



Frequently Asked
Questions for Office
365

Q. How do I get my office 365 account?

A. Please contact your school Office 365 admin to be enrolled to Office 365.

Q. Who should I contact if I have forgotten my password?

A. Please contact your school Office 365 admin for your new temporary password.

Q. How do I access my Office 365 account?

A. From any supported browser, please type in www.outlook.com/yourschooldomainname.

Example www.outlook.com/smr2.moe.edu.bn.

For more information, please read [How to login to Office 365 brochure](#).

Q. Can I access my Office 365 account from my Mac computer or tablet?

A. Yes, Office 365 is an online service, which can be access by any device with a compatible browser.

Office 365 can also be view using mobile devices and tablets.

Q. What is the difference between Office 365 and Microsoft Office 2013 or 2016?

A. Office 365 is an online service which consist of Email Outlook account, OneDrive, Office Web Apps (Words Online, Excel Online, PowerPoint Online, OneNote Online) Sites (SharePoint) and Sway. While Microsoft Office 2013 or 2016 is an application suite for Microsoft productivity application only such as Words, Excel, PowerPoint, Outlook and OneNote.

Q. My computer do not have the latest Microsoft Office 2016, can I still use Office 365?

A. Yes, for Office 365 all you need is a supporting browser such as Internet Explorer, Microsoft Edge, Safari, Chrome and FireFox.

Q. I have not upgrade my computer to Windows 10, can I use Office 365?

A. Yes, for Office 365 all you need is a supporting browser such as Internet Explorer, Microsoft Edge, Safari, Chrome and FireFox.

Q. In my account, I do not have other application such as Site (SharePoint). What should I do?

A. Please contact your Office 365 Admin. Verify that your account is assigned the correct license.

Q. I'm assigned by my school to be in charge of our internal Site(SharePoint), but I can edit or access it?

A. Please contact your Office 365 Admin. Verify that your account is assigned the SharePoint administrator role.

Q. I'm the IT admin for Office 365. I have forgotten my Office 365 password. How can I reset it?

A. Please contact MOE Office 365 helpdesk at +673 2383326