

Office 365 FAQ's



What is Microsoft Student Advantage?

"Microsoft Student Advantage" refers to a subscription plan available to the York County School Division. Student Advantage allows YCSD students to download and install the latest version of Microsoft Office Pro Plus Suite for use on their personal and mobile devices for as long as they remain enrolled in YCSD schools.

Why has my student been issued a YCSD email account?

In order to have access to Office 365, a student must have a YCSD-issued email account. This account is how Microsoft verifies an individual's access to the software available through the Microsoft Student Advantage. Additionally, several other factors were considered in creating YCSD-issued student email addresses. The division has a number of instructional programs, such as Virtual High School, that require an email address for participation. Additionally, the division is committed to preparing students to make productive contribution in the world, and providing student email is simply another way that we can help to develop responsible digital users.

Is my child required to use the email address and/or access Office 365?

No, the use of Office 365 or a YCSD-issued student email account is not required. However the student must maintain the email account in order to access the software available with the Microsoft Student Advantage. These tools are being made available to students and staff in recognition of their potential instructional value.

What if I don't want my child to have an email account?

Please notify the school's educational technology facilitator (ETF) who will delete the email account. Please note that this step will mean that the student will not have access to Office 365 for local software installations, online applications, or the capability to communicate and collaborate with other students for group projects or with their teacher through Office 365 once this account is removed. Students will continue to be able to access Microsoft Office and other division-provided applications via their network accounts.

What happens if a student forgets their email password?

The student's password must be reset by the school's ETF. Only a student can request a password reset and it must be done in person for security purposes. The student is responsible for all activity occurring on their account and their identity must be verified by school staff before a password reset can occur.

Can my student download email onto their smartphone?

Yes, the capability exists for students to download the division-provided email account on their smartphones. Those with limited data plans or family plans will want to be cautious about how often this email account is checked so you do not incur overage charges on your child's device. The division is not responsible for any data overages incurred on personal devices.

What happens if I forget to logon to a device which has the local Office installation within a 30 day period?

Individuals must logon to the device every 30 days to keep the local software installation active. If they do not, Office will reduce to "read-only functionality" meaning documents will be able to be opened and read but not edited. The software will work with this reduced functionality until the student logs on again. At that time, the software will return to full functionality.