

# Office 365 for Nonprofits FAQ

## *For field, partners, and support agents*

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### 1. INFORMATION ABOUT OFFICE 365 FOR NONPROFITS

#### **What was announced on September 10<sup>th</sup>?**

Microsoft announced the worldwide addition of Office 365 for Nonprofits to its software donation program, designed to help nonprofits and NGOs do more good. This global offering, available in 40 countries at launch and a total of up to 90 countries by June 2014, provides nonprofits around the world with access to Microsoft's best-in-class cloud-based productivity and collaboration tools. Nonprofits can learn more, check their eligibility, and apply for a donation by visiting [www.microsoft.com/office365nonprofits](http://www.microsoft.com/office365nonprofits).

#### **Why did Microsoft launch Office 365 for Nonprofits?**

Microsoft has demonstrated an ongoing commitment to nonprofits for decades, helping them do more good in the communities they serve by providing technology support through software donations and cash grants. In fiscal year 2013 alone, Microsoft donated \$795 million (FMV) in cash, software and services to 70,286 nonprofits in more than 115 countries around the world. The addition of O365 to our global donation program allows nonprofits and NGOs access to leading technology including Microsoft's latest Office services such as professional email, calendar, instant messaging (IM), and web conferencing tools.

#### **Where should customers turn to for support?**

Nonprofit customers should use the standard support channel for Office 365. The telephone number is [0800 032 6417](tel:08000326417)

### 2. OFFER SET

#### **What is the Office 365 for Nonprofits program?**

Under the Office 365 for Nonprofits program, eligible nonprofit organizations may qualify for one of the following Office 365 offers as a free donation or at a discounted price:

- Office 365 Enterprise E1 for Nonprofits: Free Donation
- Office 365 Enterprise E3 for Nonprofits: £3.40/user/month
- Office 365 ProPlus for Nonprofits: £1.70/user/month

- Exchange Online Archiving for Nonprofits: £0.65/user/month

The full offer set is described in detail [Office 365 for Nonprofits](#)

### **What was the Office 365 for Nonprofits Pilot, and how is this different?**

The Office 365 for Nonprofits Pilot program was launched in November 2012 as a way to provide nonprofit pricing on a limited reactive-only basis. With the formal September 10 launch, the Pilot transitions into a full public offer. Customers no longer require sponsorship from a Microsoft FTE or partner to participate, and can sign up directly at [Office.com](#). Office 365 ProPlus and Exchange Online Archiving have also been added to the list of offers available. We have also changed eligibility guidelines for religious organizations – previously, eligible religious nonprofits only qualified for Nonprofit E3 offer, but can now qualify for the donated Nonprofit E1 offer as well. In addition, the user cap of 3,000 has been removed on Nonprofit E1 and E3.

### **What about the Small Business (P1) and Small Business Premium (P2) plans?**

These plans will be made available to eligible nonprofits soon. An exact launch date is not currently available.

### **What happens when my free Nonprofit E3 trial expires? Will I automatically get billed for Nonprofit E3 seats?**

You will not be automatically billed for Nonprofit E3 after the free trial expires. Once validated as an eligible nonprofit, you will have the option to reassign your users to any of the Office 365 for Nonprofits offers, including the donated E1 offer. If you take no action after your trial expires, you will simply lose access to using Office 365 with an additional 30 days to take action before your account information is erased. Customers who have not yet received a validation decision by the time the free trial expires may call customer support to extend the trial.

## **3. ELIGIBILITY AND VALIDATION**

### **What types of nonprofits and NGOs are eligible for a donation?**

Eligible Organizations: Nonprofits and non-governmental organizations must be recognized as charitable organizations in their respective countries in order to be eligible for Microsoft Nonprofit Programs. Eligible organizations must also operate on a not-for-profit basis and have a mission to benefit the local community that could include, but is not limited to:

- Providing relief to the poor
- Advancing education
- Improving social welfare
- Preserving culture
- Preserving or restoring the environment
- Promoting human rights
- Establishment of civil society

Please see the UK specific eligibility criteria [available here](#)

### **Are there any changes to eligibility of religious organizations?**

Yes, our eligibility guidelines with regards to religious organizations have changed. Religious or faith based organizations with recognized charitable status are now eligible. Under the previous Office 365 for

Nonprofits Pilot program, validated religious nonprofits were only eligible for the Nonprofit E3 offer, but they are now eligible for the Nonprofit E1 offer as well.

### **How can an organization verify if it qualifies to receive Office 365 for Nonprofits?**

Eligible organizations must hold recognized, charitable status as defined in their countries in order to be eligible. Eligible organizations must operate on a not-for-profit basis and have a mission to benefit the local community. If an organization is not eligible for Office 365 as a donation, it may be eligible for other services depending on its legal status and mission. A detailed explanation of eligibility criteria for the UK [available here](#)

### **How long does it take for a nonprofit to find out if it has been approved for a donation of Office 365 for Nonprofits?**

Microsoft works with its software donation partner TechSoup Global to determine if a nonprofit fits its broad eligibility requirements. In many cases, the response time is instantaneous once a nonprofit applies for a donation. If a nonprofit is required to submit additional information to confirm eligibility, the timing is dependent on several factors, including how quickly that organization can provide the additional information required for validation. Required documentation may include the certification or registration provided the nonprofit's governing body. For example, in the U.S. we require a copy of the IRS 501(c)(3) determination letter.

In the majority of cases, the validation process will be completed within 30 days, and customers will be notified on the approval or denial of eligibility via email. In rare cases where the validation process exceeds 30 days, the customer's Nonprofit E3 trial will be extended until the validation process is complete.

### **How does a customer sign up and get validated?**

Customer interested in any of the nonprofit offers available must sign up for a Nonprofit E3 trial on [Office.com](#) to kick off the validation process. Signing up for the trial captures the information needed to begin the validation process.

### **What if a customer wants Nonprofit E1? Do they still need to start a trial for Nonprofit E3?**

Yes, customers interested in any of the Nonprofit offers available must sign up for a Nonprofit E3 trial on [Office.com](#) to kick off the validation process. Once validated, a customer will have the option to transition the Nonprofit E3 trial to the Nonprofit E1 offer if desired.

### **Why is the Nonprofit E3 trial listing just 1 seat as available for the trial?**

Customers can add up to 25 seats to a Nonprofit E3 trial, and this will be corrected shortly on the website. In the meantime, any customer unable to add more than 1 seat to their trial offer should call customer support to extend the cap to 25.

### **If a customer is approved for Nonprofit offers, can they still purchase commercial offers?**

No. A customer that has become eligible for Nonprofit offers can only purchase Nonprofit offers going forward.

### **How long is the validation good for?**

Organizations need to be re-evaluated for nonprofit eligibility every two years.

**If an organization has reached its two years of eligibility and needs to be re-evaluated, does the customer need to go through the same process? Or is there going to be an eligibility expiration date?**

We will be defining how this process is enforced and facilitated in the coming months.

**If the customer had an existing vanity domain associated with the account before they added the Nonprofit trial, would they automatically undergo the approval process?**

The approval process is only 'automatic' if the customer goes through the trial and its domain (as part of the trial eligibility wizard flow) matches the predefined eligible list of nonprofit domains. If the domain is on the list and the customer proves domain ownership, the customer is tagged automatically as approved.

#### **4. COUNTRY AVAILABILITY**

**When will Office 365 be available in my country?**

A: Office 365 for Nonprofits is now available in 40 countries, including the United States, Canada, Germany, UK and France. Over the subsequent months, it will become available in up to 90 countries. Adding new countries requires that O365 is commercially available in that country as well as our ability to define and validate eligibility. We plan to launch up to 90 countries over the next year. Launch countries include:

- |                   |                 |                    |
|-------------------|-----------------|--------------------|
| 1. Austria        | 15. Indonesia   | 29. Russia         |
| 2. Belgium        | 16. Ireland     | 30. Singapore      |
| 3. Brazil         | 17. Israel      | 31. Slovakia       |
| 4. Bulgaria       | 18. Italy       | 32. Slovenia       |
| 5. Canada         | 19. Japan       | 33. South Africa   |
| 6. Chile          | 20. Kenya       | 34. South Korea    |
| 7. Croatia        | 21. Luxembourg  | 35. Spain          |
| 8. Czech Rep.     | 22. Malaysia    | 36. Sweden         |
| 9. Egypt          | 23. Mexico      | 37. Switzerland    |
| 10. France        | 24. Netherlands | 38. Taiwan         |
| 11. Germany       | 25. New Zealand | 39. United Kingdom |
| 12. Hong Kong SAR | 26. Poland      | 40. United States  |
| 13. Hungary       | 27. Puerto Rico |                    |
| 14. India         | 28. Romania     |                    |

#### **5. EXISTING CUSTOMERS**

**How does an existing commercial Office 365 customer sign up for one of the new Nonprofit offers?**

Commercial customers wishing to transition to a Nonprofit offer should follow the process outlined below:

- Go to [Office.com](https://office.com).
- Start new Office 365 E3 for Nonprofits trial. (Customers should sign up with their current Office 365 credentials to apply the trial to their existing tenant.)
- Wait for eligibility check.
- If eligibility is confirmed, Nonprofit offers will be available in existing O365 admin portal.
- Customer purchases desired Nonprofit offer.

- Customer goes to License Management tab in admin portal to reassign users to desired Nonprofit offer.
- Call support to cancel commercial subscription. Customers may be eligible for a credit for the unused portion of the subscription, subject to Microsoft's credit policy.
- Alternatively customer can contact Online Services on [0800 032 6417](tel:08000326417), [Option 1](#), [Option 3](#)

Note that this process will only work as outlined above for customers on a commercial E-plan. Customers on a commercial P- or M-plan can follow the same process, but will not be able to apply the Nonprofit E3 trial to their existing tenant.

**What about existing nonprofit customers who signed up before the Pilot program by receiving a discount on a commercial offer via amendment?**

Customers in this category will need to follow the same process any commercial customer would need to follow, which is outlined above.

**What about customers who signed up under the Pilot program that preceded the September 10 launch?**

Customers who signed up under the Office 365 for Nonprofits Pilot program do not need to take any action, assuming they activated their subscription prior to the September 10 launch date. If a customer was approved for Nonprofit offers during the Pilot, but has not yet activated their subscription, the customer will need to sign up for a new Nonprofit E3 Trial on Office.com to restart the validation process. However, our vendor managing validation has been given a list of customers that fall into this category so that their validation process can be expedited.

**Can existing customers combine paid commercial subscriptions with a Nonprofit subscription?**

Users that have commercial licenses that become approved for Nonprofit offers will still retain their commercial licenses. However, after they have been approved for Nonprofit eligibility, they would only be able to purchase Nonprofit offers going forward.

**How would a religious organization who signed for Nonprofit E3 under the Pilot transition to the Nonprofit E1 offer?**

Customers in this category should now have the Nonprofit E1 offer visible to them in their Office 365 admin portals, with the ability to transfer users to the offer from the License Management tab. Religious organizations who have been paying for a nonprofit E3 subscription may be eligible for a credit for the unused portion of the subscription, subject to Microsoft credit policy.

**6. PARTNERS**

**Is the purchase on behalf of scenario possible for the Nonprofit offers?**

No, all customers interested in any of the Nonprofit offers available must sign up for a Nonprofit E3 trial on [Office.com](https://office.com) directly to kick off the validation process. Partners should no longer prequalify customers by submitting requests through their partner portal.

**Can partners still qualify for advisor fees on the Nonprofit offers? How would a partner be recorded as the Partner of Record (POR)?**

Yes, partner still qualify for advisor fees, but at the standard rate on the offer price. So in the case of the Nonprofit E1 offer, which is free, it will not be possible to obtain advisor fees. But advisor fees are possible

on paid Nonprofit offers, such as Nonprofit E3. Partners must rely on customers to enter their partner information directly during the signup process in order to be recorded as the POR.

**What if a partner had access to trial invitations prior to the September 10 launch and sent these to customers?**

The access to trial invitations in the partner portal is a technical error currently being corrected. If a partner sent a trial invitation to a customer prior to the September 10 launch, the validation process will not kick off for that customer. The customer will need to cancel the current trial and sign up for a new Nonprofit E3 trial on [Office.com](https://www.office.com) directly to kick off the validation process.

If a partner sent a trial invitation after the September 10 launch, it should technically work for the customer and kick off the validation process. But because this is not the proper scenario to follow, we cannot help troubleshoot technical issues that arise under this scenario. If a customer encounters issues or fears that the validation process has not been kicked off, we recommend cancelling the current trial and starting a new one directly on [Office.com](https://www.office.com).