

Frequently Asked Microsoft 365 Questions

Student Edition

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What is Microsoft 365?

Microsoft 365 is a line of subscription services offered by Microsoft Corporation as part of its productivity product line. Formerly known as Office 365, the solution is designed to help one achieve more with innovative apps, intelligent cloud services, and world-class security.

Does Humber use Microsoft 365?

Yes, as an organization, Humber has adopted Microsoft 365 for much of its day-to-day communication and collaboration needs.

Do I have access to Microsoft 365 products and services as a Humber student?

As of September 1, 2020, both full-time and part-time Humber students have access to select Microsoft 365 services while actively enrolled in courses. Use of Microsoft 365 is governed by the terms set out in the [Acceptable Use Policy for Technical Services](#).

I am a Guelph-Humber student. Do I have access?

Guelph-Humber students receive Microsoft 365 via a separate tenant managed by the University of Guelph. Please contact the University of Guelph-Humber for more details.

Which products and services in Microsoft 365 can students access?

Currently, active Humber students have access to the following features:

- Desktop versions of Office apps (Word, Excel, PowerPoint, and OneNote)
- Web and mobile versions of Office apps (Word, Excel, PowerPoint, and OneNote)
- Access and Publisher (for Windows PC only)
- File storage and sharing via OneDrive
- Microsoft Teams with classroom experiences

Students also have access to Forms, Planner, Stream, Sway, To-Do, and Whiteboard.

What about e-mail? Do I have access to Outlook as a student?

Yes, students do have access to Outlook now. Simply navigate to humber.ca/microsoft365, login, and open the Outlook app. Access to your email is granted 21 days prior to the start of classes and ends 42 days after the end of classes. You do NOT have access to your Outlook account between semesters.

Student emails are in the format: username@student.humber.ca

Does one require Internet access to use Microsoft 365?

Yes, internet access is required to use the Web apps; to install and activate Microsoft 365 applications; to synchronize data files across computing devices; to call, chat, collaborate, or meet with others; and to get all the latest releases of apps and services.

As a student, does my subscription to Microsoft 365 allow me to install and use the desktop versions of Office apps on a personal computer?

Yes, active students may install and use the desktop version of Office on up to five computers while actively studying at Humber. Office is available for PC and Mac.

As a student, does my subscription to Microsoft 365 allow me to install and use the mobile versions of Office apps on a tablet or smartphone?

Yes, students may install and use the mobile version of the Office apps on up to five mobile devices while actively studying at Humber.

When do students receive Microsoft 365 access?

As of September 1, 2020, active students receive access to select Microsoft 365 products and services 21 days before the start of a class.

What happens to my student Microsoft subscription between semesters?

Other than OneDrive and the Web and mobile version of the Office apps, students lose all access to Microsoft 365 products and services 42 days after their last day of classes.

I am a returning student. When will Humber re-activate my subscription?

Suspended services are restored 21 days before one's first day of classes.

What happens when I leave Humber?

All access to Microsoft 365, including OneDrive and all mobile and Web apps, is revoked and all application-type data is deleted after 18 months of no Humber course activity.

Can data purged after 18 months of no course activity be recovered?

No, data deleted due to no course activity cannot be recovered.

Are student Microsoft 365 subscriptions upgradable or transferable?

No, students may not add products or services to their Microsoft 365 subscriptions. Similarly, students may not transfer their Microsoft 365 subscription to other tenants.

How does one access Microsoft 365 and its various products and services?

Go to humber.ca/microsoft365 and log in using your Humber credentials, the same username and password used to access most other technical services Humber offers.

Is it possible to use office.com to access my Microsoft subscription?

Yes, but you will need to supply your "user principal name" as part of the login process. Key in your "user principal name" when prompted by Microsoft to identify yourself. Microsoft will then transfer you to Humber to complete the authentication process.

What is a "user principal name" and where do I find mine?

Microsoft is a global company. It uses what is known as a "user principal name" to uniquely identify users and the institutions to which they belong. Your "user principal name" is your Humber username followed by "@humber.ca" (example: n12345678@humber.ca). Note that your "user principal name" is not an e-mail address and will not function as such; it is simply a string that tells Microsoft who you are and that you are affiliated with Humber.

How do I get the desktop versions of the Office suite of applications?

Go to humber.ca/microsoft365 and log in using your Humber credentials (username and password). The link to download and install Office is on the home screen. Students can install Office on up to five devices while at Humber. Office is available for PC and Mac.

How do I get the mobile versions of the Office suite of applications?

Download and install mobile Microsoft applications using the digital distribution platform (App Store, Google Play, etc.) associated with your device. Students can install the mobile version of Office apps on up to five mobile devices while studying at Humber.

How do I get OneDrive for my computing devices?

Download and install the mobile version of OneDrive using the digital distribution platform (App Store, Google Play, etc.) associated with your device. For the desktop version of OneDrive, go to humber.ca/microsoft365 and log in using your Humber credentials (username and password). Then, click on the OneDrive app. Continue by clicking the "Get the OneDrive Apps" link in the bottom-left part of the pane.

How do I activate Microsoft 365 products/services on a computing device?

To activate a product or service on a computing device, you will need to supply Microsoft with your "user principal name" when prompted to identify yourself so it can authenticate you. Your "user principal name" is your Humber username followed by "@humber.ca" (example: n12345678@humber.ca). After supplying a "user principal name", Microsoft will then transfer you to Humber to complete the authentication process.

Does Microsoft know my Humber username and password?

No, it most certainly does not. Authentication for Microsoft 365 takes place at Humber.

How much OneDrive space do students receive? What if I need more space?

Students each receive one terabyte of OneDrive space to use during their studies. Humber is not able to provision individual students with additional/supplementary space.

Where is Microsoft 365 hosted?

All products and services, other than some functions/features within Teams, reside in Canada. Microsoft is working to re-host all of Teams within Canada.

I have a personal Microsoft 365 account. Can I move it to Humber's tenant?

No, you cannot move an existing Microsoft 365 account, personal or otherwise, to Humber.

Microsoft keeps tweaking products/services associated with its Microsoft 365 subscription service. How do I stop changes from affecting me?

Microsoft 365 is a cloud-based service; you cannot isolate yourself from change.

What do I do if I need Microsoft 365 assistance?

Contact the I.T. Support Centre at 416.675.6622 X8888, SupportCentre@humber.ca, or humber.ca/techtalk. Service is available 24/7 at no cost.

I am using Microsoft 365 via my humbermail.ca address. What do I do now?

Humber plans to shut down the unmanaged Microsoft 365 tenant associated with humbermail.ca. Please retrieve any data you have stored there before services are terminated. Humber plans to shut this legacy tenant down by February 15, 2021. Moving forward, you must access Microsoft 365 by logging into humber.ca/microsoft365 with your Humber credentials (username and password).