

What This Guide Presents

This FAQ provides plain-language answers to common questions about using Microsoft 365 Copilot Chat at the University of North Carolina System Office.

It is written for employees who want to understand:

- What Copilot Chat is (and is not)
- How to access it
- What tasks are appropriate
- How to protect institutional data
- Where to get help

This document reflects the current Copilot Chat access and configuration approved for the System Office.

System Office access note: Most employees should expect to use Copilot Chat through the standalone Microsoft 365 chat experience, Outlook, and Teams. Full native Copilot features inside every Microsoft 365 app may not be available to every account. Some approved accounts may see additional capabilities based on role, license assignment, app availability, Microsoft rollout timing, and System Office configuration.

Frequently Asked Questions

1 What is Microsoft 365 Copilot Chat?

Microsoft 365 Copilot Chat is a chat-based AI experience for work.

It can help you:

- Draft and revise text
- Summarize approved or public information
- Brainstorm ideas or questions
- Organize information
- Explain concepts in plain language
- Think through everyday work tasks

Copilot Chat is an assistant, not a replacement for employee judgment, subject-matter expertise, or approved review processes.

2 Is Copilot Chat the same as full Microsoft 365 Copilot?

Not necessarily.

Copilot Chat is the chat-based experience available to eligible users through their Microsoft work account.

Full Microsoft 365 Copilot may include additional, app-specific capabilities depending on:

- Licensing
- App availability
- Microsoft updates
- University of North Carolina System Office configuration

Do not assume that every Copilot feature shown in Microsoft documentation or marketing materials is available in your account.

3 Which account should I use?

Use your approved University of North Carolina System Office Microsoft work account.

Do not use a personal Microsoft account for System Office work.

Before entering work-related prompts, check the account shown in the Microsoft profile menu to confirm you are signed in correctly.

4 Can I use Tier 3 data in Copilot Chat?

No.

Do not enter, paste, upload, or expose Tier 3 data in AI tools.

If you are unsure whether information is appropriate to use with Copilot Chat, pause and ask for guidance before proceeding.

Reminder

Pause before entering, pasting, uploading, or exposing any data you cannot confirm is appropriate for AI tools.

5 What kinds of tasks are appropriate?

Appropriate starting points include:

- Drafting internal messages from non-sensitive notes
- Rewriting approved text for clarity
- Summarizing public or approved content
- Brainstorming ideas or questions
- Creating outlines and checklists
- Preparing meeting agendas
- Explaining concepts in plain language
- Reviewing drafts for clarity and tone

Start with low-risk tasks while learning how Copilot Chat works.

6 Can Copilot Chat make mistakes?

Yes.

AI-generated outputs may be:

- Incomplete
- Inaccurate
- Outdated
- Overly confident
- Missing important context

Always review outputs before using them. Verify facts, dates, policies, figures, requirements, or decisions with official or approved sources.

7 Can I upload files?

File-related capabilities may vary by account, license assignment, app, and configuration.

- Appropriate for AI use
- Approved under System Office guidance

Do not upload files that contain Tier 3 data or information that should not be exposed to AI tools. When unsure, ask before proceeding.

8 Can I use Copilot Chat in Word, Excel, or PowerPoint?

You may see Copilot Chat or Copilot entry points in some Microsoft 365 apps. Available features may vary based on:

- Licensing
- App availability
- Microsoft updates
- University of North Carolina System Office configuration

Seeing Copilot in an app does not always mean you have the full Microsoft 365 Copilot experience.

Practical workflow: If you do not have native Copilot access inside a specific Microsoft 365 app, use Copilot Chat to draft, summarize, outline, create CSV-style content, or generate text. Review the output carefully, then move the final content manually into Word, Excel, PowerPoint, Outlook, Teams, or another approved app.

9 Can I use Copilot Chat for official decisions?

Copilot Chat should not be used as the final authority for official decisions. It may help you organize information, draft language, or identify questions, but final decisions must follow approved System Office processes and human review. Use extra caution for:

- Legal matters
- HR topics
- Financial decisions
- Compliance or security issues
- Procurement
- Personnel or student-related matters
- Policy interpretation

10 Can I copy and paste Copilot Chat output directly into my work?

You should review and revise outputs before using them. Before copying an output into an email, document, webpage, or other work product, check:

- Accuracy
- Tone
- Completeness
- Unsupported additions
- Audience fit
- Data safety
- Whether approval is required

You are responsible for the final content.

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What should I do if Copilot Chat gives a bad answer?

You can revise your prompt or ask Copilot Chat to improve the response.

Useful follow-up prompts include:

- Make this shorter.
- Use a more professional tone.
- Remove unsupported claims.
- Do not add facts that are not in the source text.
- Turn this into a checklist.
- Explain the assumptions in this response.
- Give me three alternate versions.

If the answer is still not useful, do not rely on it.

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Can Copilot Chat help me write better prompts?

Yes.

You can ask Copilot Chat to help improve your prompt.

Example prompt

*Help me rewrite this prompt so it is clearer, more specific, and appropriate for an internal work task.
Do not include sensitive information.*

Basic prompt structure

*Help me [task].
The context is [brief context].*

The audience is [audience].

Use a [tone] tone.

Provide the response as [format].

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What if I am not sure whether something is appropriate?

Pause and ask before proceeding. Do not guess when data classification, sensitivity, or use is unclear.

Placeholder for final version

[Insert approved IT, security, data governance, or support contact]

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Where do I get help?

For access issues, feature availability, or questions about approved use, contact the appropriate System Office support channel.

Placeholder for final version

[Insert approved IT / support contact]

For questions about data classification or sensitive information, contact

[Insert approved security / data governance contact]

Quick before-you-use checklist

Before using Copilot Chat, ask yourself

- Am I signed in with my approved System Office Microsoft work account?
- Is this task appropriate for Copilot Chat?
- Is the information appropriate to use with AI tools?
- Am I avoiding Tier 3 data?
- Will I review and verify the output before using it?
- Do I need approval before sharing or relying on this content?

Final reminder

Pair Copilot Chat with human judgment

Copilot Chat works best when paired with human judgment and review. Use it to draft, organize, and explore ideas — then verify and refine before using the output.