

Office 365 - Frequently Asked Questions

- 1. Why is Access Not Online?**
 - a. Still researching

- 2. If an items fall of the recently accessed list can you still get to it?**
 - a. Yes, at the bottom of the page is a link to open other documents

- 3. When opening excel files it prompts to enable edit, why?**
 - a. By default all online copies of applications open in a view only mode
 - b. Accepting the edit allows you to select edit online or edit on desktop

- 4. Who maintains ultimate control of a shared document?**
 - a. The document owner (person who shared it)

- 5. Can you pin folders?**
 - a. Still researching

- 6. Is OneDrive per user or per device**
 - a. Per user account
 - b. 1TB in size

- 7. Do users know what VPN is?**
 - a. Virtual Private Networking (VPN) is technology which creates a secure path through the Internet in order to enable access to items inside the county.
 - b. You do NOT need VPN with Office 365 to access those things either on
 - i. OneDrive
 - ii. SharePoint team collaboration site

- 8. As OneDrive is the staffs personal work cloud, how do you share files from it to persons outside the county?**
 - a. You select file to share and bring up the sharing window
 - b. You put in the email address of the person, whether you want them to have edit or view and if they need to sign in to get to the document

- 9. Does OneDrive have a recycling bin?**
 - a. Yes

- 10. How do you comment on a version?**
 - a. Still researching

- 11. How are versions generated?**
 - a. When someone works on the file and changes are saved

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- b. If using desktop version staff must 'save' the file
- c. If using Online and staff has moved from the view to 'edit the file' it will generate a version

12. When a user leaves the County how do we recover the documents in OneDrive?

- a. Still researching

13. What effect does versioning have if the user is gone?

- a. Still researching

14. If copies of the G3 software are loading on home machines and you leave the county will the applications continue to operate?

- a. No

15. How are items differentiated between work and personal files?

- a. All tools provided by the County are for work related data.

16. Will Access applications need to be converted to Access 2016 to run in G3

- a. Yes

17. Is there a setting in the Calendar to delete items automatically after a certain period?

- a. Still researching

18. How do you install G3 in an IPAD?

- a. Please refer to the transition presentation in the applications section

19. Is it possible in PowerPoint to do red strike outs?

- a. Yes. Procedure on the web site

20. When should you encrypt emails?

- a. Only when you have to.

21. What can you do with Skype for Business

- a. Instant Messaging
- b. Online meeting
- c. Video Conferencing
- d. Screen sharing