

Office 365 -- Frequently Asked Questions

Q. What is Office 365?

Office 365 combines the familiar Microsoft Office desktop suite with cloud-based versions of Microsoft's next-generation communications and collaboration services so you can be productive from virtually anywhere through the Internet. Specifically, Office 365 provides the newest versions of the Microsoft tools you're familiar with — Outlook 2016, Word 2016, Excel 2016, PowerPoint 2016 — and introduces you to several others that you'll soon find indispensable, like OneDrive for Business, and OneNote 2016.

Q. What is OneDrive for Business?

OneDrive for Business is an online storage space in the cloud provided for your business use by Realogy. Use it to store your work files across multiple devices with ease and security. Share your files with other users of OneDrive for Business, and edit Office documents together in real-time with Office Online.

Q. What is OneNote 2016?

OneNote 2016 is a digital notebook great for capturing, storing, and sharing all kinds of information. You can use it for taking minutes during meetings and sharing them with participants, and much more.

Q. How do I sign into Office 365 securely from my device?

Your first login to Office 365 requires that you enroll in our enhanced security process called "two-factor authentication." Two-factor authentication is an extra layer of security that requires not only your username and password to access applications, but an additional validation factor such as an authentication code sent by SMS, or verification by a phone app. Going forward, you will be prompted for the additional validation factor when you log in to Office 365 from a new device or when logging in from outside our company network.

- Sign in at Microsoft's Office 365 portal: <https://portal.office.com>
- Username for Office 365 is your work primary email address

Q. How do I download Office 365 mobile apps to my smart phone or tablet?

You can easily download Office 365 apps for your smart phone or tablet:

1. Log into <https://portal.office.com>
2. Select "Settings"
3. Select "Office 365"
4. Select "Software"
5. Select "Phone and tablet"
6. Choose phone or tablet model
7. Click "Get Apps"

Q. Do I need to take training to use Office 365?

Training is encouraged. Realogy has contracted with Brainstorm Inc., a Microsoft gold partner to provide web-based Office 365 learning to assist you with understanding the new technology.

Q. What version of MS Office is supported?

Your O365 license includes access to online MS Office 2016. If you have a personal copy of MS Office installed on your computer, the minimum supported version is MS Office 2013 but it is recommended that MS Office 2016 be installed.

EMAIL

Q. Will I still be able to access my email on my mobile device?

Yes. However, you will need to update the username in your account settings to your **primary email address**. Here's how to do that on an iPhone and on an Android.

- **iPhone:**
Go to Settings ~ Mail, Contacts, Calendars ~ Add Account ~ Exchange
Enter your full company email and password
The account will automatically configure
- **Android:**
Go to Settings ~ Accounts ~ Outlook
Enter your full company email and password
The account will automatically configure

If you experience any issues, please contact Customer Service for assistance.

Q. What are the limitations on my new mailbox?

Your new mailbox will be much larger than what you are used to. It will be 50 GB. It is quite an increase from your current mailbox size. There is an attachment size limit of 25 MB.

Q. Will all of my current email, calendar, contacts and tasks be migrated?

Yes, however, once your mailbox is migrated you should verify your Outlook information to ensure everything migrated as expected.

Q. What is the new Clutter feature in the latest version of Outlook?

Clutter is a new feature within Outlook that helps filter your low-priority email. Clutter looks at what you've done with email messages in the past to determine the messages you're most likely to ignore... and puts them in the Clutter folder. You can go to the Options setting within Outlook and turn it off, if you prefer.

STORAGE

Q. Which of my current storage drives will be replaced by OneDrive for Business?

Your files stored on network file shares will be migrated to the OneDrive for Business cloud, with a few notable exceptions:

- Files larger than 2GB - Although you have 1 TB of storage available, you must manually copy 2 GB+ data files into OneDrive.
- Files with invalid characters will be renamed - Actually, files and folders with the special characters #, %, ~, &, {and } in their name will migrate, but they'll be renamed using _ (underscore) in their place.
- Executable files - Executables or files that install an application are blocked within OneDrive and will not be moved.

Q. How is OneDrive for Business different from OneDrive?

Microsoft offers another storage service for consumer personal use, called OneDrive – that is not part of our offering. OneDrive for Business is online storage intended for business purposes, is managed by your organization, and lets you share and collaborate on work documents with other OneDrive for

Business users.

HOMEBASE inDOCs Add-In

Please follow the steps detailed in the [O365 HomeBase inDoc Add-in Quick Guide](#) document on how to enable and utilize the HomeBase add-in.