# Microsoft 365 University

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Penn offers Microsoft 365 to all current full-time members of Wharton. This includes access to: Word Online, Excel Online, Powerpoint Online, OneDrive, Mail (Faculty & Staff only), and more! You can also download and install the M365 version of Microsoft Office applications on up to five devices while you have an active PennKey account.

**Before You Start**

You will need to:

- Be an active Wharton student, faculty, or staff member
- Have a PennKey username & password

**Acceptable Use Policy**

You are responsible for using PennO365 services in accordance with Penn's Acceptable Use Policy. Also see the University guidelines about protecting personal and University data at Protecting Penn Data. These guidelines will help you protect your personal information and understand how to identify and handle sensitive University information.

## Table of Contents


- Benefits of Microsoft365
- Signing Into Your PennO365 Account
- Resetting Your PennKey Password
- PennO365 ProPlus Email Accounts (Faculty & Staff Only)
- Downloading & Installing Office365
- Managing Office365 Installs
- Back up PennO365 ProPlus (OneDrive) Data
- Tips and Troubleshooting for Penn's O365 ProPlus
- Questions?


## Benefits of Microsoft365

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| 1TB of OneDrive Storage | Usable on up to 5 devices at a time | Automatic Updates |
| Save directly to the cloud from your laptop | Multi-user editing | Access your files from any device |

^Top

## Signing Into Your PennO365 Account

**Microsoft365** credentials are often referred to as your **PennO365 account**. These credentials are automatically created for every full-time Penn student, faculty, and staff. The username for the account is ***pennkey*@upenn.edu**. Upon creation of the account, your PennO365 password is automatically synced with your PennKey, so use **the same password** when signing into your M365 apps or portal.office.com. Read More →

^Top

## PennO365 ProPlus Email Accounts (*Faculty & Staff Only*)

Along with the applications included with a PennO365 ProPlus account, faculty & staff are also provisioned a mail account. After setting your credentials using the steps above, you can access your inbox at outlook.office.com. Read More →

^Top

## Downloading & Installing Office365

Your PennO365 ProPlus account includes access to a variety of downloadable applications including: Word Online, Excel Online, Powerpoint Online, OneDrive, OneNote, and more! Office365 can be installed upon 5 devices simultaneously. Read More →

^Top

## Managing Office365 Installs

Wharton members can view how many copies of Office 365 are active in their account. You will be able to remove copies of Office here if you exceed the 5 devices limit. Read More →

^Top

## Back up PennO365 ProPlus (OneDrive) Data

Below you will find instructions on how to back up your PennO365 ProPlus account data, specifically anything stored in OneDrive or OneNote. If you are a student, instructions on how to back up your Google@Wharton data can be found in our Back Up Wharton Account Data using Google Takeout (Students) article.

Sharing a document in OneDrive does **NOT** grant ownership of the file. When the owner's PennO365 account expires, the document will no longer be available to the shared users unless the owner has been changed .

### Back up OneDrive

Back up your PennO365 ProPlus OneDrive data using these directions: Read More →

### Back up OneNote (Windows Only)

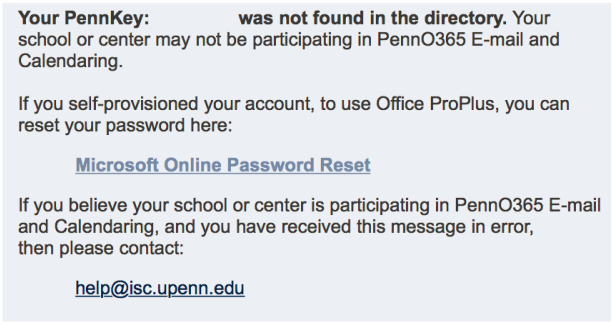
**Note:** To export a notebook from OneNote, you must have the most recent version of Office 365 installed from portal.office.com (See **Downloading & Installing Office365** above). It is not possible to export a notebook from the Windows 10 version of OneNote or the web version of OneNote.

Export your OneNote notebook using these instructions: Read More →

# Tips and Troubleshooting for Penn's O365 ProPlus

^Top

## PennKey Not Found



**Your PennKey:** **was not found in the directory.** Your school or center may not be participating in PennO365 E-mail and Calendaring.

If you self-provisioned your account, to use Office ProPlus, you can reset your password here:

Microsoft Online Password Reset

If you believe your school or center is participating in PennO365 E-mail and Calendaring, and you have received this message in error, then please contact:

help@isc.upenn.edu

If you are receiving the above error message when attempting to reset your password please contact your IT support representative. This error can occur if you transferred from another school at Penn to Wharton – this can affect students, faculty, and staff.

## Trouble Logging Into PennO365 ProPlus

If you are having problems logging into PennO365 ProPlus, confirm you have enrolled in Penn's two-factor authentication at: https://www.isc.upenn.edu/two-step-quick-start

## Microsoft Access in O365 ProPlus

Microsoft Access is not currently offered in Penn's Office 365 software options. Wharton students who want to use Microsoft Access can log into the Virtual Lab, where it is available.

# Questions?

^Top

- **Faculty & PhD Students:** contact your Academic Distributed Representative (login required)
- **Staff:** contact Admin Support or email admin-support@wharton.upenn.edu
- **Students**: contact Wharton Computing Student Support or email support@wharton.upenn.edu

### Penn's Client Care: Office 365 for Penn Students

We recommend starting with the Penn Office 365 information on the Client Care website. These tips will help you get set up.

### Microsoft Office Support: Office 365 Learning Center

You can also find extensive support and training materials are available on Microsoft's support site. These tips will help you learn to use Office 365.