



Creating a new MS Office 365 service account with global administrator permissions

SaaS Backup For Office 365

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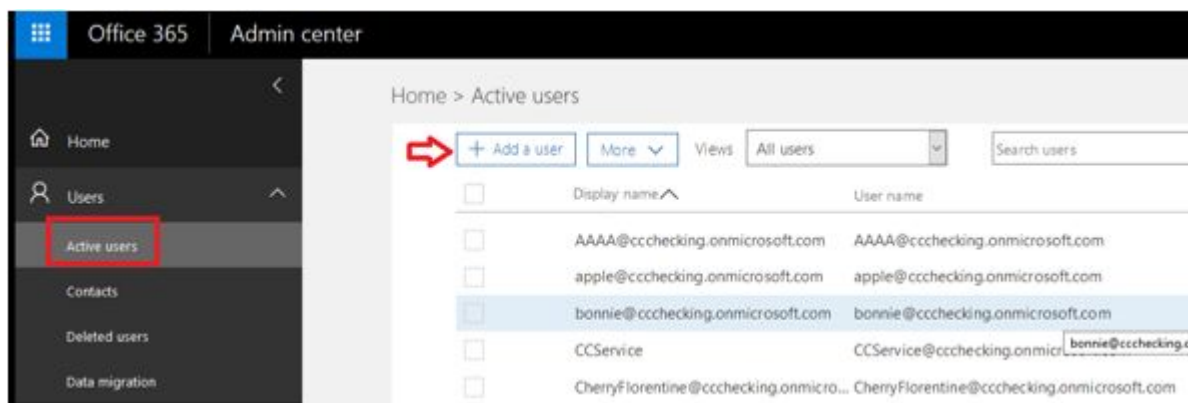
Creating a new Microsoft Office 365 service account with global administrator permissions is recommended when signing up for SaaS Backup for Office 365. However, creating a new account is not required. If you prefer, you can use your existing Microsoft Office 365 service account.

Steps

1. Log in to your Office 365 Management portal using an account with administrative privileges.
2. Click **Users**.



3. Select **Active users**, and then click **Add a user**.



4. Enter the details of the new service account.
 - First name
 - Last name
 - Display name
 - User name
The user name is the name of the service account.
5. Expand **Roles**, select **Global administrator** as the role, and then click **Add**.

Global administrator

^ Roles

You can assign different roles to people in your organization. [Learn more about admin roles](#)

☐ User (no administrator access)

This user won't have permissions to the Office 365 admin center or any admin tasks.

☒ Global administrator

This user will have access to all features in the admin center and can perform all tasks in the Office 365 admin center.

☐ Customized administrator

You can assign this user one or many roles so they can manage specific areas of Office 365.

Alternative email address

Product licenses Office 365 Enterprise E3

Add Cancel

The service account details are sent to the administrator.

6. Log in to your Office 365 Management Portal with the new account to activate it.
7. Ensure that the service account includes licenses for Exchange Online and SharePoint Online, at a minimum.

This is especially important if you restrict the individual licenses for the Global administrator role.



You can enable multi-factor authorization (MFA) on this account.

ZZZ Config account

As part of your SaaS Backup subscription, a new account is created with ZZZ CC Config [GUID].

This auto-created account is used for discovering Shared/Archive mailboxes and private groups. It should have Exchange and SharePoint permissions (customized administrator in O365). It is recommended that you exclude this account from MFA policies.

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