LOCAL SCHOOL Office 365
Frequently Asked Questions (FAQ) Support

Parents

How do I get Office 365 for my child?

Parental Consent Process Videos
There are two ways in which parental consent can be provided, via e-mail or ParentVUE. Please see videos below for more information.
- **Click Here** for the Office 365 Parent Video Consent via email.
- **Click Here** for the Office 365 Parent Video Consent via ParentVUE.
- **Click Here** for the CCSD Office 365 Parent/Student Support Page.

What is my child's username and/or password?

The child's username is sent to the "enrolling adult"/parent via email if the parent selects either Option 1 or Option 2.
- **Username:** first.last@students.cobbk12.org
  - If a student has the same name as another student in the district, each student will have a 3 digit number appended to their last name. For example: first.last123@students.cobbk12.org
- **Password:** Passwords for Office 365 are the same as the CCSD Network login. The password that the student uses to log into a school computer is the password for the student to log into Office 365.

What if I want to change my child's access to Office 365?
Parents can change their selection at any time.
- Parents can return to the original email and simply select the desired option. If the parent no longer has access to the original e-mail, it can be resent by the CSIS designee.
- Parents can log into ParentVUE and change the previously selected option to the desired option.

Teachers/Staff

How can I, as a teacher, know which option parents have selected for Office 365?
- Teachers can run a report in CSIS to let them know each of their students' Office 365 Parental Consent status.
- *[Click Here](#) for directions for how to run a Parental Consent report*

What is the difference between Office 365 and Office 2013?
- Office 365 is the online account provided by Microsoft and includes the online versions of Word, PowerPoint, Excel and OneNote in addition to OneDrive, a cloud based storage for files.
- Office 2013 is the computer version of Microsoft Office that students can download for free. In order to download Office 2013 to student computers or devices, the Office 365 account must be accessed via the web.
- Please note, in order to use the online versions of Word, PowerPoint, Excel, OneNote and OneDrive, a user does NOT have to download Office to the home computer.
- If a user decides to download the Office 2013 suite to home computers, please see below for important information:
    - It is recommended that previous versions of Office (Office 2010, 2007, 2003, etc.) be uninstalled prior to downloading.
    - Users are licensed to use this copy of Office 2013 for as long as the student is enrolled in a CCSD school.
    - Not all Operating Systems will work with Office 2013.
    - *[Click Here](#) for System Specifications.*

Troubleshooting

I am having trouble downloading the Office Suite (Word, PowerPoint, Excel, OneNote).
- Downloading the Microsoft Office Suite is not required in order to use Office 365; however, if a parent would like to download the Office Suite, please send the following to the parent. Please note, the Cobb County School District does NOT support non-CCSD computing devices. Parents should contact Microsoft directly for technical support.
- *[Click Here](#) to access directions for downloading Office to personally owned (non CCSD) devices.*

- **Media Specialists and/or Lab Managers** have the ability to view Office 365 login usernames for students and change student passwords if necessary.
    - *[Click Here](#) for directions for administrators to check on parent consent and student username information.*
    - *[Click Here](#) for directions to reset a student password. (Media Specialists/Lab Managers only)*

- Directions for CSIS managers to verify the email address in CSIS is accurate and to resend the email if necessary follows.
    - *[Click Here](#) for video directions. (Network Login required.)*
    - *[Click Here](#) for print directions.*

Customer Care Center – 770-426-3330

Submit a Help Ticket [Click Here](#)

TechnologyServices
innovate • empower • together