

Microsoft 365 (Office) FAQs and Troubleshooting

Stephanie Obodda - 2025-07-30 - Comments (0) - Microsoft Office

How do I get Microsoft 365?

Navigate to go.brown.edu/m365 and sign in with your Brown Microsoft account. From there, you can launch the web version of Word, Excel, PowerPoint and other Microsoft 365 apps.

While every member of the Brown Community can access Microsoft 365 on the web and mobile (iOS and Android), only students and Brown-paid faculty and staff can access Office apps on up to 5 desktop devices.

Where did Microsoft Office go?

"Office is now Microsoft 365, the premier productivity suite with innovative productivity apps, intelligent cloud services, and world-class security. Office.com, the Office mobile app, and the Office app for Windows are combined in the Microsoft 365 Copilot app—with a new icon, new look, and even more features."

From Microsoft's website: <https://www.microsoft.com/en-us/microsoft-365/microsoft-office>

Which Microsoft 365 apps can I install on my Mac or Windows computer?

- Are you a Brown Student? Install [Microsoft 365](#)
- Are you a Brown-paid Faculty or Staff on a Personally-owned computer? Install [Microsoft 365](#)
- Are you a Brown-paid Faculty or Staff on a Brown-issued computer? Apps should already be installed. If not, Install [Microsoft 365](#)

I'm logging in with my usual information but I see a message "Incorrect User ID or Password" - what should I do?

Make sure that you are using your Brown Microsoft account credentials (Brown username in Microsoft format, e.g. jcarberr@ad.brown.edu) and your Brown password when signing into a Microsoft website or app. If you continue to encounter errors or issues, please submit an [IT Help ticket](#).

What happens when I graduate or leave Brown employment?

Your access to Microsoft 365 via your Brown Microsoft account will end and any installed apps will stop providing full functionality. Any data stored in OneDrive will be deleted.

I get an error message that says "You don't have a license to use Office 365" - why?

Depending on what you're looking to accomplish, this may be expected, dependent on your

affiliation to Brown. Accessing Microsoft 365 apps on a desktop device is only available for students (undergraduate, graduate, and medical), and Brown-paid faculty and staff.

Inactive students, and other affiliate types may get this error message after logging in on a desktop app. If you see this message and believe it to be in error, please submit an [IT Help ticket](#) to make sure your account affiliation is accurate.

What if I reset my computer or get a new computer? Can I deactivate my license?

You can view your Microsoft 365 device activations by logging into <https://portal.office.com/account> with your Brown Microsoft account. Click “Apps & devices” in the left-hand sidebar. Then, click “Devices” to disclose a list of activations. Click “Sign Out” to deactivate a listed device.

What if I need Microsoft Visio or Project?

Visio and Project licenses for these must be purchased separately. Please submit an [IT Help ticket](#) to request a Visio or Project license.