

### ***What is the Microsoft Office 365 Student Advantage Program?***

HACC students can now get Microsoft Office 365 Pro Plus for free through Microsoft's new "Student Advantage" program. HACC is able to offer this to students through the College's Microsoft enterprise education subscription agreement. It is a user-based service that allows each student to install the software on up to five PCs or Macs and access Office mobile applications on iPhone and Android phones. (Office Mobile applications are already included with all Windows phones).

### ***What is included in the Microsoft Office 365 package?***

Office 365 Pro Plus is a full version of Office and includes student favorites like Word, PowerPoint, Excel, Access, OneNote and Outlook.

### ***What are the advantages and disadvantages of using Office 365?***

Although Office 365 Pro Plus is not required for coursework, advantages for those students who choose the software include the ability to do more with Word documents: Add videos, open a PDF and edit it and align pictures and diagrams; use Excel templates to do setup and design; create presentations using color-matching and other design tools in PowerPoint and become more proficient with Office, which is required in most workplaces.

One of the disadvantages of using Microsoft Office 365 is that since Microsoft Office 365 is an online subscription, users who install this software must have an internet connection available as the software will try to contact Microsoft servers to validate its licenses. Microsoft Office 365 is subscription service that has a one year expiration period. Students who download the software can use it for longer than the one year subscription period by verifying that they are still a student at the end of their subscription period. Once the student leaves HACC, the free software will no longer be available through the College.

### ***How can I download Microsoft Office 365?***

Students may download the software by going to <https://hacc.onthehub.com>. Detailed instructions on how to download the software can be found here – [Microsoft Office 365 Instructions](#) and also in the my.HACC portal under Student Success Resources channel> Bookmarks Plus.

Please note that if you are a new user, you must click on the Sign In link located in the top right corner of the screen and then click on the Register button to register your account using your Hawkmail email address.

### ***What happens when my subscription expires?***

HACC's Microsoft Office 365 program offers a one year subscription service. Students who download the software can use it for a period of one year when their subscription will then expire. If the student is still active, they can renew their subscription by re-verifying their account on <https://hacc.onthehub.com>. Once the student leaves HACC, the free software will no longer be available through the College.

### ***How do I renew my subscription?***

Students who would like to renew their subscription should login to their account on <https://hacc.onthehub.com>, click on the *Your Account/Orders* link (located in the top right-hand corner of the screen) then click on the *Your Eligibility* link. The account status should say **"Expired"**. To re-verify the account and renew the subscription, students should click on the *Request additional eligibility* button where an email will be sent to their Hawkmail account and allow them to re-verify their account status.

Once the student account is **"Verified"** on [hacc.onthehub.com](https://hacc.onthehub.com), they need to **add the Office 365 software to the shopping cart** again, just like they did when they first got the software. Once they have finished adding the software to their shopping cart and completed the check-out process, they will need to open one of the Office 365 applications and select the option to activate the software by login in to their Microsoft account (using their [myhawks.onmicrosoft.com](https://myhawks.onmicrosoft.com) account) and their account will be automatically renewed upon successful login to the Office 365 portal. **There is NO need to download and re-install the software.**

### ***I need to re-install my Microsoft Office 365 application. How can I do this?***

Each student can download and install the Office 365 application on up to five PCs or Macs. Once the student has registered their account on <https://hacc.onthehub.com>, added the application to the shopping cart and created their account with Microsoft (this should have already been done in the first attempt to download the software), all the student needs to do to install the software again is to login to the Microsoft Office 365 portal (<https://login.microsoftonline.com/>) using their Microsoft account credentials (the [myhawks.onmicrosoft.com](https://myhawks.onmicrosoft.com) **not** their Hawkmail account) and click on the *Install Office 2016* button to install Office 365.

If for some reason the student have exceeded their download count (max of 5 per student), they will need to contact Kivuto at 1866-435-4722 and ask them to reset the download count on their account. HACC's IT Support Center can only reset Microsoft Office 365 passwords; we are unable to reset the download count so students **must** contact Kivuto for this matter.

### ***What are the system requirements for Microsoft Office 365?***

Your computer must meet minimum requirements to run Microsoft Office 365. Some of these requirements are:

#### *Operating Systems:*

Windows 7, Windows 8, Windows 10 or Mac OSX

#### *Browser:*

Microsoft Internet Explorer 8 or later

#### *Memory*

PC: At least 2 GB RAM

Mac: At least 4 GB RAM

***I am having trouble downloading/installing Microsoft Office 365. Who should I contact for help?***

Students can get help with Microsoft Office 365 from:

Kivuto – 1866-435-4722 or [support@kivuto.com](mailto:support@kivuto.com) OR

HACC IT Support Center – 717-780-2570 or [supportcenter@hacc.edu](mailto:supportcenter@hacc.edu)