

Frequently Asked Questions

- **What is Microsoft Student Advantage?**

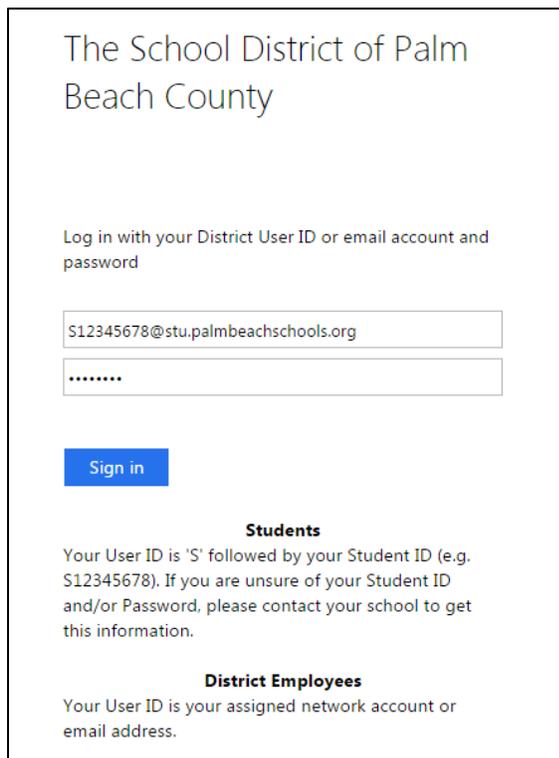
"Microsoft Student Advantage" refers to a subscription plan available to the Palm Beach County School District.

Student Advantage allows students, in District operated schools, to download and install the latest version of Microsoft Office Pro Plus Suite for use on their personal and mobile devices. At this time OneDrive is currently unavailable, therefore files can only be stored locally to your computer.

- **What's my username?**

Your Palm Beach School District User ID is "S" followed by your Student Identification number. This is the same number that you use to login to a District computer at school (e.g. S12345678).

Your District email address is your User ID followed by @stu.palmbeachschools.org (e.g. S12345678@stu.palmbeachschools.org). See Image 1 below.



The School District of Palm Beach County

Log in with your District User ID or email account and password

S12345678@stu.palmbeachschools.org

.....

Sign in

Students
Your User ID is 'S' followed by your Student ID (e.g. S12345678). If you are unsure of your Student ID and/or Password, please contact your school to get this information.

District Employees
Your User ID is your assigned network account or email address.

Image 1

** Note - For elementary students, do not use "PB" before your Student Identification Number. You will need to use "S" instead (e.g. S12345678).

If you are unsure of or have forgotten your Student Identification number, please contact your school to get this information.

- **I forgot my password, what should I do?**

If you are unsure of or have forgotten your Student Password, please contact your school to get this information.

- I was prompted to “*Activate Office*” or “*Sign in to Office*”. What do I do?

For Windows Users:

Enter your District email address on the “Activate Office” screen. Your District email address is your User ID followed by @stu.palmbeachschools.org (e.g. S12345678@stu.palmbeachschools.org). See Image 2 below.

Enter your District email address and your District password on the “Sign In” screen. See Image 3 below.

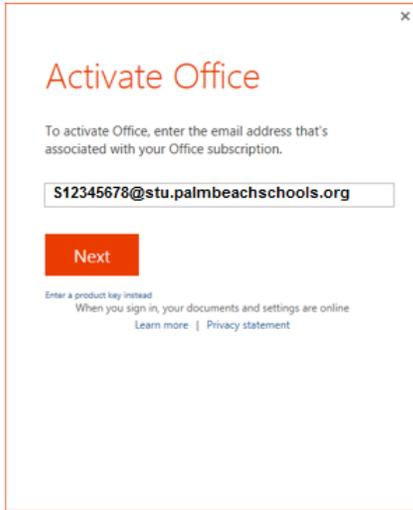


Image 2

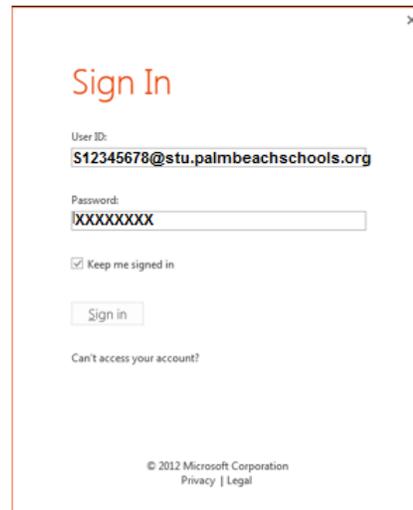


Image 3

For MAC Users:

Enter your District email address on the “Sign in to Office” screen. Your District email address is your User ID followed by @stu.palmbeachschools.org (e.g. S12345678@stu.palmbeachschools.org). See Image 4 below.

Enter your District email address and District password on the “Activate Office” screen. See Image 5 below.



Image 4



Image 5

- How many devices can I run this subscription on?

Each subscription license allows students to download Office on up to five (5) devices.

- **What Operating Systems and devices can I install Office products on?**

The Office install will work on Microsoft Windows 7 or greater or Mac OS X 10.6 or greater.

- **What are the PC Requirements for Office?**

Operating System

Windows 7 or above

Note: 32-bit Office can be installed on 32-bit or 64-bit operating systems and 64-bit Office can only be installed on 64-bit operating systems.

Computer and processor

1 GHZ or faster

Memory

1 GB RAM (32-bit)

2 GB RAM (64-bit)

Disk space

3 GB of available space

- **What are the Mac requirements for Office?**

Computer and processor

A Mac computer with an Intel processor

Operating System

Mac OS X version 10.6 or later

Memory

1 GB of RAM recommended

Disk space

2.5 GB of available space

- **How long can a student use Office?**

Students can use Office until they graduate or are no longer attending a Palm Beach County District operated school. Once they leave the District, their license will be disabled. You will be prompted to purchase Microsoft Office through a commercial or other consumer offer once disabled.

- [Click here for more information](#)

- **How can I find out how many machines I have activated and how can I deactivate an installation on either a PC or Mac?**

The details of how many copies you have installed, how many copies you have left to install, which devices you've installed Office on and the ability to deactivate installs are all located in the [software portal](#).

If you've already installed Office on five computers and you want to install it on a sixth computer, you can do so by deactivating an installation on one of your current devices.

- **Troubleshooting**

When you are installing, you may get a “Something went wrong...” error message.

- [Click here for information on this issue](#)

Or, you may get some other errors, see General Troubleshooting for Installing Office 2013 and Office 365.

- [Click here for information on this issue](#)

- **Where can I get training on Office?**

User training on Office 2013 can be found [here](#).

User training on Office for Mac 2011 can be found here:

[Excel 2011](#) / [Outlook 2011](#) / [PowerPoint 2011](#) / [Word 2011](#)

- **What do I do if I'm getting an error "Incorrect user ID or password. Type the correct user ID and password and try again?"**

If you see the error message above, please check with your school to confirm you have the right username and have your password reset if necessary.