

## DNS Records...

The screenshot shows a web-based DNS management interface. On the left, there's a sidebar with links: Website, Email, Permissions, and Billing. The main area is divided into two sections:

- Website:** This section displays two entries:
  - @ (Type: A, TTL: 0, Priority: 4 hrs) pointing to [REDACTED]
  - www (Type: CNAME, TTL: 0, Priority: 4 hrs) pointing to [REDACTED]
- Custom records:** This section lists several entries:

HOST	TYPE	PRIORITY	TTL	DATA
@	MX	0	1 hr	[REDACTED]
@	TXT	N/A	1 hr	[REDACTED]
autodiscover	CNAME	N/A	1 hr	[REDACTED]
remote	CNAME	N/A	1 hr	[REDACTED]
remote2	A	N/A	1 hr	[REDACTED]
@	TXT	N/A	1 hr	[REDACTED]

At the bottom right of the 'Custom records' section is a button labeled "ADD RECORD".

## DNS setup...

The screenshot shows the Microsoft 365 admin center with a dark theme. The left sidebar includes links: Home, Copilot, Users, Teams & groups, Marketplace, Billing, Setup, and a 'Customize navigation' section with a 'Show all' link.

The main content area is titled "Get your custom domain set up". It includes the following sections:

- Get your custom domain set up**: A heading with a subtext: "If you have a website, you have a domain. It's the part of your URL after the 'www.' and the part of your email address after the '@'. Connecting your domain to Microsoft 365 can help build credibility and recognition for your brand."
- Manage** (button) and **Completed** (status indicator)
- User impact**: Text stating: "If you don't connect your domain to Microsoft 365, your users will sign in to their apps and use email with their default 'shg182.onmicrosoft.com' domain." Below this is a note: "It's easiest to add a custom domain before you add your users. Otherwise, you'll need to update your users' username when you connect your domain."
- About connecting domains**: Text stating: "There are a few steps to set up your domain. First, you'll sign in to the website that hosts your domain to verify that you own it." Below this is a note: "Next, you'll add all the people in your organization who need to use the services that your subscription includes, like Teams and email. You'll set up their usernames and email addresses to include your custom domain." At the bottom of this section is a "Learn more about domains" link.

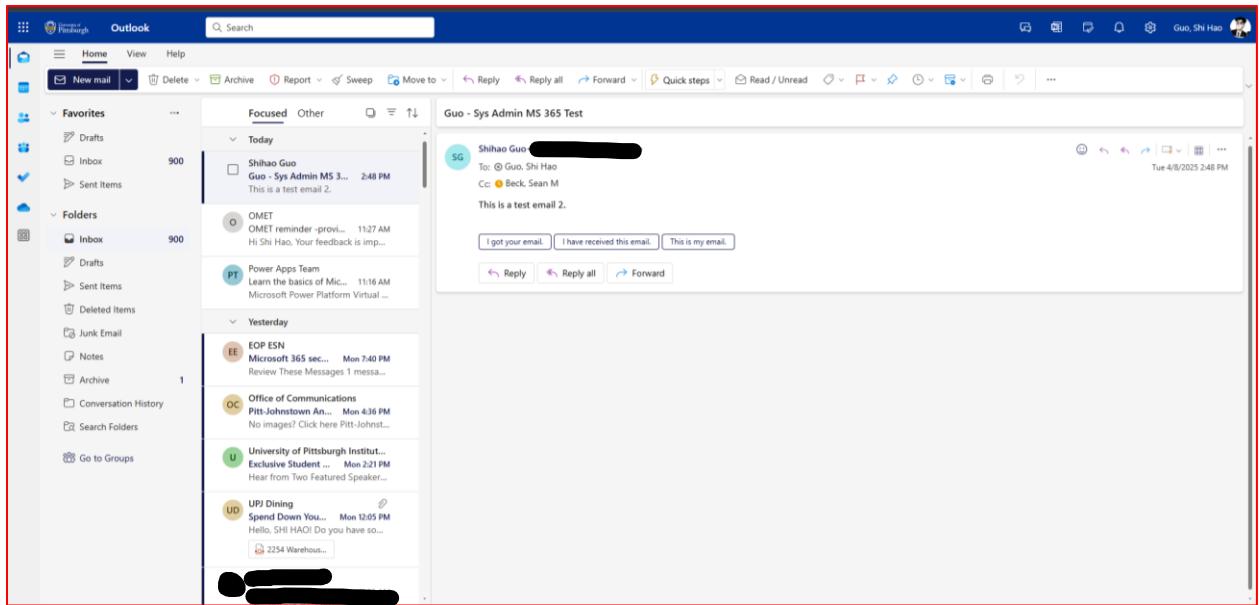
## Changing to custom domains...

The screenshot shows the Microsoft 365 admin center interface. On the left, there is a navigation sidebar with various options like Home, Copilot, Users (Active users selected), Contacts, Guest users, Deleted users, Teams & groups, Marketplace, Billing, Setup, and Customize navigation. The main content area is titled "Active users" and displays a table with one row. The table columns are "Display name", "Username", and "Licenses". The single row shows "Shihao Guo" as the display name, a redacted email address as the username, and "Microsoft 365 Business Basic" as the license. At the top of the main area, there is a "Recommended actions (1)" section with links for Add a user, Multi-factor authentication, Refresh, Delete user, Reset password, Manage product licenses, Manage roles, Export users, and Manage sign-in details. A search bar for "Search active users list" is also present.

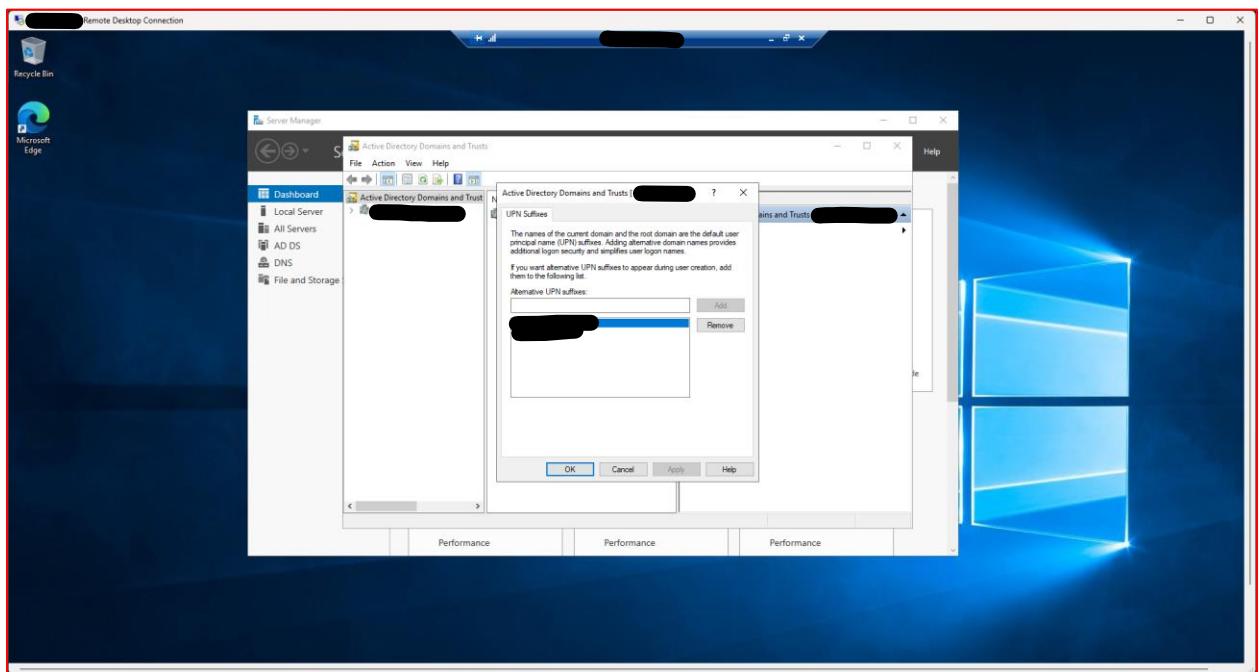
Sending a test email...

The screenshot shows the Microsoft Outlook interface. The left sidebar shows the "Sent Items" folder selected under "Folders". The main pane displays an email message titled "Guo - Sys Admin MS 365 Test". The message is from "Shihao Guo" to "shg182@pitt.edu". The body of the email contains the text "This is a test email.". Below the message are standard Outlook reply and forward buttons.

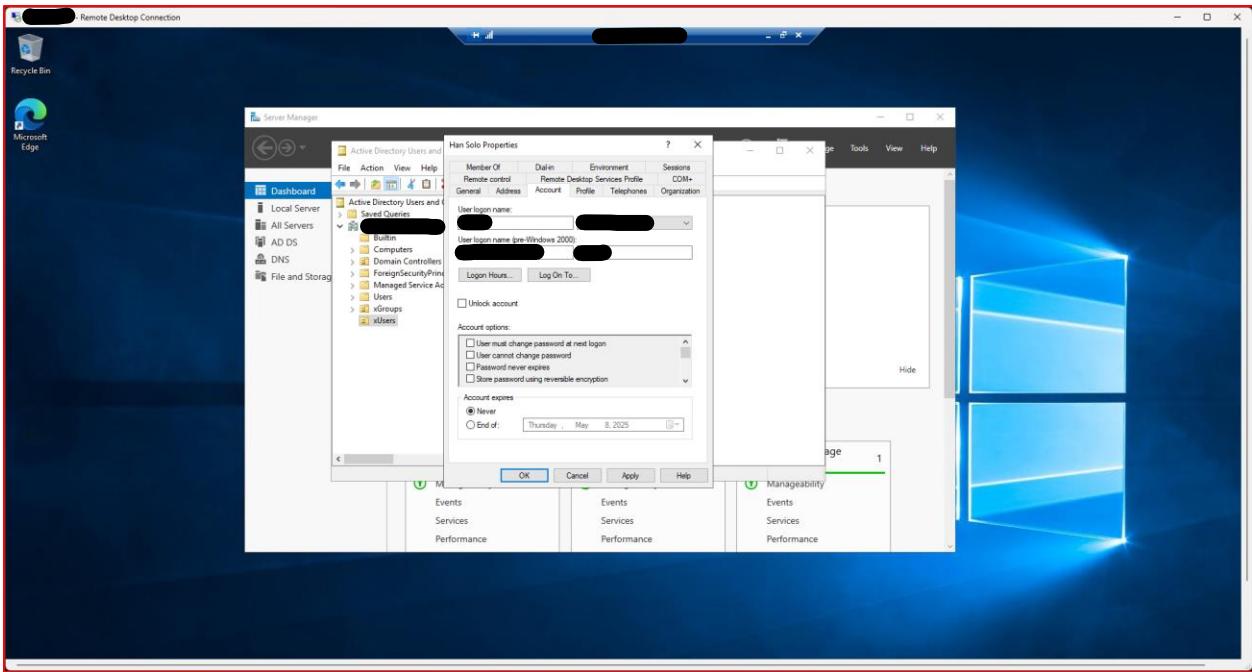
Test email received...



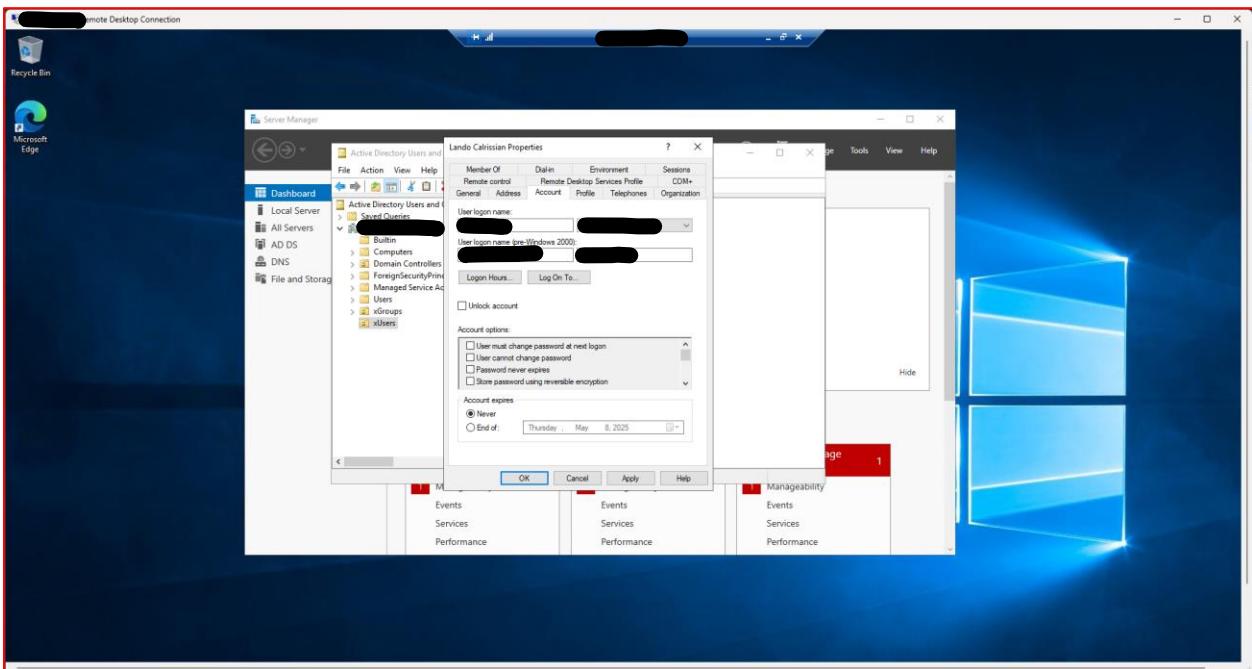
Added UPN Suffix...



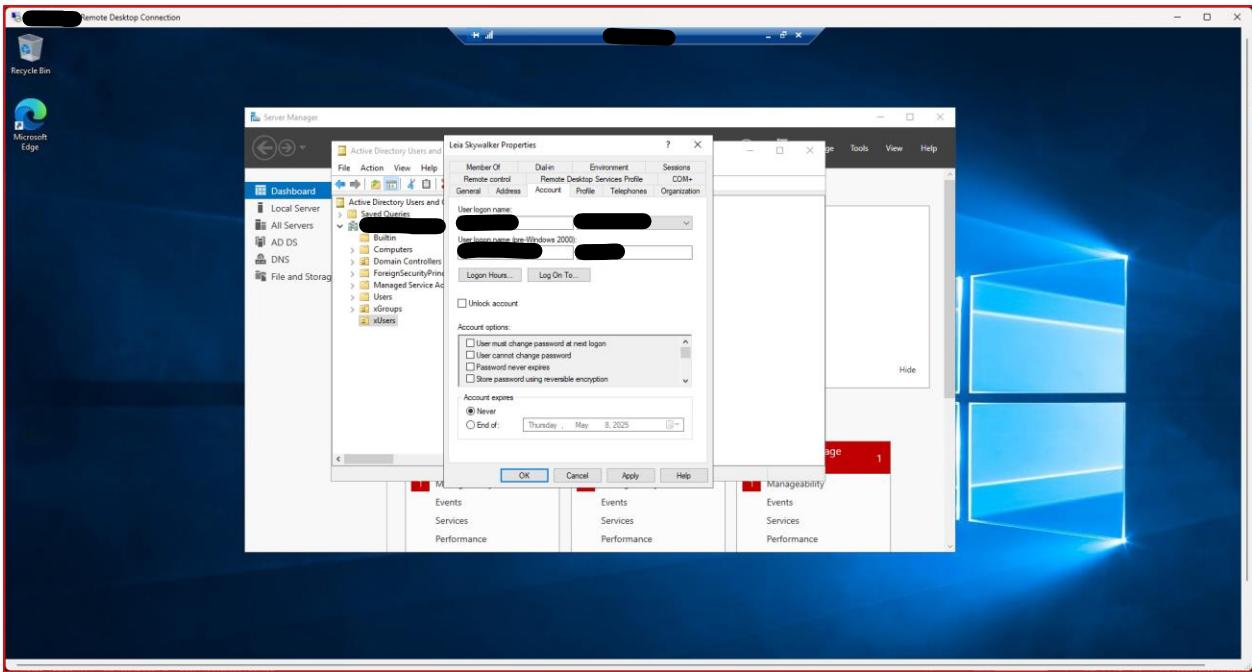
Han Solo...



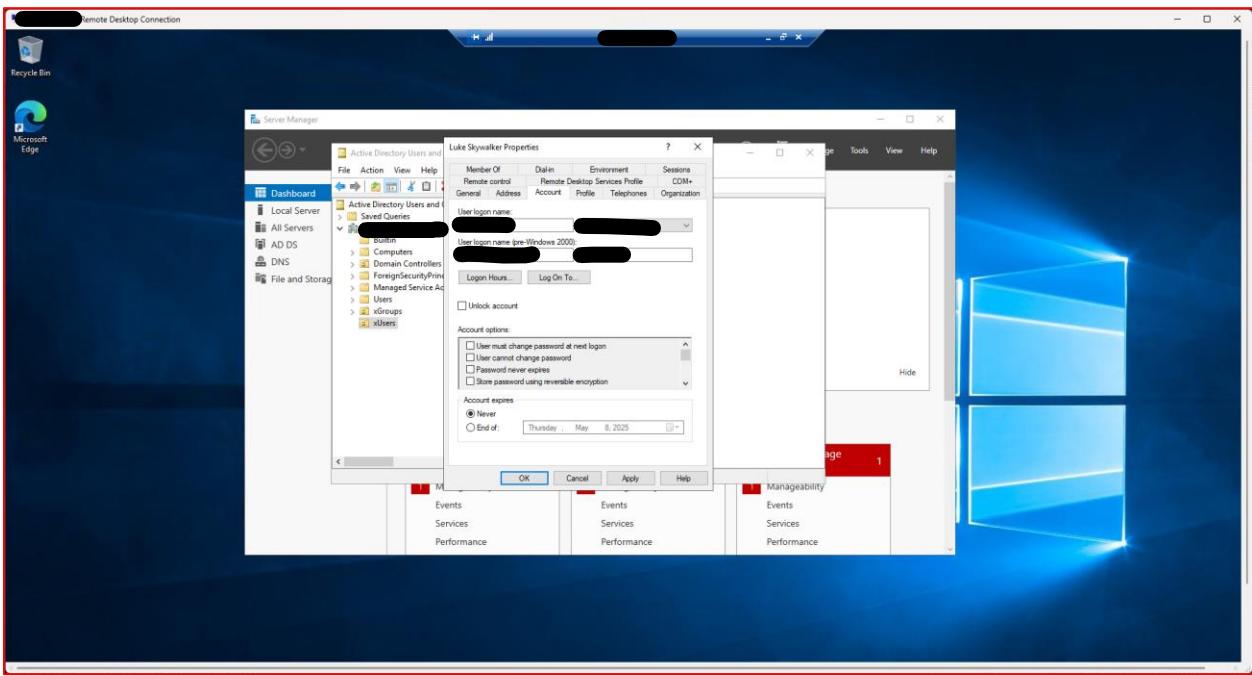
Lando Calrissian...



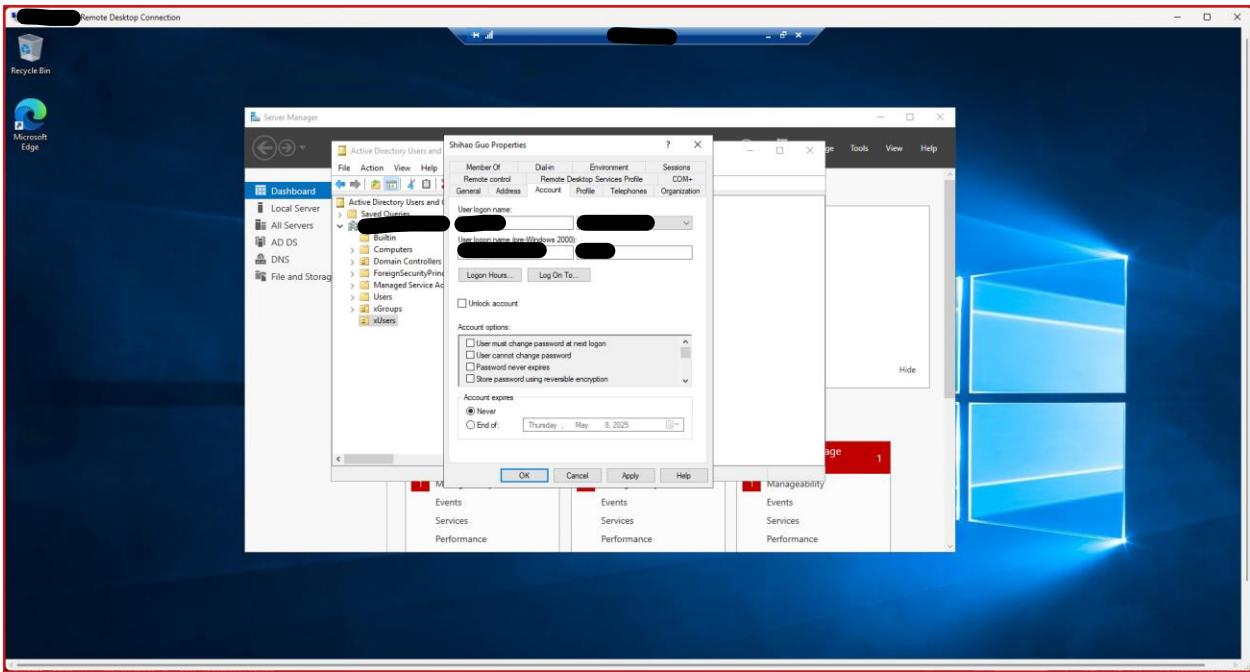
Leia Skywalker



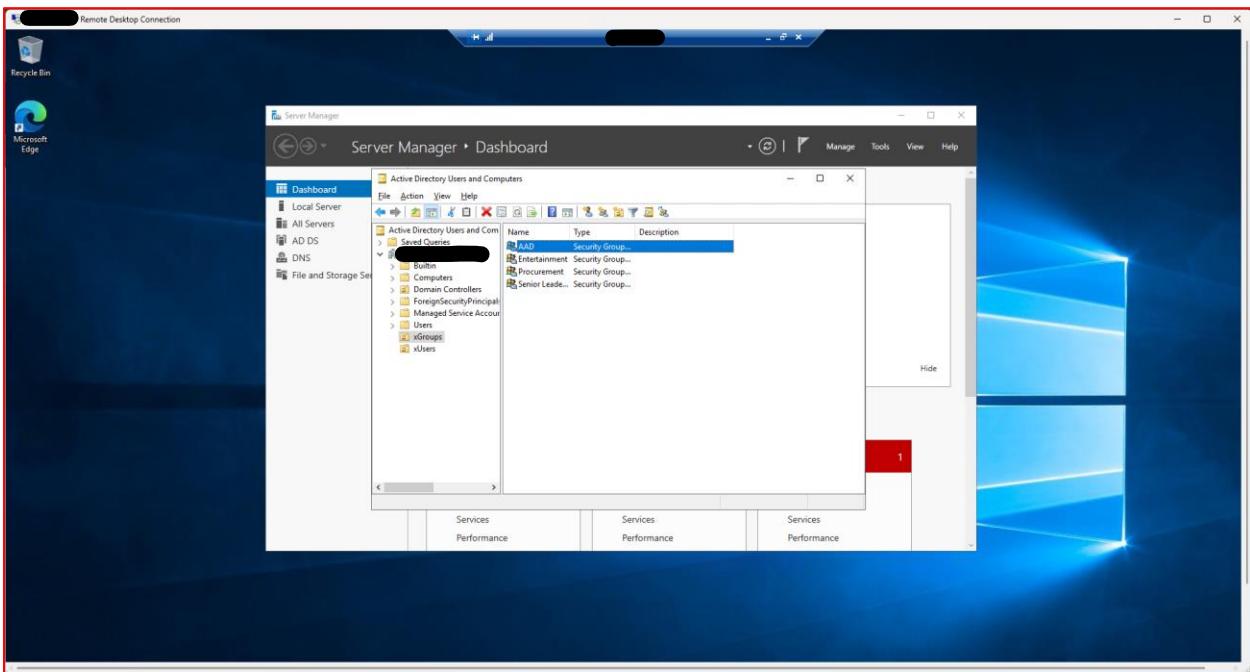
Luke Skywalker...



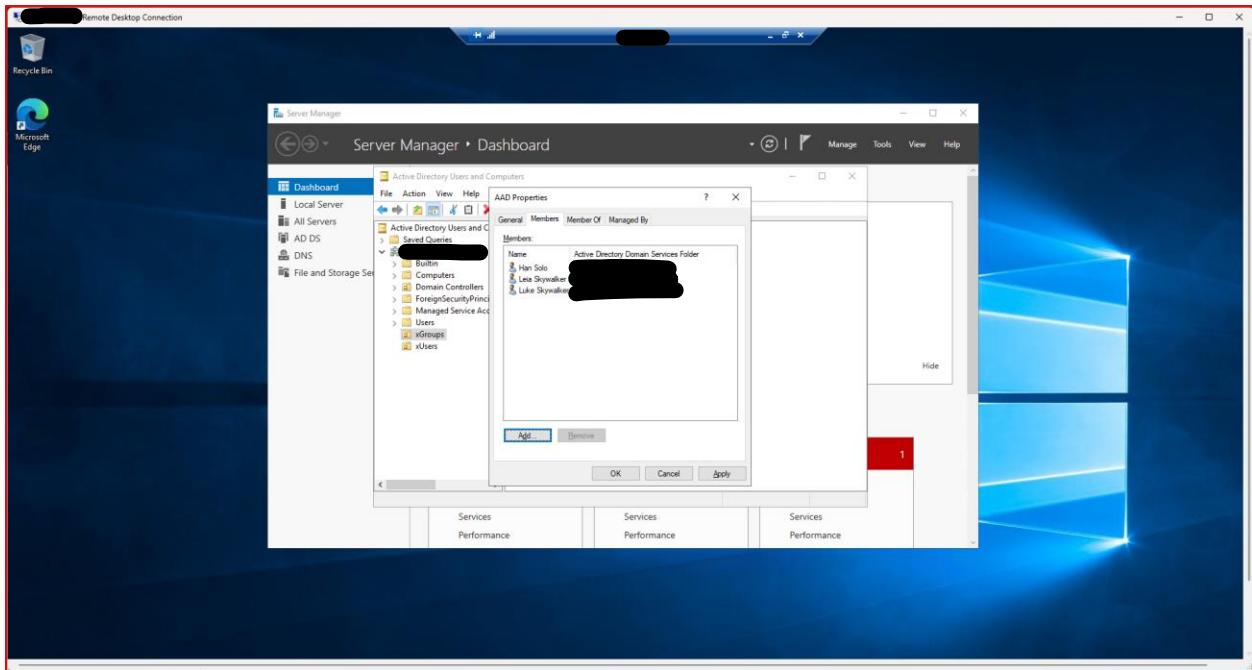
Myself...



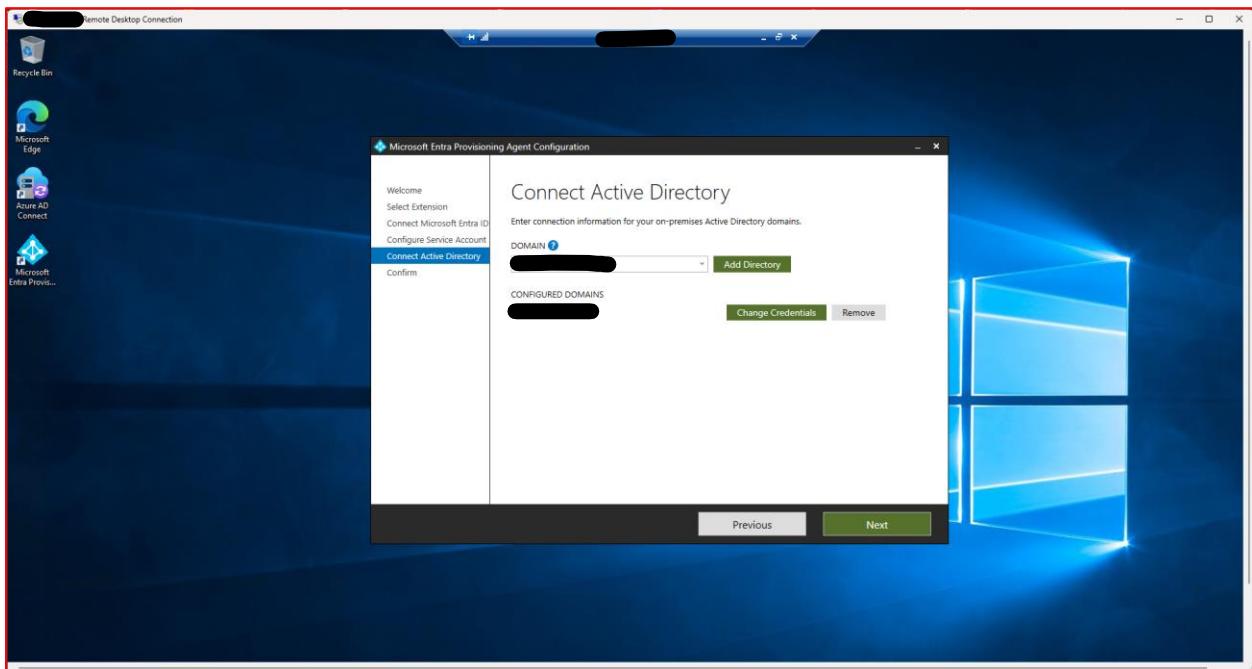
Created the “AAD” security group...



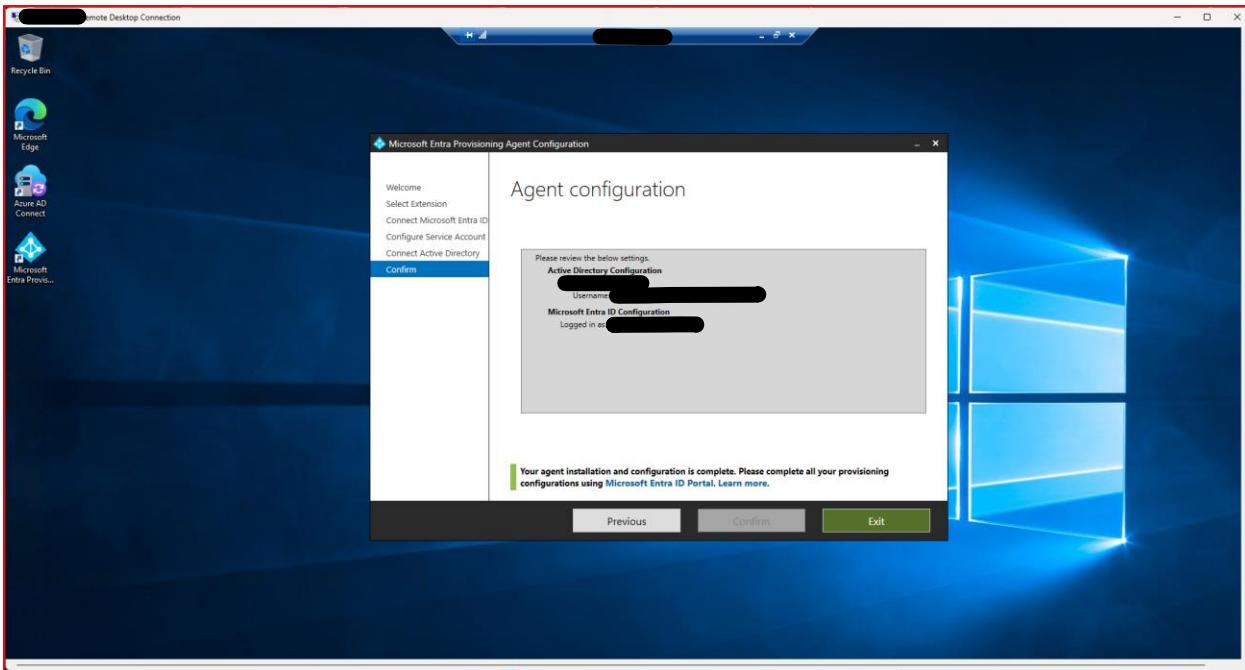
Added users to the AAD group...



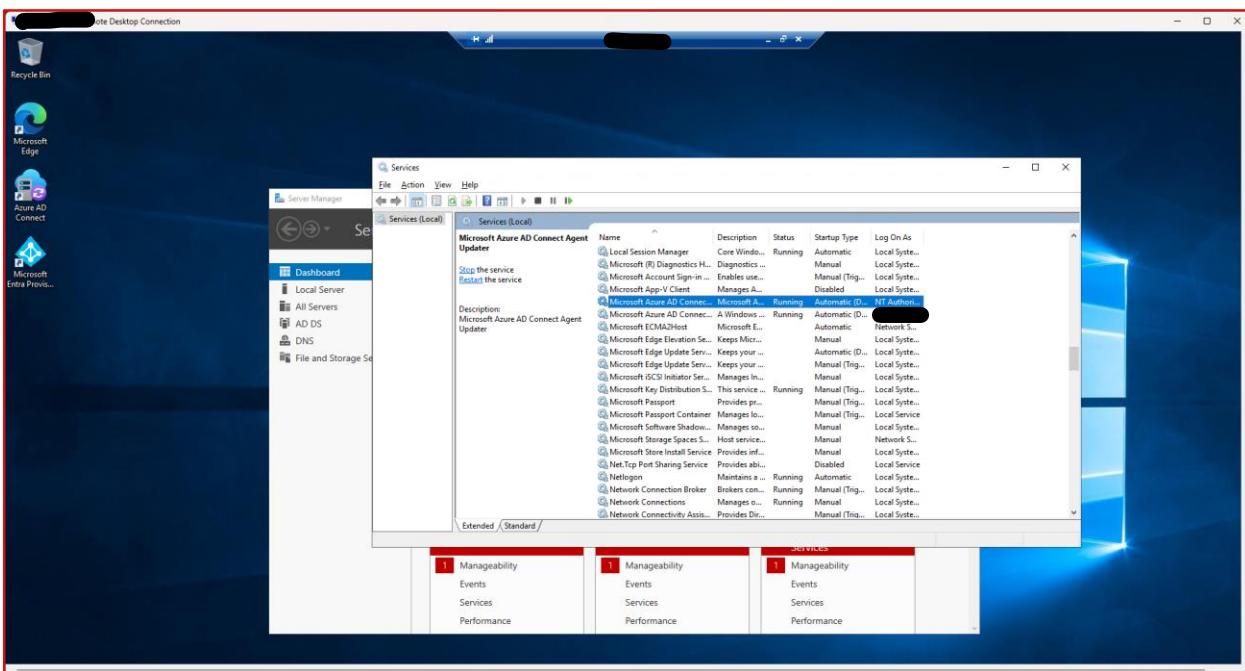
MS Entra Provisioning Agent Config...



Agent config complete...



Verify the agent on the local server...



New cloud sync configuration...

Home > University Of Phnom Penh | Microsoft Entra Connect > Microsoft Entra Connect | Cloud Sync > Configurations > New cloud sync configuration

New cloud sync configuration

Microsoft Entra ID

Create a Microsoft Entra Connect cloud sync configuration by completing the setup below with default parameters. You will be able to perform advanced configuration later in the setup. Read the [configuration guide](#) and [support topics](#) for setting up the configuration.

Which Active Directory domain would you like to sync? Note: We only show domains that have a reachable agent and that can be configured with.

See a list of active agents. [Click here](#)

Enable password写入 sync

Next step:

After saving your configuration with default parameters, you will be taken to the configuration detail page to manage advanced settings.

[Create](#) [Cancel](#)

## Scoping filters...

Home > Cloud sync | Configurations > [REDACTED] | Scoping filters ...

Scoping filters

Save

Overview

Provision on demand

Manage

Scoping filters

Attribute mapping

Expression builder

Monitor

Troubleshoot

Nested objects beyond the first level will not be included when scoping using security groups. Only use group scope filtering for pilot scenarios, there are limitations to syncing large groups. [Learn more](#).

All users

Selected security groups

Selected organizational units

Distinguished name of object

Add

Distinguished name

[REDACTED]

Remove

Remove

Healthy...

The screenshot shows the Microsoft Entra Connect Cloud Sync Configurations page. On the left, there's a navigation sidebar with sections like Identity, Overview, Users, Groups, Devices, Applications, Roles & admins, Billing, Settings, Protection, Identity Governance, External identities, User experiences, Hybrid management, Microsoft Entra Connect, Monitoring & health, Sign-in logs, Audit logs, Provisioning logs, and Health. The main area is titled "Cloud sync | Configurations" and shows a table with one row. The table has columns for Configuration, Sync direction (AD to Microsoft Entra ID), and Status (Healthy). A success message at the top right says "Overview - properties Configuration successfully updated".

Synced users...

The screenshot shows the Microsoft 365 Admin Center Active users page. The left sidebar includes Home, Copilot, Users (Active users selected), Contacts, Guest users, Deleted users, Teams & groups, Marketplace, Billing, Setup, and Customize navigation. The main content area is titled "Active users" and lists several users with their display names, usernames, and license status. The users listed are Han Solo, Leia Skywalker, Luke Skywalker, On-Premises Directory Synchronization Service Account, and Shihao Guo. The "On-Premises Directory Synchronization Service Account" is listed as licensed.

Display name	Username	Licenses
Han Solo	[REDACTED]	Unlicensed
Leia Skywalker	[REDACTED]	Unlicensed
Luke Skywalker	[REDACTED]	Unlicensed
On-Premises Directory Synchronization Service Account	[REDACTED]	Licensed
Shihao Guo	[REDACTED]	Microsoft 365 Business Basic

**Why did the AD user Lando Calrissian not sync over to AAD? This is because the AD user Lando Calrissian is not added to the AAD security group on the Domain Controller.**

**I TRIED TO SEND THE TEST EMAIL TO MY Pitt EMAIL, BUT MY Pitt EMAIL DID NOT GET ANYTHING. I HAVE NO IDEA WHY.**

This is my Pitt Email, nothing for Luke Skywalker (The one shown in the picture is not it):

This screenshot shows the Microsoft Outlook inbox interface. The left sidebar displays various folders like Favorites, Inbox, Sent Items, Drafts, etc., with counts of 899 messages each. The main pane shows a list of emails. One email from "Guo - Sys Admin MS 365 Test" is selected, with the subject "Guo - Sys Admin MS 365 Test". The message body contains the text "This is a test email 2." and three buttons: "I got your email.", "I have received this email.", and "This is my email.". Below the message are standard reply and forward buttons.

Also, in my Pitt email, I sent/reply email to Luke Skywalker:

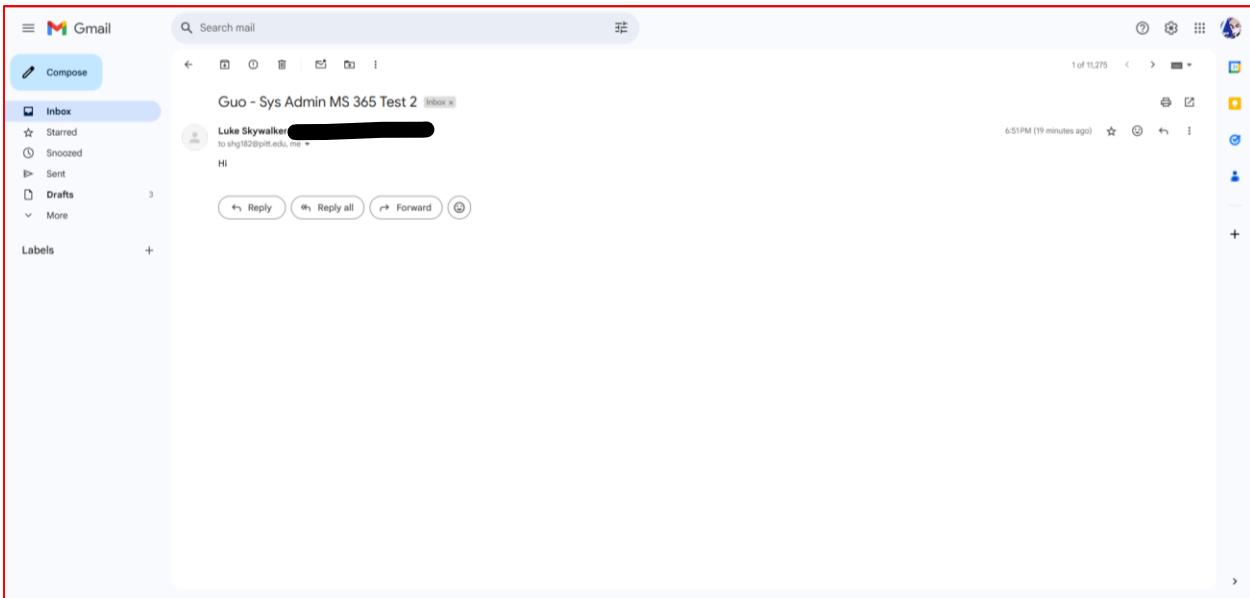
This screenshot shows the Microsoft Outlook inbox interface. The left sidebar displays various folders like Favorites, Inbox, Sent Items, Drafts, etc., with counts of 899 messages each. The main pane shows a list of emails. Three test emails from "Luke Skywalker" are visible, all with the subject "Test". The first email has the body "test". The second email has the body "hello?". The third email has the body "hi". Each email has a standard reply and forward button below it.

This is Luke Skywalker's email. I got the test emails sent from my Pitt email, but when I sent/reply to the emails, nothing shows up in my Pitt email shown above:

The screenshot shows the Microsoft Outlook interface. The left sidebar displays navigation options like Home, View, Help, New mail, Delete, Archive, Report, Move to, Reply, Reply all, Forward, Quick steps, Read / Unread, and various icons for search, filter, and settings. The main pane is titled "Test" and shows an email conversation. The first message is from "Guo, Shi Hao <SHG182@pitt.edu>" to "Luke Skywalker" at 6:51 PM, containing the text "Hi". The second message is from "Luke Skywalker" at 6:47 PM, containing "hi". The third message is from "Guo, Shi Hao" at 6:48 PM, containing "hello?". The fourth message is from "Luke Skywalker" at 6:48 PM, containing "This is a test". The fifth message is from "Guo, Shi Hao" at 6:49 PM, containing "test". The right side of the screen shows the date and time of each message: Tue 4/8/2025 6:49 PM, Tue 4/8/2025 6:47 PM, Tue 4/8/2025 6:48 PM, Tue 4/8/2025 6:48 PM, and Tue 4/8/2025 6:49 PM.

I tried to use my personal email; it works just fine sending back and forth, still nothing on my Pitt email:

This screenshot shows the same Microsoft Outlook interface as the previous one. The left sidebar is identical. The main pane displays an email titled "Guo - Sys Admin MS 365 Test 2" from "Guo - Sys Admin MS 365 Test 2" to "Luke Skywalker" at 6:51 PM. The message body contains "Hi". Below the message, there are "Reply", "Reply all", and "Forward" buttons. The right side of the screen shows the date and time of the message: Tue 4/8/2025 6:51 PM.



Exchange admin center...

A screenshot of the Microsoft Exchange Admin Center. The left sidebar lists various administrative sections like Home, Recipients, Mailboxes, Groups, Resources, Contacts, Mail flow, Roles, Migration, Mobile, Reports, Insights, Public folders, Organization, Settings, Troubleshoot, Other features, and Microsoft 365 admin center. The 'Mailboxes' section is selected. The main content area is titled 'Manage mailboxes' and contains a table of user mailboxes. The table has columns for Display name, Email address, Recipient type, Archive status, and Last modified time. Two entries are listed: 'Luke Skywalker' (UserMailbox, None) and 'Shihao Guo' (UserMailbox, None). There are buttons at the top of the table for Mailflow setting, Hide from address list, Edit, Mailbox delegation, Convert to shared mailbox, Refresh, and a search bar.

Sales account created...

**Manage mailboxes**

Create and manage settings for shared mailboxes. You can also manage settings for user mailboxes, but to add or delete them you must go to the Microsoft 365 admin center and do this on the active users page. Learn more about mailboxes

Display name	Email address	Recipient type	Archive status
Luke Skywalker	[REDACTED]	UserMailbox	None
Sales	[REDACTED]	SharedMailbox	None
Shihao Guo	[REDACTED]	UserMailbox	None

**Sales**  
Shared mailbox  
[Hide mailbox](#) [Email forwarding](#) [Send on behalf](#)

[General](#) [Organization](#) [Delegation](#) [Mailbox](#) [Others](#)

**Contact information**

First name	Last name
Display name	Alias
Sales	sales
User ID	Mobile phone

[Manage contact information](#)

**Hide from global address list (GAL)**  
No [Manage hide from GAL](#)

**Email addresses**  
[REDACTED] [Manage email address types](#)

**Mailbox Usage: 0.00 MB/49.5 GB**  
0.00% used [Last Logon: Mailbox not logged in yet](#) [Learn more about mailbox usage](#)

**Email apps & mobile devices**  
Default settings for Outlook on the web IMAP, POP3, MAPI applied [Manage email apps settings](#) [Manage mobile devices](#)

Added Luke Skywalker to both “Send as” and “Read & Manage”

**Manage mailboxes**

Create and manage settings for shared mailboxes. You can also manage settings for user mailboxes, but to add or delete them you must go to the Microsoft 365 admin center and do this on the active users page. Learn more about mailboxes

Display name	Email address	Recipient type	Archive status
Luke Skywalker	[REDACTED]	UserMailbox	None
Sales	[REDACTED]	SharedMailbox	None
Shihao Guo	[REDACTED]	UserMailbox	None

**Sales**  
Shared mailbox  
[Hide mailbox](#) [Email forwarding](#) [Send on behalf](#)

[General](#) [Organization](#) [Delegation](#) [Mailbox](#) [Others](#)

**Send as (1)**  
The Send as permission allows the delegate to send an email from this mailbox. Message will appear to have been sent from this mailbox owner.  
[Edit](#)

**Read and manage (Full Access) (1)**  
The Full Access permission allows a delegate to open this mailbox and behave as the mailbox owner.  
[Edit](#)

The screenshot shows the Exchange admin center interface. On the left, a navigation pane lists various administrative categories like Home, Recipients, Mailboxes, Groups, Resources, Contacts, Mail flow, Roles, Migration, Mobile, Reports, Insights, Public folders, Organization, Settings, Troubleshoot, and Other features. The 'Mailboxes' section is currently selected. The main content area is titled 'Manage mailboxes' and contains a table of mailbox settings. The table has columns for Display name, Email address, Recipient type, and Archive status. It lists three entries: Luke Skywalker (UserMailbox, None), Sales (SharedMailbox, None), and Shihao Guo (UserMailbox, None). A red box highlights the 'Mailbox delegation' column header. A modal window titled 'Manage mailbox delegation' is open on the right, showing a list of members with one item added: 'User Principal Name' (redacted). A note at the top of the modal states: 'The Send as permission allows the delegate to send an email from this mailbox. Message will appear to have been sent from this mailbox owner.'

Email sent from my Pitt email and received by Sales...

The screenshot shows an Outlook inbox. The left sidebar includes sections for Favorites (Inbox, Sent Items, Drafts, Folders), Junk Email, Notes, Archive, Conversation History, and Search Folders. The main area displays a list of emails under the 'Sent Items' folder. One email is highlighted: 'Test email' from 'Guo, Shi Hao' to a redacted recipient, dated 'Tue 4/6/2023 7:53 PM'. The message body says 'This is a test.' Below the message are 'Reply' and 'Forward' buttons. The rest of the inbox shows other recent emails from various senders.

