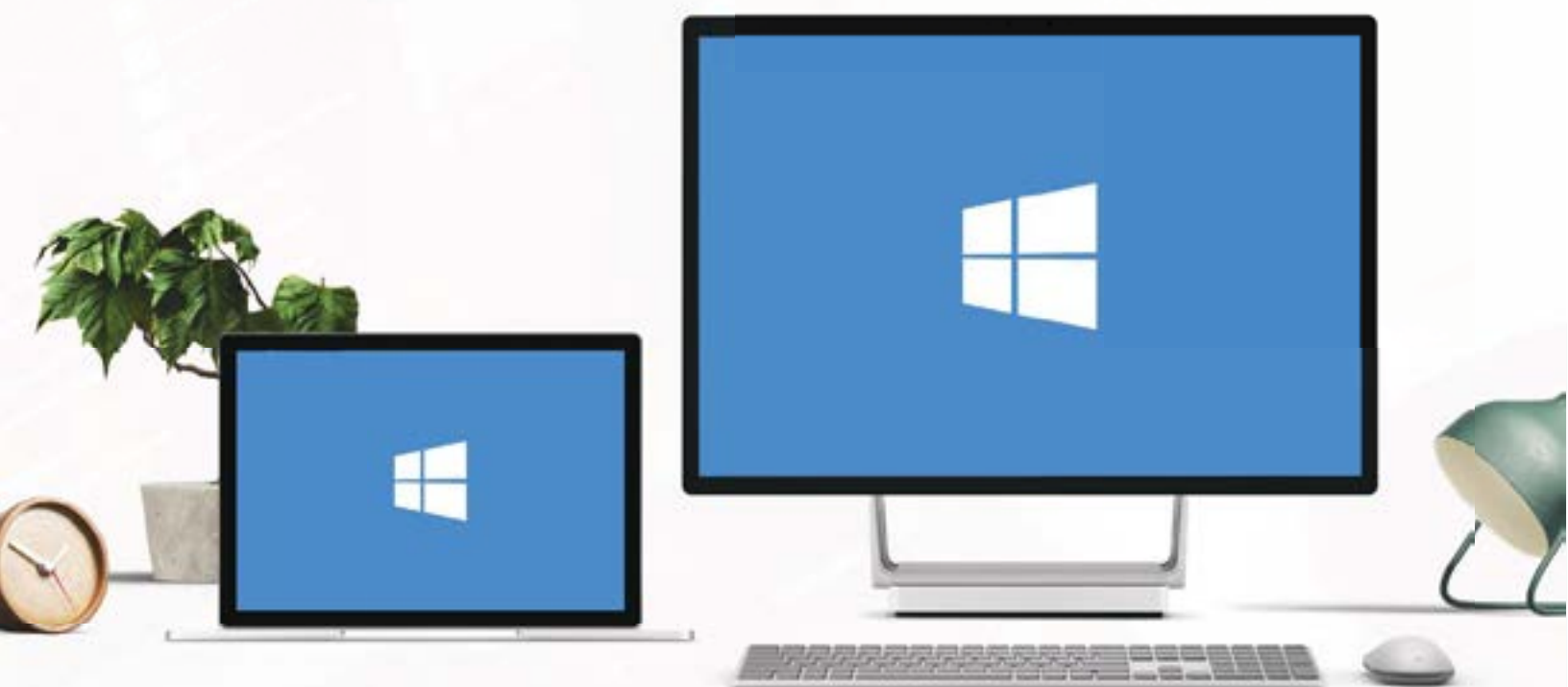# Office 365
Quick Start Guide

Alexander College

Welcome to your new Microsoft Office 365 student account, offered as a benefit of your enrollment at Alexander College. This Office 365 Quick Start Guide contains essential information that you will need to begin using your new Microsoft Office 365 account and make the most of its features.

Included in this guide are:

Log in and Set Up

All students will receive an email with their Office 365 username and temporary password within 7 days of admission.

To log in to Microsoft Office 365, go to www.office.com

Enter the log in and temporary password from the email you received. If you need assistance with your log in and password, please contact Alexander College's Office 365 Help Desk: office365helpdesk@alexandercollege.ca

Usage Guidelines and Policies

Acceptable Use Policy

Description of the Service

Alexander College students are assigned a free Microsoft Office 365 account, which includes a free student email account, @myacmail.ca, as well as Outlook, Excel, PowerPoint, Word, OneDrive, and OneNote (collectively, the "Service").

Microsoft Outlook is an email service that includes a calendar, task manager, contact manager, note-taker, and journal.

Microsoft Excel is a spreadsheet program that includes calculation and graphing features.

Microsoft PowerPoint is a presentation program that allows you to use text and images to create slideshows.

Microsoft Word is a word processing and document creation program.

Microsoft OneDrive allows users to store files, share files, and sync files to OneDrive. Storage capacity per account is 1024 GB.

Microsoft OneNote is a note-taking program for free-form information gathering and multi-user collaboration. It gathers users' notes, drawings, screen clippings, and audio commentaries. Notes can be shared with other OneNote users over the Internet or a network.

Activation of the Service

Office 365 accounts are assigned to students upon admission to Alexander College. Details for logging into Office 365 are included in the Offer of Admission package, which students receive by email upon admission.

Eligibility

Alexander College's Office 365 accounts are for the exclusive use of admitted Alexander College students and alumni. Students and alumni must not allow any other person to access or use their Office 365 account.

Expelled students are not permitted to continue using their Office 365 account.

Acceptable Use

All students are responsible for the information they create, access, store, distribute and display through their Office 365 account. They are also responsible for adhering to Alexander College's Student Misconduct Policy.

Misconduct includes (but is not limited to) any violation of Alexander College's Student Misconduct Policy, as well as:

• Spam or smurf attacks;

• Using the Service for solicitation or advertising for business or commercial purposes;

• Communicating inappropriately with staff, students or faculty, including (but not limited to) grade bargaining, refusal to abide by administrative decisions and/or any other persistent communication when asked to desist;

• Using the Service to bully or harass others, including on the basis of race, colour, language, place of origin, political belief, religion, physical or mental disability, sex, sexual orientation, gender identity or expression, or age;

• Using the Service to threaten or intimidate others;

• Using the Service to access, download, distribute or store electronic material that may reasonably be considered inappropriate, offensive, threatening, abusive, defamatory, unlawful, sexually explicit, sexist, racist, discriminatory, fraudulent or disrespectful to others;

• Copyright infringement;

• Using the Service to engage in unlawful activities;

• Interference with Alexander College's operations, services, or electronic network.
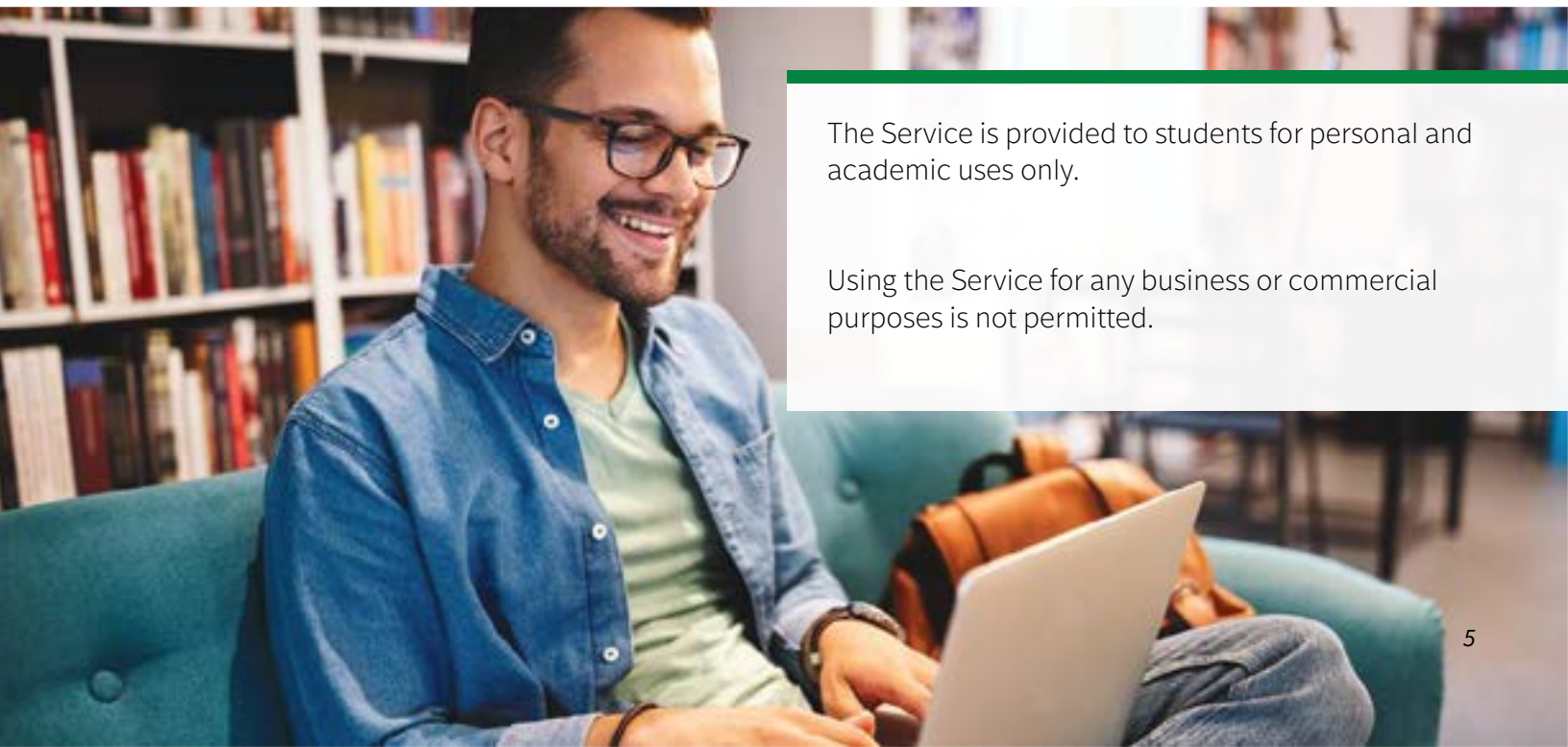
The Service is provided to students for personal and academic uses only.

Using the Service for any business or commercial purposes is not permitted.

Official Communication

Alexander College collects personal email addresses from students during the application process and stores these email addresses as an alternate method of communication. After the point of admission, official communications from Alexander College are sent to the student's @myacmail.ca email address.

Account Administration and Security

Microsoft, along with their service and data centre staff, manage Office 365 physical and logical security. The authentication and login credentials are managed by Alexander College. User IDs and passwords are not shared with Microsoft, the hosting service. Alexander College, the service provider has administrator access to our instance of Office 365 and controls our data.

Personal Liability

The student accepts full responsibility for all consequences that may arise from their use of the Service, including any liability associated with their use of the Service and personal liability for any violation of law, regulation or policy arising from such use.

By using the Service, students agree to hold harmless and indemnify Alexander College from and against any claim arising from their use of the Service.

No Warranty

The Service is offered through a third party; therefore, use of the Service is at the student's sole risk. Alexander College does not provide a guarantee of data security or an indemnity for data loss.

Students who suspect potential viruses, worms, spam or other electronic agents deployed by third parties with the intent of accessing or damaging the Service should immediately contact the **IT HelpDesk** at *ithelpdesk@alexandercollege.ca* for assistance.

Termination of the Service

Alexander College retains the right to terminate the Service at any time at its sole discretion.

Students who do not adhere to this Acceptable Use Policy may be subject to a misconduct reprimand and/or suspension or termination of their Office 365 privileges, without notice. As stated above, upon expulsion from Alexander College, expelled students immediately lose access to the Service.

Office 365 Help Desk: Application and Learning Support

For training and support using the Microsoft Office 365 suite of software applications, the Writing & Learning Centre offers asynchronous training workshops, video tutorials, and 1:1 training for students.

Office 365 Help Desk

The Office 365 Help Desk provides support for:

• Assistance with Office 365 log in and password

• Office 365 applications

Hours of Operation: **By Email:**

Monday-Friday, 9:00 am- 5:00 pm PST   *office365helpdesk@alexandercollege.ca*

One on One Appointments

Alternatively, you can book a one on one appointment with a CPSC tutor through WCOnline via schedule 04 ONLINE CPSC. To do so, you'll need a WCOnline account. https://alexander.mywconline.com/

Software Skills Canvas Course - *https://canvas.alexandercollege.ca/courses/349*

The Software Skills Canvas course, developed by the Writing and Learning Centre, is a public access course which Alexander College students, staff and faculty can use to learn more about Office 365 and Zoom. Here, you can find helpful tutorials which cover topics of different programs. Sample topics include:

Microsoft Outlook

- Forward Outlook emails to your personal email
- How to write, reply to and forward an email
- Organizing emails using folders
- Dealing with unwanted emails

Microsoft PowerPoint

- Slide layouts
- Designs and themes
- Transitions and animations
- Presentation tips

Microsoft Word

- Open and save a document
- Text formatting (style, spacing, and indentation)
- Create a cover page and table of contents
- Find and search function

Microsoft Excel

- Data entry
- Formulas and equations
- Filtering and sorting
- Graphs

The Software Skills Canvas course is regularly updated, so keep an eye out for new content.
For more information, please visit: *http://office.alexandercollege.ca/*

IT Help Desk: Computer and Software Support

The IT Help Desk supports Alexander College students with basic troubleshooting questions about their computers and software.

IT Help Desk

To get in touch with the IT Help Desk, you may phone or email during regular business hours.

Hours of Operation: Monday-Friday, 9:00 am- 5:00 pm PST.

By Phone: *604-558-6198*
By Email: *ithelpdesk@alexandercollege.ca*

Scope of Service:
• Assistance with general questions
• Basic troubleshooting steps for internet connectivity
• Basic troubleshooting steps for applications, webcam and sound
• Instructions on installing software for college related work
• Directions on how to install software for antivirus scanning
• Troubleshoot and direct to other supports as necessary

*Please note that Alexander College is not liable for computer hardware or software issues.

For more information, please visit:

https://alexandercollege.ca/student-success/it-helpdesk-support/