

Information Technology Services

Infrastructure Management

Networking



User Guide

Accessing Office 365 Applications

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1 Purpose

The purpose of this document is to define how to access the Microsoft 365 (formerly known as Office 365) applications on both the web and desktop at Fayetteville Technical Community College (FTCC). Microsoft 365 is the primary vessel for users at FTCC. All users have access to Microsoft 365 applications. Microsoft 365 is strictly for FTCC college and business documents. This document will assist you with accessing Microsoft 365 and its included applications. If, after using this document, you still have problems with logging into Microsoft 365, please contact the FTCC Service Desk at 910-678-8502 or email help@faytechcc.edu

2 Scope

This document applies to all College faculty and staff, whether full- or part-time members of the College community. This document applies to all information collected, stored, or used by or on behalf of any operational unit, department, or person within the community in connection with college operations. If any information at FTCC is governed by more specific requirements under other College Standards and Guidelines, the more specific requirements shall take precedence over this document.

3 Acronyms/definitions

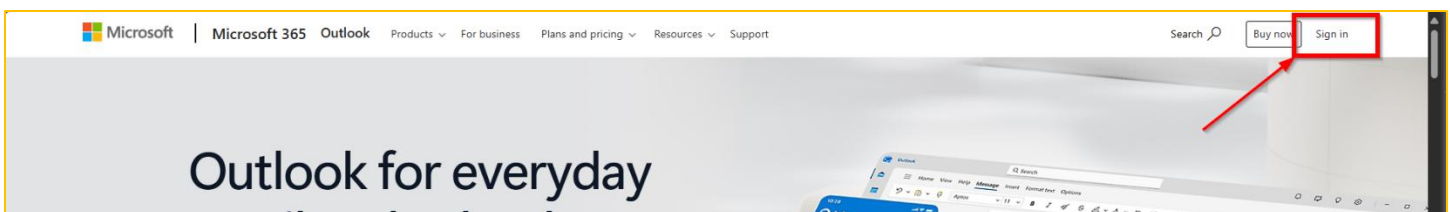
- **Service Desk:** The primary single-point-of-contact for FTCC to provide IT support to all Faculty, Staff, and Students.
- **ITS:** Information Technology Services

4 Procedures

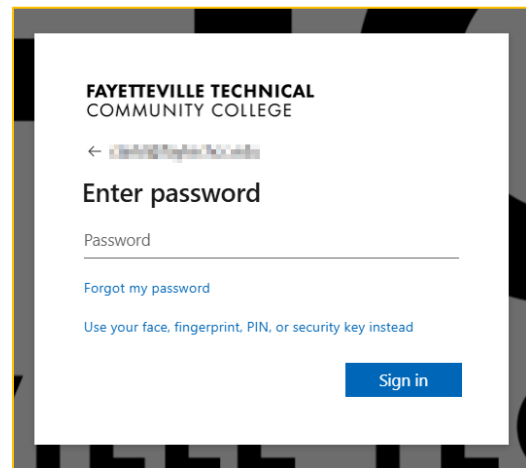
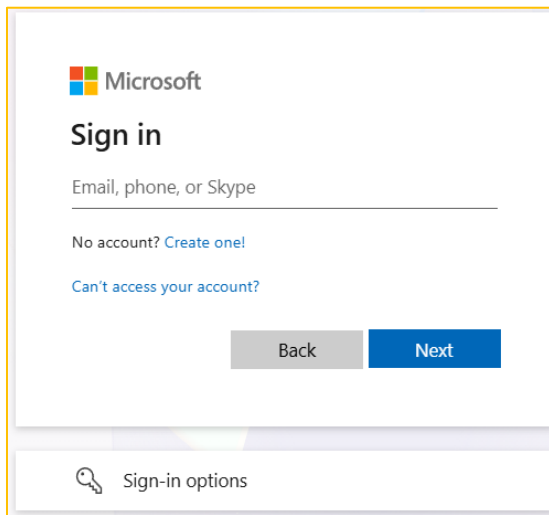
This document will show you how to access Microsoft 365 and its available applications

4.1 Accessing M365 apps on the Web

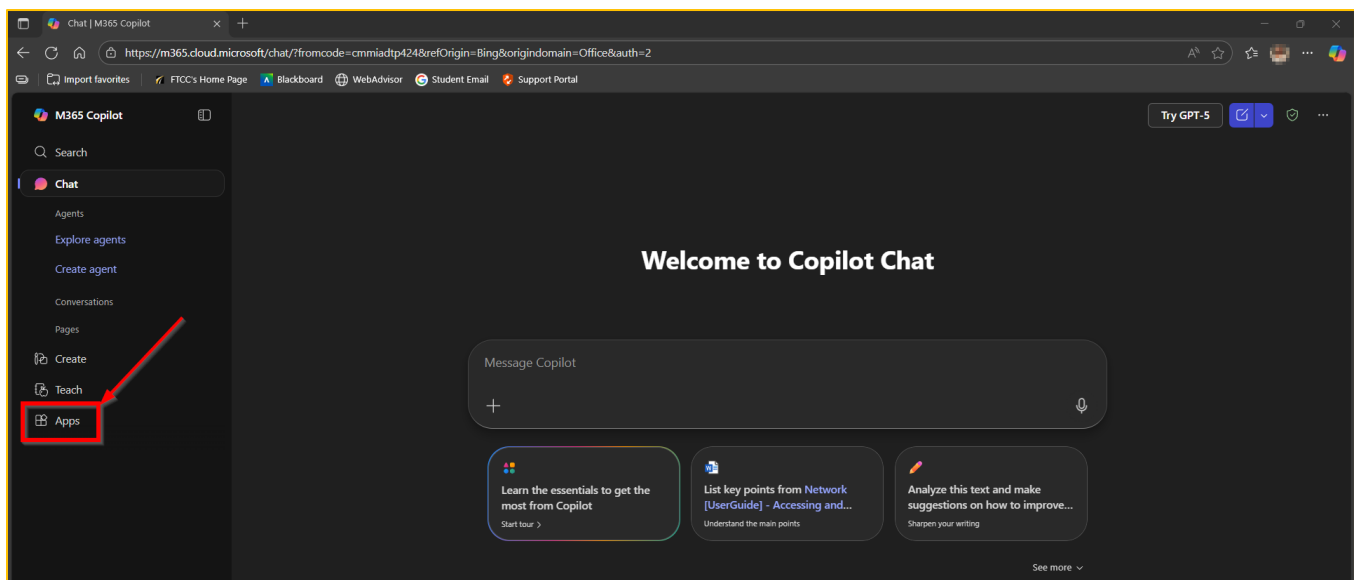
1. To access Microsoft 365, click <https://www.office.com/> and click Sign In.



2. Use your AD username and password to log in
 - a. Username1234
 - b. Current Password
 - i. To reset your password, click here: <https://www.faytechcc.edu/its/self-service-password-reset/>

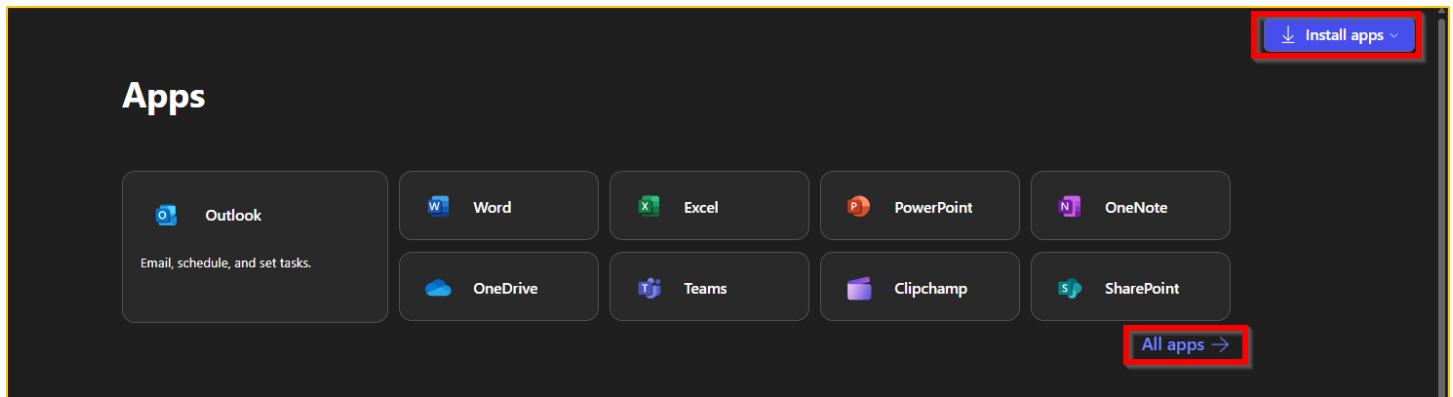


3. Please note: When accessing FTCC resources, such as Microsoft 365, off campus, you will need to verify authentication via the Microsoft Authenticator app on your smartphone.
 - a. To learn how to set up Multi-Factor Authentication, click here:
[https://www2.faytechcc.edu/its/Network UserGuide MFA Instructions Register for SPR.pdf#page=3](https://www2.faytechcc.edu/its/Network%20UserGuide%20MFA%20Instructions%20Register%20for%20SPR.pdf#page=3)
4. After successfully logging in, you will be taken to the Microsoft 365 Copilot dashboard. Click “Apps” on the lower left menu.



5. You will see the available apps and also the options to view “All apps ->” and to “Install apps”
 - a. Install apps is used to download the Microsoft 365 applications to a personal device outside of the FTCC network or an FTCC-owned device. Typically, students use this to install apps for the use of their classwork.

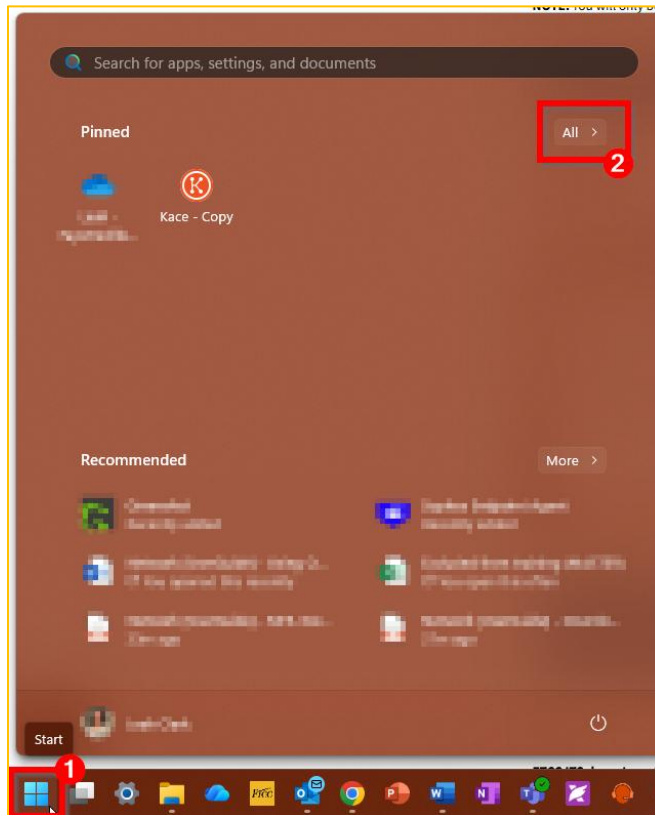
- i. You can get more information on installing these apps here:
<https://www2.faytechcc.edu/its/Network-UserGuide-Download-and-install-O365-for-Windows-2.pdf>
- ii. If you need assistance with installing apps on an FTCC-owned device, please contact the Service Desk by emailing help@faytechcc.edu



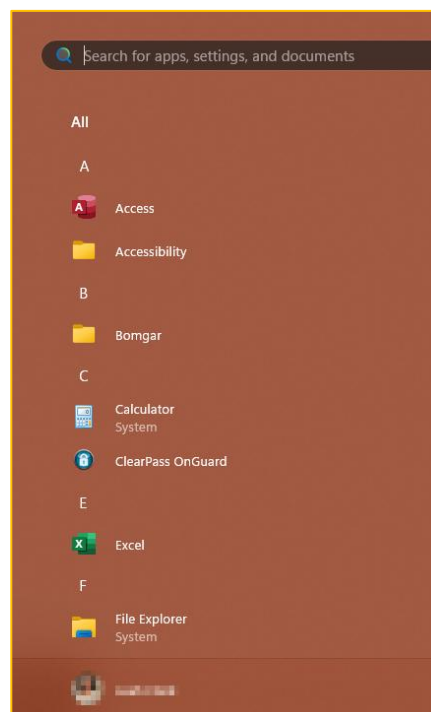
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4.2 Accessing Microsoft 365 desktop apps

1. Click the Windows Start button on your desktop
2. Click “All” in the top right corner to display all installed applications and programs



3. Upon displaying all installed apps and programs, you can view all Office applications
 - a. Access
 - b. Excel
 - c. Outlook
 - d. Word
 - e. OneNote
 - f. Teams, and others



5 Exclusions/exceptions

No approved exceptions exist at this time.

6 Related college documents, forms, and tools

7 Document administration

7.1 Document owner

This document is owned by the Information Technology Services Office, which is responsible for its content and maintenance. For questions or comments, please email help@faytechcc.edu.

7.2 Document review

This document is subject to periodic review to ensure its content remains relevant and up-to-date. Significant or material changes to this document must be submitted to the AVP for ITS

7.3 Version History

Version	Version Date	Author	Reason / Comments
1.0	3/9/2020	P. Scully	Document origination
2.0	7/1/2023	MW	Screenshot updates
3.0	10/28/2025	L. Clark	Formatting, naming convention, and steps updates
4.0	Click or tap to enter a date.		
5.0	Click or tap to enter a date.		

7.4 Approval History

Version	Version Date	Name	Title
1.0	3/9/2020	P. Scully	AVP for MIS
2.0	7/1/2023	T. Prevatte	AVP for ITS
3.0	10/28/2025	T. Prevatte	AVP for ITS
4.0	Click or tap to enter a date.		
5.0	Click or tap to enter a date.		