

AI at Northmarq FAQ

This document will be updated as new information is available.

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General AI information

Q: What AI tools are approved for use at Northmarq?

A: Generally, the only approved AI tool for use firm-wide is Microsoft 365 Copilot. There are other department-specific tools in use — these are licensed on an as needed basis. If you're not sure if an AI or AI-like tool is approved for use in support of Northmarq business operations, email [Support](#).

Q: What if there's a new AI tool I want to use?

A: Email [Support](#) to start the evaluation process and include some basic information about the tool and the business case for it. Any AI tool needs to be approved by the IT and legal departments before it can be used to support Northmarq business.

Q: Do we have an official usage policy on AI?

A: Yes. Here it is: [Northmarq AI Usage Policy](#).

Microsoft 365 Copilot

Q: What is Copilot?

A: Microsoft 365 Copilot is your everyday AI companion — helping you boost productivity and unlock creativity, while also delivering you a better understanding of information in a simple chat experience.

Q: How do I access Copilot?

A: Copilot is available for all of Northmarq to use, and you sign into the platform using your Northmarq Microsoft account. You can access Copilot via:

- Desktop app (search “Microsoft 365 Copilot” in your bottom navigation).
- [Web or mobile URL](#).
- Microsoft Teams integration (it’s in the left navigation).
- [Downloading the mobile app](#).

Q: What kind of tasks is Copilot best at?

A: Copilot is best for summarizing content, drafting emails or documents, refining content for relevance and engagement, analyzing data, preparing presentations, and brainstorming ideas.

Q: What are some ways Copilot is being used at Northmarq today?

A: Copilot is being used today to fix broken Excel macros, review numerous types of documents, find data across massive spreadsheets, troubleshoot code, and streamline business processes by acting as a focused assistant.

Q: What file types can Copilot read or analyze?

A: Copilot can analyze common file types you work with in Microsoft 365, including:

- Word documents (.docx).
- Excel spreadsheets (.xlsx).
- PowerPoint presentations (.pptx).
- PDF files (.pdf).
- Text files (.txt).

When using Copilot’s chat function, you can upload supported files directly into the conversation for summarization, extraction, or rewriting. With the Copilot add-on license, Copilot works inside the apps themselves to help you generate or edit content based on your open file.

Note: Copilot can’t process image-only PDFs or files that require special software (like InDesign or Photoshop). If you’re unsure, try uploading the file and Copilot will let you know if it can’t read it.

Q: Can I use sensitive company data and information within Copilot?

A: Yes. Copilot operates under the same security framework as the rest of Microsoft 365. As long as you're signed in with your Northmarq account (not a personal Microsoft account), you're authorized to use Copilot to analyze sensitive or proprietary company data.

Q: What data can Copilot access?

A: Copilot has strict security protocols in place and can only access data that you already have permission to access. Copilot cannot directly access data stored in mapped network drives.

Q: Is everything I do within Copilot stored or reviewed?

A: Your interactions are processed by Microsoft 365 services and follow the same data handling and compliance rules as other Microsoft 365 tools. IT does not monitor individual chats, but usage may be audited if necessary.

Q: Does Copilot ever give wrong answers?

A: Yes. Like all generative AI, Copilot can sometimes produce inaccurate or misleading results. You are responsible for reviewing and verifying output accuracy.

Q: Will Copilot change the way I work?

A: It might! Many users find it helps reduce repetitive tasks and speeds up writing or analysis. But it's still a tool, and you stay in control.

Q: What is the difference between Copilot and Copilot with an add-on license?

A: Copilot is a powerful chat bot without integration into Microsoft 365 applications. You can converse with Copilot to brainstorm, ask questions, or search the web. You can upload individual files to the chat bot for analysis, writing assistance, or summarization. The table below lists more feature differences:

Feature Description	Base Copilot	Copilot - paid license
Included for everyone	✓	
Access in browser, Teams, and Copilot desktop or mobile app	✓	✓
Chat bot for conversation, questions, and feedback	✓	✓
Document upload for analysis, drafting, or summarization	✓	✓
Enhanced web searches	✓	✓
Application integration - Outlook, Word, Excel, PowerPoint		✓
"Work" and "Web" mode to control working context		✓
Teams meeting summaries and "catch me up" ability		✓
License required		✓

If you have an add-on license, you'll see a Copilot button in standard Microsoft 365 applications like Outlook, Word, PowerPoint, Excel, OneNote, Teams, Loop and in Copilot as a standalone AI assistant experience.

Q: How do I request a Copilot add-on license?

A: A Copilot add-on license costs \$30 per month per user and will be charged to your department. To request a license, please secure approval from your leader and then email [Support](#).

Q: Why don't I see the Copilot button in my Microsoft 365 apps?

A: Only users with the Copilot add-on license will see the Copilot button inside apps like Word or Excel. If you have a license and still don't see it, try restarting the app or email [Support](#).

Q: How do I get more training on Copilot?

A: For specific questions about using Copilot, email [Support](#). For general training, here are some resources:

- [Microsoft 365 Copilot help and learning.](#)
- [Introduction to Microsoft 365 Copilot.](#)
- [How Copilot Chat works with and without a Microsoft 365 Copilot license.](#)

Microsoft Teams Premium

Q: What is Microsoft Teams Premium?

A: It's an offering that builds on the current Teams experience with additional features that help make Teams meetings even more personalized, intelligent and protected.

Among other features to help you get the information most important to you (even if you miss the meeting), Teams Premium automatically generates:

- Meeting notes.
- Recommended tasks.
- Personalized highlights.

Read [this overview of Microsoft Teams Premium](#) to learn more.

Q: How do I get access to Microsoft Teams Premium?

A: Microsoft Teams Premium costs \$7 per month per user and will be charged to your department. To request access to it, please secure approval from your leader and then email [Support](#).

Q: Who do I contact if I have any questions about Microsoft Teams Premium?

A: Email [Support](#).