



## Microsoft 365 Copilot Training Frequently Asked Questions

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## What can Copilot do

### How can Copilot assist me?

Copilot can help answer questions, brainstorm ideas, support and provide advice, assist with creative projects, and chat for fun.

### How do I ask Copilot a question?

Simply type your question into the chat box, and Copilot will provide a response.

### Can Copilot write code for me?

Yes, Copilot can help write and debug code snippets in various programming languages.

### How can I use Copilot to search the web?

Just ask Copilot to look up something for you, and it will retrieve relevant search results.

### Can Copilot generate images?

Yes, Copilot can create images based on your description, as long as it doesn't involve copyrighted characters, real individuals, harmful content, medical images, maps, or an image of Copilot itself.

### How can I provide feedback about Copilot?

You can provide feedback by letting Copilot know during your conversation. Copilot will pass your feedback along to the developers.

FAQ document is intended to provide information about Microsoft 365 Copilot as of the date of publication, February 19, 2025. Since product is regularly updated, some information contained within this document may no longer apply.

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### **Can Copilot understand images?**

Yes, if you upload an image, Copilot can describe it for you.

### **Can Copilot perform tasks like setting reminders or scheduling meetings?**

No, Copilot cannot perform tasks like setting reminders or scheduling meetings.

## **Access and availability**

### **Where can I access Microsoft 365 Copilot Chat?**

For details, see [Where to access Microsoft 365 Copilot Chat](#).

### **Are there any restrictions on the types of users who can access Microsoft 365 Copilot Chat?**

US government cloud customers and students under age 18 aren't yet eligible.

### **Can I use Copilot Chat with any browser?**

Copilot Chat supports Microsoft Edge and other major non-Microsoft browsers like Chrome, Firefox, and Safari.

### **Is Copilot Chat accessible via API?**

No, we don't offer an API. Customers interested in extending Copilot Chat with agents should look at Microsoft 365 Copilot and Microsoft Copilot Studio.

### **Can Copilot Chat access Microsoft Graph data?**

If a user doesn't have a Microsoft 365 Copilot license, Copilot Chat can't access the user's shared enterprise data, individual data, or external data indexed via Microsoft Graph connectors. Users can, however, choose to upload files directly in Copilot Chat. Additionally, if their organization enables metering through Copilot Studio, users can access agents in Copilot Chat that provide focused grounding on specific SharePoint sites, shared tenant files, or third-party data. [Copilot Studio](#) offers an easy way to create agents with knowledge grounding from specific sources, including shared Microsoft 365 data like SharePoint files.

## **Agents for Copilot Chat users**

### **Are agents on by default?**

Agents that access SharePoint or Graph connector content are [billed based on metered consumption](#). Agents utilizing metered consumption are off by default. Admins are required to set up a Copilot Studio subscription prior to the use of these agents. These agents are governed through your Copilot and Power Platform configurations.

Agents grounded in instructions, public websites, and uploaded files are available to use at no additional cost for all users—these agents don't have access to tenant data. The availability of these agents adheres to your previous configurations when managing agents.

Copilot Chat users are able to access agents in the store based on their existing store settings for Teams and Microsoft 365 apps. Based on these settings, agents that are available at no additional cost could be on and available by default.

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## **How do I enable agents that are billed based on metered consumption?**

For detailed information, see [Enable agents](#).

## **Who can create agents that are discoverable in Copilot Chat?**

For detailed information, see [Author agents](#).

## **What knowledge sources can agents access in Copilot Chat?**

Agents in Copilot Chat will access shared Enterprise data and external data indexed via Microsoft Graph connectors, as configured by IT Admins in the Microsoft 365 admin center.

## **How can I manage agents?**

For detailed information, see [Manage agents](#).

# **Enterprise data protection (EDP)**

## **What is enterprise data protection (EDP)?**

For users signed in with a Microsoft Entra account, Microsoft 365 Copilot Chat offers enterprise data protection (EDP).

Enterprise data protection (EDP) refers to controls and commitments, under the [Data Protection Addendum](#) (DPA) and the [Product Terms](#), that apply to customer data for users of Microsoft 365 Copilot and Microsoft 365 Copilot Chat. The use of the term EDP is not meant to limit the benefits offered under the DPA and Product Terms.

To learn more about enterprise data protection, visit <https://aka.ms/EDPLearn>.

## **Are there advertisements in Microsoft 365 Copilot Chat when users are signed in with their Microsoft Entra ID?**

No. Copilot Chat offers enterprise data protection and a simplified ad-free experience for work and education.

# **Managing Copilot Chat**

## **What actions do IT admins need to take to gain access to enterprise data protection (EDP) in Copilot Chat?**

Microsoft 365 Copilot Chat offers enterprise data protection (EDP) to users who sign in with a Microsoft Entra account—no IT admin action is required.

To ensure people across your organization have easy access to Copilot Chat and can benefit from its security and experience updates, we recommend you enable in-app access today by pinning Microsoft 365 Copilot Chat. If you elect to pin Microsoft 365 Copilot Chat for your users, it appears in the Microsoft 365 Copilot app and will soon appear in Microsoft Teams and Outlook. The option to pin Copilot Chat can be found under Settings on the Copilot [page in the Microsoft 365 admin center](#). (Global Admin permissions required).

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**Where can I learn more about pinning Copilot Chat for my users?**

For more information on how to pin Microsoft 365 Copilot Chat in the Microsoft 365 app, Microsoft Teams, and Outlook, see [How to pin Microsoft 365 Copilot Chat in the Microsoft 365 Copilot app, Microsoft Teams, and Outlook](#).

**How can I ensure that users in my network access Copilot Chat?**

For detailed information, see [How to ensure users access Copilot Chat](#).

**What IPs do I need to allow in my network for Microsoft 365 Copilot Chat to work?**

For detailed information, see [Network requirements](#).

**How can I prevent access to Microsoft 365 Copilot Chat for my users?**

For instructions, see [Removing access to Microsoft 365 Copilot Chat](#).

## Privacy, Protection and Compliance

**How Microsoft 365 Copilot protects organizational data?**

For more details about data privacy, you can check [Microsoft 365 Copilot Privacy here](#).

**Are prompts and responses in Copilot Chat logged?**

With enterprise data protection (EDP), prompts and responses are logged, retained, and available for audit, eDiscovery, and advanced Microsoft Purview capabilities. The specific controls vary depending on the underlying subscription plan. For more information on EDP, visit [Enterprise data protection for prompts and responses](#).

**Are prompts and responses in Copilot Chat used to train foundation models?**

No, prompts and responses [aren't used to train foundation models](#) under enterprise data protection.

**Since Microsoft 365 Copilot Chat is built on OpenAI's ChatGPT models, does Copilot Chat share any information with OpenAI?**

No, your data is not available to OpenAI or used to train OpenAI models. Learn more about [how Microsoft protects user and organizational data](#).

**How are web search queries handled in Copilot Chat?**

For information on web search queries in Copilot Chat, see [Privacy and security of generated web search queries](#).

For information on how to manage web search queries, please see [Managing web search queries in Microsoft 365 Copilot Chat](#).

**Does Copilot Chat work with Bing SafeSearch settings?**

Yes, Copilot Chat works with all Bing SafeSearch settings, including Strict.

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**Does Microsoft 365 Copilot Chat fall under the terms of the Data Protection Addendum (DPA)?**

The use of Microsoft 365 Copilot and Microsoft 365 Copilot Chat, as used by organizations, are covered by the terms of the [Data Protection Addendum](#) (DPA) and [Product Terms](#), with Microsoft acting as a data processor. To learn more about enterprise data protection, visit <https://aka.ms/EDPLearn>.

**How can I prevent sensitive internal content from being summarized using Copilot Chat in Microsoft Edge for Business?**

Edge for Business comes with native capabilities for enforcing Data Loss Prevention (DLP) policies. To learn more about DLP when using Copilot Chat in Microsoft Edge for Business, visit [How Data Loss Prevention is enforced with Copilot Chat in Edge](#).

**Could I be at risk of copyright infringement by using material generated by Copilot Chat?**

Microsoft's Copilot Copyright Commitment defends customers against third-party intellectual property claims arising from the customer's use and distribution of the output content generated by Microsoft's Copilot services. For content copyright concerns, see our [Customer Copyright Commitment](#).

**Does Copilot Chat offer EU Data Boundary (EUDB) compliance?**

Yes. For more information, see details of the [EUDB commitment](#).

**Does Copilot Chat support HIPAA compliance?**

Microsoft 365 Copilot Chat supports the BAA and HIPAA compliance for prompts and responses for properly configured implementations. HIPAA compliance does not apply to web search queries as they are not covered by the DPA and BAA.

**Does Copilot Chat support FERPA compliance for education?**

Microsoft 365 Copilot Chat supports FERPA compliance for prompts and responses for properly configured implementations. FERPA compliance does not apply to web search queries as they are not covered by the DPA.

# Features

## What features are available in Copilot Chat?

Microsoft 365 Copilot Chat has many of the same features as before plus a few new ones. Some previous features are not immediately available and are indicated below.

Features available in Copilot Chat:

- **Copilot Pages:** Takes Copilot Chat-generated content and puts it in a dynamic, persistent canvas where users can edit it, add to it, share it, and work on it with others in real time. [Learn more about Copilot Pages](#). SharePoint license required.
- **File upload:** Lets users upload files like Word docs, Excel files, and PDFs to prompt Copilot Chat to reason over it as part of its response. File upload limits apply.
- **Image generation:** Create an AI-generated image by describing it. Image generation limits apply.
- **Previous chats:** Lets users access previous chats for reference or to continue the chat.
- **Agents:** Agents use AI to automate and execute business processes, working alongside or on behalf of a person, team or organization. Agents range from simple prompt-and-response agents to more advanced, fully autonomous agents.
- **Contextual prompt suggestions (Copilot Chat in Edge):** References open pages within Microsoft Edge to help users create more relevant prompts.
- **Page summarization (Copilot Chat in Edge):** Lets users summarize an open webpage or PDF in Edge.
- **Code interpreter:** Copilot Chat uses the Python programming language to help users perform complex data analysis such as coding, visualization, and math.

## What features are coming soon?

You can get the latest updates on productivity apps and intelligent cloud services at the [Microsoft Roadmap](#).

## How does Copilot Chat handle uploaded files?

Microsoft 365 Copilot Chat can analyze the content of files you upload into the chat box. This means Copilot Chat can provide new insights when working with PowerPoint presentations, PDFs, Excel spreadsheets, and more. To upload a file, select the "(+) Add content" button in the chat box or drag and drop a file into the chat box. You can do things like ask Copilot Chat questions about the uploaded file, ask it to summarize files like PDFs or Word docs, run data analysis or visualizations, and more.

Uploaded files are stored in a user's OneDrive for Business. Uploaded files can be deleted by users at any time. Per enterprise data protection promises, the uploaded file isn't used to train the model.

## What's the difference between Microsoft 365 Copilot Chat and Microsoft 365 Copilot?

For detailed information, see [Differences between Microsoft 365 Copilot Chat and Microsoft 365 Copilot](#).

## Using Copilot Chat

### **What's the best way to verify the accuracy of information provided by Copilot Chat?**

Copilot Chat answers complex questions by distilling information from multiple web sources into a single response. Copilot Chat provides linked citations to these answers so the user can further explore and research as they would with traditional search.

### **I need help getting my users started on Copilot Chat. What should I do next?**

Copilot Chat adoption materials are [available here](#).

## Future Events

### **Will there be sessions on testing Copilot?**

Yes, future training will include sessions on testing Copilot. See all events at [Microsoft Events](#).

### **Are there plans for a deep dive session on using Copilot with Outlook, Word, PowerPoint, and Excel?**

Yes, there will be deep dive sessions on using Copilot with Outlook, Word, PowerPoint, and Excel. See all events at [Microsoft Events](#).



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