Microsoft 365 – Desktop App Access for Affiliate, Courtesy, and Hourly Employees FAQs

Frequently asked questions for recent Office desktop application access changes.

General Questions

1. What is happening to the Microsoft Office suite applications?
   Effective July 2024, WSU is restricting use of downloadable Microsoft Office 365 applications for WSU affiliates (external WSU partners), courtesy (unpaid) employees, or hourly employees.

2. Who is this change going to affect?
   WSU emeritus faculty, affiliates (external WSU partners), courtesy (unpaid) employees, and hourly employees only.
   WSU Administrative Professional, Civil Service, paid faculty, and students are not affected by this change, and will continue to be able to download and install the Microsoft Office suite through the Microsoft 365 website or via their local IT support and use the desktop applications.

3. What Office desktop applications are impacted by this change?
   This change will impact Microsoft Outlook, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Visio, and any other desktop Office suite applications that are licensed or activated via logging in with a WSU Network ID (NID).
   Microsoft Teams and OneDrive will not be impacted by this change, and affiliate, courtesy, and hourly employees, along with emeritus faculty, can still use Microsoft Teams and OneDrive via a web browser or the Microsoft Teams and OneDrive desktop applications.
   This change does not impact the online versions of the software and impacted users can access applications like Outlook for the web or Word for the web via the Microsoft 365 website.
   This change also does not impact the Office suite mobile apps for iPhone, Android, and other tablet devices. The Microsoft Outlook mobile app for accessing WSU email and the OneDrive, Word, Excel, PowerPoint, and OneNote mobile apps for accessing documents will continue to be available to impacted users.

4. When will this Microsoft 365 desktop application change be applied to WSU affiliate, courtesy, and hourly employees?
   Impacted users will lose access to the Office desktop applications in the second week of July 2024, between July 8 and July 12.
   After July 12, Microsoft may provide a grace period for unlicensed software in which a banner warning may display and features in the Office applications may remain temporarily available. However, this grace period will expire, and features will be disabled.

5. Why is WSU making this change?
   Microsoft changed contract and licensing terms, removing the licensing option currently allowing all groups access. WSU’s priority now is to retain needed access for core groups of students, paid faculty, and staff.

6. Will I lose access to my documents, email, or other data?
   No, impacted users can access data, documents, and all current files using their corresponding online applications, including Outlook for the web or Word for the web, from the Microsoft 365 website.

7. Will I lose access to OneDrive?
   No, impacted users can still access OneDrive via a web browser or the desktop application. Visit the Microsoft website to install OneDrive on your computer.

8. How can I get the Office suite for my desktop or laptop?
   Impacted users will continue to have access to the online version of the Office suite via the Microsoft 365 website.
   If you are affected by this licensing change, it may be possible for your department to purchase the software for you. Please work with your department or local IT support team to determine the best path forward.

9. How can my department purchase a license for me to have access to the Office desktop applications?
   Departments can purchase a standalone license for impacted users requiring access to the Microsoft Office 365 suite.
Departments should refer to the following support article for more information on purchasing a standalone license for any impacted user(s) in their area: https://confluence.esg.wsu.edu/x/qY6jB

10. What will happen to the Office suite installed on my computer now?
Impacted users will see an unlicensed product status when opening an Office desktop application like Word, Excel, or PowerPoint. There may also be a notice to renew or reactivate the Microsoft 365 subscription when Word, Excel, or any other Office application is opened. Eventually, impacted users will receive a yellow or red Unlicensed Product notification in the title bar of the Office apps, and most features of Office will be disabled.

11. Should I uninstall the Office suite that is installed on my computer now?
ITS highly recommends uninstalling the unlicensed Office desktop applications. However, impacted users should first connect with their local IT support team for more information on how to best manage the device following this change.

12. I have more than one role at WSU, will I lose access to the Office desktop applications running on my computer?
If one of your roles is Administrative Professional, Civil Service, paid faculty, matriculated student (i.e. accepted your admission to WSU), or enrolled student, you will not lose access to the Office suite. The system will automatically detect this eligible role and your access will remain uninterrupted.

13. I am an employee type that was not listed as being impacted, why did I receive an email that my access is changing?
If you were recently appointed or changed jobs, it is possible that you were not listed with that appointment at the time the communications were generated. If you are an unpaid faculty member, it is likely that you have an affiliate appointment and will be impacted by this change. If you are currently an Administrative Professional or Civil Service employee, or hold a paid faculty position, you may have an expired affiliation or appointment with the university that needs to be updated by your department. Please email crimsonservicedesk@wsu.edu to validate this information.

14. I am a student at WSU, why did I receive an email that my access is changing?
If you recently had a change in your student status, it is possible that you were not listed with an active enrollment status at the time the communications were generated. If you are currently enrolled or recently accepted your admission to WSU, your access to the downloadable version of the Office suite will not be impacted.

Contact
For additional information or assistance regarding Microsoft 365 access, please contact Crimson Service Desk via email at crimsonservicedesk@wsu.edu or phone at 509-335-4357.