



# Student Email & Office 365 Guide

For current Santa Ana College & Santiago Canyon College students.  
Updated 01/26/24

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## About

Rancho Santiago Community College District provides **all currently enrolled** students with a **student email address, and access to Microsoft Office 365**, at no extra charge.

## Benefits of Using Office 365

- **Access to Office 365 desktop software:** Includes *Word, Excel, PowerPoint, Outlook, and OneNote*, on up to 5 devices.
- **Access to Outlook:** Includes access to a **student email account** ending in @student.sac.edu or @student.sccollege.edu. This email account is the same as your Single Sign-On username.
- **Access to OneDrive:** Includes 1 terabyte of cloud storage, and can be used to save and retrieve files from any device with an internet connection.
- **Access to Office 365 Online:** Includes the online versions of Office 365 apps, such as *Word, Excel, PowerPoint, and OneNote*, from any web browser with an internet connection.
- **Access to Office 365 for mobile devices:** This includes the Office 365 mobile apps for iPhone, iPad, and Android.

## Enrollment Requirements

- **You must be currently enrolled and registered as an active student, in order to access your student email account and Office 365 products.**
- After 2 non-active semesters, your email address will be deactivated, and you will no longer be able to access your student email or download the Office 365 software.
- **If you are a newly registered or returning student, please wait 2 weeks prior to the start of the semester, before trying to access Office 365 or your student email.**

## Multi-Factor Authentication (MFA) Requirements

Starting on **Monday, January 22, 2024**, Multifactor Authentication (MFA) will be required for all students to access all Office365 services (e.g., Email, Microsoft Teams, OneNote, OneDrive, etc.). MFA is like an extra lock for your student login. It helps keep everyone at Rancho Santiago safe from hackers and other threats.

### MFA Guidance

Select the links below for further guidance on MFA.

- [MFA Guide for students.](#)
- [Video Guide for "How to set up Microsoft Authenticator app"](#)
- [MFA FAQs for Students.](#)







### Help with MFA from Student Help Desk

You can reach out to the [Student Help Desk](#) if you need assistance.

## Office 365 Quick Links

For convenience, we have included links to the most commonly used Office 365 online apps.

When selecting these links, you may be asked to sign in. Please reference the steps for [How to access Office 365 & Student Email](#).

<b>List of Office365 Quick Links</b>	
 Office	<a href="#">Office Online</a>
 Outlook	<a href="#">Outlook Online (student email account)</a>
 Word	<a href="#">Word Online</a>
 Excel	<a href="#">Excel Online</a>
 PowerPoint	<a href="#">PowerPoint Online</a>
 OneDrive	<a href="#">OneDrive</a>
<a href="#">All Apps</a>	<a href="#">Full list of Office 365 Apps</a>

Note on Microsoft Access and Publisher:

To use Microsoft Access and Publisher, download and install the Office 365 desktop software. Access and Publisher are not available through an online version or through a mobile device.

## Troubleshooting Office 365 problems

### For sign in issues:

- Use the [Password Reset page](#) if you've forgotten your password, or need to retrieve your username.
- Use the [Change Password page](#) to create a new password.
- Read the [Single Sign-On FAQs page](#) for other sign in issues.

### For issues with installing Office 365 desktop software:

- Read [How to Install Office 365 software](#).
- Read the Microsoft article for how to [Troubleshoot issues you might see when you run Office 365 desktop setup](#).

### For all other issues, contact the Student Help Desk:

Students should contact the **Student Help Desk** for further assistance.

#### For Santa Ana College

- Phone Number: **(714) 564-6123**
- Email: [studenthelpdesk@sac.edu](mailto:studenthelpdesk@sac.edu)
- Website: [Select this link for the SAC Student Help Desk website.](#)
- Physical location: **SAC Building A-106**

#### For School of Continuing Education (SCE), also known as Centennial Education Center (CEC)

- Phone Number: **(714) 480-7407**
- Email: [studentsupport@sac.edu](mailto:studentsupport@sac.edu)
- Website: [Select this link for the SCE Technology Support website.](#)
- Physical location: **CEC Building F-101**

#### Santiago Canyon College

- Phone Number: **(714) 628-5086**
- Email: [studenthelpdesk@sccollege.edu](mailto:studenthelpdesk@sccollege.edu)
- Website: [Select this link for the SCC Student Help Desk website.](#)
- Physical location: **SCC Building E-101**

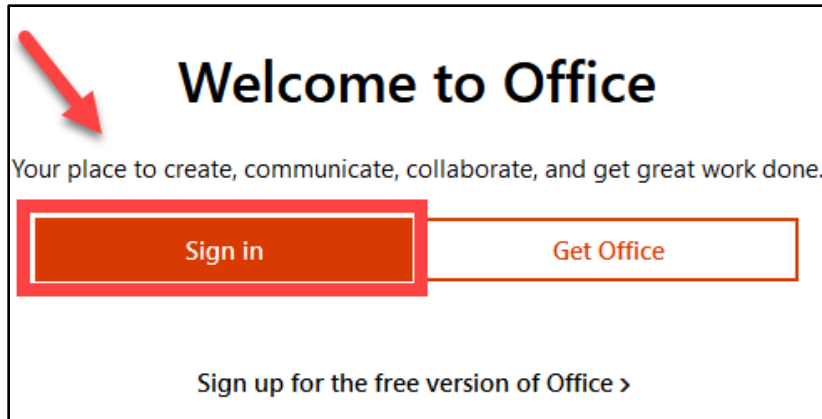
## How to access Office 365 & Student Email

These steps show how to access your Office 365 and your student email.

### Step 1 – Navigate to the Office 365 page

Open a web browser and go to the [Office 365 Login | Microsoft Office page](#).

Under **Welcome to Office**, Click **Sign In**.



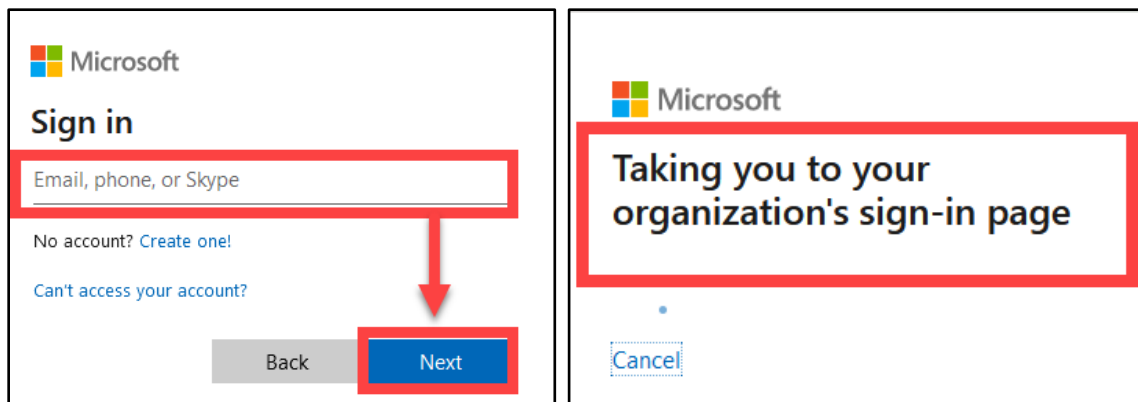
Alternatively, select the **Sign in to your account** icon  on the top right.

### Step 2 – Sign in to Microsoft

On the **Sign in to your account** screen, enter your **username**. Then select **Next**.

Your username is the same one you use to login to Self Service and Canvas with (*e.g., ab12345@student.sac.edu or ab12345@student.sccollege.edu*).

After selecting Next, a message appears, that says **Taking you to your organization's sign-in page**.



## Step 3 – Sign In to RSCCD Single Sign-On

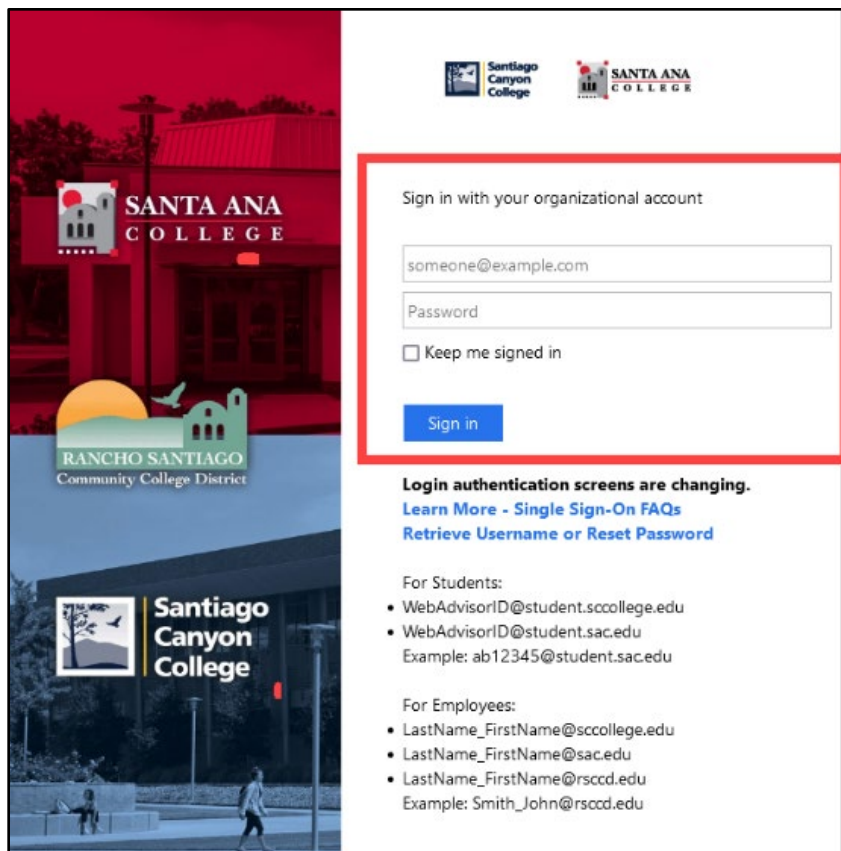
You will be redirected to the **Sign In** page for **RSCCD Single Sign-On**. Input your username and password, and click **Sign In**.

*Optional: Check the box for "Keep me signed in" to stay signed in.*

**Your Username** is your **college issued email address**.

- For Students, the username format can be:
  - **WebAdvisorID@student.sccollege.edu** or **WebAdvisorID@student.sac.edu**
  - Example: ab12345@student.sac.edu

**Your Password** is the one associated with your school account (e.g., for Canvas and Self-Service).

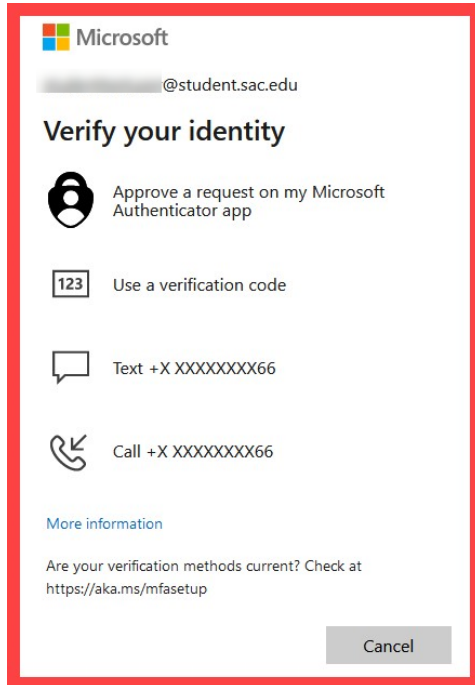


The screenshot shows the login interface for RSCCD Single Sign-On. On the left, there are three vertical panels with logos for Santa Ana College, Rancho Santiago Community College District, and Santiago Canyon College. The main content area on the right contains the following elements:

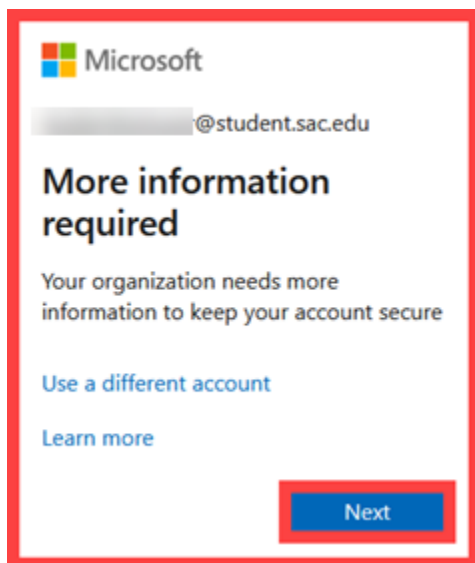
- Logos for Santiago Canyon College and Santa Ana College.
- Text: "Sign in with your organizational account"
- Input field: "someone@example.com"
- Input field: "Password"
- Checkbox: "Keep me signed in"
- Button: "Sign in"
- Section header: "Login authentication screens are changing."
- Links: "Learn More - Single Sign-On FAQs" and "Retrieve Username or Reset Password"
- Section header: "For Students:"
- List of email formats: "WebAdvisorID@student.sccollege.edu" and "WebAdvisorID@student.sac.edu"
- Example: "Example: ab12345@student.sac.edu"
- Section header: "For Employees:"
- List of email formats: "LastName\_FirstName@sccollege.edu", "LastName\_FirstName@sac.edu", and "LastName\_FirstName@rscdd.edu"
- Example: "Example: Smith\_John@rscdd.edu"

## Step 4 – Continue your log-in with Multi-Factor Authentication (MFA)

If you're prompted to **"Verify your identity"**, use your MFA method to continue logging in.



If you get a message saying **"More Information Required"**, you'll need to register an MFA method first before continuing.



See the section for [Multi-Factor Authentication \(MFA\) Requirements](#) if you need further guidance.



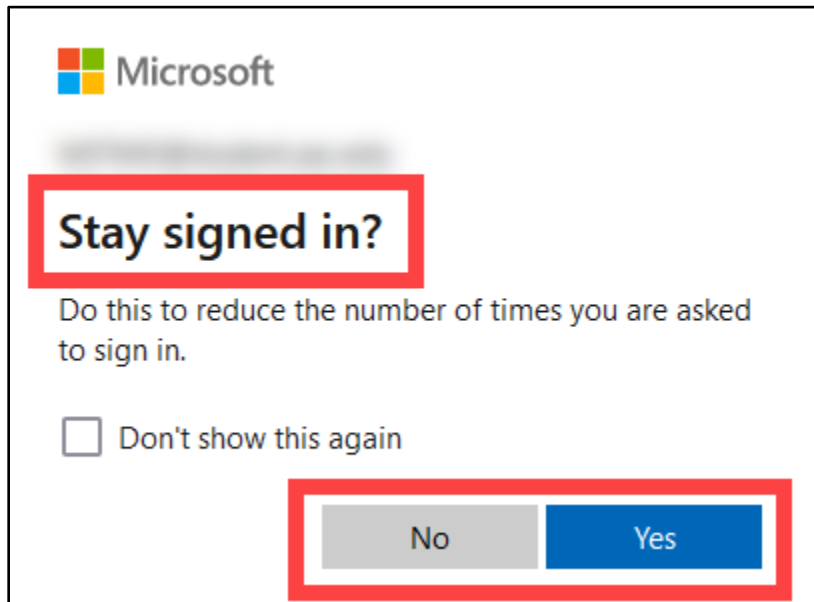
## Step 5 – Choose to Stay signed in?

After successfully signing in, you will receive a prompt asking to **Stay signed in?**

Select **Yes** to reduce the number of times you are asked to sign in.

Select **No** if you want to sign in every time you visit Office.

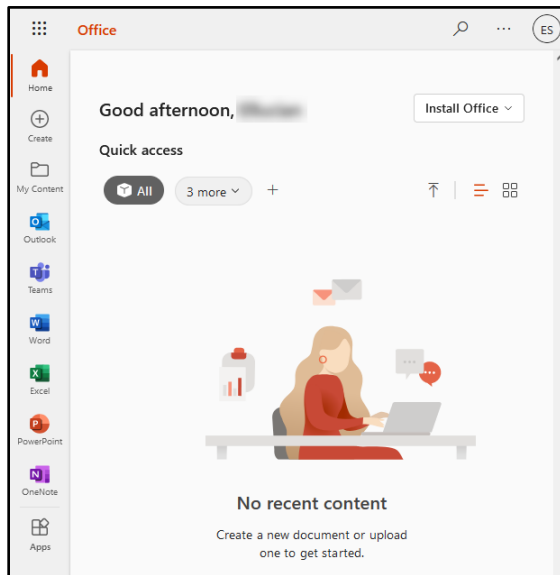
*Optional: Select checkbox for **Don't show this again** if you do not want to see this prompt the next time you sign in.*



The screenshot shows a Microsoft sign-in prompt. At the top left is the Microsoft logo. Below it is a blurred area representing the user's name. The main heading is "Stay signed in?", which is highlighted with a red box. Below the heading is the text "Do this to reduce the number of times you are asked to sign in." There is a checkbox labeled "Don't show this again". At the bottom, there are two buttons: "No" (grey) and "Yes" (blue), both of which are highlighted with a red box.

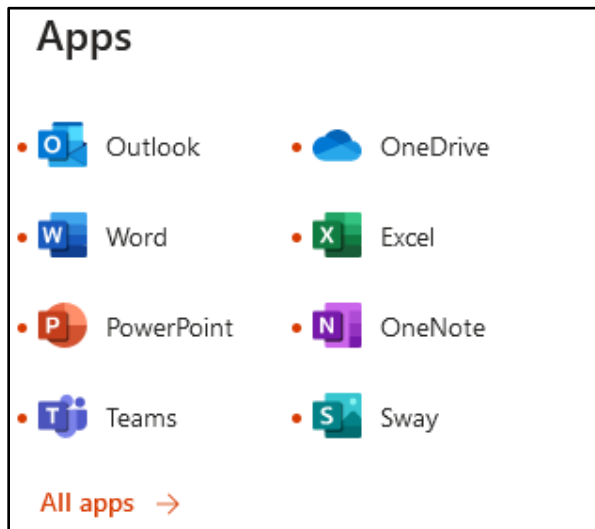
## Step 6 – Browse the Microsoft Office Home page

You will be redirected to the Microsoft Office Home page.



On the top left corner of the Office Home page is the **App Launcher icon**

**Select the App Launcher icon** to see the list of available Office apps. Then, select an icon for the app of your choice, to go directly to the Microsoft Online version of that app.



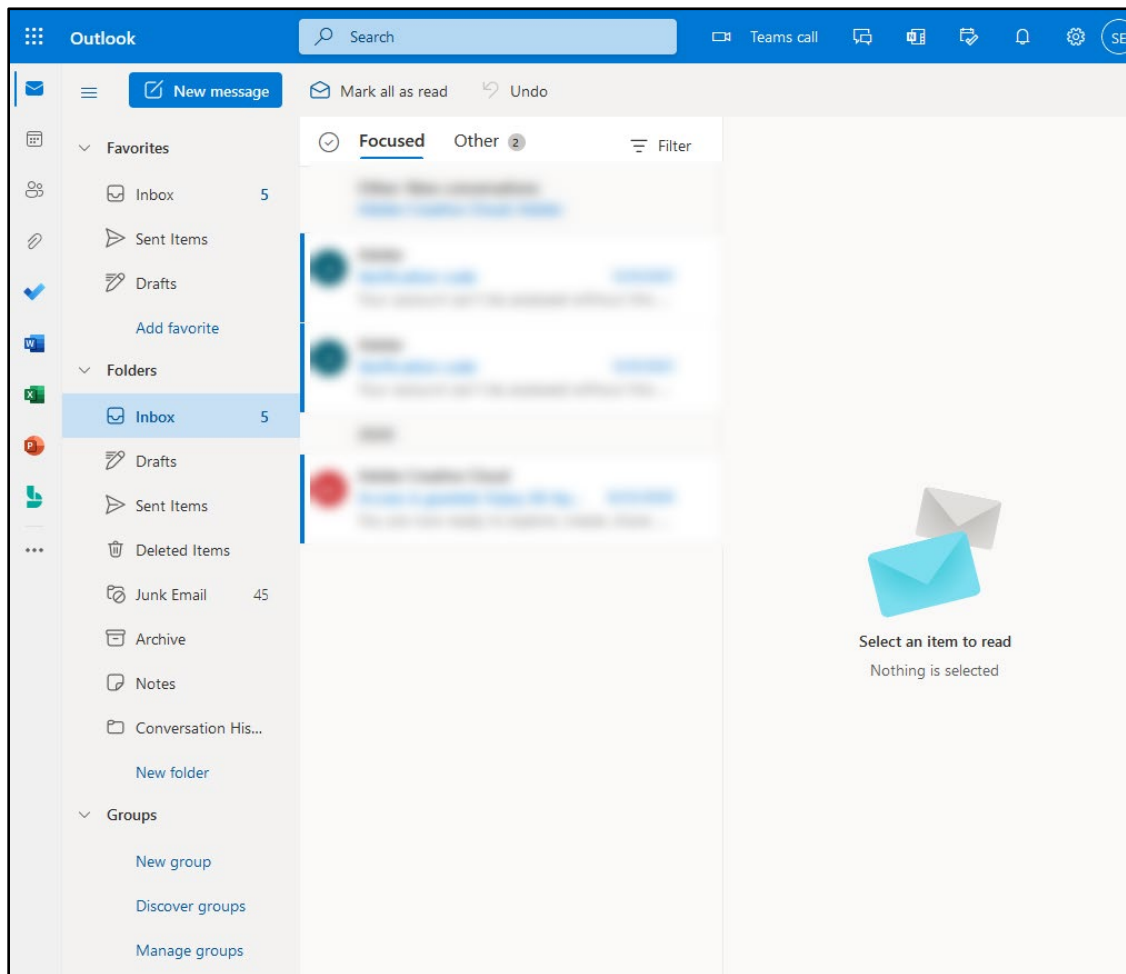
<b>List of Apps (in App Launcher)</b>	
<a href="#">Outlook</a>	<a href="#">Word</a>
<a href="#">PowerPoint</a>	<a href="#">Teams</a>
<a href="#">OneDrive</a>	<a href="#">Excel</a>
<a href="#">OneNote</a>	<a href="#">Sway</a>
<a href="#">All Apps (for all other Office 365 apps)</a>	

## Step 7 – Access your Student Email (in Outlook)

To access your student email, select the app icon for **Outlook**.

**Alternatively, use a web browser to go directly to the [Outlook Online](#) page.**

You will be taken to the Outlook Online page, which shows the default navigation for your Inbox, Sent Items, Drafts, Deleted Items, Junk Email, Archive, Notes, and the reading pane (with nothing selected).



**NOTE:** If you receive an error message saying ***“Something went wrong. Please try again later”***, or ***“<your username> can’t be found”*** – you must be an active student that is registered and enrolled for classes in the current semester.

**If you are a newly registered student, please wait 2 weeks prior to the start of the semester to try and access Outlook.**

Read [Troubleshooting Office365 problems](#) if you are experiencing issues.

## How to install Office 365 desktop software

These steps show how to install Office 365 desktop software on your computer.

**NOTE:** You are allowed to install Office 365 software on up to **5 total devices**. If you install Office 365 on more than 5 devices, you may be prompted to sign out of one of them.

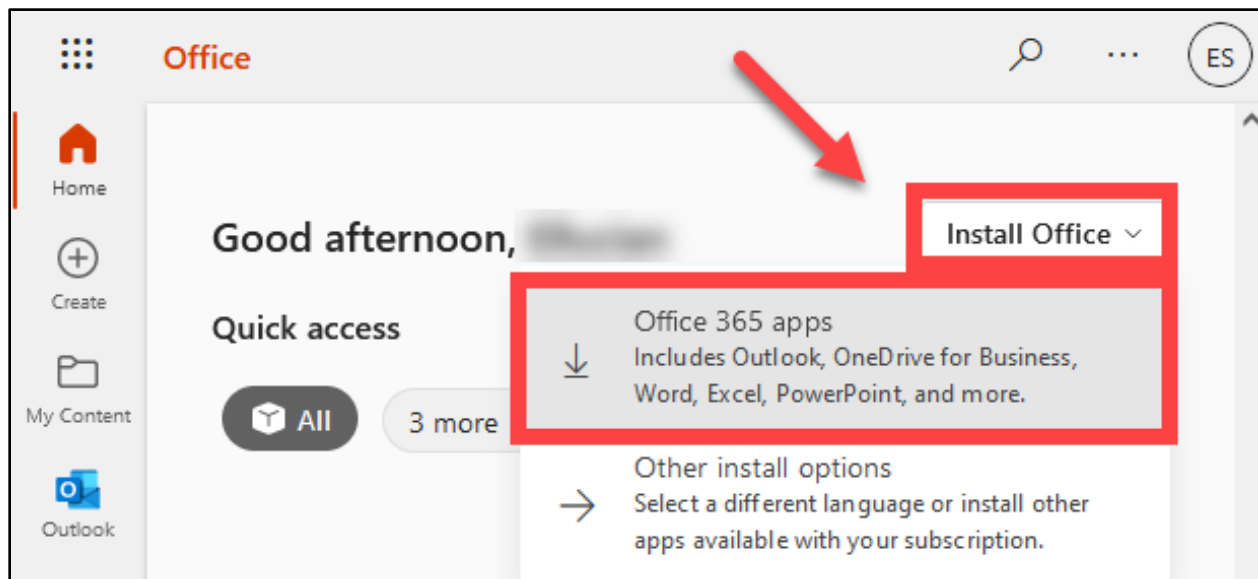
### Step 1 – Login to the Microsoft Office Home page

Login to the Microsoft Office Home page, using the steps for [How to access Office 365 & Student Email](#).

### Step 2 – Install Office

On the Microsoft Office Home page, select **Install Office**.

On the dropdown menu that appears, select **Office 365 apps** (Includes Outlook, OneDrive for Business, Word, Excel, PowerPoint and More.)



## Step 3 – Follow the prompts for “Just a few more steps...”

You will encounter a pop up titled “**Just a few more steps...**”

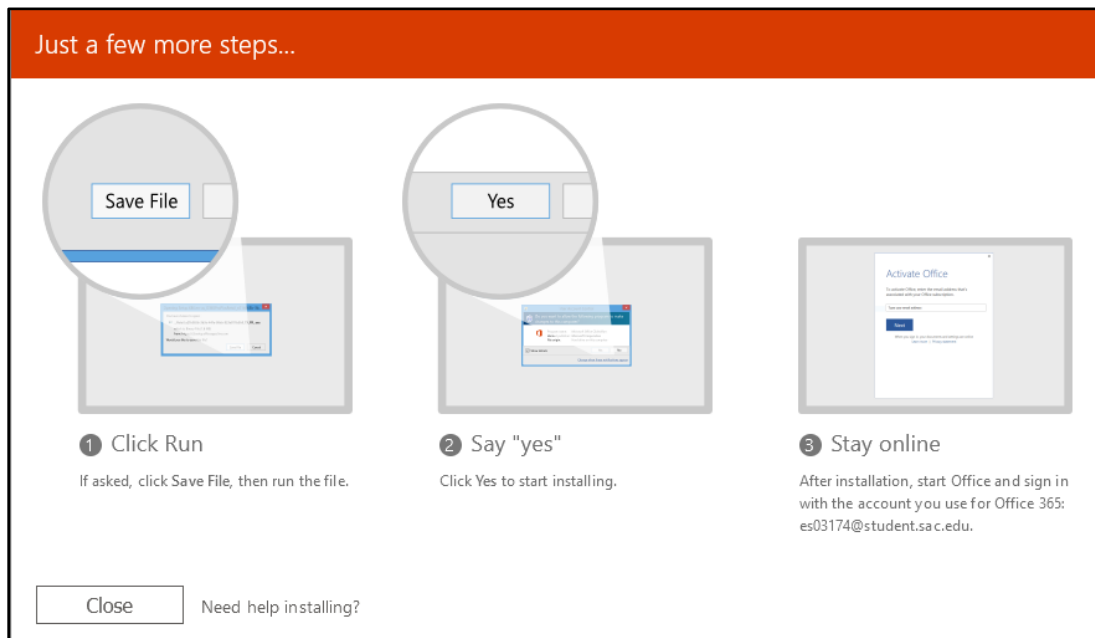
Follow the prompts to continue installing office.

The prompts say:

1. **Click Run** – If asked, click Save file, then run the file.
2. **Say “yes”** – Click Yes to start installing.
3. **Stay online** – After installation, start Office and sign in with the account you use for Office 365.

Select **Close** to close the pop up.

If you select **Need help installing?**, you will be taken to a Microsoft help page titled [Troubleshoot issues you might see when you run Office 365 desktop setup](#).



[\(Select this link to return to the beginning of the document\)](#)