



Microsoft Office 365

Office 365 SOHO support guide

Version 1.0

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Setup

1 How to upgrade my Office 365 for business to Office 2016?

Office 2016 was released on 22nd September 2015 and provides the latest software and security features for businesses.

The release of Office 2016 means that Office 365 users can now update their version of Office which was installed as part of their Office 365 for business subscription. However, this is not necessary for users who have purchased Office 365 after 22nd September 2015 because Office 2016 will have automatically been installed.

For any Office 365 users who wish to upgrade to Office 2016, here is a step-by-step guideline which simplifies the process: <https://support.office.com/en-us/article/How-do-I-update-Office-to-Offic...>

We advise all users to thoroughly read through the notes, tips and information shown on this page before upgrading your Office.

Claranet SOHO's support team will also provide further guidance to users who have purchased our Managed Administration service. Managed Administration is available for £2.50 per user per month and can be purchased at any time.

2 Can I switch to another Office 365 plan?

This is possible but due to the complexity involved it's best to call a member of our support team and they can walk you through the process.

Troubleshooting

3 What happens to my data if I cancel my subscription?

Your data is your data. If you decide to cancel your Office 365 subscription, you can download your data (for example, your email and documents) and save it to another location i.e. personal computer, personal server.

We advise you to save your data before you cancel your subscription. Once you have cancelled your subscription, data associated with your Office 365 account will be available to your administrator in a limited function account for 90 days.

4 Can I work offline with Office 365?

When first installed, Office 365 will need a connection to the internet so it can be downloaded correctly. An internet connection will also be required for when updates are needed for Office 365 so the latest releases can be downloaded.

To manage accounts e.g. change billing options or install Office 365 on other PC's you will need to be connected to the internet. Also, if you do not connect to the internet for a minimum of 39 days, the applications will go into reduced functionality mode meaning you can view your documents but won't be able to make any changes to them.

However, if you have Business Premium or any other plan that includes the Office applications you can work offline to use Office applications such as Word, Excel and PowerPoint as these applications are fully installed on your computer.

5 Can I cancel my subscription at any time?

With Claranet SOHO we provide a minimum 12 month contract, to ensure that you receive a consistent service. Once the contract has been signed you are legally committed to pay for the total 12 months.

If you do cancel before the end of the 12 month contract then you will still have to pay the remaining months that are left over.

6 Can I access documents that were created on older versions of Office?

Office 2007, Office 2010, Office 365 or Office 2013 users can open documents created without any additional actions. If using an earlier version of Office, a compatibility pack may need to be installed.

Further information can be found by visiting <https://products.office.com/en-gb/microsoft-office-compatibility-pack-for-word-excel-and-powerpoint>