



Weekly Technical Office Hours for Partners

Remote Work in challenging times

Friday March 27, 2020

Our Virtual Team



Sara Canteiro
Partner Tech. Architect (Teams)



Giorgio Cifani
Partner Tech. Architect (Teams)



Nuria Baeza Garcia
Partner Tech. Architect (Security)



Jos Verlinde
Partner Tech. Architect (Teams)



Timo Verbrugghe
Technical Specialist



Matteo Malagnino
Partner Tech. Architect (Security)



Philippe Goldstein
Partner Tech. Manager



Teodor Deaconescu
Partner Tech. Consultant (MW)



Luke Kennedy
Partner Tech. Strategist



Stefano Ceruti
Partner Tech. Architect (Teams)



Juha Saarinen
Partner Tech. Architect (Teams)



Marius Ieta
Partner Tech. Consultant (MW)

Agenda

-
- 1. Introduction**
 - 2. Teams Licenses**
 - Available Offers
 - Request Teams Trials / Extensions
 - 3. Teams Client**
 - Desktop / Mobile / Web
 - 4. Office 365 MFA**
 - Essential Security measures
 - 5. Deploy a Teams App to all users**
 - Crisis communication App
 - 6. How to get further help**
 - Support channels and options
 - 7. Q & A**
 - 8. Poll – Proposed topics for next session**

Suggested topics for next weeks

- Windows Virtual Desktop
- Networking
 - Firewall For remaining Office Users
 - VPN & VPN Split Tunnel avoidance
 - Azure AD Application Proxy
- Teams for Education

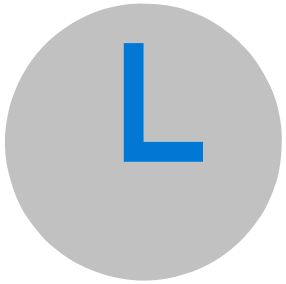
Teams for Healthcare

Virtual Visits

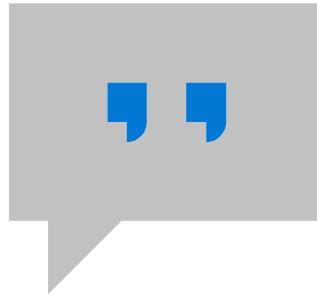
Hybrid environments

- AAD Connect
- Exchange Hybrid
- SFB Hybrid

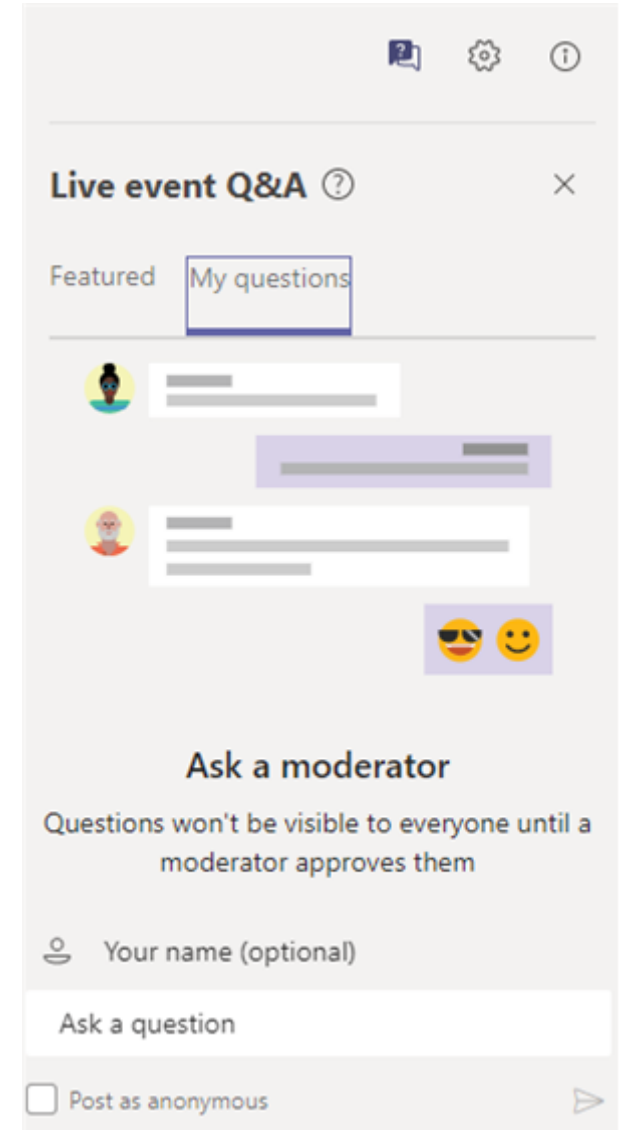
WE Weekly Technical Office Hours – How it works



60 minutes
40 min, presentation
20 min, Q&A



Questions via
chat through
Q&A 



WE Weekly Technical Office Hours

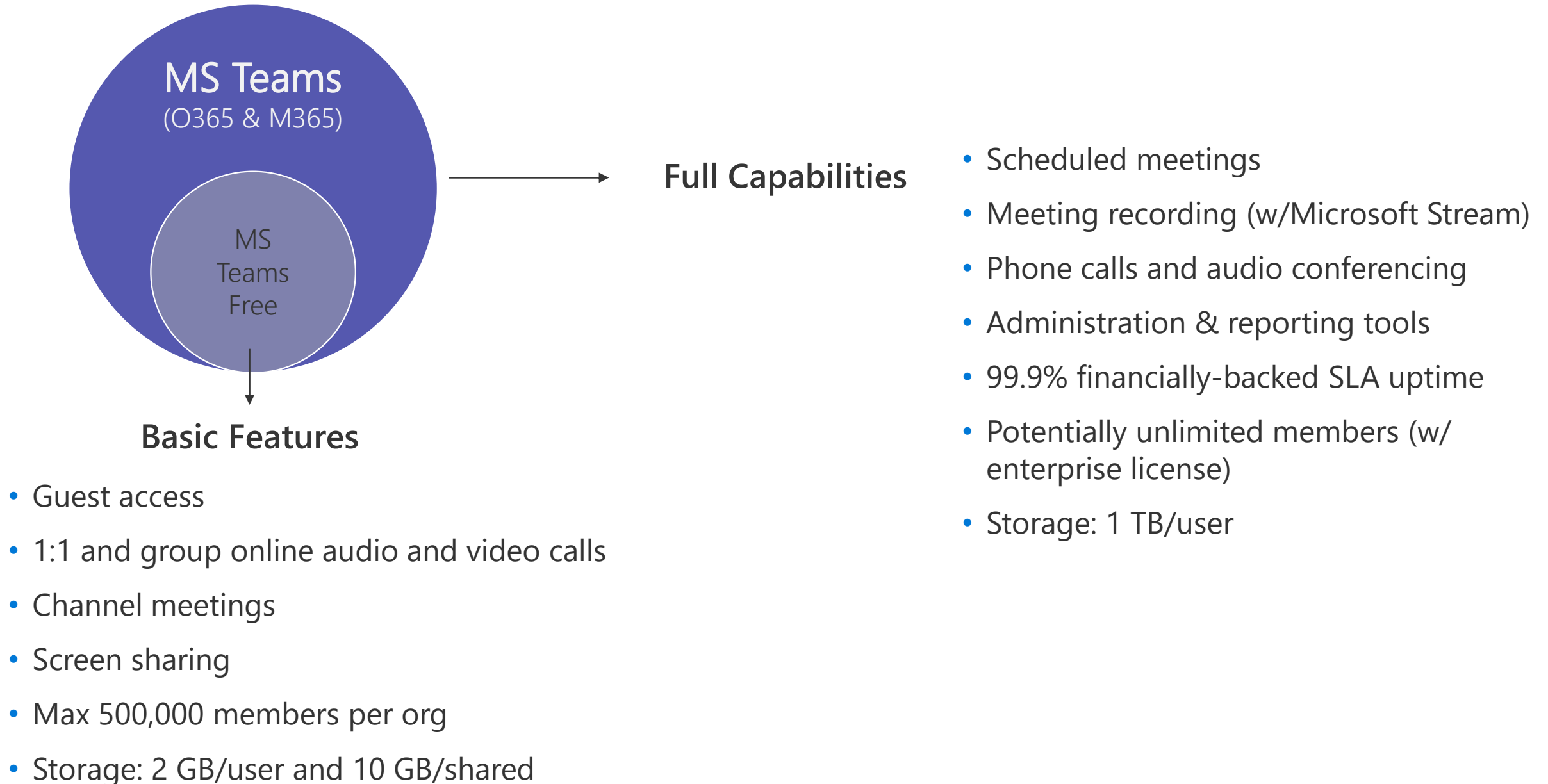
- **Goal:** address the main technical topics around working remotely and leveraging Microsoft technology, including:
 - Teams,
 - Security,
 - Power Platform,
 - Windows Virtual Desktop
- Weekly Sessions – aka.ms/WE-TechOfficeHours
 - **Wednesdays** at **12:00 – 13:00 CET** (11:00 – 12:00 GMT, 13:00 – 14:00 CEE)
 - **Fridays** at **13:00 – 14:00 CET** (12:00 – 13:00 GMT, 14:00 – 15:00 CEE)
- Hosted and moderated by **experts** on these topics, from **WE OCP Technical Team, EMEA Partner Tech Services** and **Corp Engineering Team**

Teams Licenses



Sara Canteiro
Partner Tech. Architect (Teams)

Teams Licensing Options

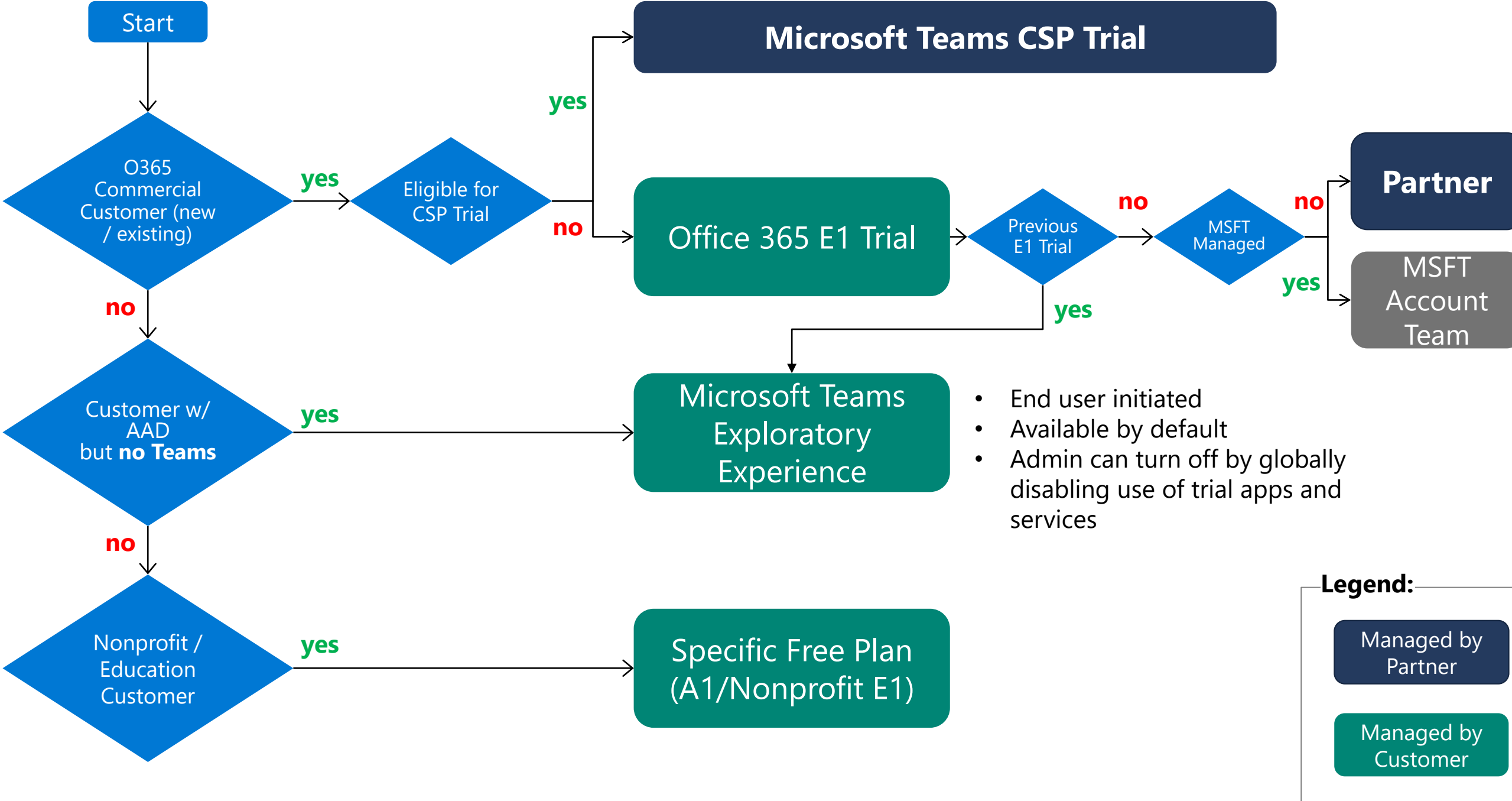


Teams Licensing Options

Segment	Product	Plan	Microsoft Teams
Commercial	Office 365 Business	Business Essentials	Yes
		Business	No
		Business Premium	Yes
	Office 365	ProPlus	No
		F1	Yes
		E1	Yes
		E3	Yes
		E5	Yes
	Microsoft 365	Business	Yes
		F1	Yes
		E3	Yes
		E5	Yes
Education	Office 365	A1	Yes
		A3	Yes
		A5	Yes
	Microsoft 365	A1 (Device SL)	Yes
		A3	Yes
		A5	Yes

Teams Trial/Free Offers

Offer Name	Audience	Term	User limit	Additional Details	Limitations	Learn more
Microsoft Teams Cloud Solution Provider (CSP) Trial	New or existing commercial customers managed by a CSP partner	6 months	1000	Partner-initiated through the Partner Center. Subscription name: Microsoft Commercial Teams Trial Trial offer ID: dd3496ba-a49b-4475-9f40-8c333709ef87 For customers who don't align to the CSP Trial , partners can get access to the Office 365 E1 Trial for them (see below)	<ul style="list-style-type: none"> Not available for GCC, GCC High, DoD, EDU, or Syndication Partner customers 	<ul style="list-style-type: none"> Partner FAQ and Guidance
Office 365 E1 Trial	All customers.	6 months	None	IT Admin initiated when they apply trial promocodes and assign user licenses. For managed customers, promo codes are provided by Microsoft account team For unmanaged customers, Partners can request a passcode at Partner Center Support , clicking on <i>CSP > Cannot find an offer in the catalog</i>	<ul style="list-style-type: none"> Not available for GCC, GCC High, DoD, or EDU customers 	<ul style="list-style-type: none"> Technical documentation Request promocode from customer's Microsoft Field Representative.
Microsoft Teams Exploratory Experience	End users who have an AAD account as a part of an existing Microsoft service.	No cost until Jan 2021	None	End user initiated when they attempt to sign-in/up for Teams without a license. Note: Partner can convert user w/ Teams Exploratory License to a paid CSP license.	<ul style="list-style-type: none"> Not available for GCC, GCC High, DoD or EDU customers Must have a managed AAD domain email address Cannot be initiated by IT Admins 	<ul style="list-style-type: none"> Technical documentation
Microsoft Teams Free	Available to anyone	No end date	Unlimited	End user initiated when they sign-up for a free subscription. If someone logs in with an AAD account, they are routed to their paid experience or Exploratory experience.	<ul style="list-style-type: none"> Not possible to merge multiple Teams free tenants into a single paid tenant. Upgrading to a paid tenant to be done through this link 	<ul style="list-style-type: none"> Get started for free Teams vs. Teams Free Technical documentation
Office 365 A1 Education	New or existing Education customers	No end date	None	IT Admin initiated Student, faculty, and staff initiated through self-sign up		<ul style="list-style-type: none"> Get started for free Technical documentation
Nonprofit E1 (Donation)	New or existing Nonprofit customers	No end date	2000	IT Admin initiated	<ul style="list-style-type: none"> Not available for volunteers. 	<ul style="list-style-type: none"> Get started for free Eligibility



Recommendations


Enabling Microsoft Teams

- We recommend that partners lead with the [CSP Trial](#), as this is the only experience that partners can initiate and manage.
 - See details in our [news article](#).
- For customers who **don't align to the CSP Trial**, partners can get access to the **Office 365 E1 Trial** for them.
 - Go to [Partner Center Support](#) and click on *CSP > Cannot find an offer in the catalog*.







Demo


How to request a CSP trial


Partner Center – CSP Trial


 Microsoft Partner Center


Search





 Home


 CSP


 Overview


 Customers


 Sell


 Support

 Billing

 Azure spending

 Analyze

 Indirect resellers

 Partner contribution

Home

[Take home page tour](#)

You have access to the programs shown below. Select a link to start working in that program, or go back to where you left off: </commerce/customers/list>

Partnering with Microsoft

Get started ▾

Build solutions ▾

Publish and manage your solutions ▾

Market and sell your solutions ▾

Resources

Partner training and learning

- [Microsoft Learn](#)
- [Microsoft Azure events](#)
- [Microsoft Azure resources](#)
- [Microsoft 365 Developer training](#)
- [Microsoft 365 events](#)
- [Microsoft Partner Network events](#)
- [Partner Center how-to documentation](#)

Network and connect

- [Commercial marketplace partner community](#)

Pending actions

CSP

Account verification action needed.

Your membership profile is missing critical information. Please review your account and make the required updates. Learn more at the link above.

MPN

Account verification action needed.

Your membership profile is missing critical information. Please review your account and make the required updates. If your Partner Profile shows a status of "Rejected," you will not be able to renew your competency, Action Pack or participate in new offers. Learn more at the link above.

Partner Center – CSP Trial

Microsoft Partner Center TEST_TEST_davit_Advisor_&_Artemis_Partner_Test

Search

🔔

📄

😊

?

⚙️

👤

Home

CSP

Overview

Customers

Sell

Support

Billing

Azure spending

Analyze

Indirect resellers

Partner contribution

Customers

Export customers

Add customer

Request a reseller relationship

Filter by indirect reseller







Search by company name or domain

Company name	Primary domain name	Relationship
007 James Bond inc	007jamesbondinc.onmicrosoft.com	Cloud Reseller
00Dyntsuptest3232	00Dyntsuptest3232.onmicrosoft.com	Cloud Reseller
00powerappsbug1	00powerappsbug1.onmicrosoft.com	Cloud Reseller
123test	123test.onmicrosoft.com	Cloud Reseller
2703 WE Tech	2703WETech.onmicrosoft.com	Cloud Reseller
3A Company	3acompany.onmicrosoft.com	Cloud Reseller
3PPOD	3PPOD.onmicrosoft.com	Cloud Reseller
AAA Customer	aaacustomer.onmicrosoft.com	Cloud Reseller
abcsoft	abcs13.onmicrosoft.com	Cloud Reseller

Partner Center – CSP Trial

Microsoft Partner Center TEST_TEST_davit_Advisor_&_Artemis_Partner_Test

Search



Home

CSP

Overview

Customers

Sell

Support

Billing

Azure spending

Analyze

Indirect resellers

Partner contribution

2703 WE Tech

Order history

Subscriptions

Software

Azure reservations

Devices

Analytics

Users and licenses

Service management

Account

Subscriptions

Export subscriptions

Add subscription

There is a delay of up to 4 hours between the time a subscription is activated and when its activation status is updated in a list of customer's subscriptions.

License-based

Name	Quantity	Status	Reseller
OneDrive for Business (Plan 1)	25 Licenses	Auto renews on 4/4/2021	None

Usage-based

This customer doesn't have any usage-based subscriptions.

Subscription transfer

There are no transfers to show

Partner Center – CSP Trial

Microsoft Partner Center

TEST_TEST_davit_Advisor_&_Artemis_Partner_Test

Search

Home

CSP

Overview

Customers

Sell

Support

Billing

Azure spending

Analyze

Indirect resellers

Partner contribution

2703 WE Tech

Review

Confirm

Order history

Subscriptions

Software

Azure reservations

Customer insights

Users and licenses

Service management

Account

Add products

Azure

Online Services

Software

Segment: Commercial

teams

Publisher: Microsoft

Billing type: Any

Category: Any

View SKU list

Products	Quantity	Action
Microsoft Teams Commercial Cloud (User Initiated)		

Learn more about adding products

Your cart

Your cart is empty.

Specify a quantity of any product and click **Add to cart** to continue.

Review

Cancel

Partner Center – CSP Trial

Microsoft Partner Center

TEST_TEST_davit_Advisor_&_Artemis_Partner_Test

Search

🔔

📄

😊

?

⚙️

👤

Home

CSP

Overview

Customers

Sell

Support

Billing

Azure spending

Analyze

Indirect resellers

Partner contribution

2703 WE Tech

Review

Confirm

Order history

Subscriptions

Software

Azure reservations

Customer insights

Users and licenses

Service management

Account

Add products

[Learn more about adding products](#)

Azure

Online Services

Software

Segment: Commercial

teams

✕

🔍

Publisher: Microsoft

Billing type: Any

Category: Any

Your cart

Your cart is empty.

Specify a quantity of any product and click **Add to cart** to continue.

Review

Cancel

[View SKU list](#)

Products	Quantity	Action
Microsoft Teams Commercial Cloud (User Initiated)		
Microsoft Teams Commercial Cloud (User Initiated) Trial By Microsoft - Trial, License	1000	Add to cart
Full description		

Partner Center – CSP Trial

Microsoft Partner Center TEST_TEST_davit_Advisor_&_Artemis_Partner_Test

Search

Home

CSP

Overview

Customers

Sell

Support

Billing

Azure spending

Analyze

Indirect resellers

Partner contribution

2703 WE Tech

Review

Confirm

Order history

Subscriptions

Software

Azure reservations

Customer insights

Users and licenses

Service management

Account

Add products

[Learn more about adding products](#)

Azure Online Services Software

Segment: Commercial

teams

Publisher: Microsoft

Billing type: Any

Category: Any

Review

Cancel

[Clear cart](#)

[View SKU list](#)

Products	Quantity	Action
Microsoft Teams Commercial Cloud (User Initiated)		
Microsoft Teams Commercial Cloud (User Initiated) Trial By Microsoft - Trial, License	1000	Added!

[Full description](#)

Partner Center – CSP Trial

Microsoft Partner Center

TEST_TEST_davit_Advisor_&_Artemis_Partner_Test

Search

Home

CSP

Overview

Customers

Sell

Support

Billing

Azure spending

Analyze

Indirect resellers

Partner contribution

2703 WE Tech

Review

Confirm

Order history

Subscriptions

Software

Azure reservations

Customer insights

Users and licenses

Service management

Account

Review your orders

Verify that your orders are correct and then select **Buy**. To make changes, select your browser's **Back** button to return to the previous page.


Collapse all

Product	Currency	Quantity	
The item(s) shown here will be included in a single order.			
Microsoft Teams Commercial Cloud (User Initiated) Trial By Microsoft - Trial, License	USD	1000	Remove ^
Term Annual	Billing frequency No billing (Trial)		
Reseller (MPN ID) No indirect reseller			

+ Add more products

Buy Cancel

Partner Center – CSP Trial

 **Microsoft Partner Center** TEST_TEST_davit_Advisor_&_Artemis_Partner_Test

☰

Home

CSP

Overview

Customers

Sell

Support

Billing

Azure spending

Analyze

Indirect resellers

Partner contribution

2703 WE Tech

Review

Confirm

Order history

Subscriptions

Software

Azure reservations

Customer insights

Users and licenses

Service management

Account

Confirmation

Date

March 26, 2020 4:06:55 PM

Customer name

2703 WE Tech

Customer Id

80329965-be16-4173-aa90-eac6a8a380c3


Orders processed

1

Product	Currency	Indirect reseller	Quantity
Order ID: 51174990-da4e-4a9e-bad3-30803df95973			
Microsoft Teams Commercial Cloud (User Initiated) Trial	USD	None	1000
By Microsoft - Trial, License			

Review order history

Manage additional areas of your customer's account from the navigation menu under the customer's name.

 **Print**

Partner Center – Office 365 E1 Trial

The screenshot displays the Microsoft Partner Center interface. At the top, the header includes the Microsoft Partner Center logo, a search bar, and navigation icons. A dark sidebar on the left contains a menu with options: Home, CSP, Overview, Customers, Sell, Support, Billing, Azure spending, Analyze, Indirect resellers, and Partner contribution. The main content area is titled 'Enrolled' and features three cards: CSP (red), MPN (purple), and Referrals (pink). Each card has a 'Quick links' dropdown and a 'Help and support' link. A red arrow points to the 'Help and support' link on the CSP card. The CSP card also shows a star icon and a blue badge with the number '1'.

Microsoft Partner Center

Search

Home

CSP

Overview

Customers

Sell

Support

Billing

Azure spending

Analyze

Indirect resellers

Partner contribution

Enrolled

CSP

Quick links ▾

Help and support

MPN

Quick links ▾


Help and support

Referrals







Quick links ▾


Help and support


Partner Center – Office 365 E1 Trial


 **Microsoft Partner Center** TEST_TEST_davit_Advisor_&_Artemis_Partner_Test


Search


     


 Home


 **CSP**


 Overview


 Customers


 Sell


 Support

 Billing

 Azure spending

 Analyze

 Indirect resellers

 Partner contribution

Help and support

To see available support topics, search for your issue

CSP > Pricing and Offers > Cannot find an offer in the catalog [Clear selection](#)

[Hide topics](#)

Category

CSP


Topic

Pricing and Offers

Subtopic

Cannot find an offer in the catalog

Next step

Review solutions > 

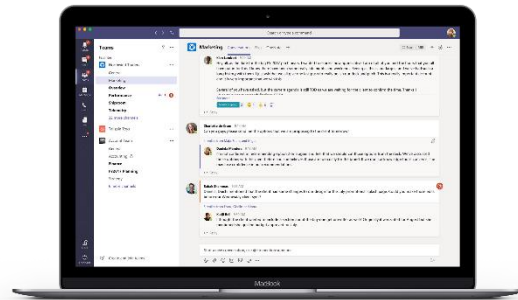
Teams Clients



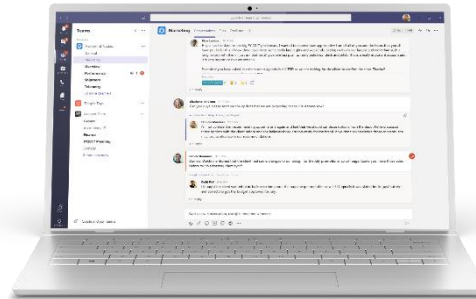
Giorgio Cifani
Partner Tech. Architect (Teams)

Stay connected with consistent experience across devices

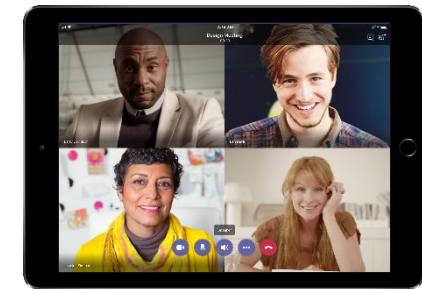
Desktop



Web



Mobile



iPad



Windows 8.1+
(32bit and 64bit) *



OS X 10.10+



Linux (in .deb and .rpm formats) **



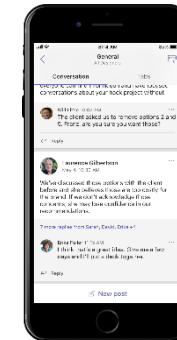
Edge



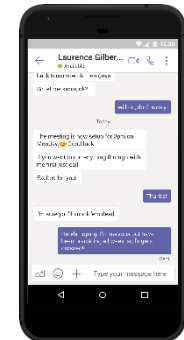
Chrome



Safari (Preview)



iPhone



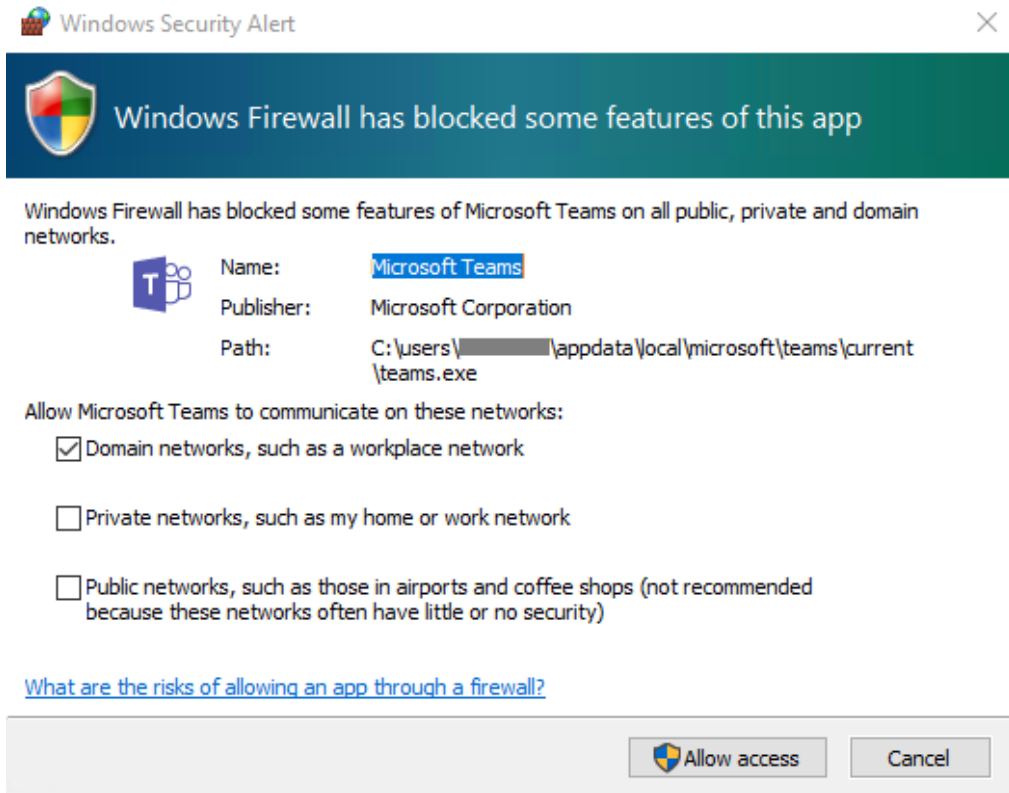
Android

* on Windows, Teams requires .NET Framework 4.5 or later; the Teams installer will offer to install it for you if you don't have it

** on Linux, package managers such as apt and yum will try to install any requirements for you

Windows firewall considerations

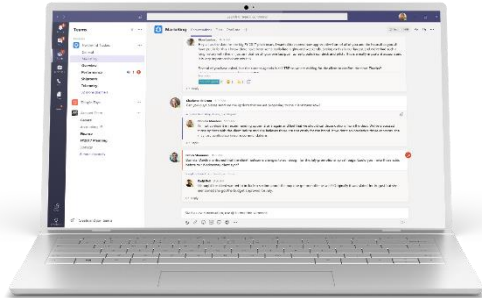
When users initiate a call using the Microsoft Teams client **for the first time**, they might notice a warning with the Windows firewall settings that asks for users to allow communication. Users might be instructed to ignore this message because the call will work, even when the warning is dismissed.



Powershell script to create a new inbound firewall rule for each user folder found in c:\users. When Teams finds this rule, it will prevent the Teams application from prompting users to create firewall rules when the users make their first call from Teams.

Web Client

Web



Edge (RS2+ and Chromium)



Chrome



Safari (Preview)

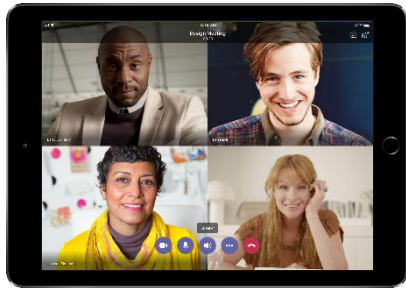
- Available at <https://teams.microsoft.com>
- No plug-in or download required (webRTC-based)
- Browser must be configured to allow **third-party cookies**

Meetings Limitations:

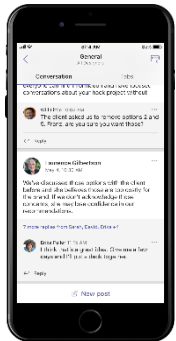
- To **give and take control** of shared content during sharing, both parties must be using the Teams desktop client
- **Background blur** not available
- **Internet Explorer 11** – meeting only possible if it includes PSTN coordinates; video not available; no outgoing sharing
- **Firefox** – meeting only possible if it includes PSTN coordinates; video not available; no outgoing sharing
- **Safari 11.1+** – meeting only possible if it includes PSTN coordinates; video not available; no outgoing sharing
- **Microsoft Edge, RS2** or later – no outgoing sharing
- **Calling not supported:** IE11, Firefox, Safari

Mobile Client

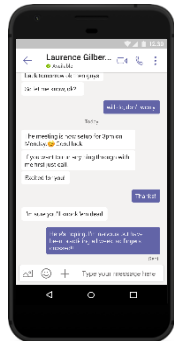
Mobile



iPad



iPhone



Android

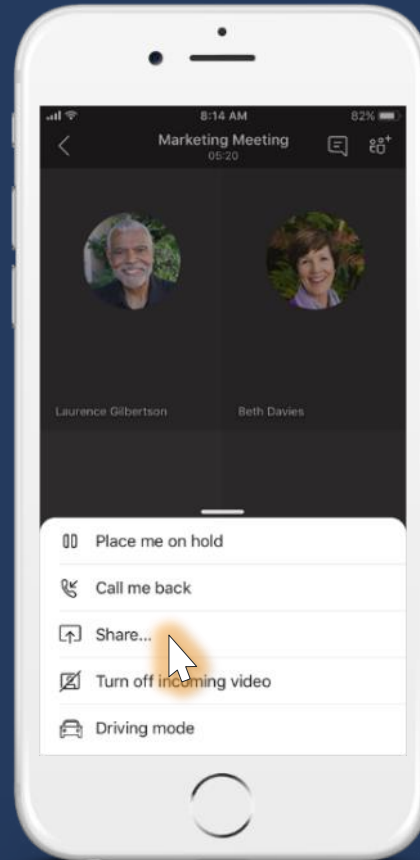
- Available at **Google Play** and the **Apple App Store**
- MDM or side-loading is not supported by Microsoft

Support:

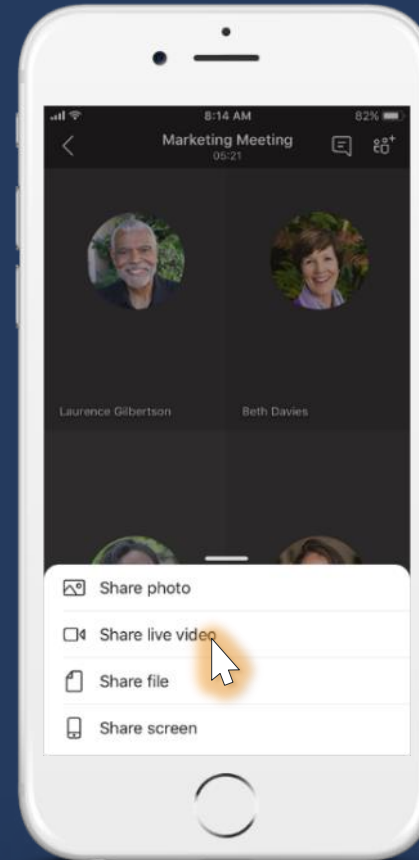
- **Android:** limited to the **last four major versions** of Android. When a new major version of Android is released, the new version and the previous three versions are officially supported
- **iOS:** limited to the **two most recent major versions** of iOS. When a new major version of iOS is released, the new version of iOS and the previous version are officially supported
- Windows Phone App retired July 20, 2018 (may no longer work)

Demo

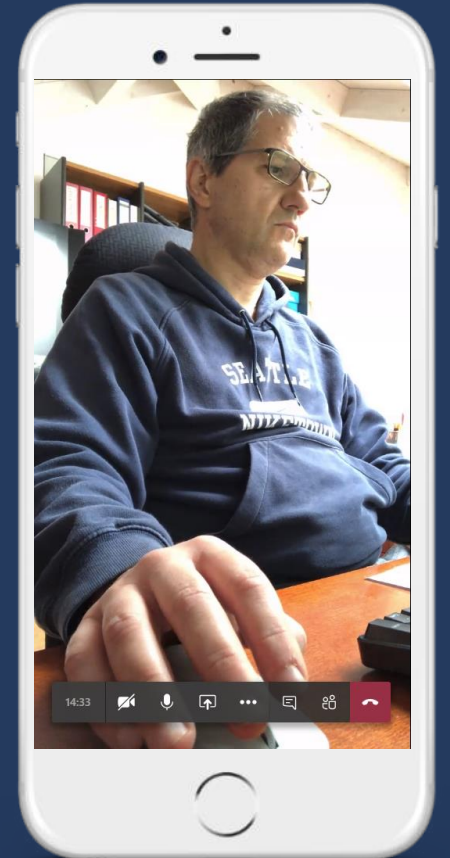
Teams Mobile Client Demo



Navigate



Share live video



Live front/back camera

Enable MFA for O365

Secure the Admins
Communicate to Users
Secure the Users



Nuria Baeza Garcia
Cloud Solution Architect (Security)

What is Multi-Factor Authentication?

The use of two or more of the following factors:

Something you know, such as a password or PIN.

Something you have, such as a phone, a credit card, or a hardware token.

Something that physically identifies you, such as a fingerprint, retinal scan, or other biometric.

It's stronger when two different channels are used (out-of-band authentication).



Hardware token



Certificates



Smartcard



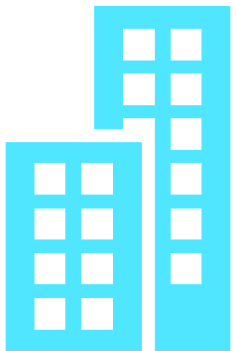
Phone

What is Azure Multi-Factor Authentication?



It is an Azure Identity and Access management service that prevents unauthorized access to on-premises and cloud applications by providing an additional level of authentication.

It is trusted by thousands of enterprises to authenticate employee, customer, and partner access.






Microsoft Azure MFA

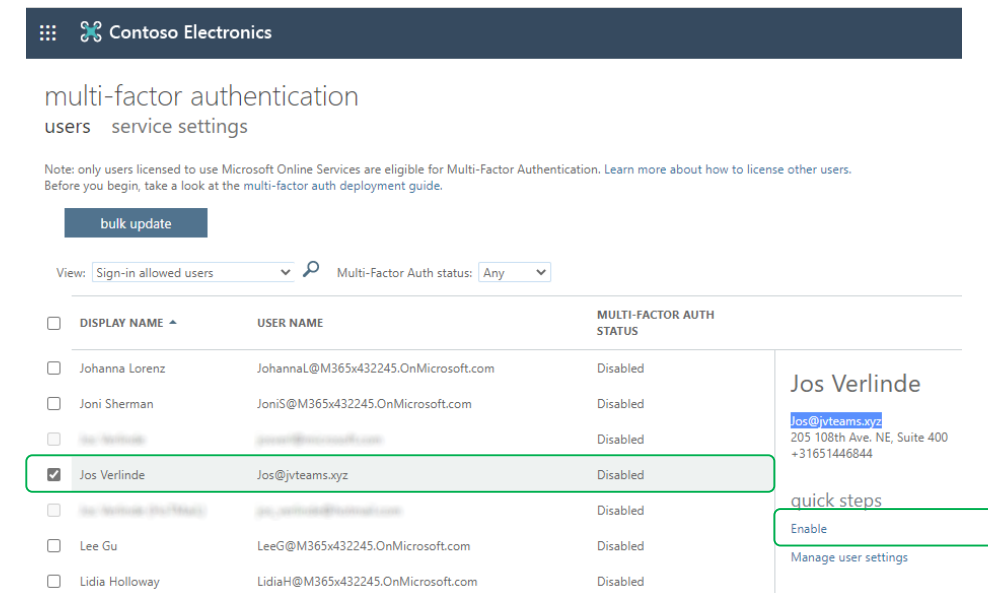
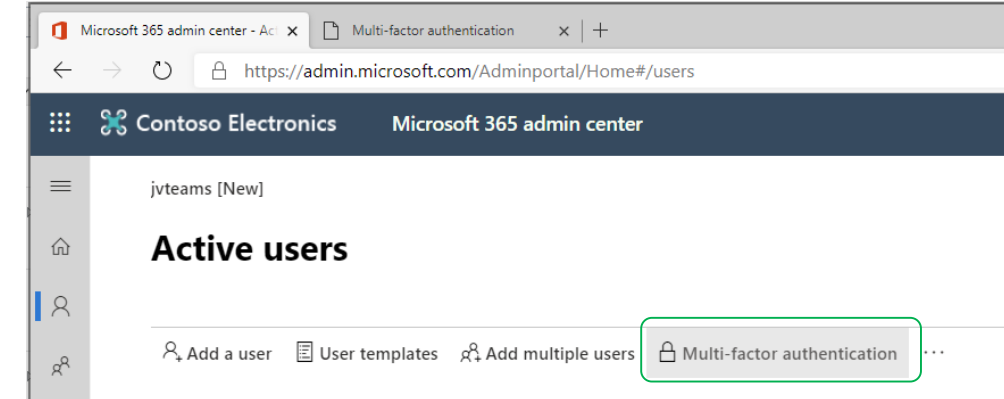
- Azure MFA stand-alone
 - Included in Azure Active Directory Premium
 - Free for Azure administrators
- A subset of Azure MFA functionality that is included in Office 365

Enable MFA for Office 365 Users

- Office 365 Admin Portal
 - Users > Active Users
 - Select  Multi-factor authentication

Multi-factor admin portal

- Select one or more users, then **Enable**.
- Select **enable multi-factor auth**.



Demo

MFA for Teams (and the rest)

Assign Teams Apps to all users



Timo Verbrugghe
Technical Specialist



Jos Verlinde
Partner Tech. Architect (Teams)

Customize and extend



Personalize your experience



Make your apps work for you



Create simplicity



Departmental tools



Employee resources



Support & info



Polly.ai



Trello

Git



Jira Core

Confluence



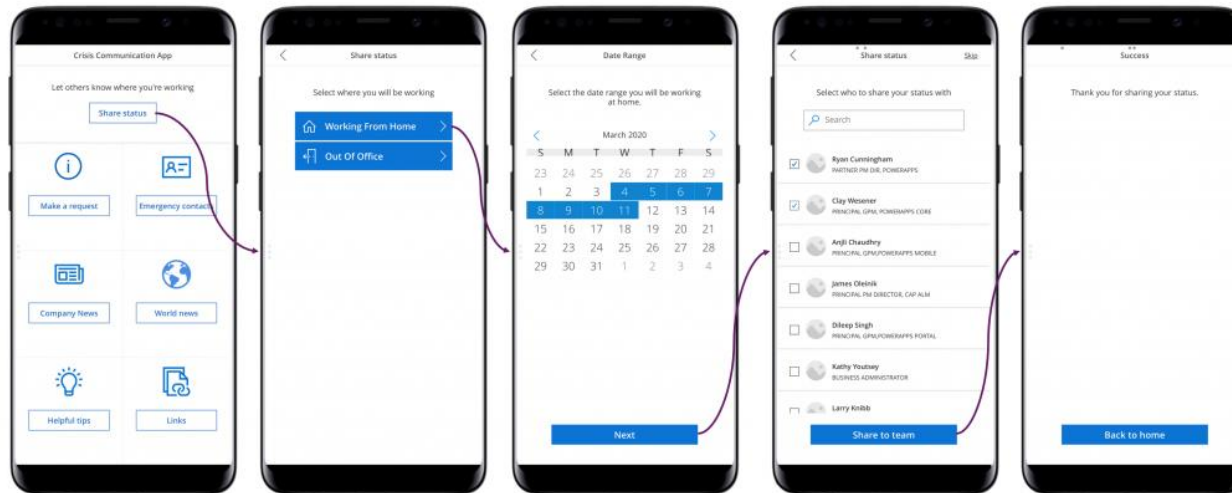
Microsoft Teams



the modern workplace your people **deserve**

Crisis Communication App

- **Template App**
 - Information sharing and team collaboration in response to evolving conditions in times of crisis
 - Available for any customer organization to quickly implement

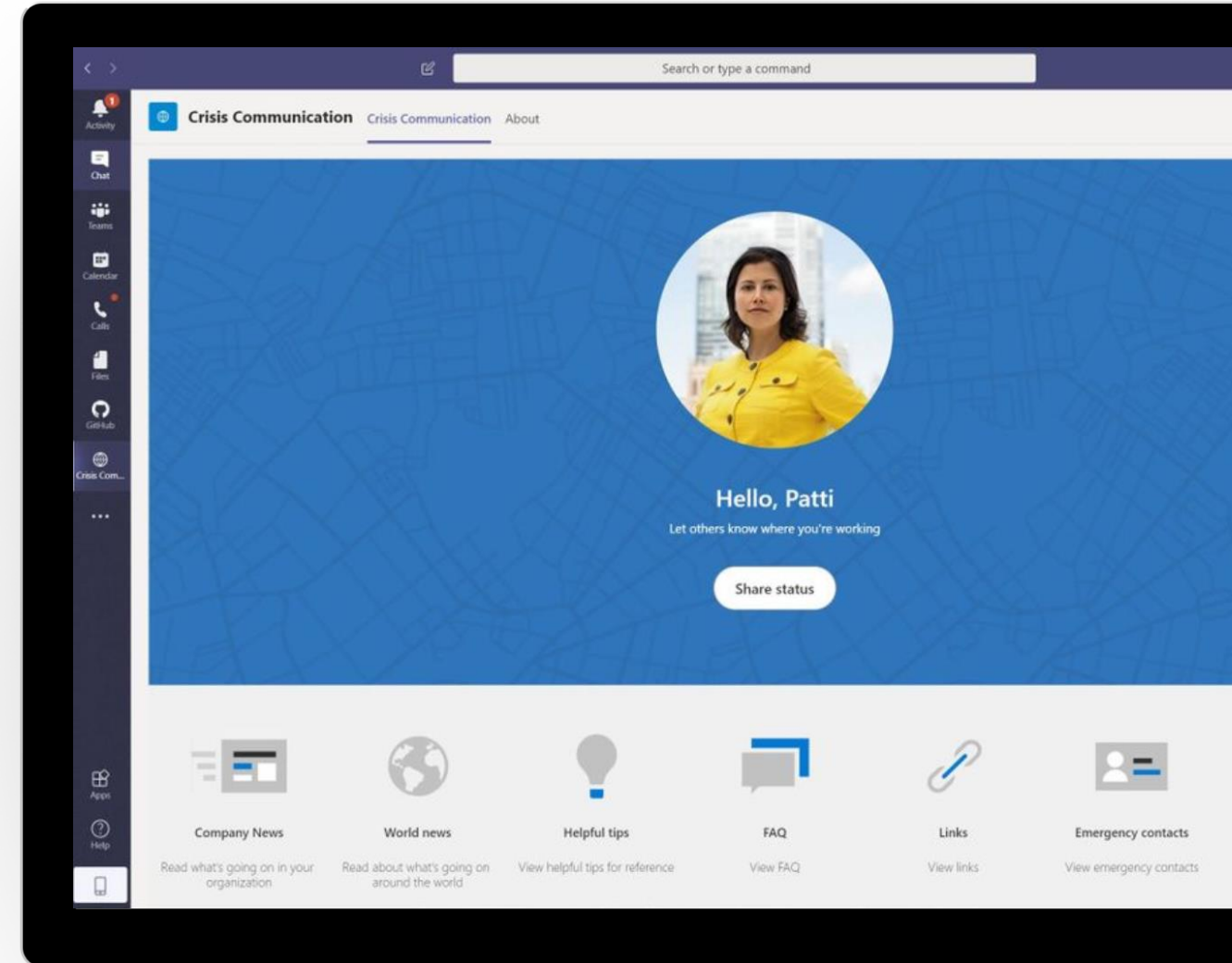


- To help with coordination, employees can report their **work status** (e.g., working from home) and make **requests**.
- Admins can use the app to **push** news, updates, and content specific to their organization, and can provide emergency contacts specific to different locations.
- The app includes the ability to add **RSS feeds** of up-to-date information from reputable sources such as WHO, CDC, or a local authority.

Crisis Communication App

This is a PowerApps template that can be used that can be used by organisations to coordinate and collaborate in teams during times of crisis

- ➔ Demo of the App (3 min video) ([YouTube](#))
- ➔ Download App (Github)
<https://aka.ms/CrisisCommunicationSolution>
- ➔ App Documentation
<https://aka.ms/crisis-communication-app-docs>
- ➔ How to Build and Deployment (25 min video) ([YouTube](#))
- ➔ PowerApps team blog
- ➔ Teams Engineering Blog (Instruction to pin the App in the left navigation)



Demo

Crisis Communication App

Open Q & A

Please ask any question in the Q&A

We will read your questions and answer them in this meeting , or a next meeting.



Poll



Which Topics should we cover next week ?

- 1) Windows Virtual Desktop
- 2) Networking for Teams
 - Firewall For remaining Office Users
 - VPN & VPN Split Tunnel avoidance
 - Azure Application Proxy
- 3) Information Protection & Governance
- 4) Security
- 5) Teams for Healthcare
- 6) Teams for Education
- 7) Teams Hybrid environments
 - AAD Connect
 - SFB On-Prem / Hybrid
 - Exchange Hybrid
- 8) How does Teams work when:
 - There is no Exchange Online E-Mail (Separate System)
 - Teams Meeting Scheduling with other clients

Partner Support Resources

Get help now

- Check out the [Technical Support Options](#) for Microsoft Partners
- If you have a **dedicated Partner Development Manager / Partner Technology Strategist** – reach out to them [directly](#) with your query
- If you do not have a dedicated Partner Development Manager / Partner Technology Strategist, and you need **guidance on a specific customer scenario** (pre-sales technical or deployment assistance) – make use of your [advisory hours](#) and reach out to [Partner Technical Services](#)

Other Partner Resources

- **Best practices and discussion for remote work**
 - [Best practices](#), based on Microsoft internal learnings
 - (new) [Microsoft Tech Community](#) forum for discussing / sharing best practices
- **Enabling Microsoft Teams**
 - We recommend that partners lead with the [CSP Trial](#). See details in our [news article](#).
 - For customers who **don't align to the CSP Trial**, partners can get access to the **Office 365 E1 Trial** for them.
Go to [Partner Center Support](#) and click on *CSP > Cannot find an offer in the catalog*.
- **Resources for Education Partners**
 - Check out the [EDU Partner Flash on Yammer](#)
 - [Office 365 A1](#) – **Free** versions to **all educational institutions**: unlimited chat, built-in group and one-on-one audio or video calling, 10 GB of team file storage, and 2 GB of personal file storage per user. You also get real-time collaboration with the Office apps for web, including Word, Excel, PowerPoint, and OneNote. No restrictions for # of users.
 - [Microsoft Teams for Free](#) (**Individuals** and **IT roll-out** – in Office 365 A1 above): unlimited chat, built-in group and one-on-one audio or video calling, 10 GB of team file storage, and 2 GB of personal file storage per user.
 - [Minecraft: Education Edition](#): We've extended access to Minecraft: Education Edition to all free and paid O365 Education accounts through the end of June 2020 and published a [M:EE remote learning toolkit](#) with links to >100 Minecraft lessons and STEM curriculum.

WE Weekly Technical Office Hours

- **Goal:** address the main technical topics around working remotely and leveraging Microsoft technology, including:
 - Teams,
 - Security,
 - Power Platform,
 - Windows Virtual Desktop
- Weekly Sessions – aka.ms/WE-TechOfficeHours
 - **Wednesdays at 12:00 – 13:00 CET** (11:00 – 12:00 GMT, 13:00 – 14:00 CEE)
 - **Fridays at 13:00 – 14:00 CET** (12:00 – 13:00 GMT, 14:00 – 15:00 CEE)
- Hosted and moderated by **experts** on these topics, from **WE OCP Technical Team, EMEA Partner Tech Services** and **Corp Engineering Team**

