

# USC Gold Card FAQ

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## Gold Card Eligibility & Application

### How do I apply for the USC Gold Card?

Visit the USC Gold Card webpage and select "**Apply Now**" to access the application form.

Submit completed applications to [uschr@usc.edu](mailto:uschr@usc.edu).

Please do not submit your application more than 30 days before your retirement date.

### Who is eligible for the USC Gold Card?

Retirees may be eligible for a USC Gold Card if they:

- Have at least 10 years of benefit-eligible service at USC
- Are age 55 or older
- Are eligible for rehire

### Do Gold Card benefits apply to my spouse or domestic partner?

Many retiree privileges are also available to a non-USC-employed spouse or domestic partner.

A separate Gold Card may be requested for your spouse or partner. For additional information, contact:

- Email: [emeriti@usc.edu](mailto:emeriti@usc.edu)
- Phone: 213-740-7121

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# Email & Account Access

## Do Gold Card members keep their USC email address?

Yes. Retirees who retired before July 1, 2026, may continue using their current @usc.edu email address.

Please note that USC is reviewing its retiree email policy and future changes may affect email naming conventions.

## How do I access my email after retirement?

Gold Card members should access their USC email through Outlook:

<https://outlook.com>

You may be prompted to create a new password during your first login.

## What if I previously used Gmail for my USC email?

1. Apply for the USC Gold Card: <https://emeriti.usc.edu/retirement/usc-gold-card/>.
2. Once activated, your Gold Card services, including Microsoft 365 email, will be enabled.
3. Access your email through Outlook.
4. Contact your school IT department to discuss migration of any existing Gmail content to your USC email account if necessary.

## Will I lose my Outlook email history after retirement?

No. Your USC Outlook email account remains active, and messages remain stored on Microsoft's servers.

To access Outlook on a personal device:

1. Open Outlook.
2. Enter your USC email address.
3. Sign in using your USC NetID and password.

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# Microsoft 365 and Technology Services

## What services are included with the USC Gold Card?

Gold Card members receive access to:

- USC Email (Microsoft 365)
- Microsoft Office applications (Word, Excel, PowerPoint, Outlook, OneNote)
- LinkedIn Learning
- TrojanLearn
- USC Secure Wireless
- USC VPN
- USC Libraries borrowing privileges
- White Pages listing
- USC Gold Card (USCard)
- USC Zoom – Webinar & Meeting Access

### **What services are not included?**

The USC Gold Card generally does not include:

- Adobe Creative Cloud
- ChatGPT
- Concur
- Blackboard
- Brightspace
- USC Zoom Phone
- Most school-specific or classroom-based software

### **Do Gold Card members receive Microsoft 365 desktop applications?**

Yes.

However, some accounts may require an additional Microsoft 365 Desktop Apps license (A3 license) to be assigned after retirement.

If desktop applications are unavailable, submit a ServiceNow ticket requesting:

**"Microsoft 365 Desktop Apps (A3) license for a Gold Card member."**

### **Do Gold Card members keep VPN access?**

Yes.

VPN software can be downloaded through USC VPN services. VPN access remains available to Gold Card members.

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# Storage, Devices, and Security

## Do Gold Card members keep OneDrive access?

OneDrive access and storage arrangements may vary by school or unit.

Before retirement:

- Work with your school's IT department to migrate important files.
- Confirm what content will remain accessible after retirement.

## Do Gold Card members receive Google Apps?

Generally no, but Google Apps access may be available with sponsorship from your former school or unit.

Please note:

- Storage costs are typically charged to the sponsoring department.
- Access is not automatically included with Gold Card services.

## Does USC provide security software to retirees?

Yes.

Gold Card members may use USC's personal edition of SentinelOne security software. Alternatively, Windows Defender is also a supported option for personal devices.

## Who supports my personal computer after retirement?

Retirees are responsible for:

- Purchasing equipment
- Software installation
- Device setup
- Ongoing maintenance

USC does not provide support for personal computers.

For assistance, retirees may wish to use third-party support providers such as local computer repair services.

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# Software and Online Tools

## **Do Gold Card members receive Adobe Creative Cloud?**

No.

Adobe Creative Cloud is not provided through Gold Card access.

Some schools or units may choose to sponsor Adobe access separately. Contact your former department for information.

## **Do Gold Card members have access to Zoom?**

Yes.

Gold Card members retain access to USC Zoom Meetings.

USC Zoom Phone service is not included.

## **Do Gold Card members have access to LinkedIn Learning and TrojanLearn?**

Yes.

Access to both LinkedIn Learning and TrojanLearn continues after retirement.

## **Do Gold Card members have access to USC Libraries?**

Gold Card members receive in-house library borrowing privileges.

Electronic library resources are generally limited to designated Emerita and Emeritus faculty.

## **Do Gold Card members have access to ChatGPT?**

No.

ChatGPT access is currently limited to active USC students, faculty, and staff.

## **Do Gold Card members have access to USC-supported AI tools?**

Yes.

Gold Card members may access:

- Microsoft Copilot

- Google Gemini

Sign in using your USC email address.

Only public or approved internal-use data should be entered into AI tools.

### **I review admissions applications. What should I do after retirement?**

Contact your former school's admissions office regarding continued access to admissions systems and portals.

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## **Directory and School-Specific Access**

### **Who do I call in my school for tech support as I retire?**

Please use this link to contact your local or school IT Support: Local IT:  
<https://itservices.usc.edu/school-list/>

### **Is the USC Directory the same as White Pages?**

No.

- White Pages entries can be managed through iVIP administration.
- The USC Directory is a separate system maintained by individual schools.

### **How do I remain listed in the USC Directory?**

Although Gold Card processing generally supports directory inclusion, schools manage their own directory records.

For updates:

- Contact your former school directly.
- For directory corrections, contact USC HR at [uschr@usc.edu](mailto:uschr@usc.edu).

### **Will I continue to appear on my school's website?**

Not necessarily.

School, department, and laboratory websites manage their own listings independently and may or may not continue displaying retired faculty and staff.

Contact your former school regarding website listings.

**I can log in with USC Single Sign-On (SSO) but cannot access a school website or application. Why?**

Your USC account may be active, but access permissions for a specific application may not be.

Contact the school or department that manages the system to request access.

**Does the Gold Card include Concur?**

No.

Retirees should work with their former business office, assistant, or department to process business expenses.

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## **Troubleshooting Common Issues**

**I can access email but not Microsoft 365 applications. What should I do?**

Submit a ServiceNow ticket requesting Microsoft 365 support.

**Microsoft says, "Your school administrator needs to assign you a license."**

This usually indicates that your Microsoft 365 Desktop Apps license has not been assigned.

Submit a ServiceNow ticket requesting:

**Microsoft 365 Desktop Apps (A3) license assignment for a Gold Card member.**

**I can open Word or PowerPoint files but cannot edit them.**

This typically means your Microsoft 365 Desktop Apps license is missing.

Submit a ServiceNow ticket requesting an A3 desktop application license.

**I only have the web version of Microsoft 365. How do I get the desktop applications?**

Submit a ServiceNow ticket requesting that the Microsoft 365 Desktop Apps license be added to your account.

## **What should I do after ITS confirms my license issue has been fixed?**

1. Close all Microsoft applications.
2. Reopen Outlook, Word, Excel, or PowerPoint.
3. Sign in using your USC email address and password.
4. If necessary, restart the application or computer.

## **How do I submit a ServiceNow request for Microsoft 365 support?**

1. Go to the USC ITS Support Portal.
2. Search for "Microsoft 365" or "Office 365."
3. Select **Requests**.
4. Open a support request.

Suggested description:

"[Name] ([USC email]) is missing the Microsoft 365 Desktop Apps license associated with Gold Card access."

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# **Technical Support**

## **Does the Emeriti Center provide technical support?**

No.

The Emeriti Center does not currently provide direct technical support, but you may reach out to your school IT Departments for assistance. Please use this link to locate your school-based support: <https://itservices.usc.edu/school-list/>.

## **Who should I contact for technical support?**

### **Immediately before retirement**

Contact your school's IT department to assist with the transition from active employee status to Gold Card access. This link provides a list of school based IT Support: <https://itservices.usc.edu/school-list/>.

### **After retirement**

Contact USC ITS for assistance with:

- NetID access
- Microsoft 365



- Google services
- General account issues

Phone: 213-740-5555

### **For school-specific systems**

Contact the school or department that owns the application, website, or service.

Examples include:

- School websites
- Department applications
- Research systems
- Admissions systems

### **Does USC provide support for my personal computer after retirement?**

No.

Retirees are responsible for maintaining their own personal devices, including hardware, software, setup, and ongoing support.