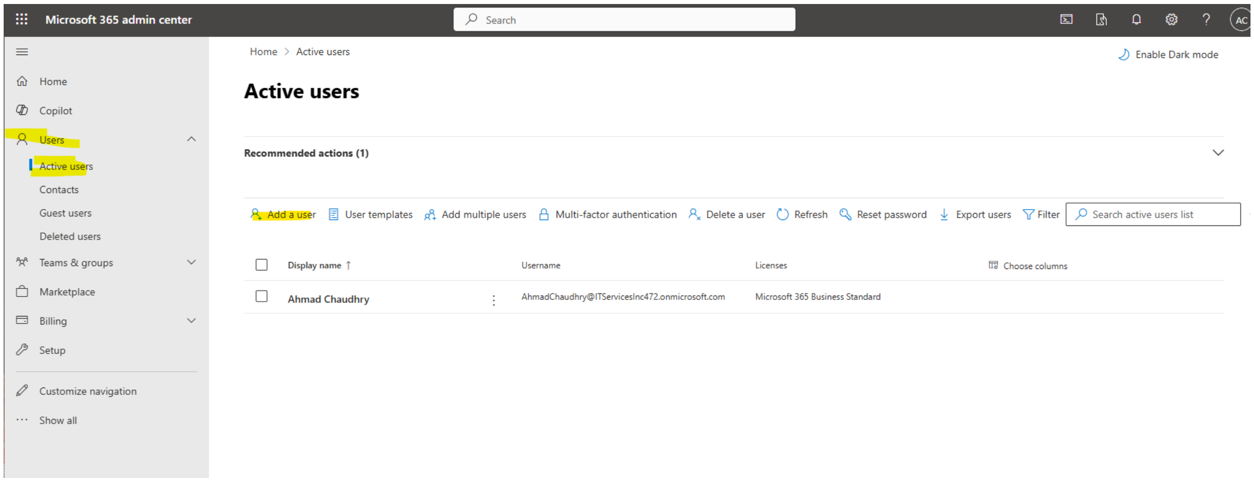
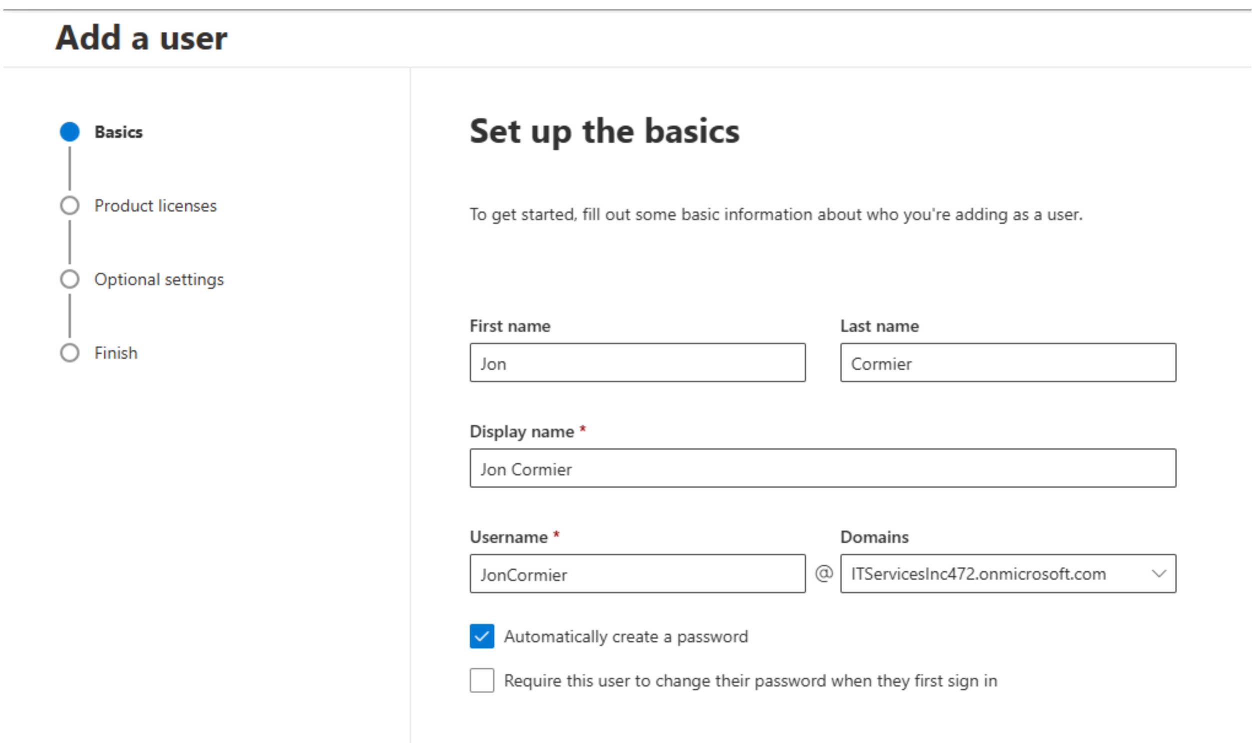
Table of Contents

Admin Center Navigation, Add Users, Licenses and Permissions

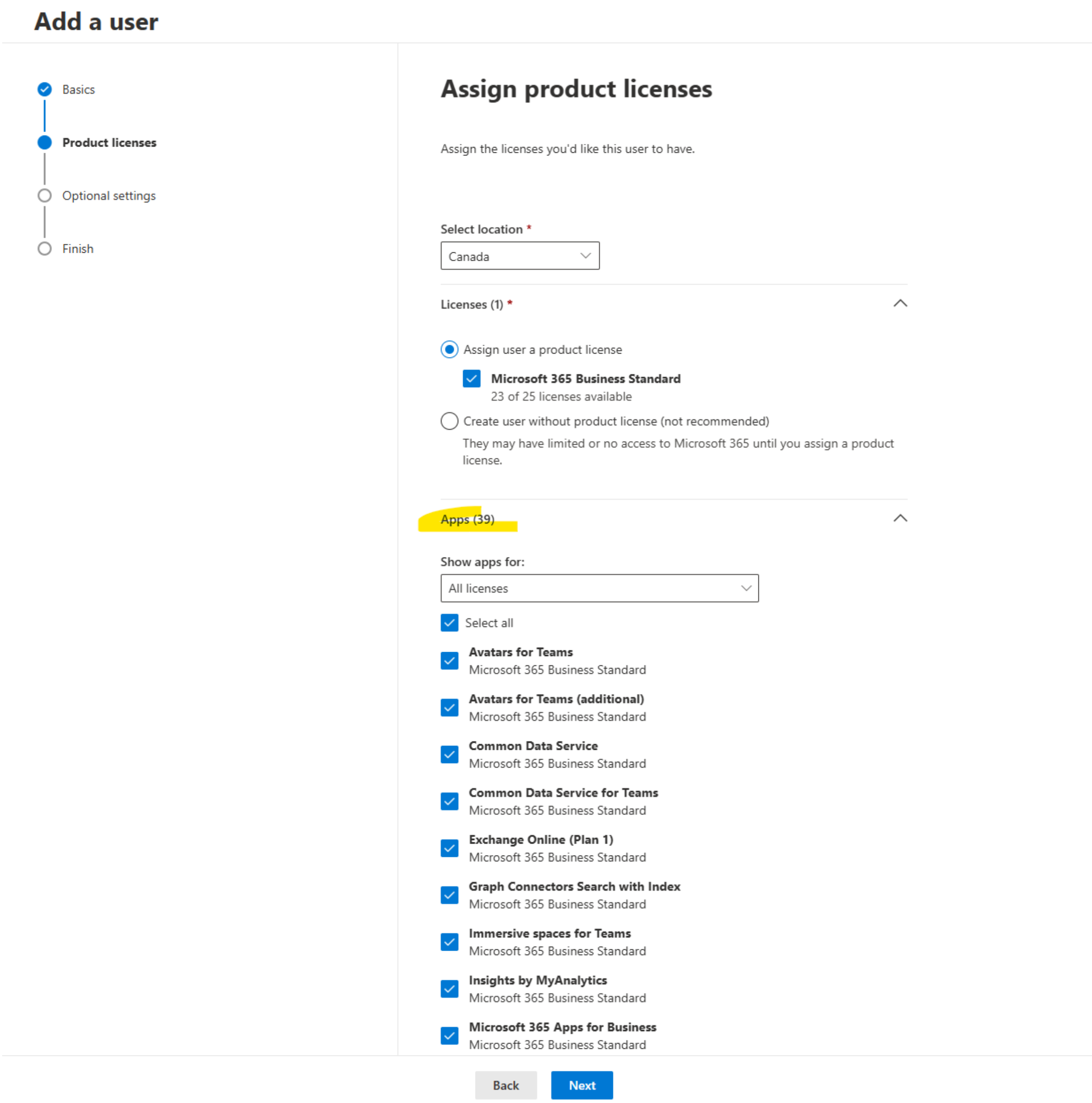
- We will create a user. In the Microsoft admin center, go to **Users->Active users->Add a user**



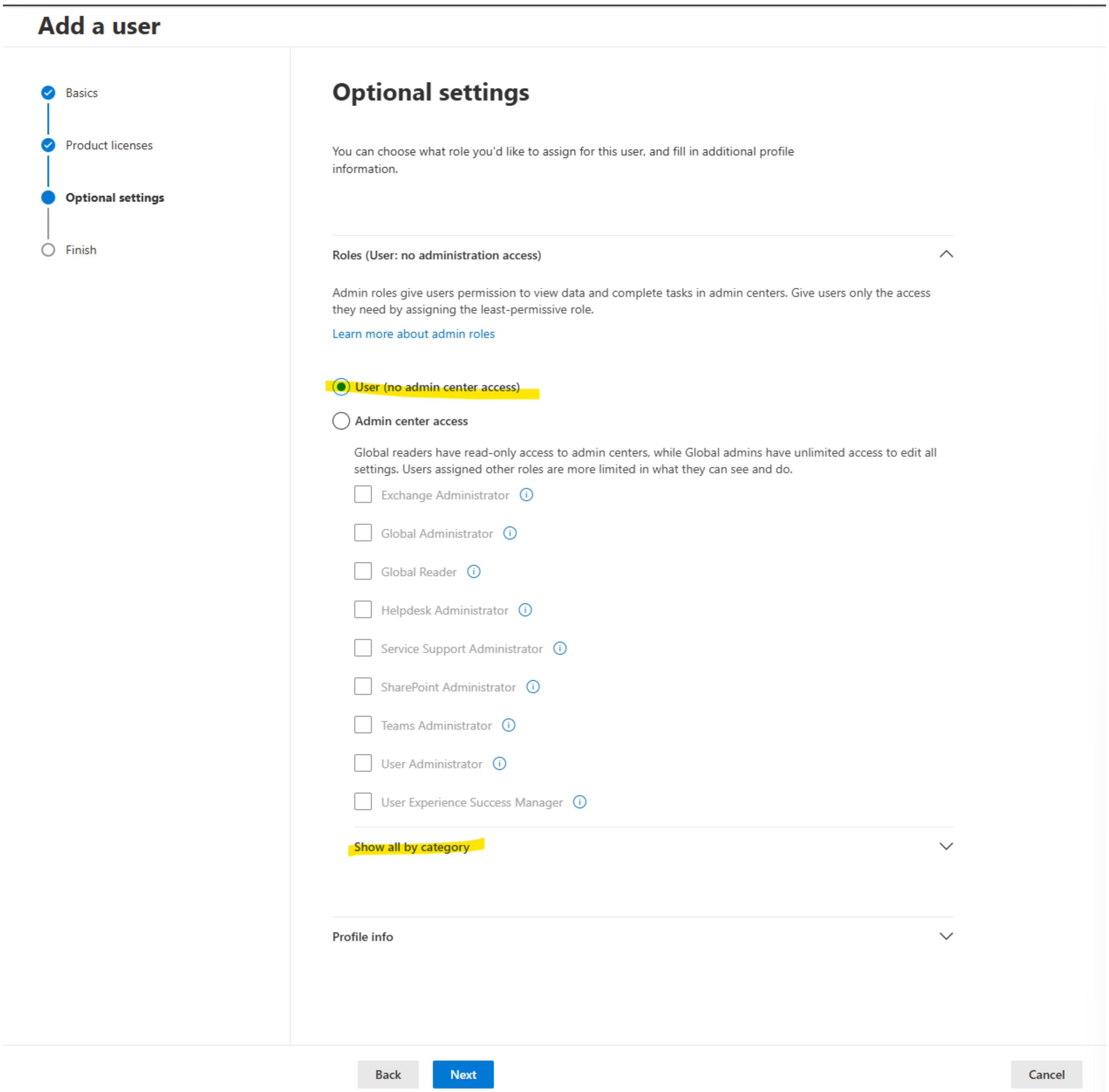
- Fill in the details in each configuration stage



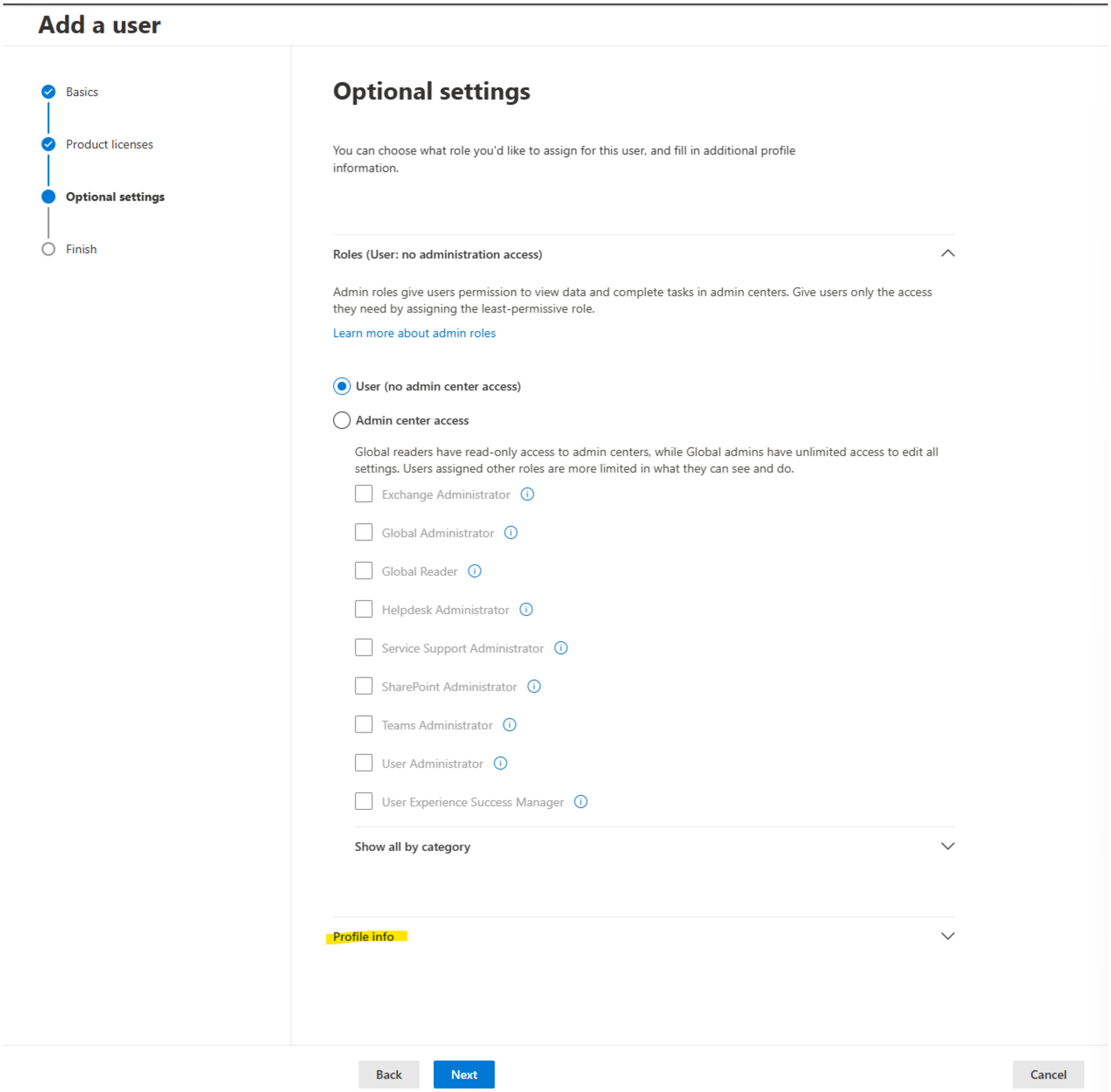
- After you assign the license, click **Apps**. Here, you can see all the applications available with the Business Standard license, and you can remove access to any of them if needed.

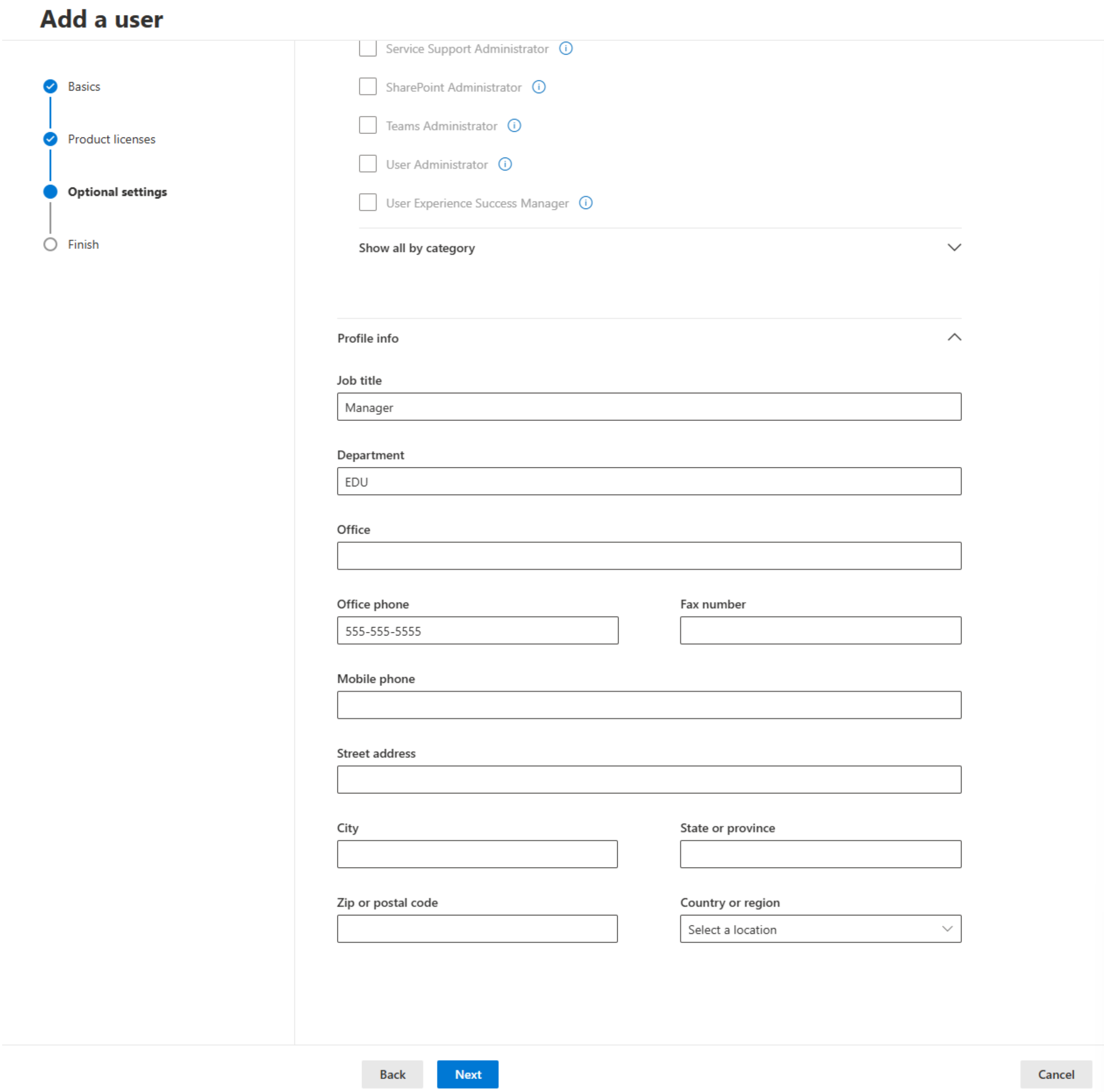


- Assign the role. We will assign a user with no admin center access, but you can also assign admin center access, depending on the nature of the person's job. You can even expand the details by selecting **Show all by category**

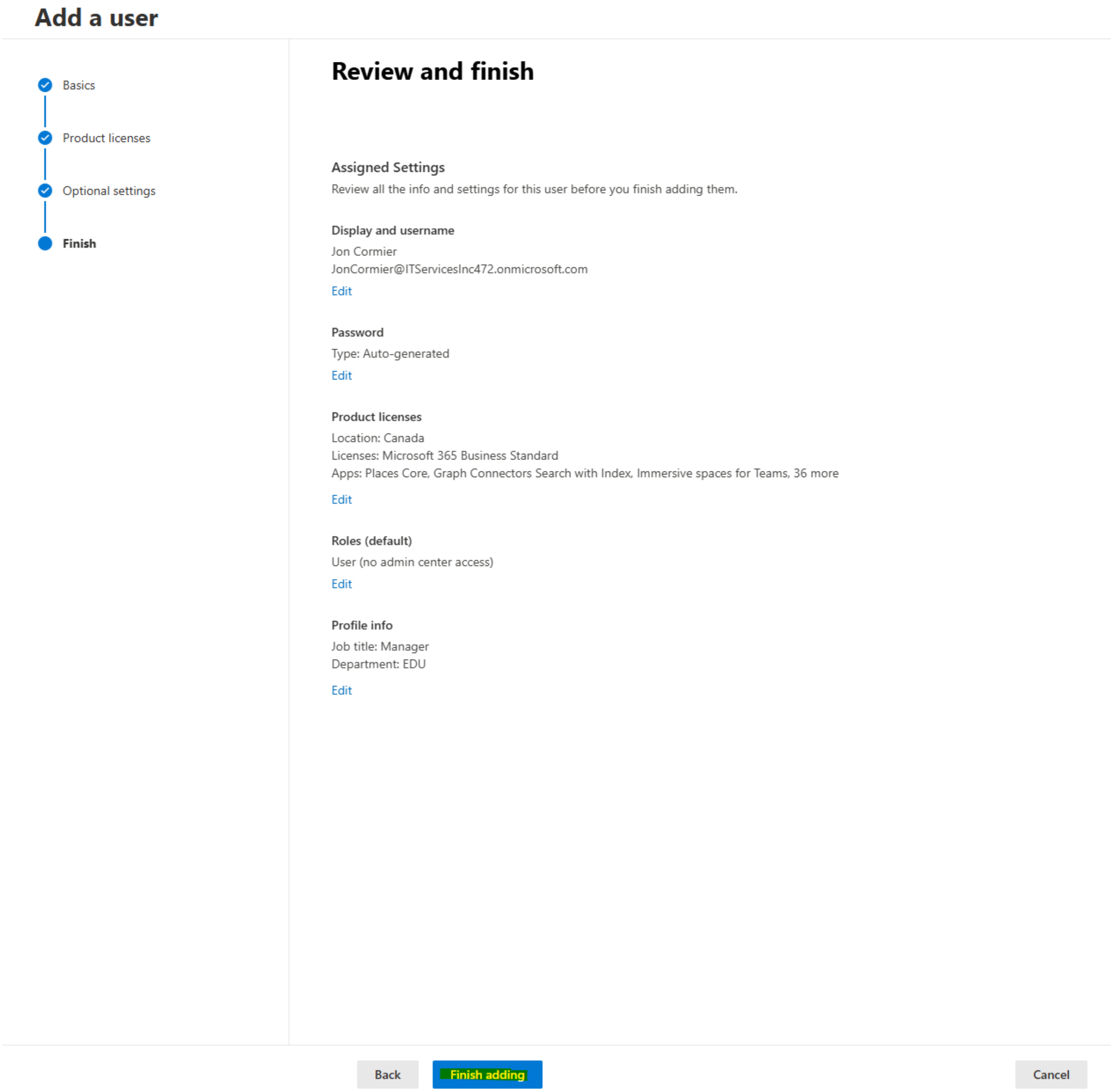


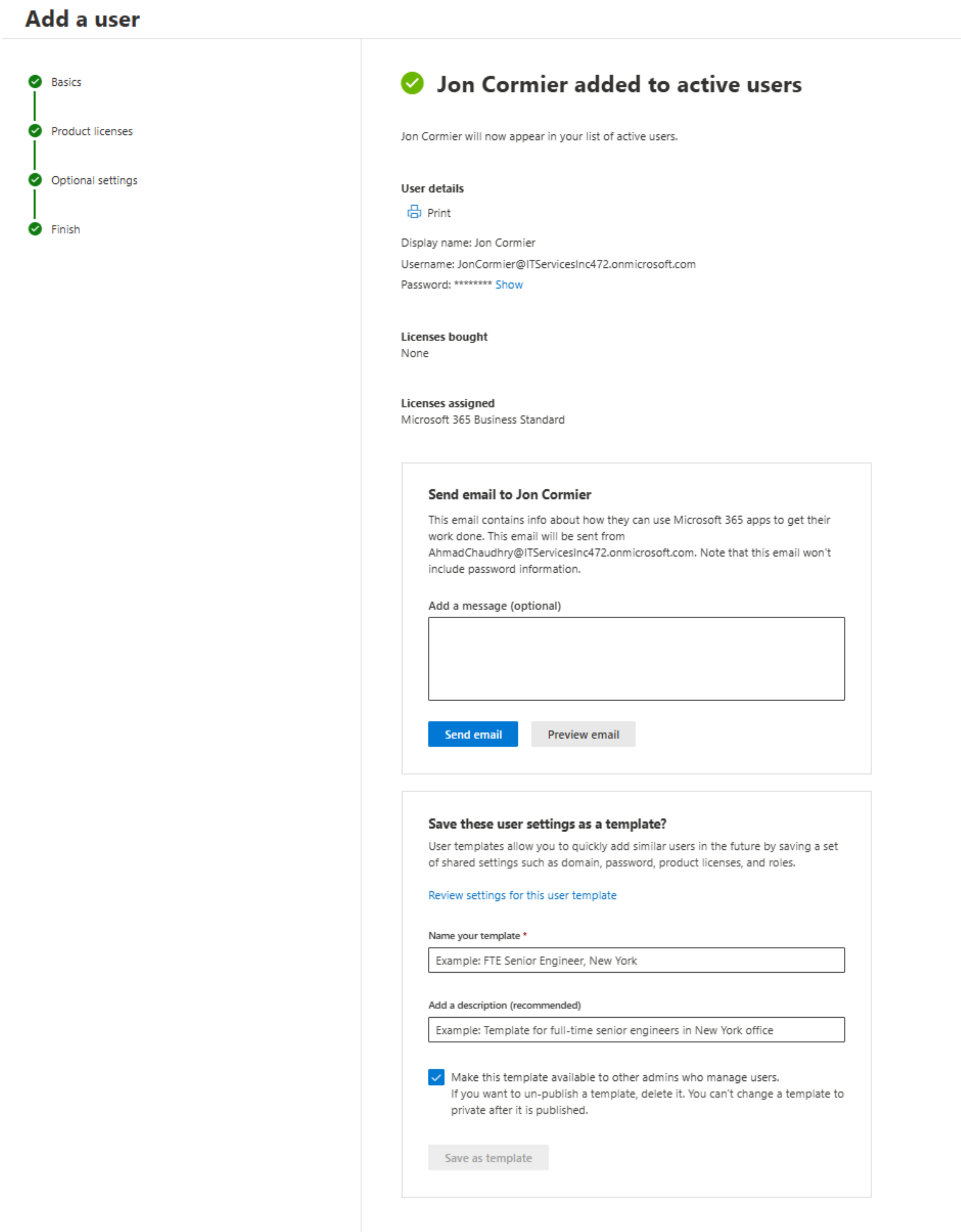
- Fill out the profile info, you can fill in the information later as well


Add a user
Basics
Product licenses
Optional settings
Finish
Optional settings
You can choose what role you'd like to assign for this user, and fill in additional profile information.
Roles (User: no administration access)
Admin roles give users permission to view data and complete tasks in admin centers. Give users only the access they need by assigning the least-permissive role.
Learn more about admin roles
User (no admin center access)
Admin center access
Global readers have read-only access to admin centers, while Global admins have unlimited access to edit all settings. Users assigned other roles are more limited in what they can see and do.
Exchange Administrator
Global Administrator
Global Reader
Helpdesk Administrator
Service Support Administrator
SharePoint Administrator
Teams Administrator
User Administrator
User Experience Success Manager
Show all by category
Profile info
Back
Next
Cancel

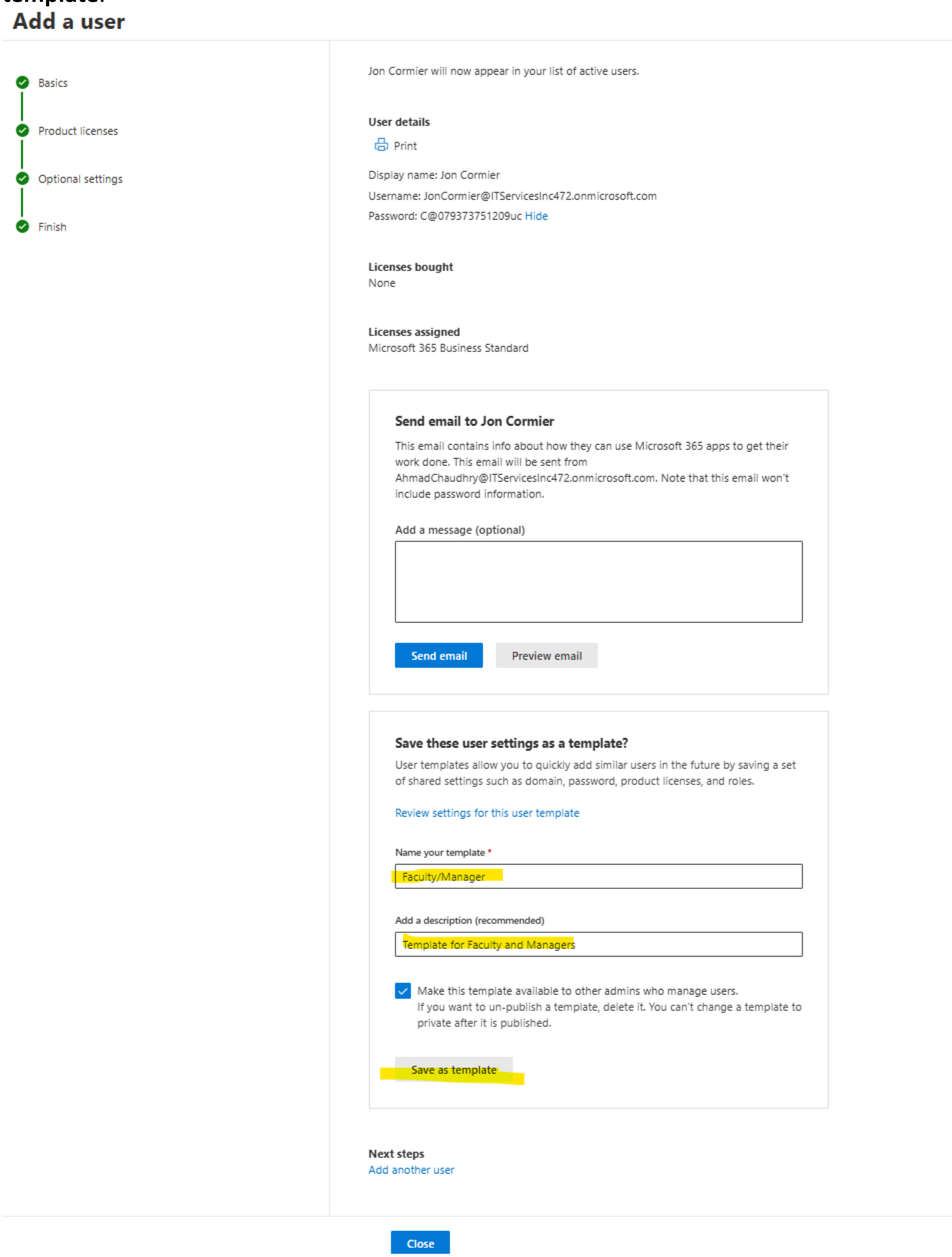


- Click **Finish adding** after reviewing and the user is added

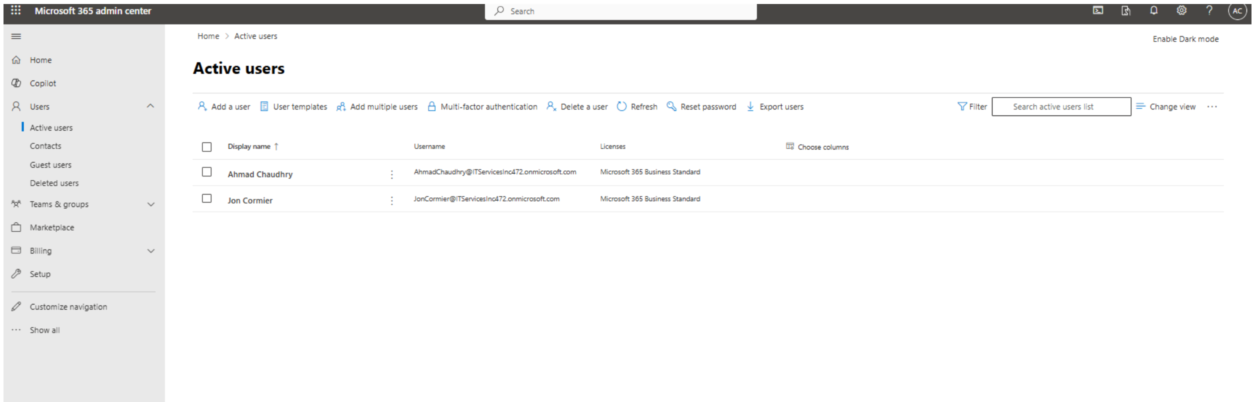

Add a user
Basics
Product licenses
Optional settings
Finish
Review and finish
Assigned Settings
Review all the info and settings for this user before you finish adding them.
Display and username
Jon Cormier
JonCormier@ITServicesInc472.onmicrosoft.com
Edit
Password
Type: Auto-generated
Edit
Product licenses
Location: Canada
Licenses: Microsoft 365 Business Standard
Apps: Places Core, Graph Connectors Search with Index, Immersive spaces for Teams, 36 more
Edit
Roles (default)
User (no admin center access)
Edit
Profile info
Job title: Manager
Department: EDU
Edit
Back
Finish adding
Cancel


Add a user
Basics
Product licenses
Optional settings
Finish
Jon Cormier added to active users
Jon Cormier will now appear in your list of active users.
User details
Print
Display name: Jon Cormier
Username: JonCormier@ITServicesInc472.onmicrosoft.com
Password: ******** Show
Licenses bought
None
Licenses assigned
Microsoft 365 Business Standard
Send email to Jon Cormier
This email contains info about how they can use Microsoft 365 apps to get their work done. This email will be sent from AhmadChaudhry@ITServicesInc472.onmicrosoft.com. Note that this email won't include password information.
Add a message (optional)
Send email
Preview email
Save these user settings as a template?
User templates allow you to quickly add similar users in the future by saving a set of shared settings such as domain, password, product licenses, and roles.
Review settings for this user template
Name your template *
Example: FTE Senior Engineer, New York
Add a description (recommended)
Example: Template for full-time senior engineers in New York office
Make this template available to other admins who manage users.
If you want to un-publish a template, delete it. You can't change a template to private after it is published.
Save as template

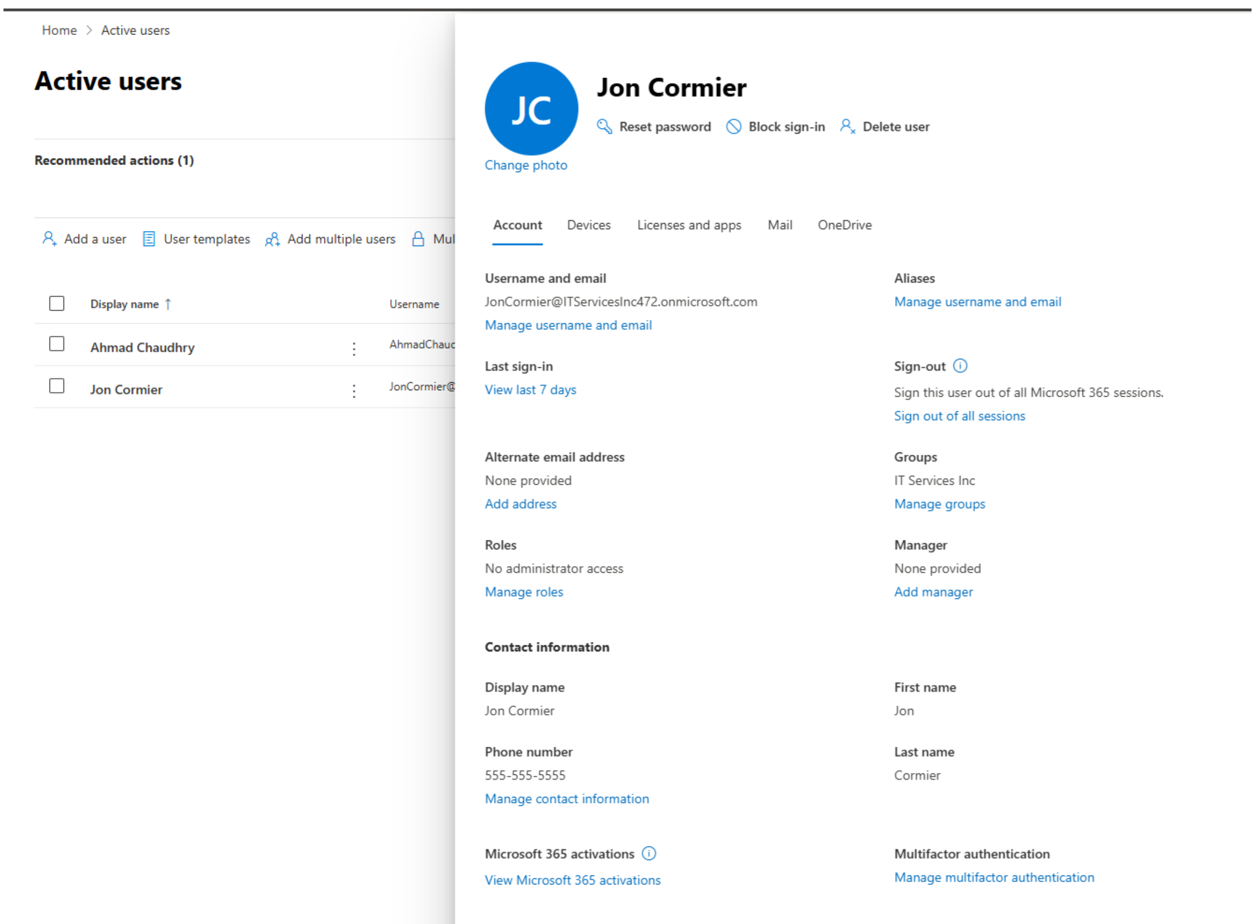
- We can save user settings as a template. I will save one for faculty and managers. For example, if another faculty member or manager starts working, I can simply use this template instead of manually creating the user again. Make sure to **save it as a template**.



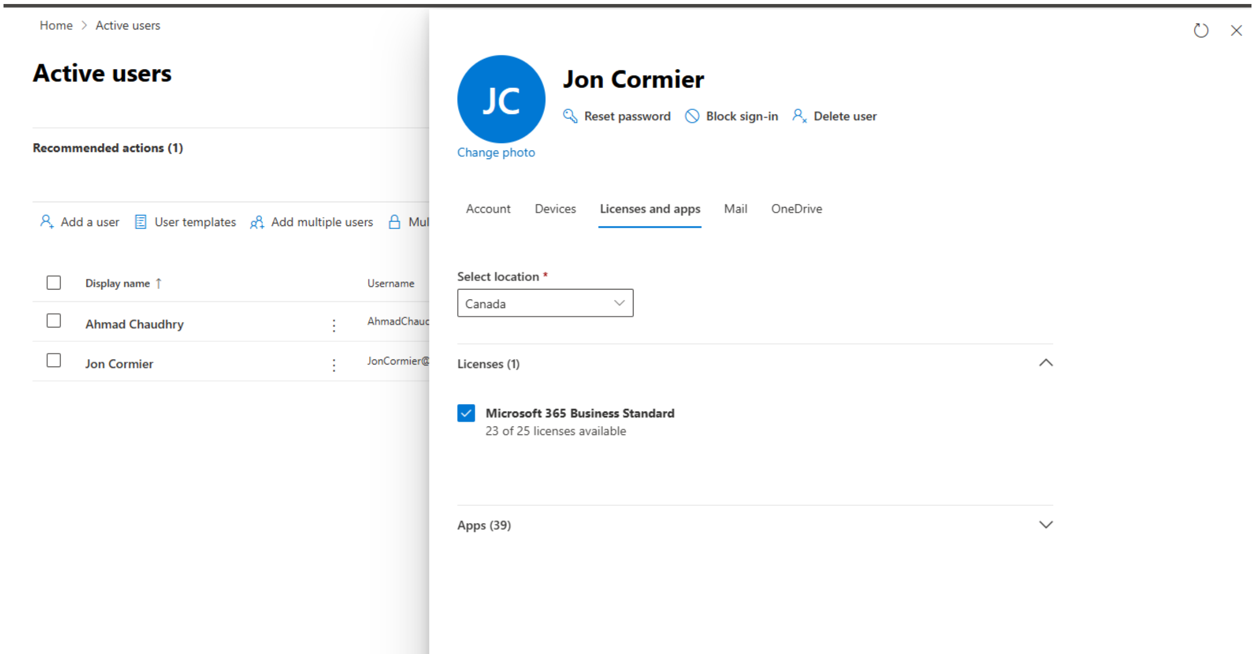
- Now I can see active users in the main panel



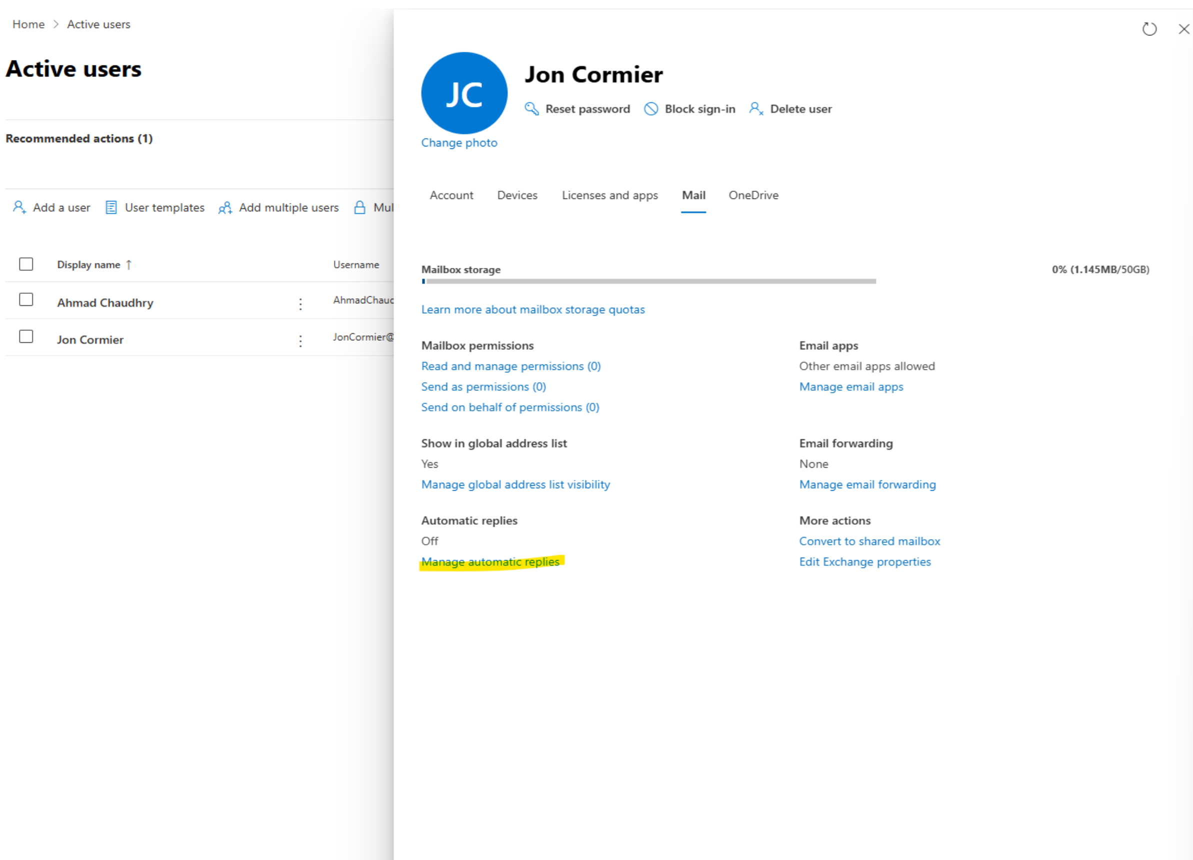
- Click on the user;
  - You can manage role, username, and email



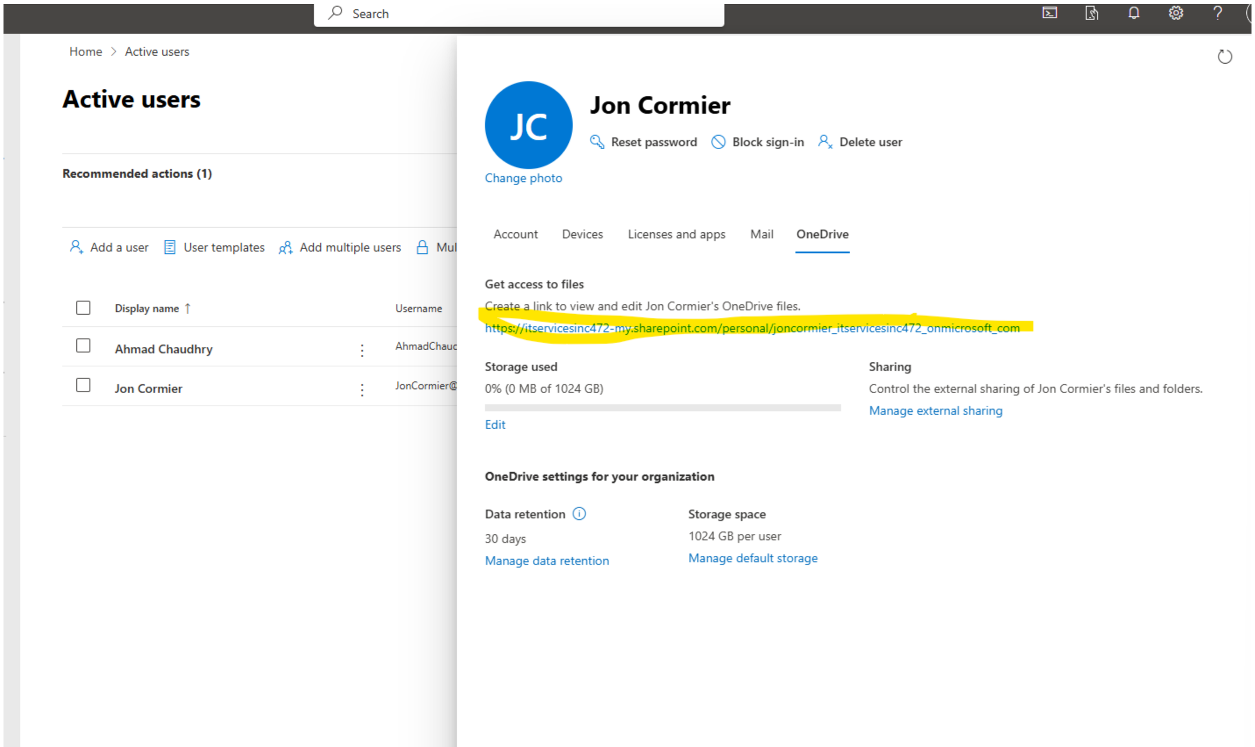
  - You can change license access

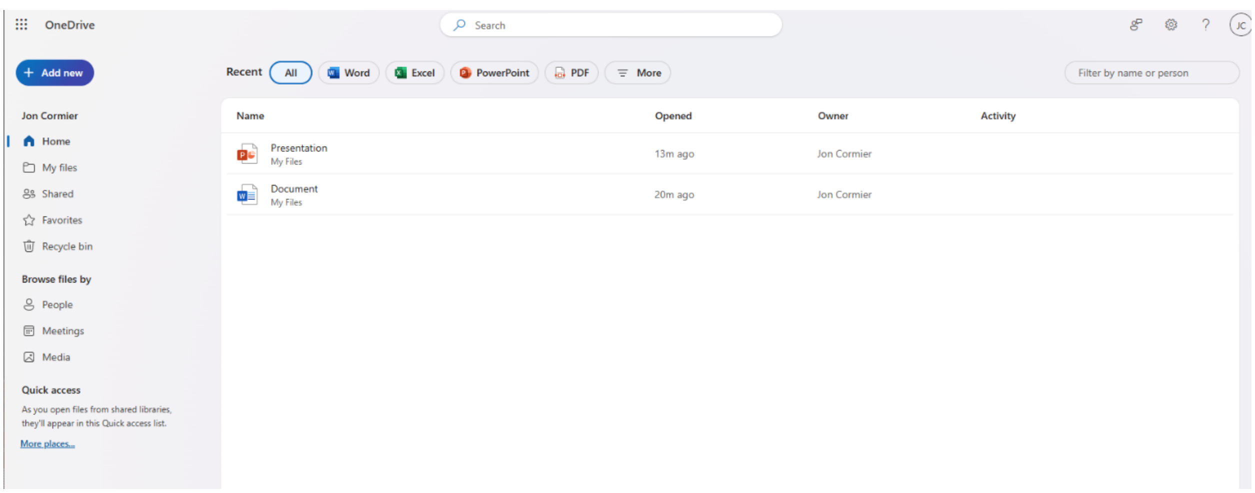


- You can manage email. If they forgot to turn on automatic replies, you can enable them from here

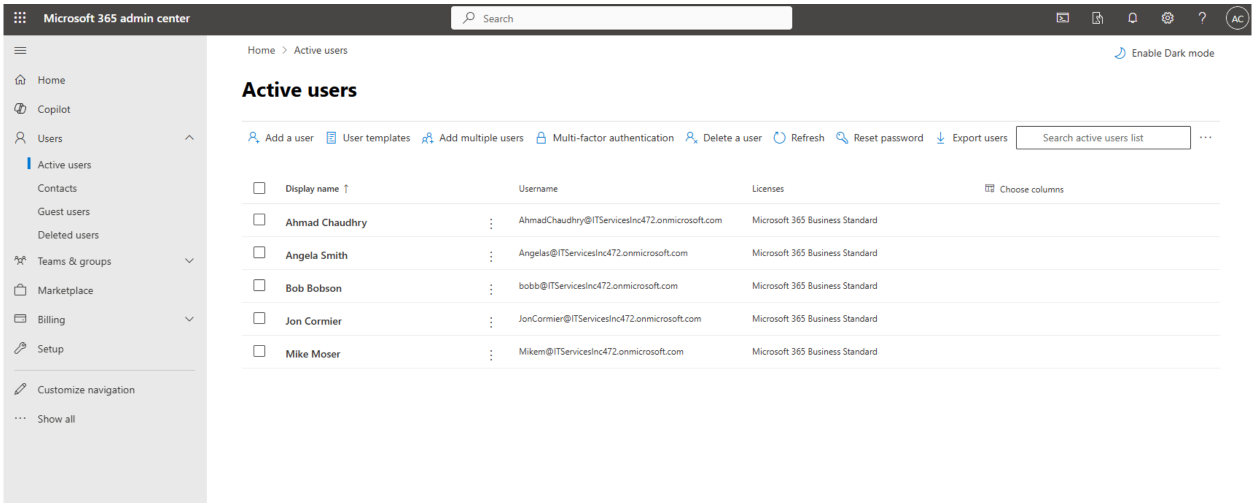


- You can see all their files; copy and paste the link in the new browsers tab





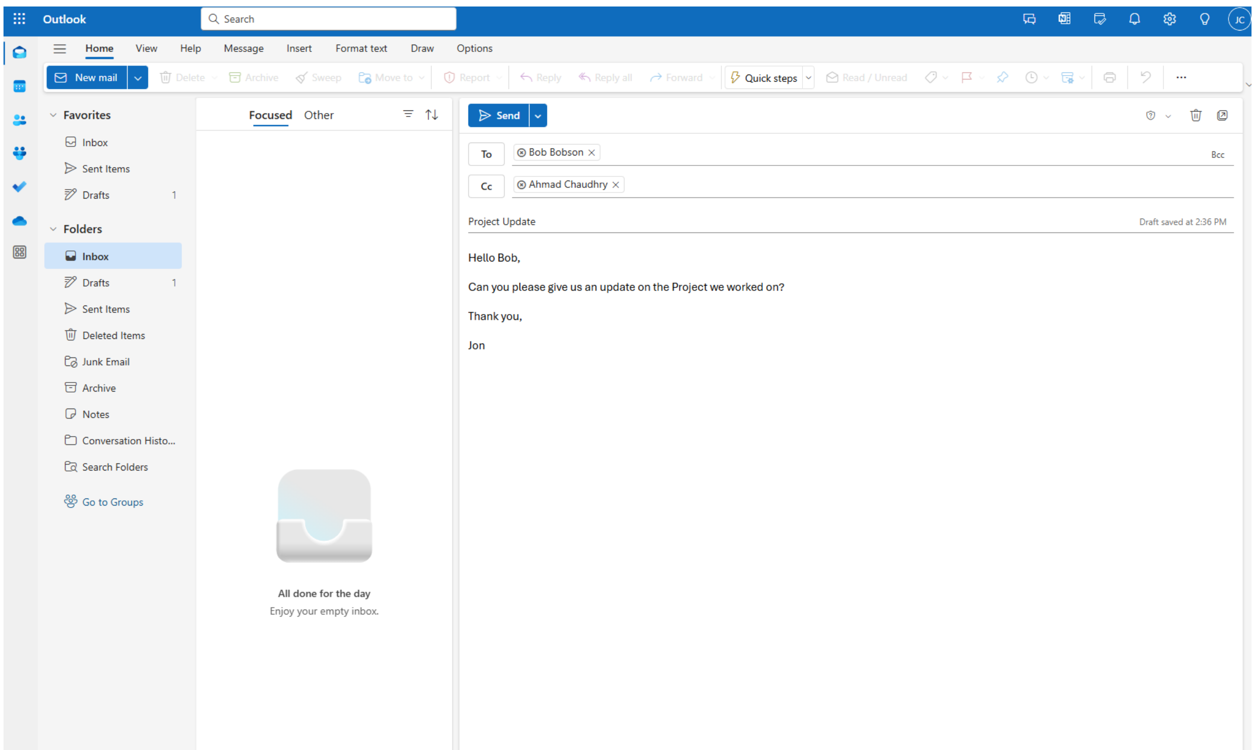
- We created several more users


Microsoft 365 admin center
Search
Home
Copilot
Users
Active users
Contacts
Guest users
Deleted users
Teams & groups
Marketplace
Billing
Setup
Customize navigation
Show all
Home > Active users
Enable Dark mode
Active users
Add a user
User templates
Add multiple users
Multi-factor authentication
Delete a user
Refresh
Reset password
Export users
Search active users list
Display name
Username
Licenses
Choose columns
Ahmad Chaudhry
AhmadChaudhry@ITServicesInc472.onmicrosoft.com
Microsoft 365 Business Standard
Angela Smith
Angelas@ITServicesInc472.onmicrosoft.com
Microsoft 365 Business Standard
Bob Bobson
bobb@ITServicesInc472.onmicrosoft.com
Microsoft 365 Business Standard
Jon Cormier
JonCormier@ITServicesInc472.onmicrosoft.com
Microsoft 365 Business Standard
Mike Moser
Mikem@ITServicesInc472.onmicrosoft.com
Microsoft 365 Business Standard

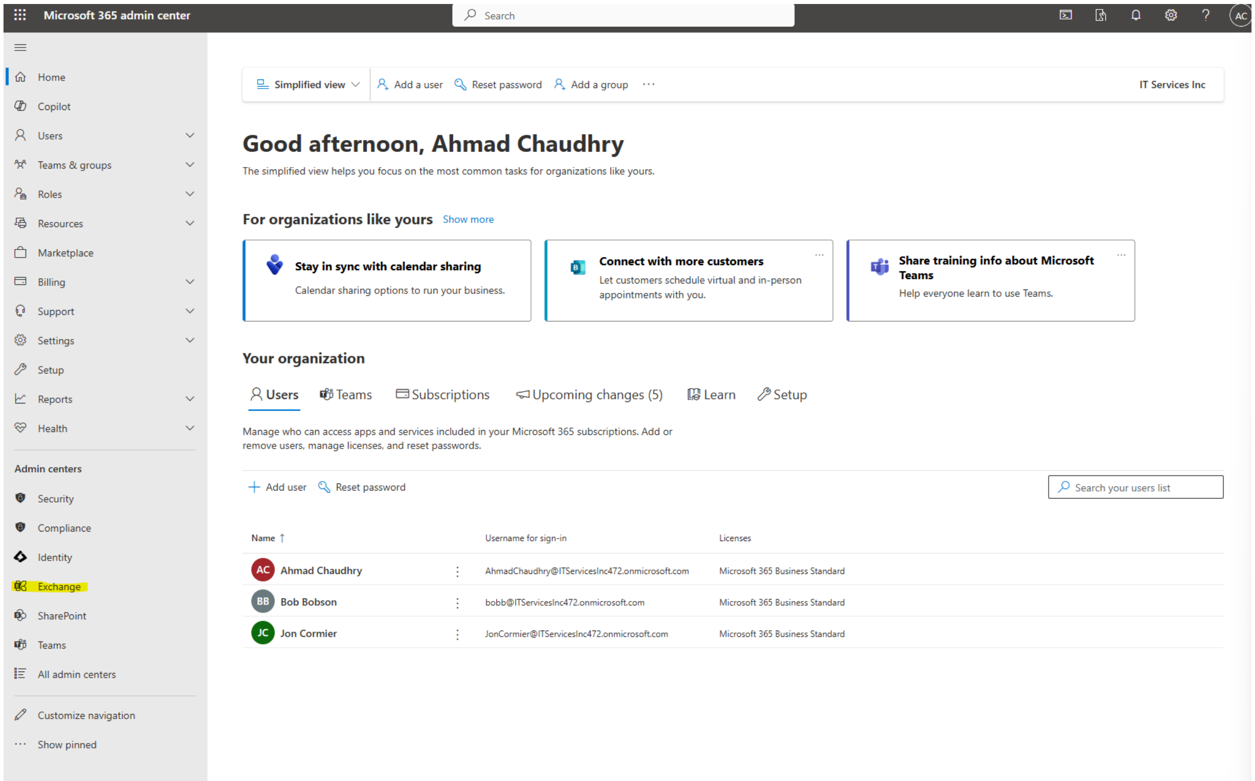
Shared Mailbox, Distribution List, Email Trace, Exchange

Email Trace:

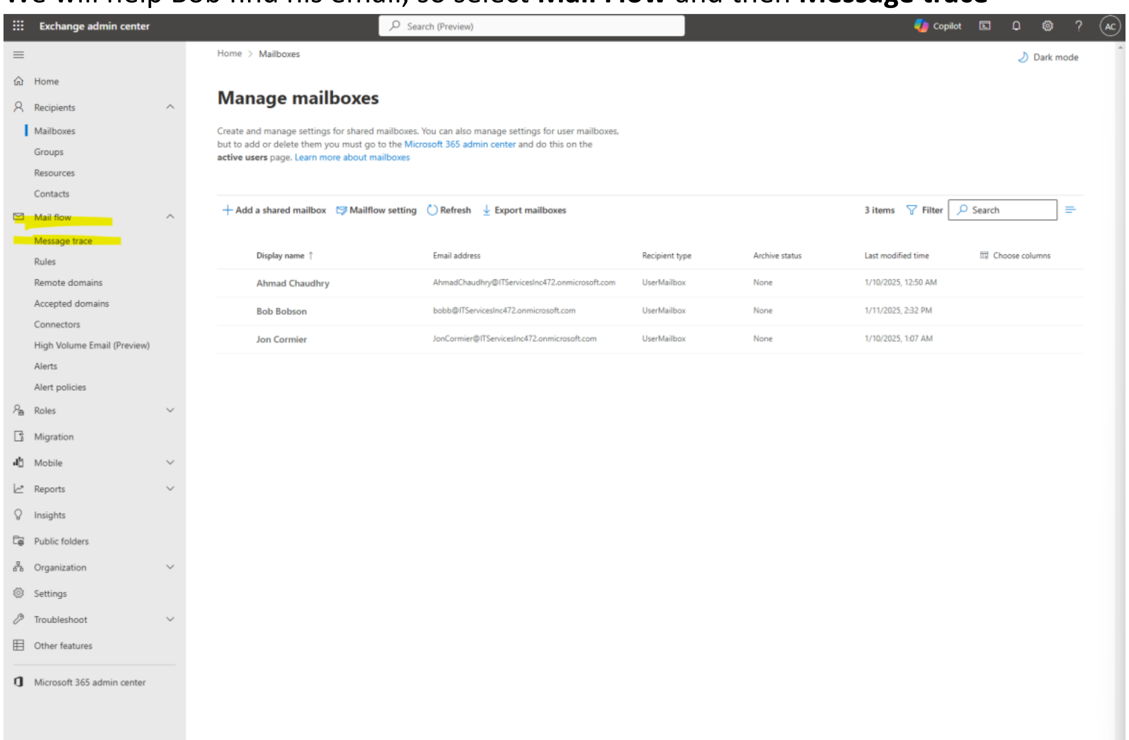
- We will log in as Jon Cormier and access Outlook to compose an email to Bob, CC'ing ourselves. The situation is that Bob is a new employee, and Jon informed him that he had sent an email about a project update. However, Bob replied that he couldn't find the email. We are going to investigate this matter.



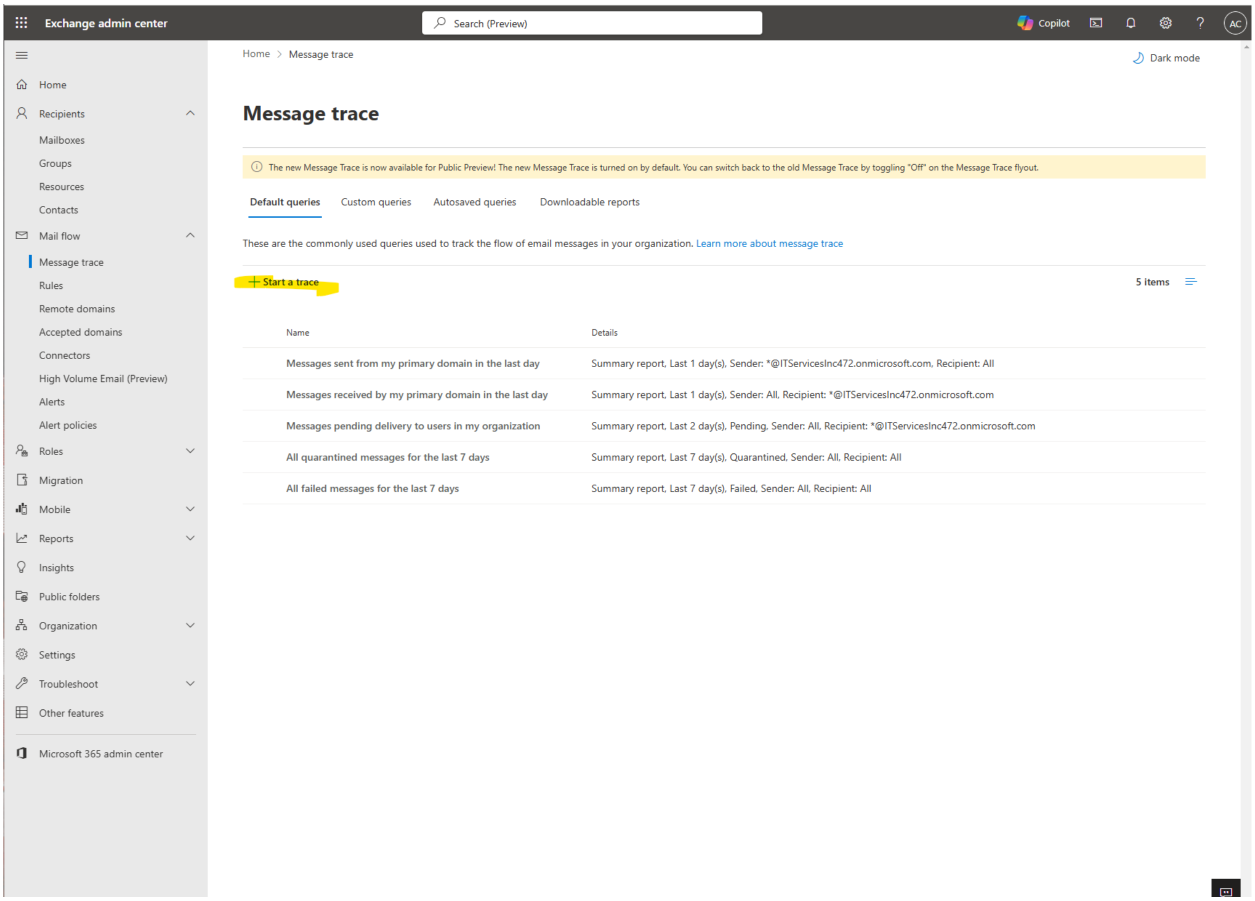
- Go back to the **Microsoft 365 admin center** and select **Exchange**



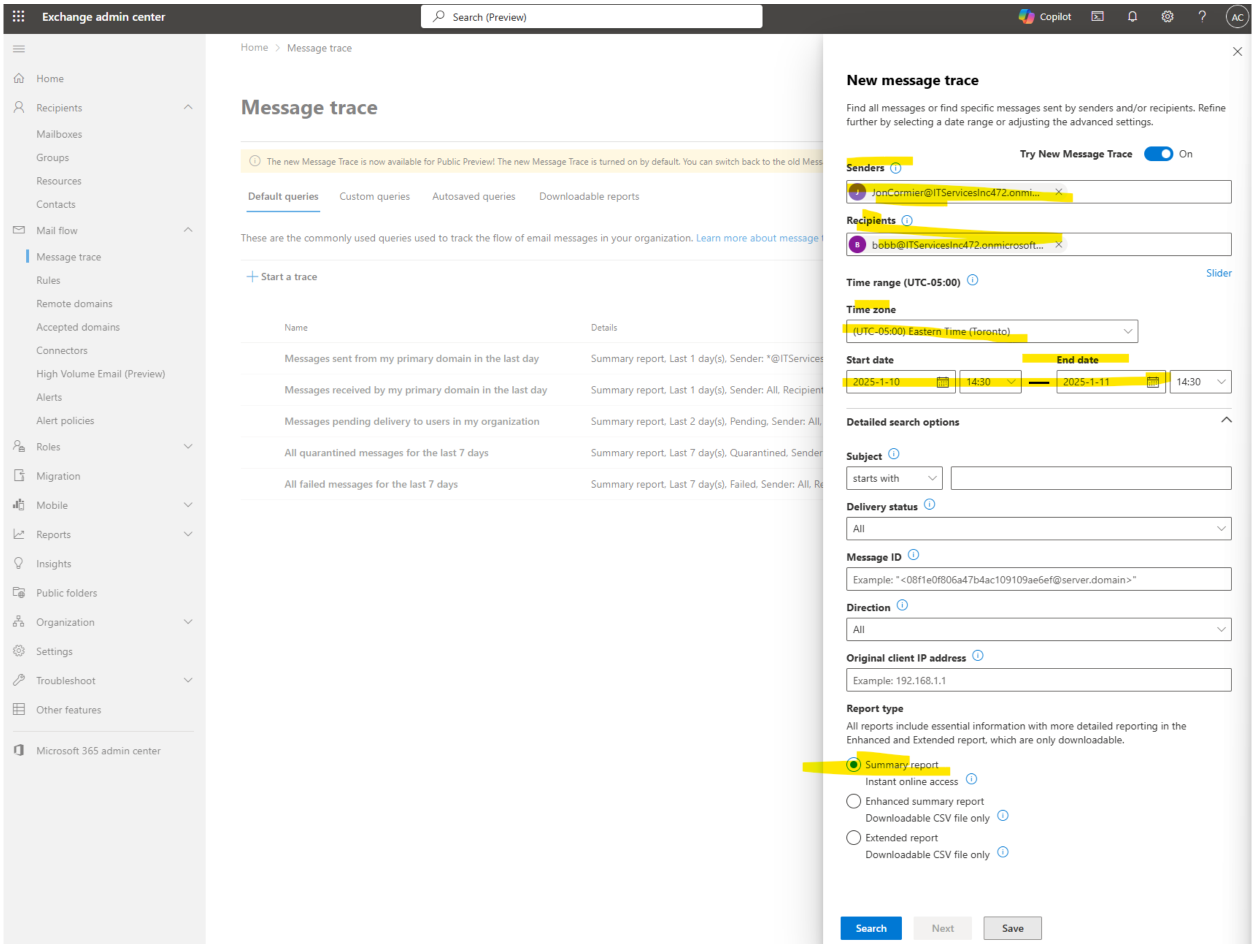
- We will help Bob find his email, so select **Mail Flow** and then **Message trace**



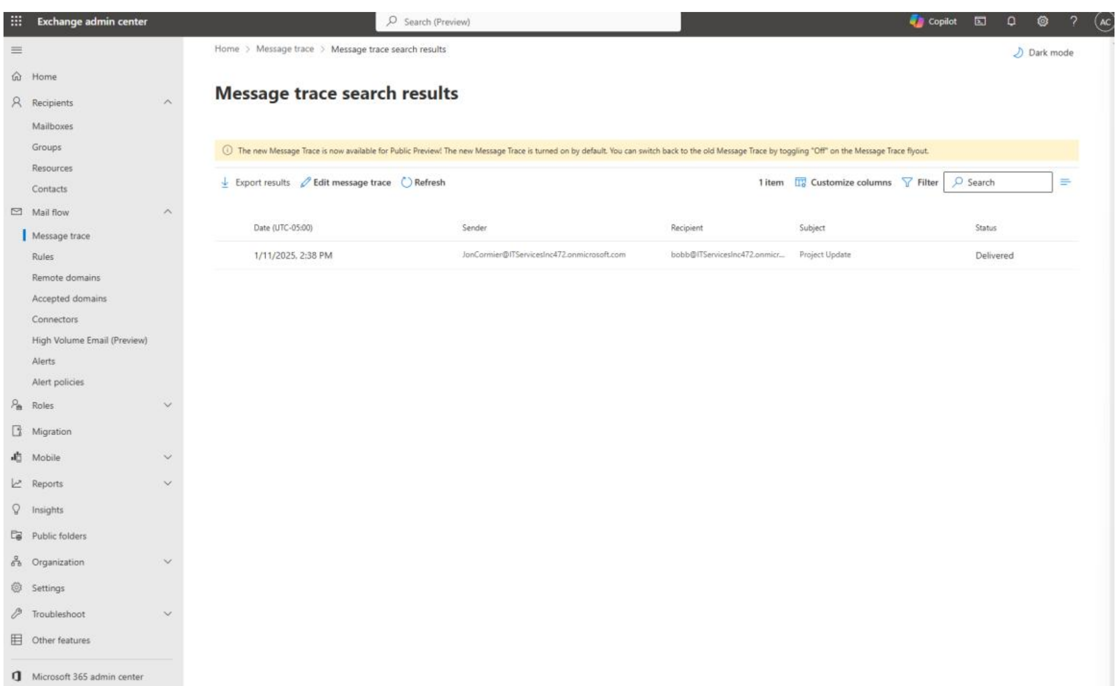
- Select **Start a trace**



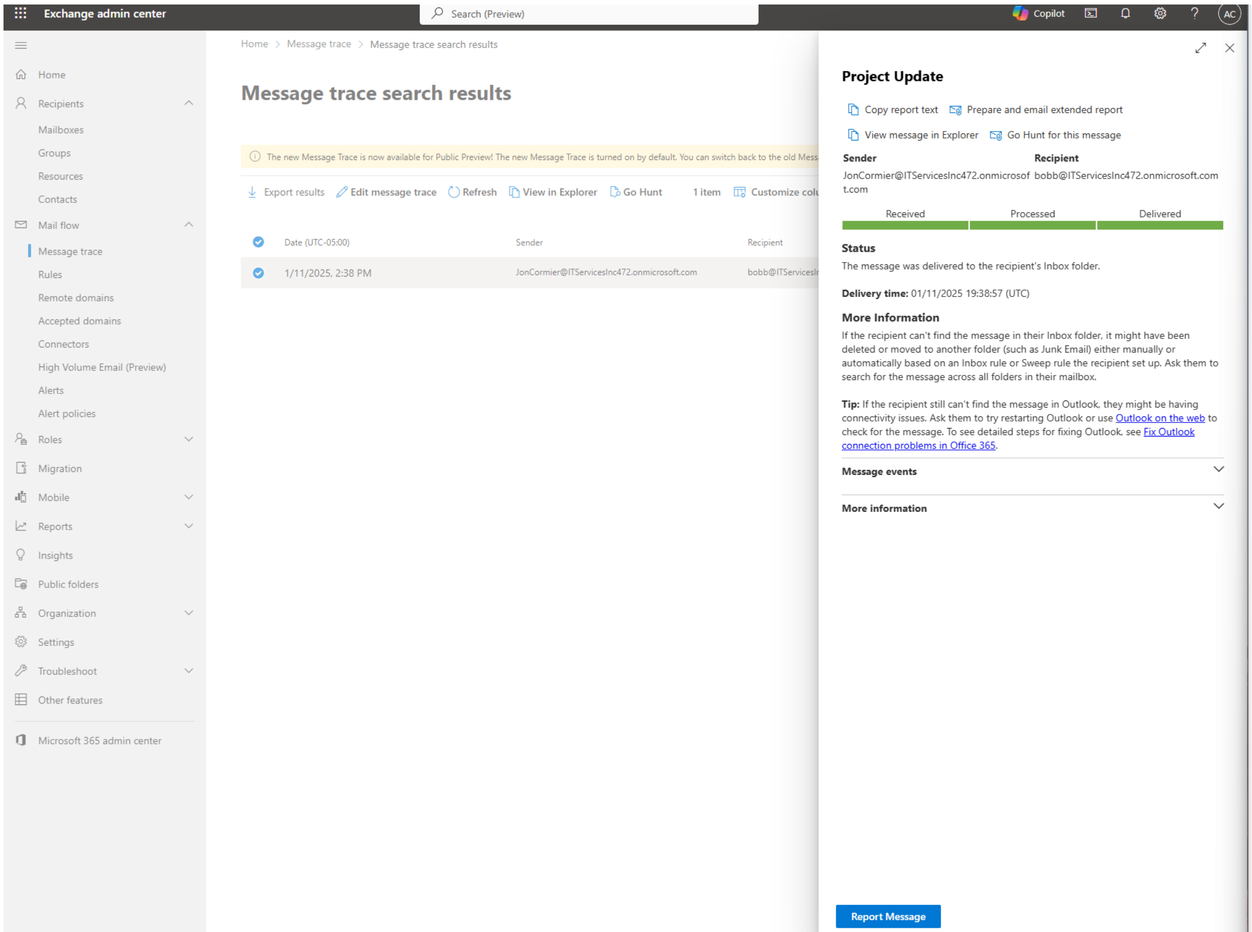
- Enter the email addresses for the senders and recipients, the time zone, and the start and end dates of the email you want to trace. Since we want immediate results, we will select the **Summary Report** option



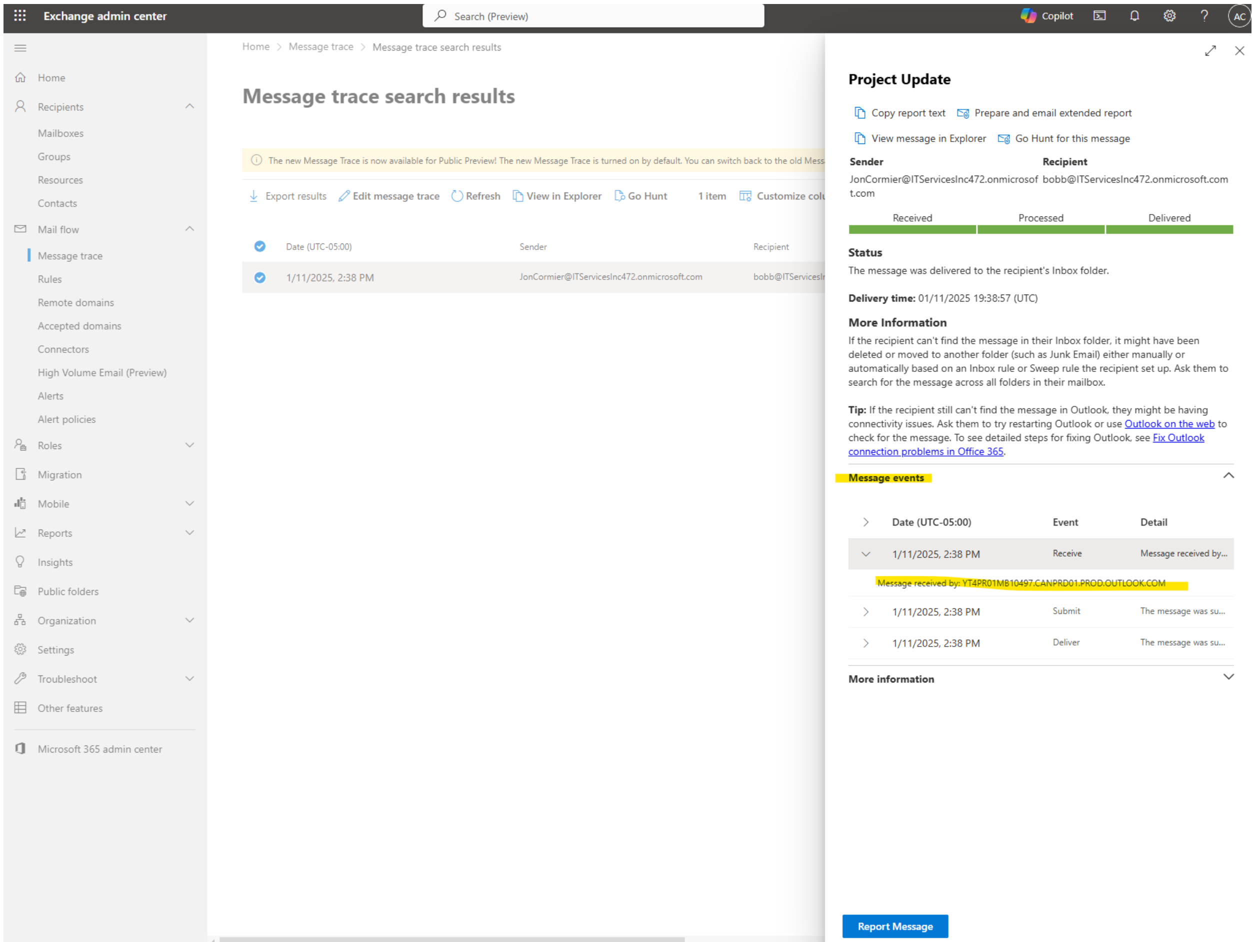
- You should see the following result;



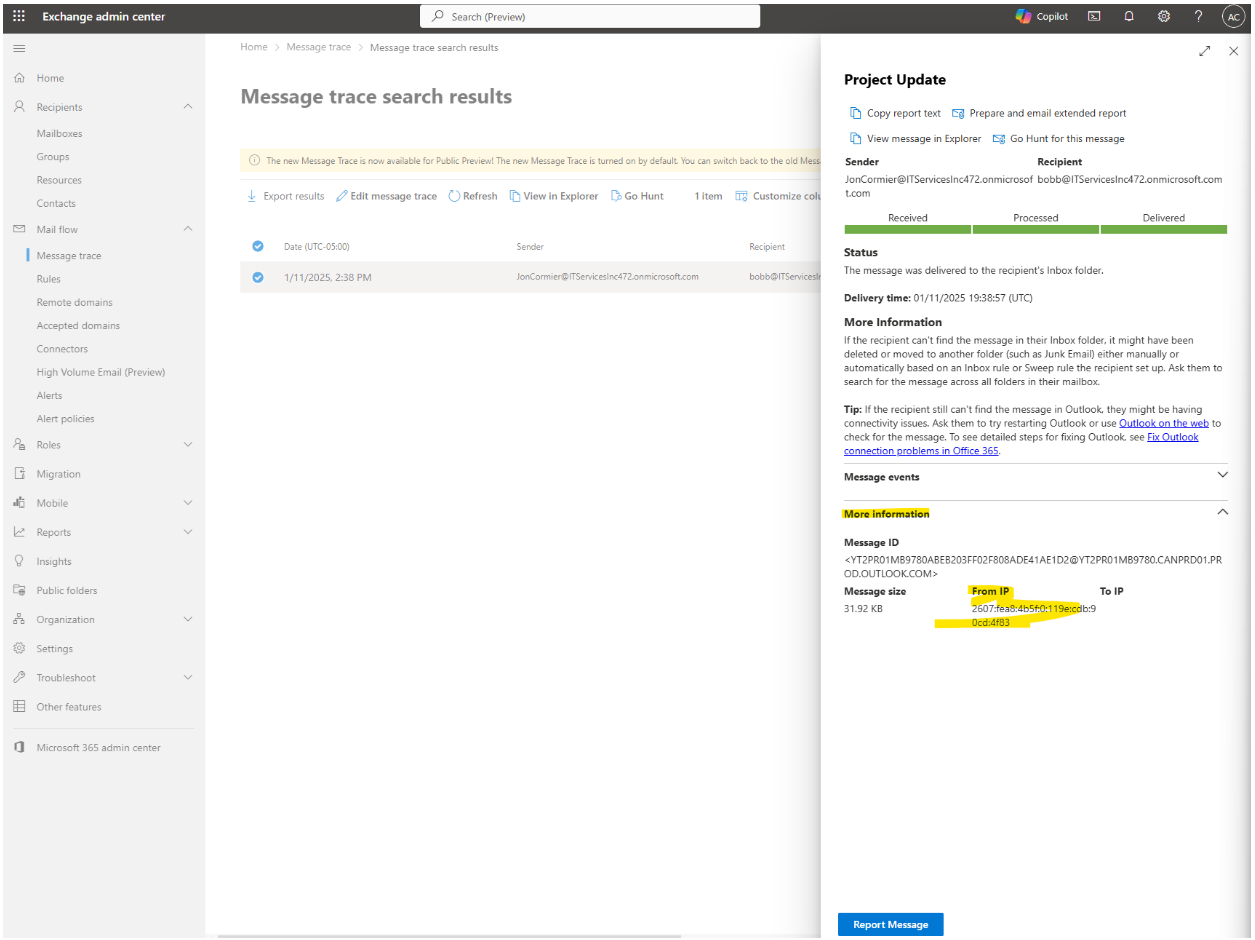
- Double-click on the email and it will give you more details. It will show three stages: received, processed and delivered. In this case, it's received and it also shows you the delivery time



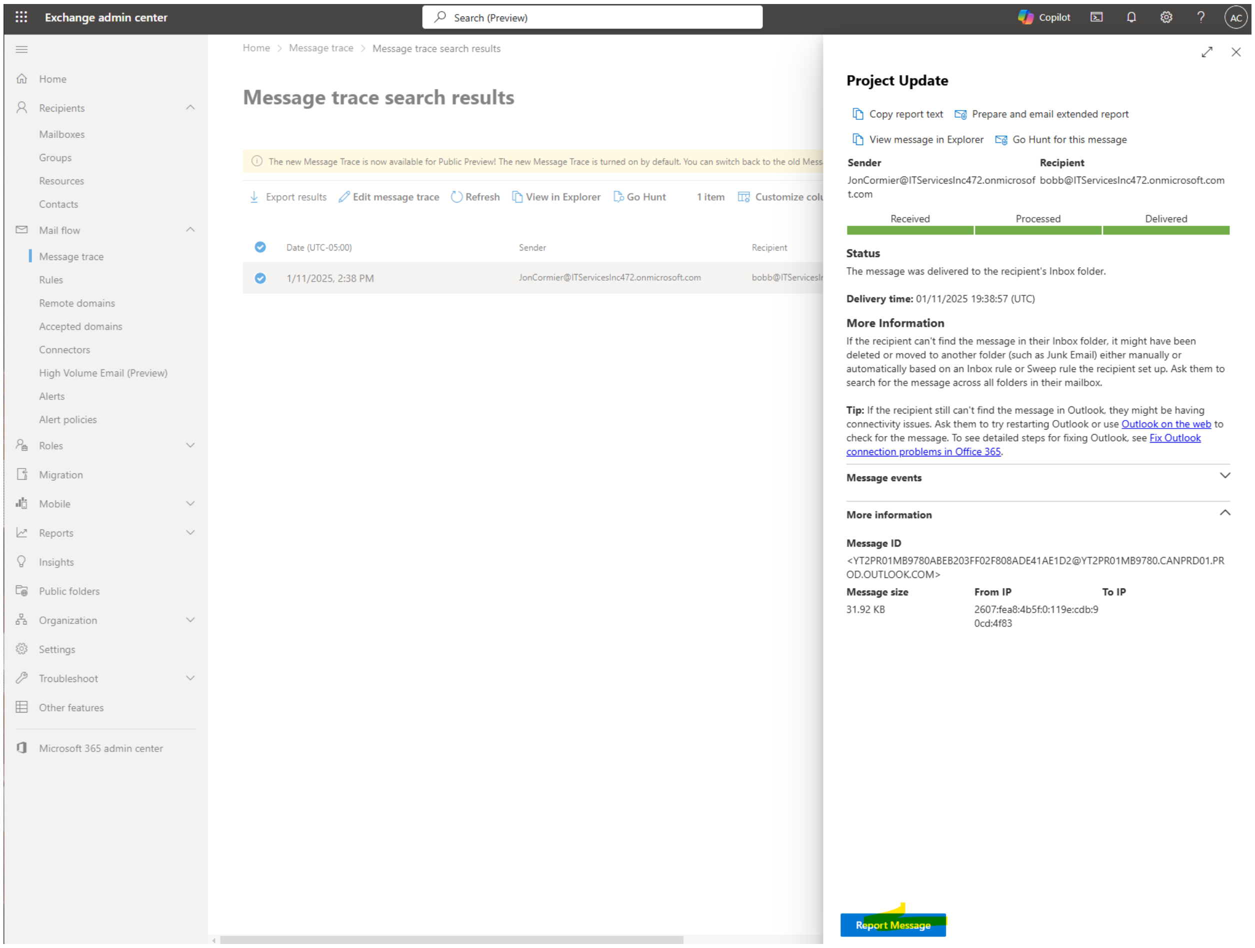
- If you click **Message events,** it will give the details of the event and also the server name (YT4P…outlook.com)



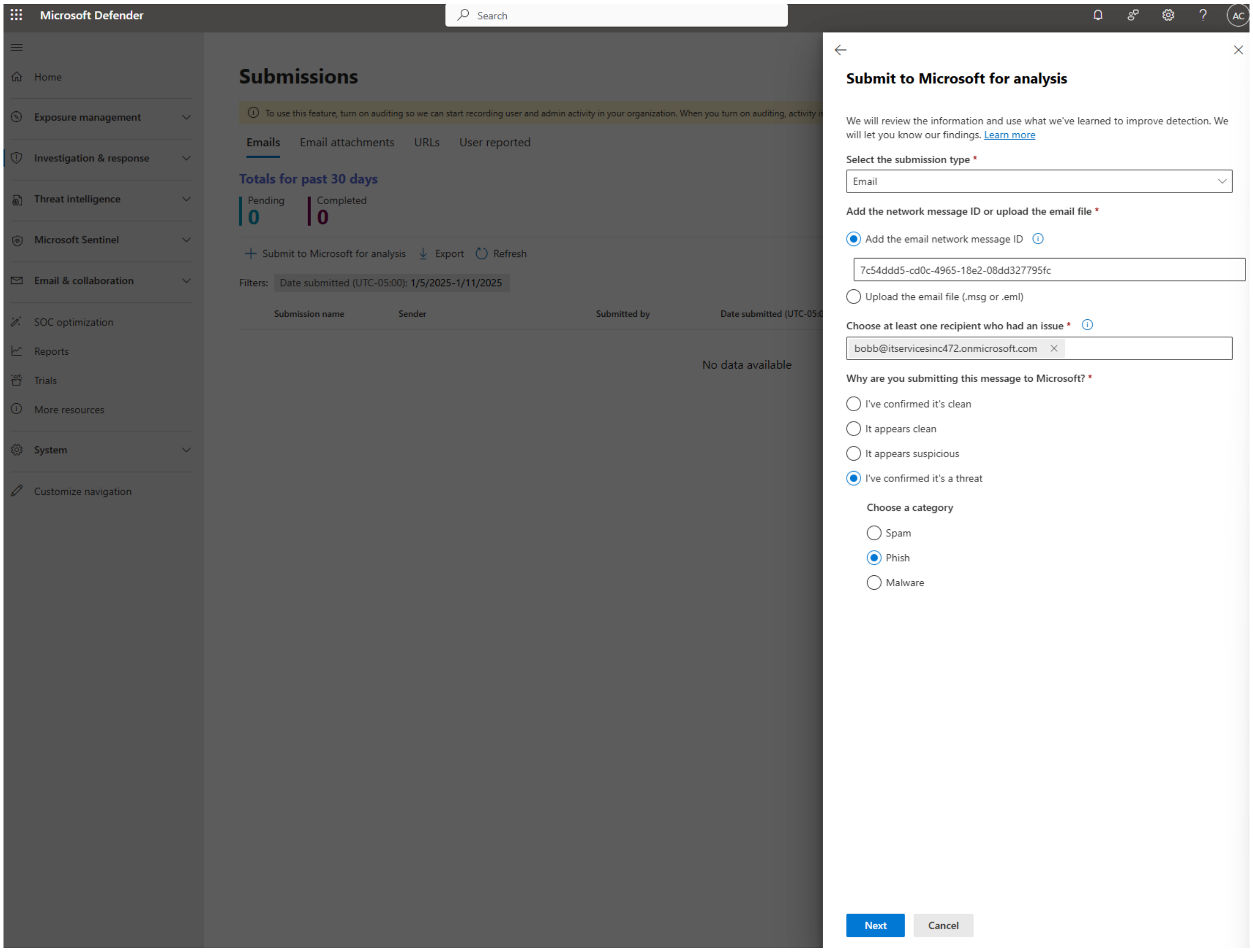
- If you click **More Information**, you can see the IP address from which the email was sent

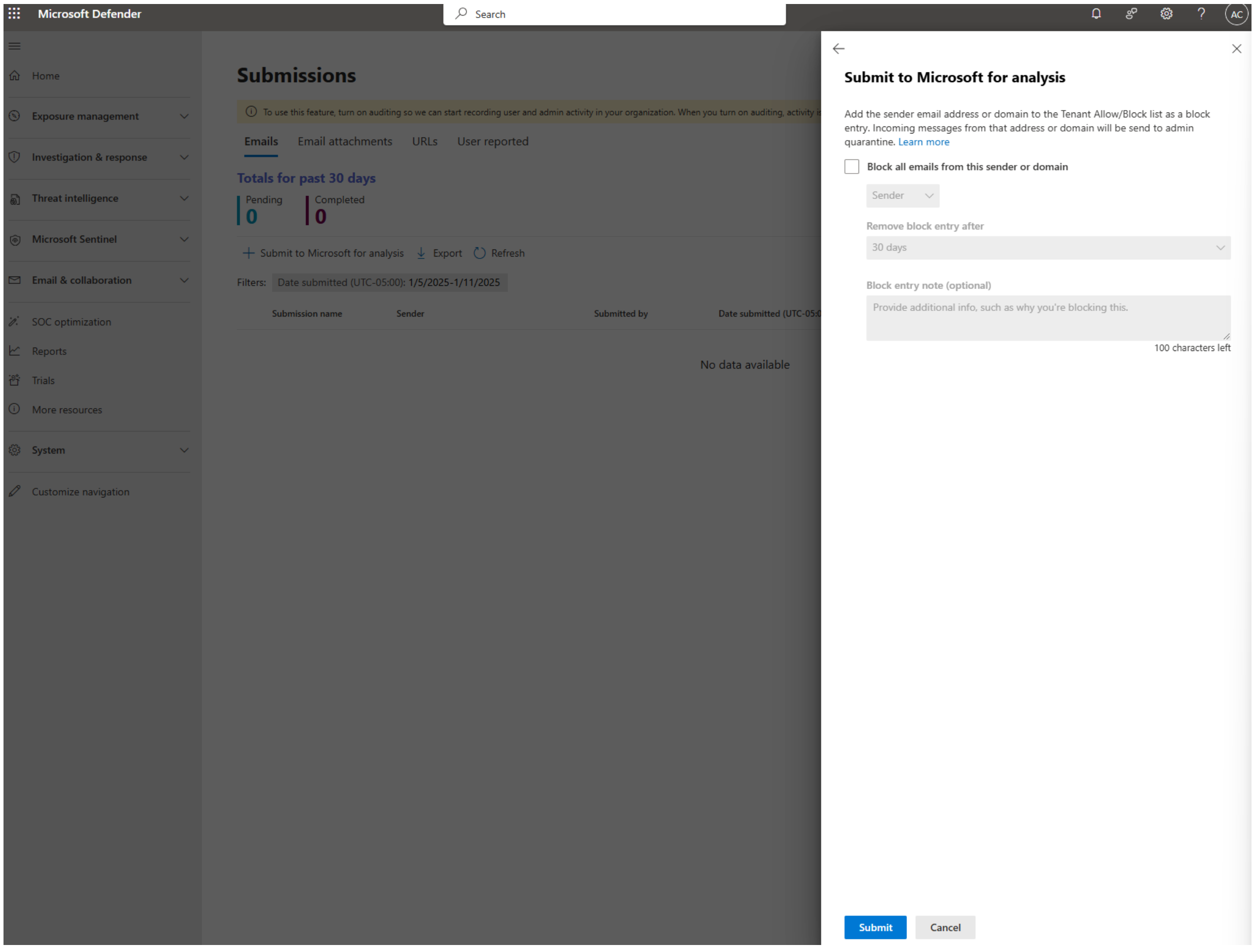


- If you find it suspicious, click **Report Message**



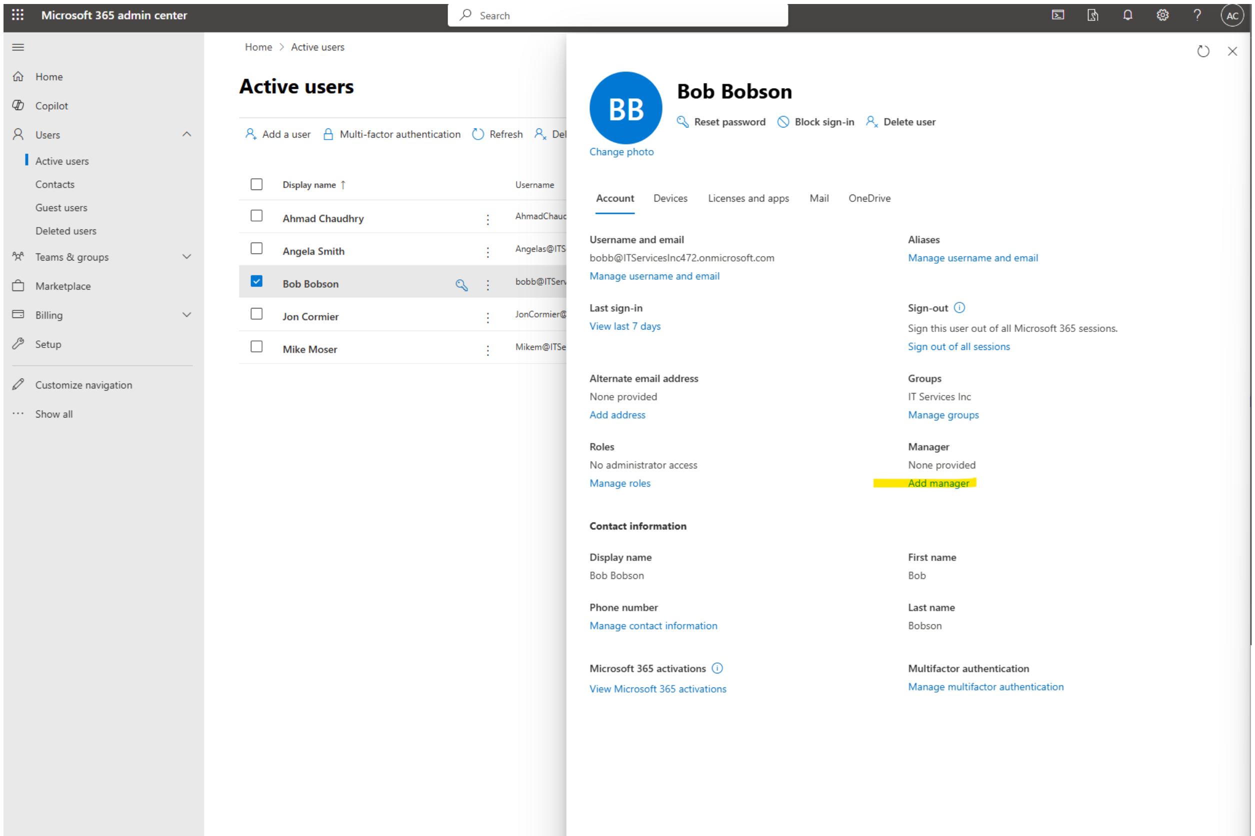
- It will populate the following report, click **next** and then **submit** and it will be processed by the security and compliance team within your organization


Microsoft Defender
Search
Home
Exposure management
Investigation & response
Threat intelligence
Microsoft Sentinel
Email & collaboration
SOC optimization
Reports
Trials
More resources
System
Customize navigation
Submissions
Emails
Email attachments
URLs
User reported
Totals for past 30 days
Pending 0
Completed 0
Submit to Microsoft for analysis
Export
Refresh
Filters: Date submitted (UTC-05:00): 1/5/2025-1/11/2025
Submission name
Sender
Submitted by
No data available
Submit to Microsoft for analysis
We will review the information and use what we've learned to improve detection. We will let you know our findings. Learn more
Select the submission type *
Email
Add the network message ID or upload the email file *
Add the email network message ID
7c54ddd5-cd0c-4965-18e2-08dd327795fc
Upload the email file (.msg or .eml)
Choose at least one recipient who had an issue *
bobb@itservicesinc472.onmicrosoft.com
Why are you submitting this message to Microsoft? *
I've confirmed it's clean
It appears clean
It appears suspicious
I've confirmed it's a threat
Choose a category
Spam
Phish
Malware
Next
Cancel

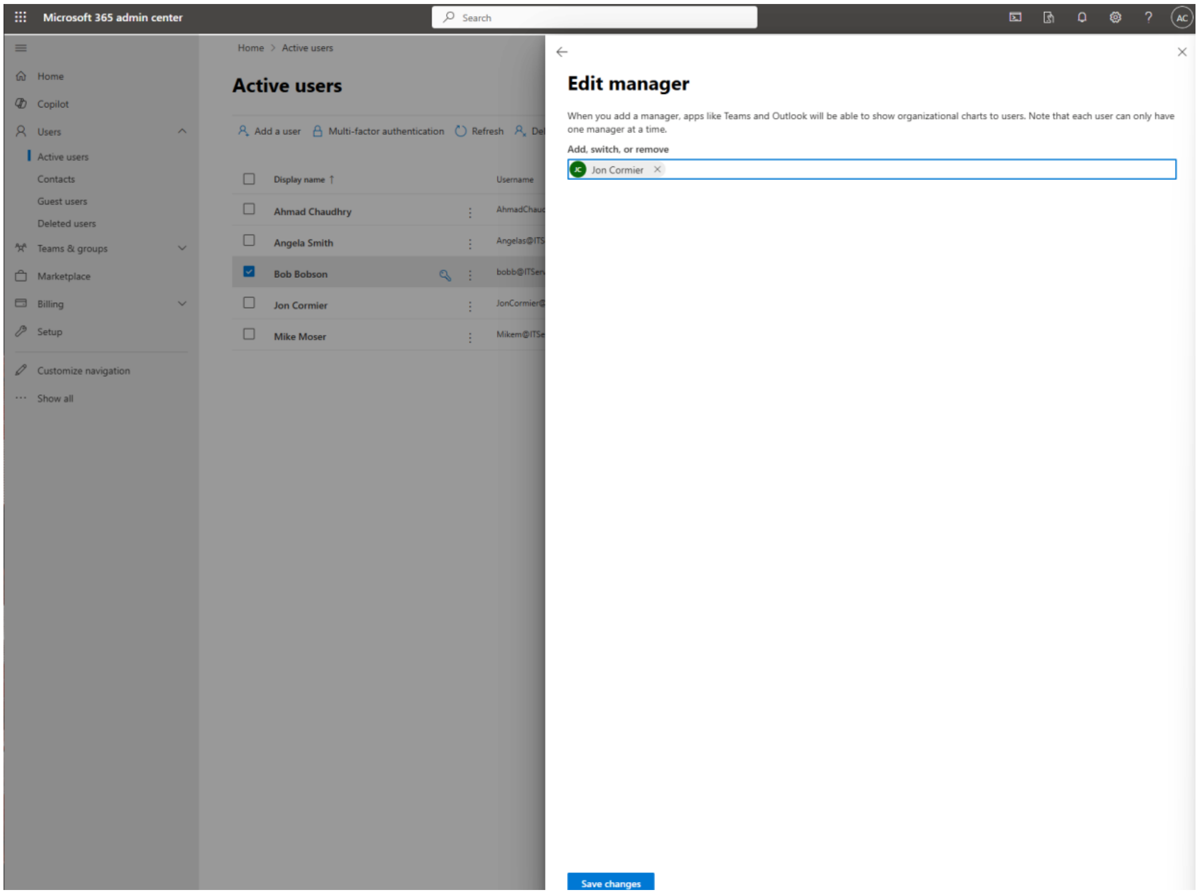


Shared Mailbox:

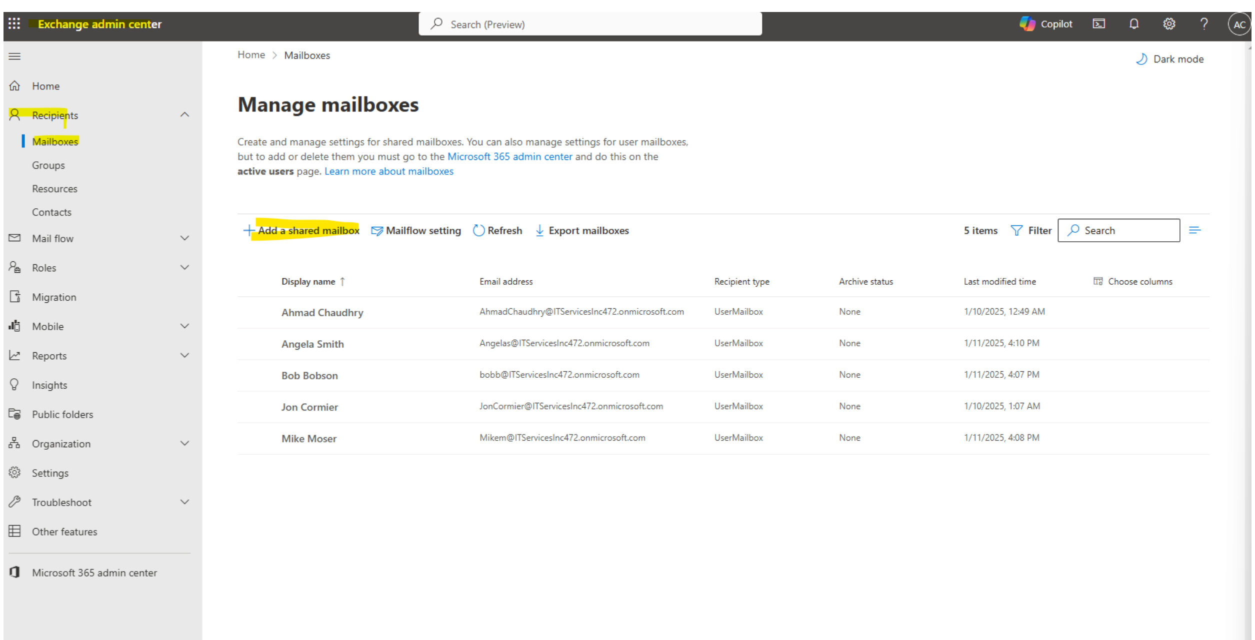
- John, Bob, and Mike work in the finance department and also handle customer emails. We will set up a shared mailbox with a central email address that anyone in the finance department can access. This will allow customers to send emails to a single address instead of contacting individual team members.
- We will make some adjustment-Jon is going to be the manager in the finance department, while Bob and Mike will work under him.
- Click Bob's account and select **Add manager**



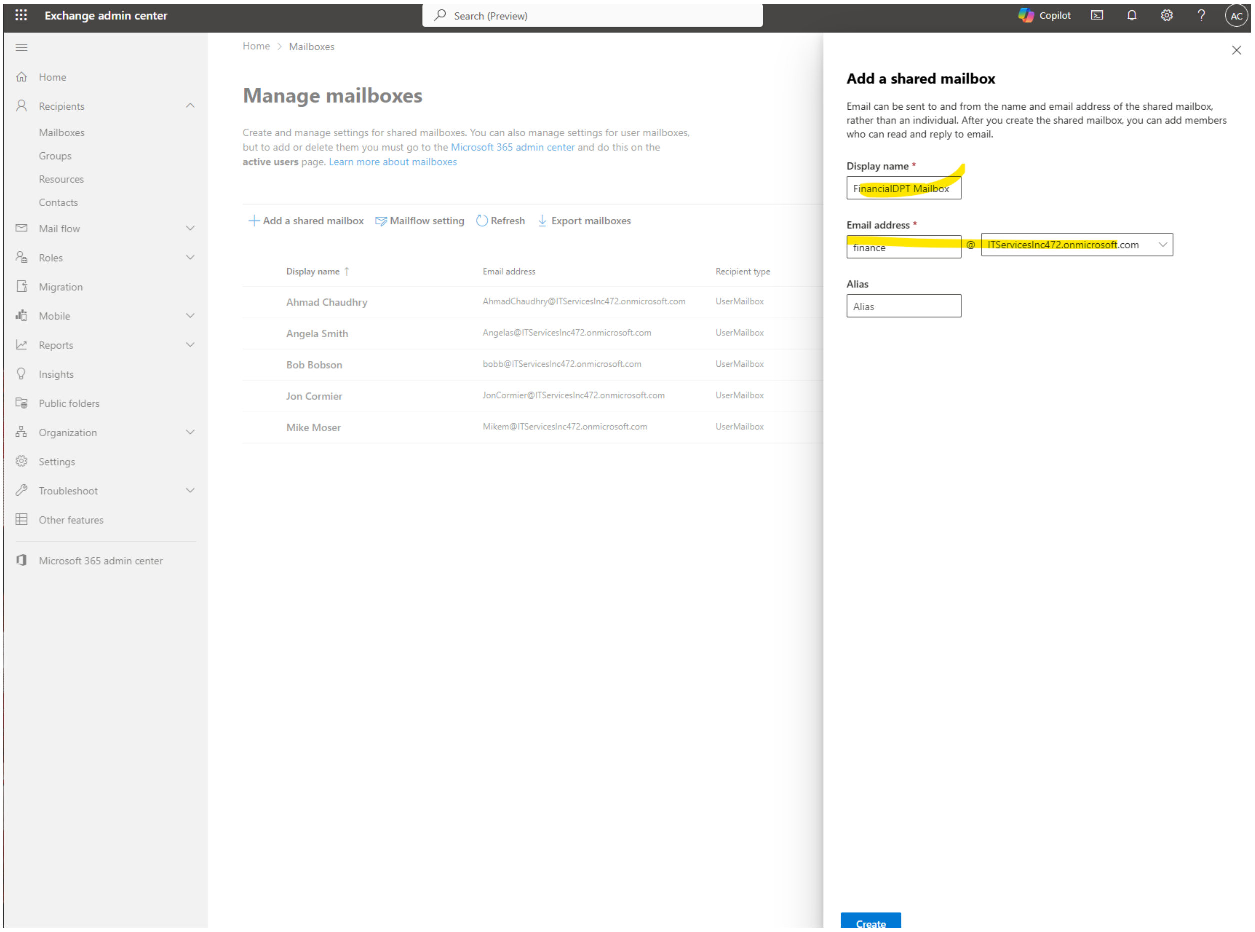
- Select Jon to be his manager



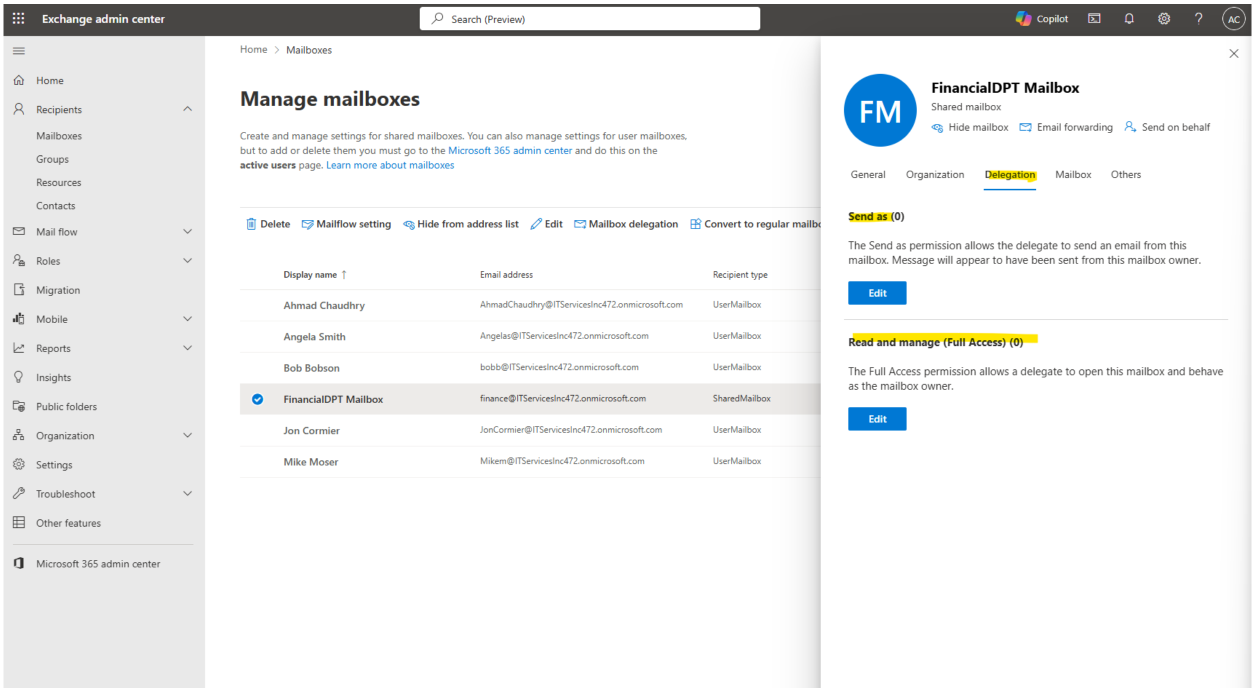
- Do the same thing for Mike
- In **Exchange Admin Center**, click **Mailboxes** under **Recipients** and then click **Add a shared mailbox**



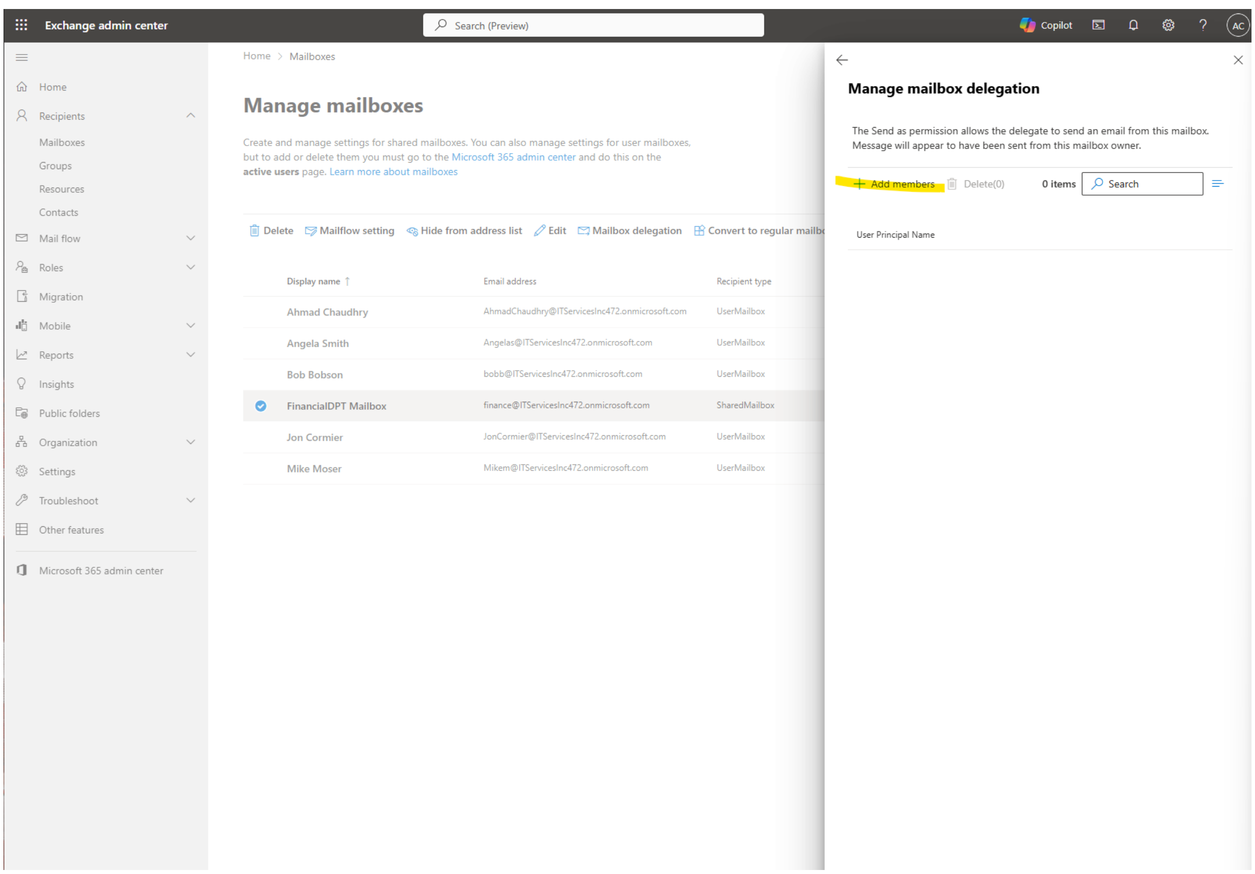
- Fill out the name for the shared mailbox and its email address



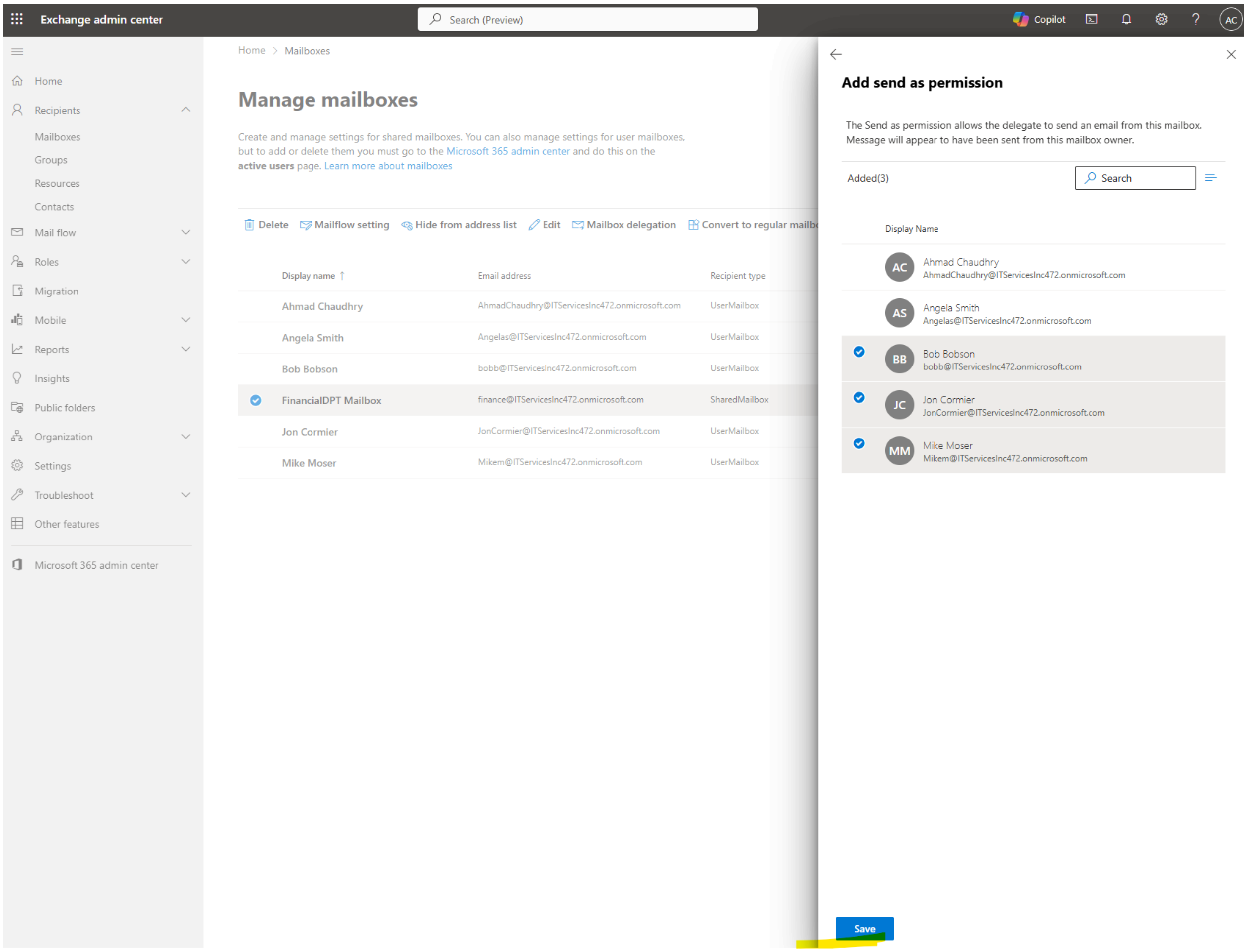
- We will add users to the shared mailbox. Click on shared mailbox, then go to **Delegation** tab and then add users under **Send as** and **Read and manage (Full Access) (0)**



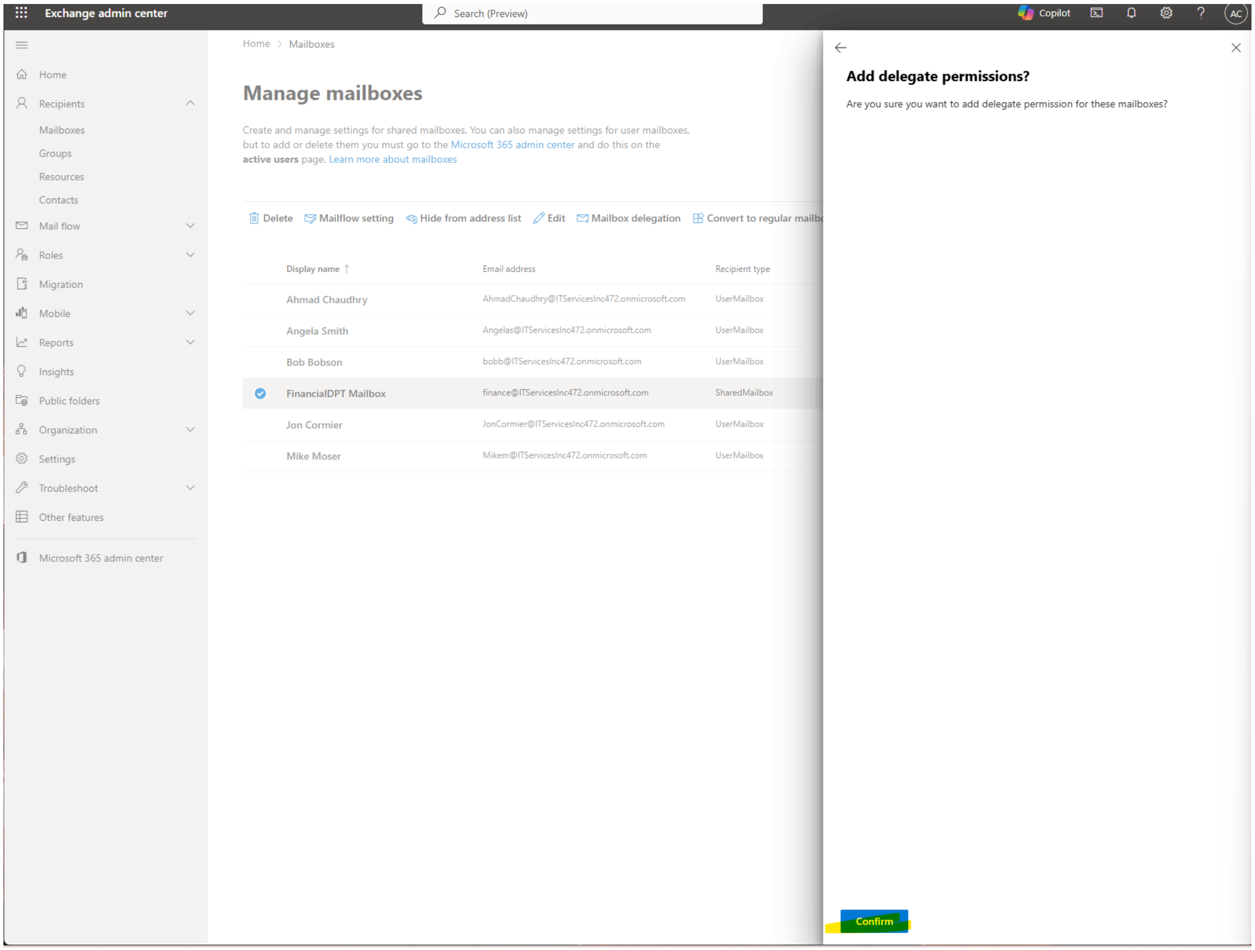
- Click **Edit** in **Send as (0)**, then click **Add members**



- Select Bob, Jon and Mike and click **Save**



- Click **Confirm**



- Do the same thing for **Read and manage (Full Access) (0)**

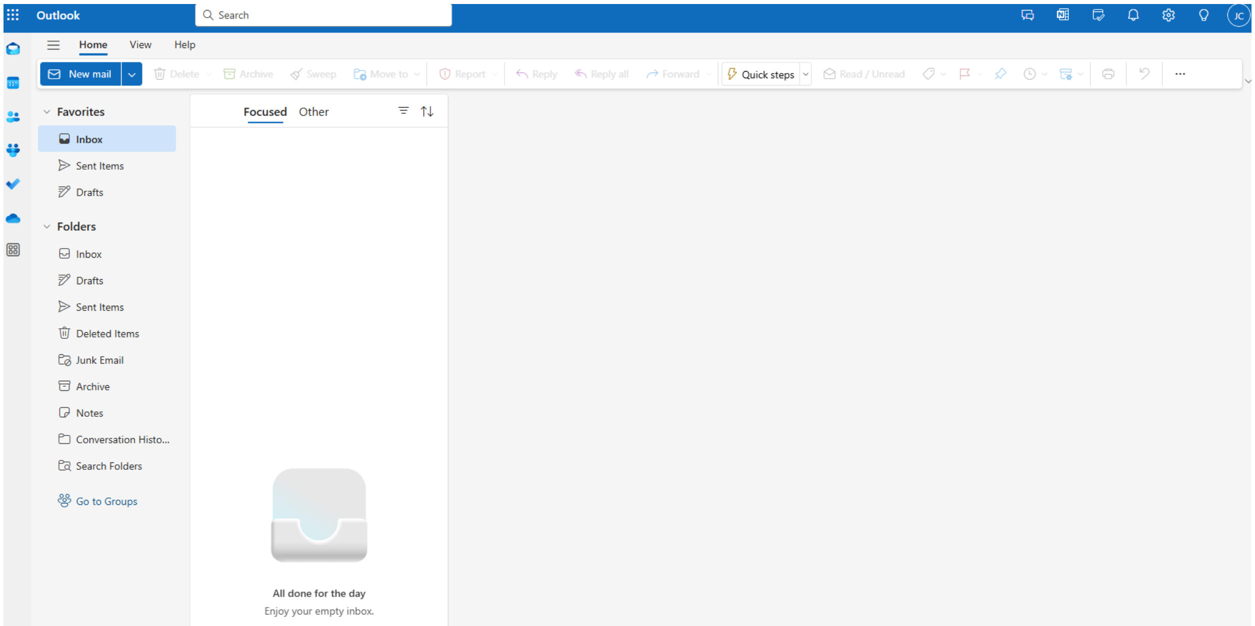
We are going to send an email to Angela's mailbox, who is from another department

AS Angela Smith

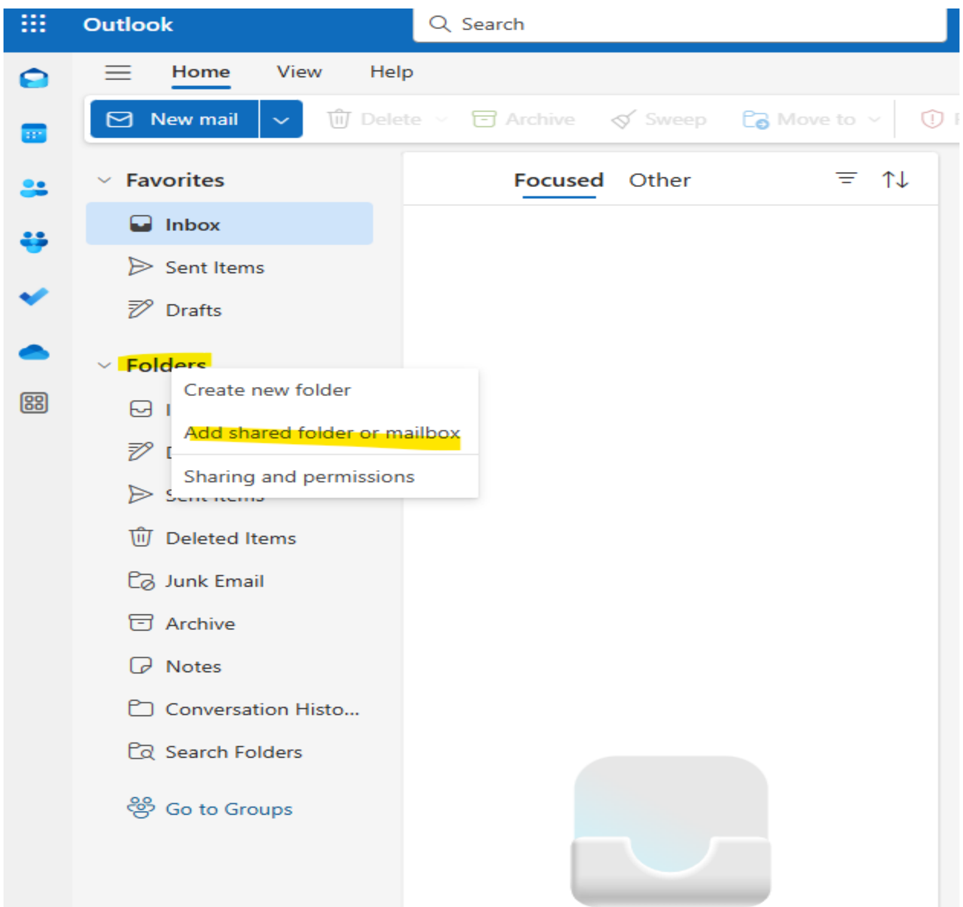
To: FinancialDPT Mailbox

Hello Team,
Do we have a budget to buy new TVs?
Thanks,
Angela

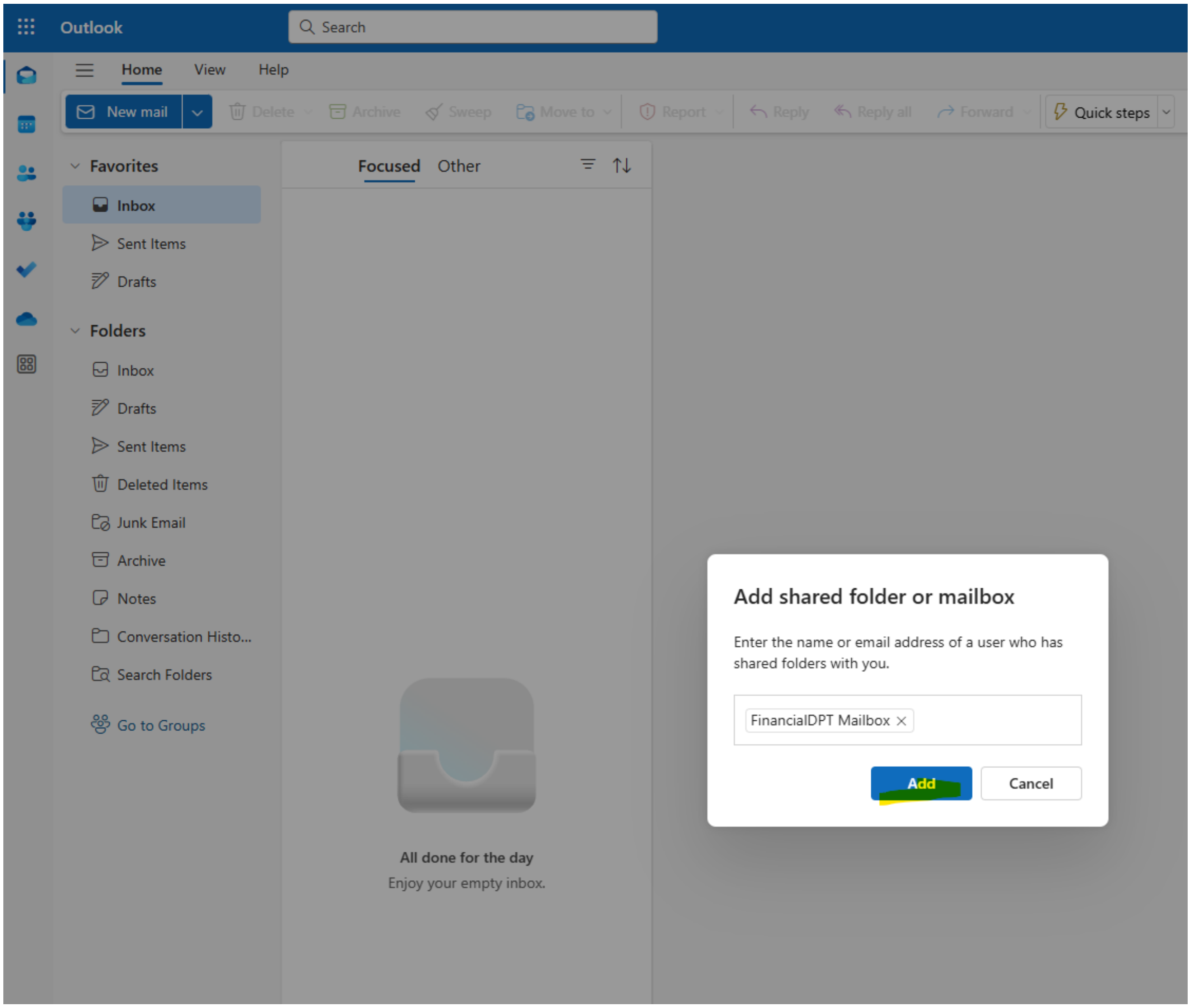
- We will check Jon's mailbox to see if he received the email. He didn't receive it because the shared mailbox is separate from the main inbox. In other words, employees in the finance department have both a personal mailbox and a shared mailbox. The shared mailbox has not been added to Outlook yet



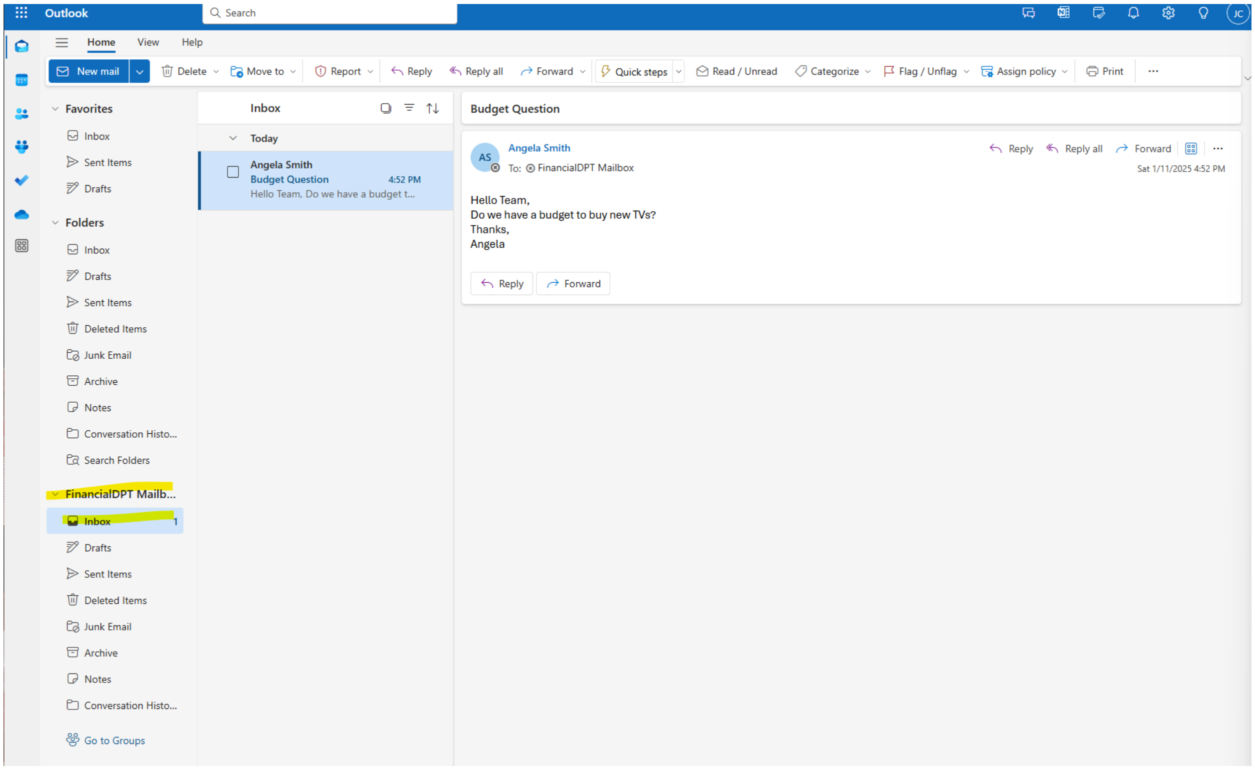
- To add shared mailbox, right click **Folders** and select **Add shared folder or mailbox**



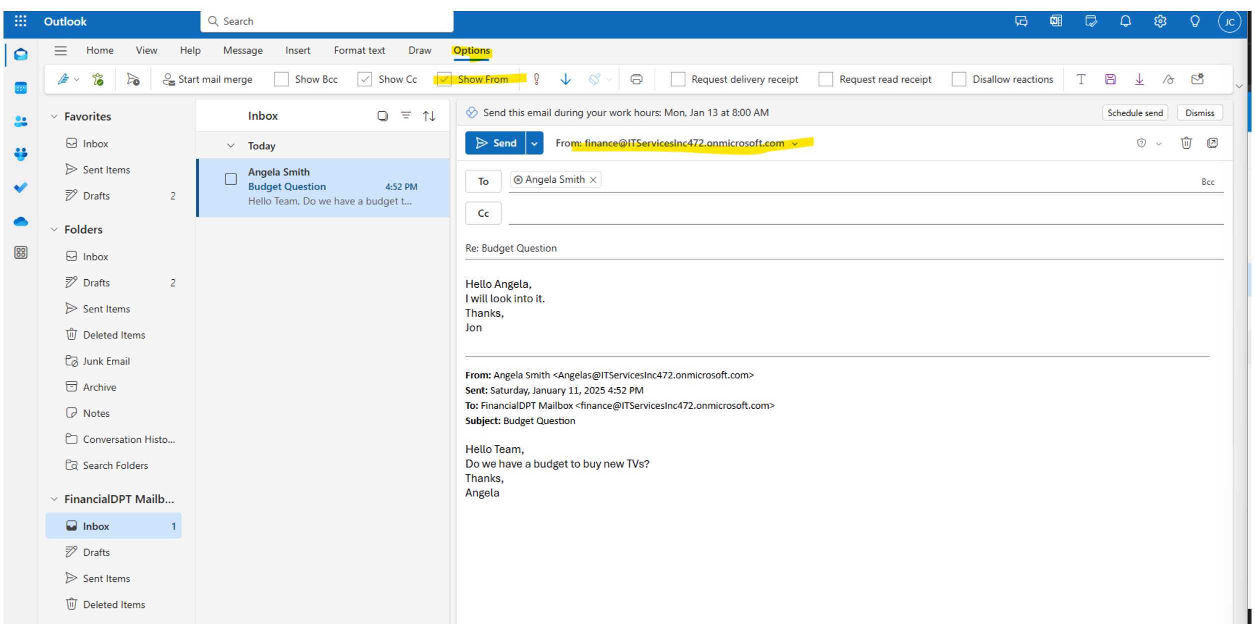
- Add the shared mailbox email address and select **add**



- Now you can see that the shared mailbox is set up and an email from Angela has successfully come through

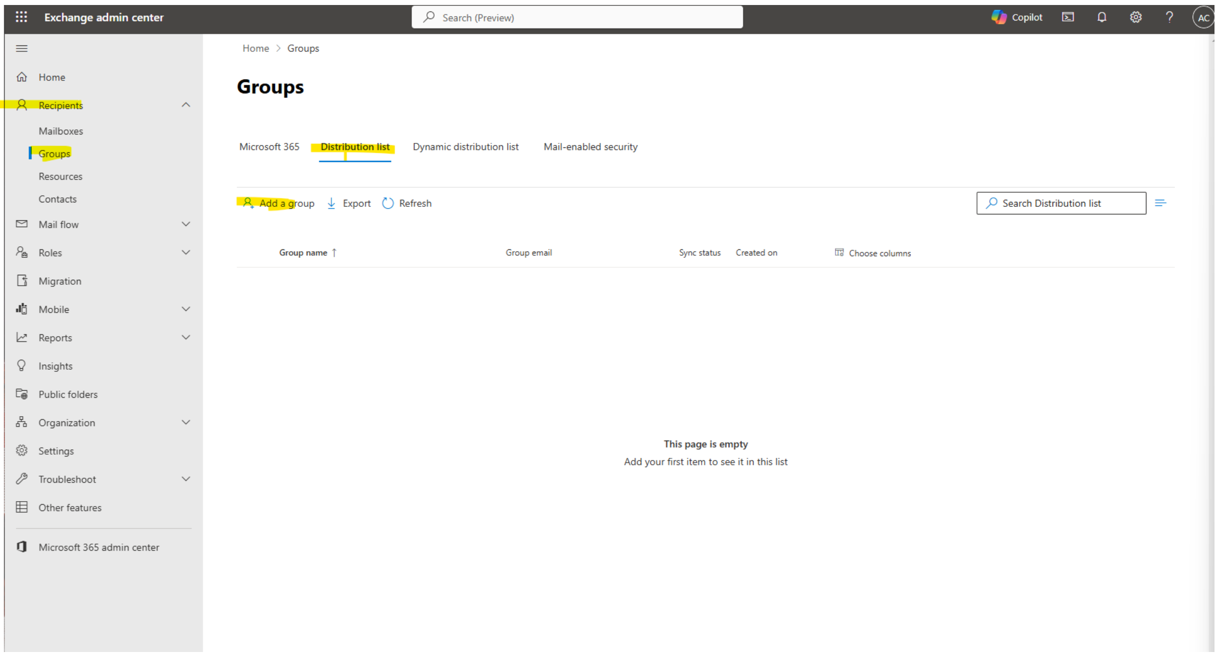


- We will reply to the email. We want to double check that "Show From" is the shared mailbox email address and not Jon's email address, so go to **Options** tab and select **Show From**

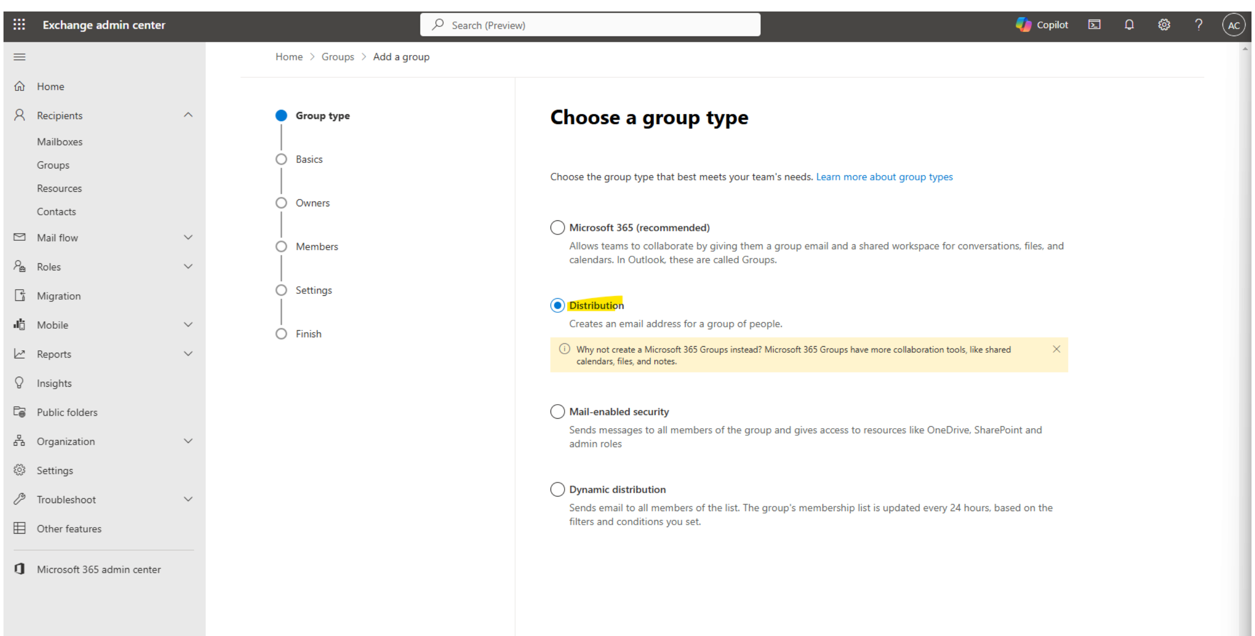


Distribution list:

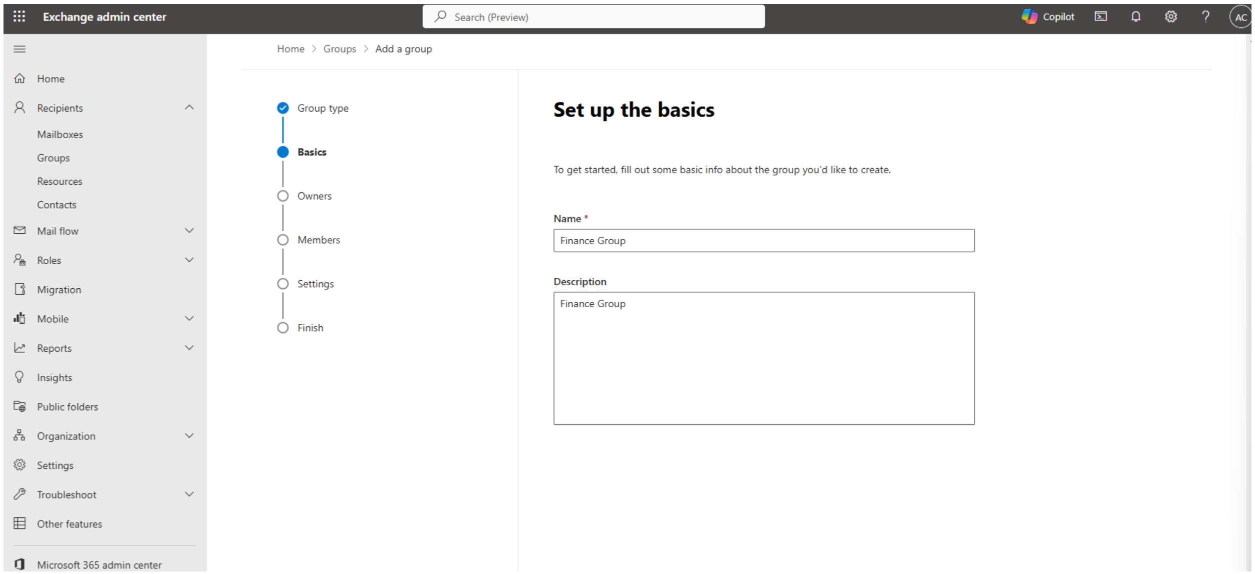
- To create a distribution list, go to the **Exchange admin center,** click **Groups** under **Recipients** and **add a group** under the **distribution list tab**



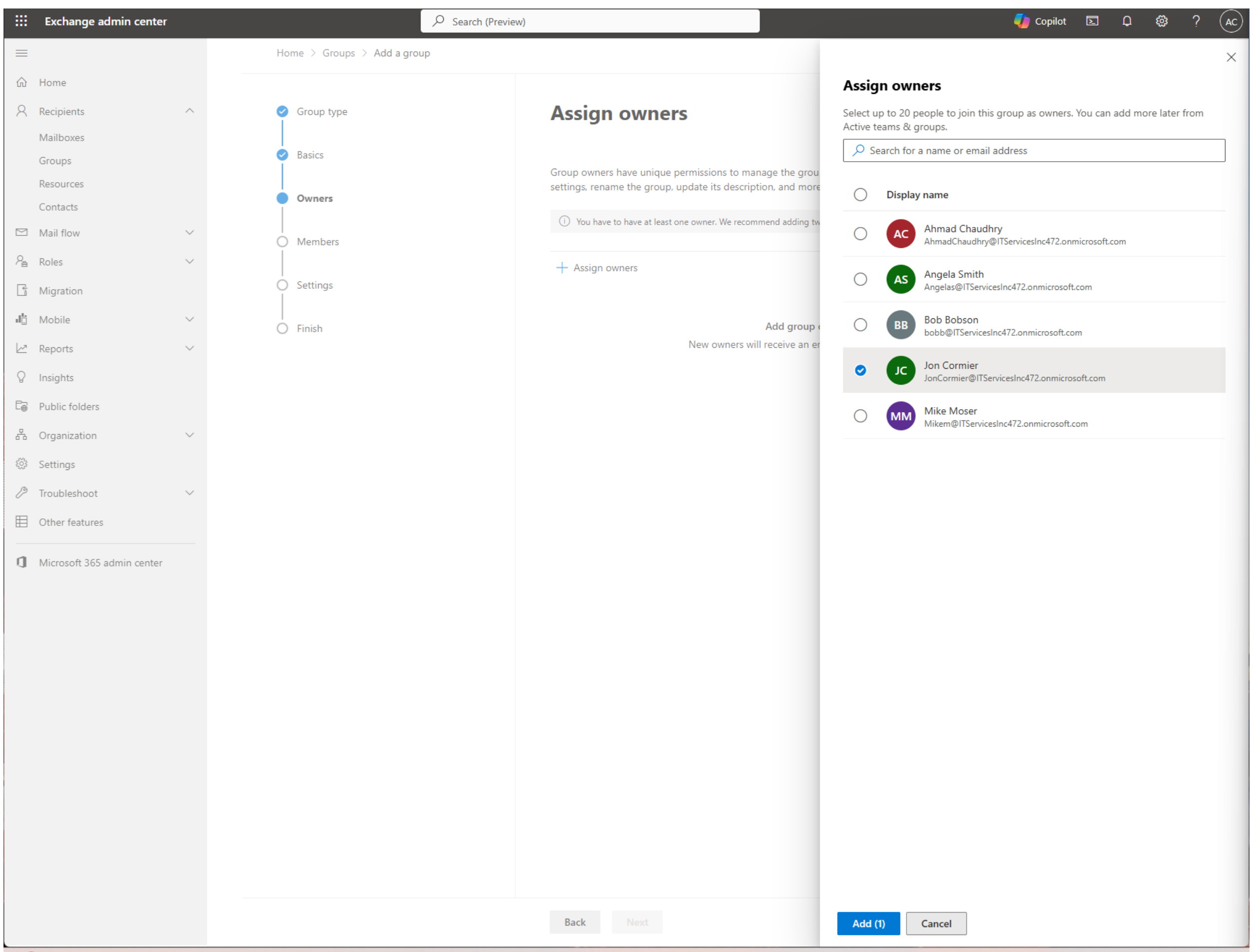
- Select **Distribution**



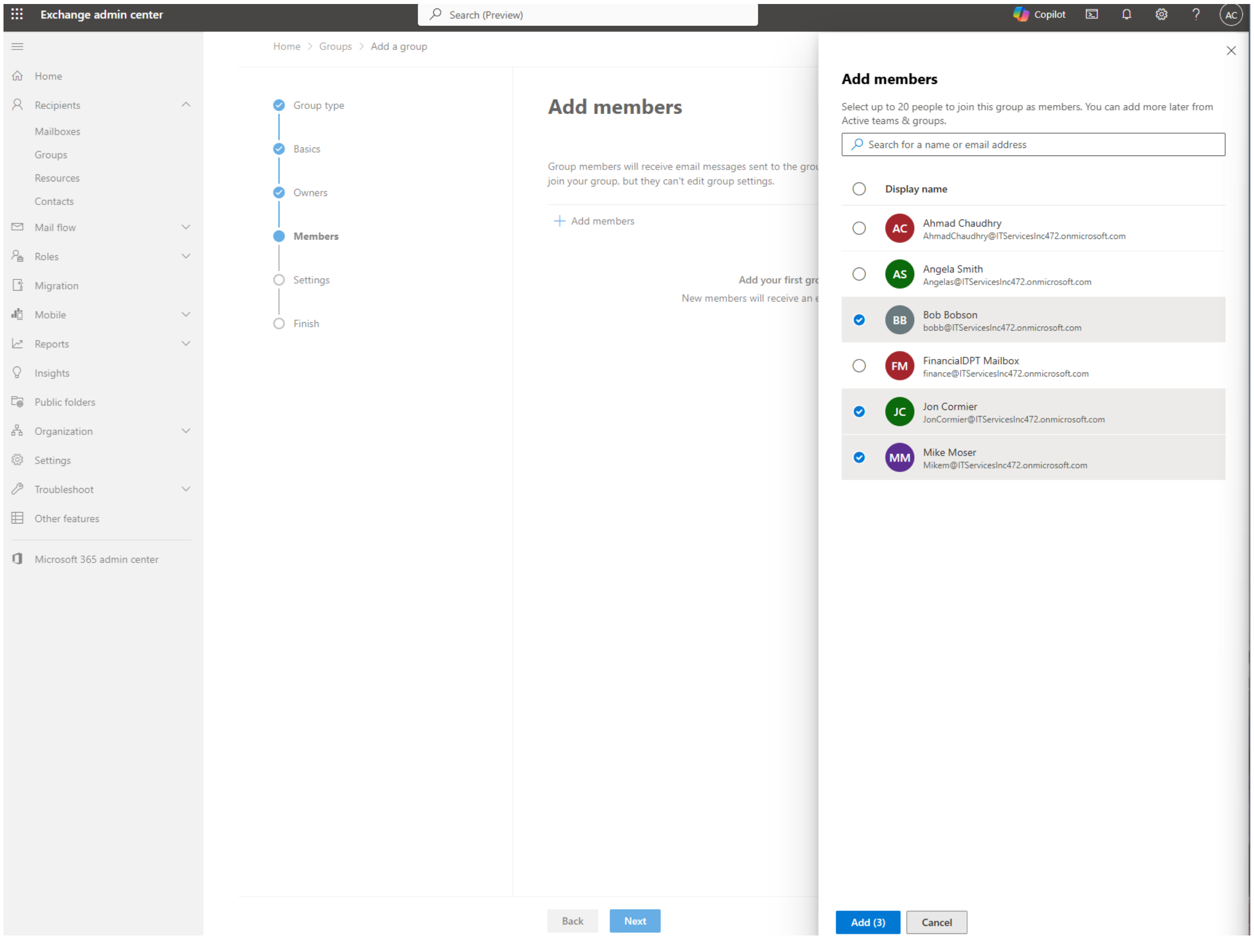
- Name the distribution list and add a description if you want to



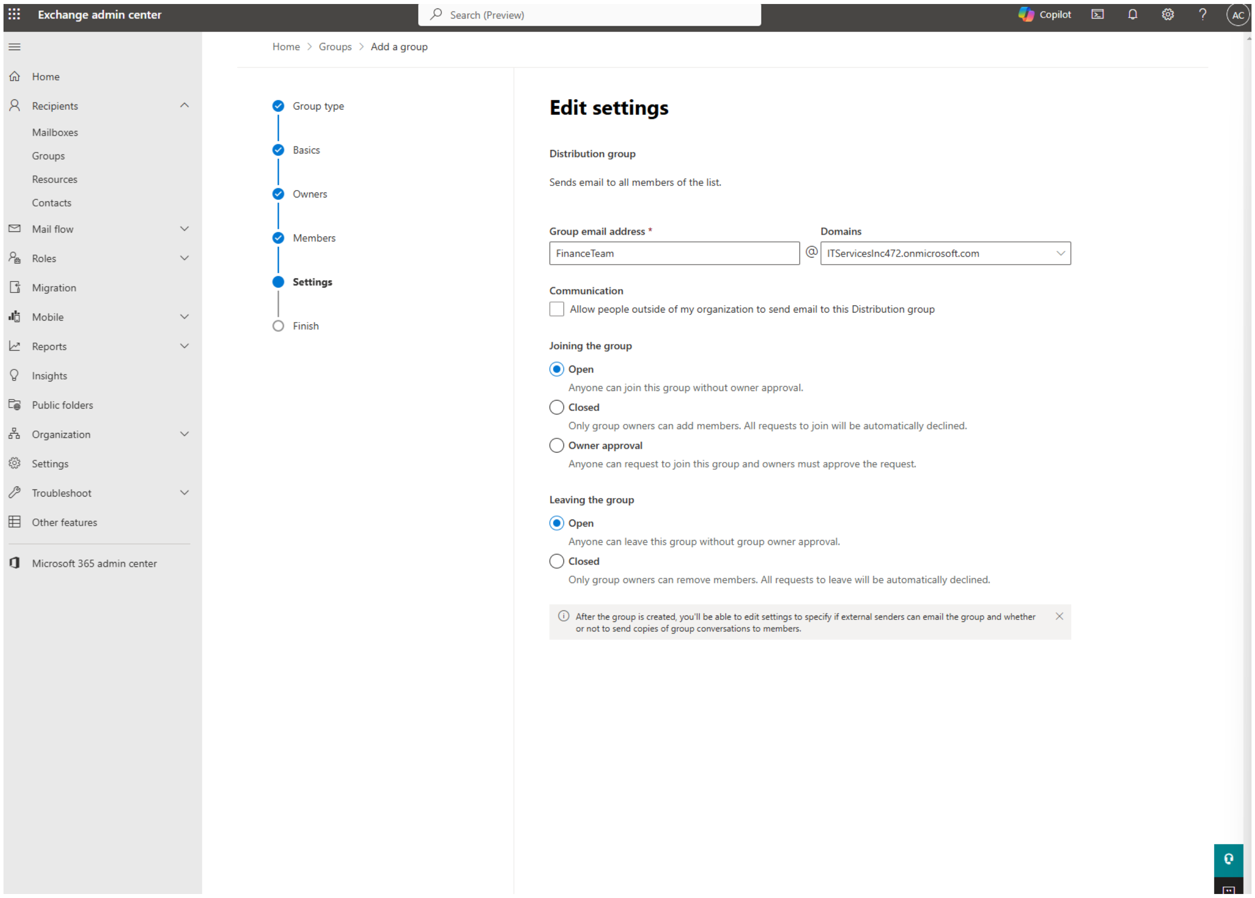
- We will assigned the owner



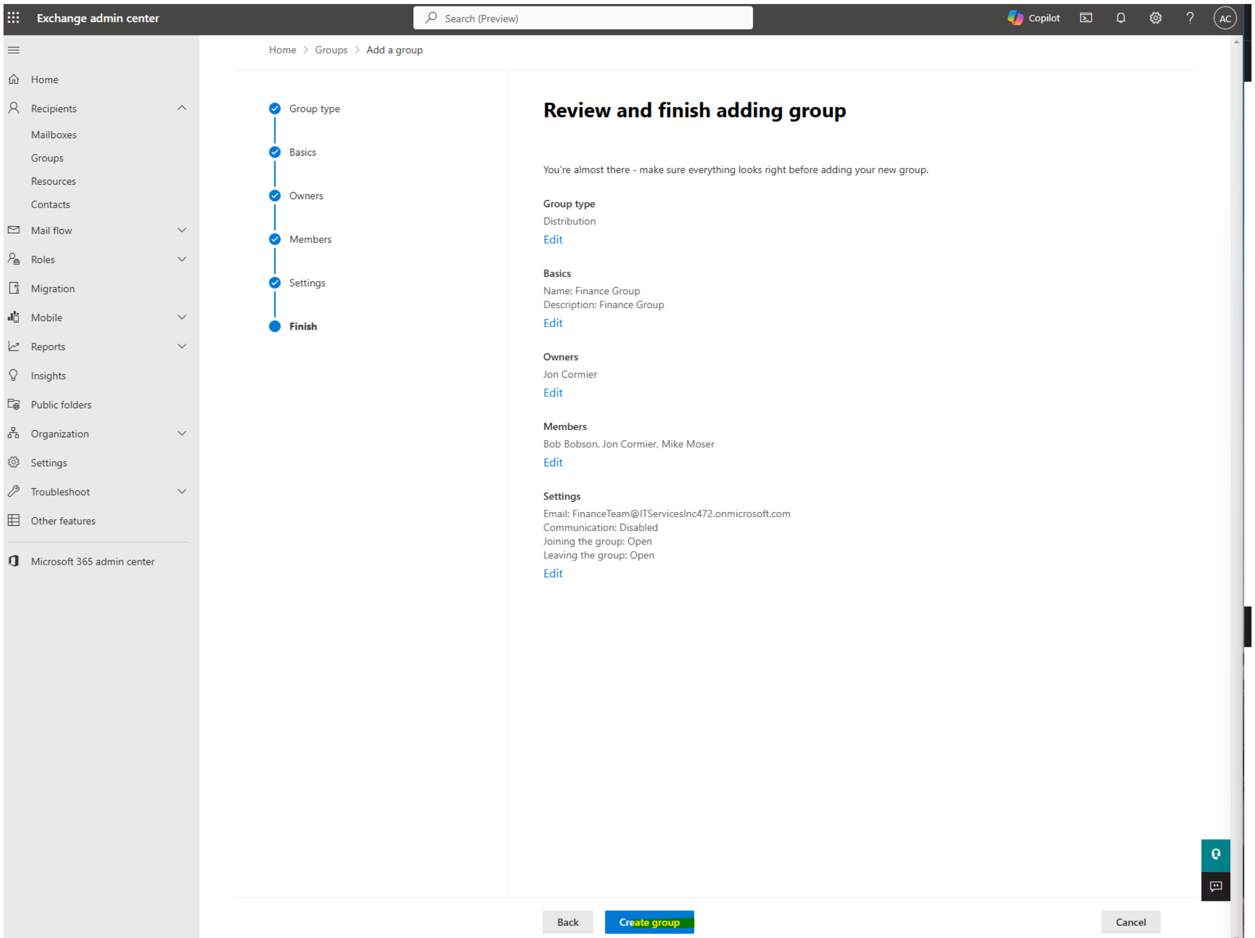
- Add members, we also need to add the owner to participate in the group. You can also add a shared mailbox email address instead of adding members individually



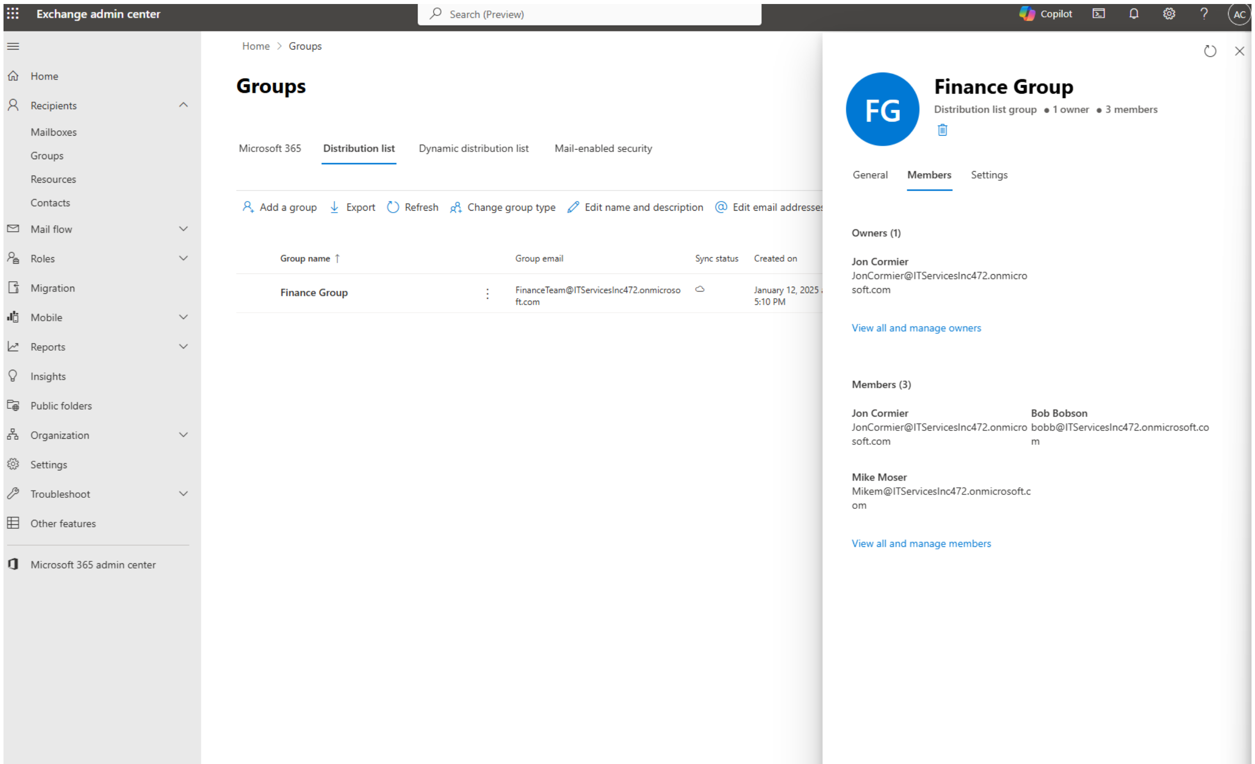
- Assign an email address to the group email address



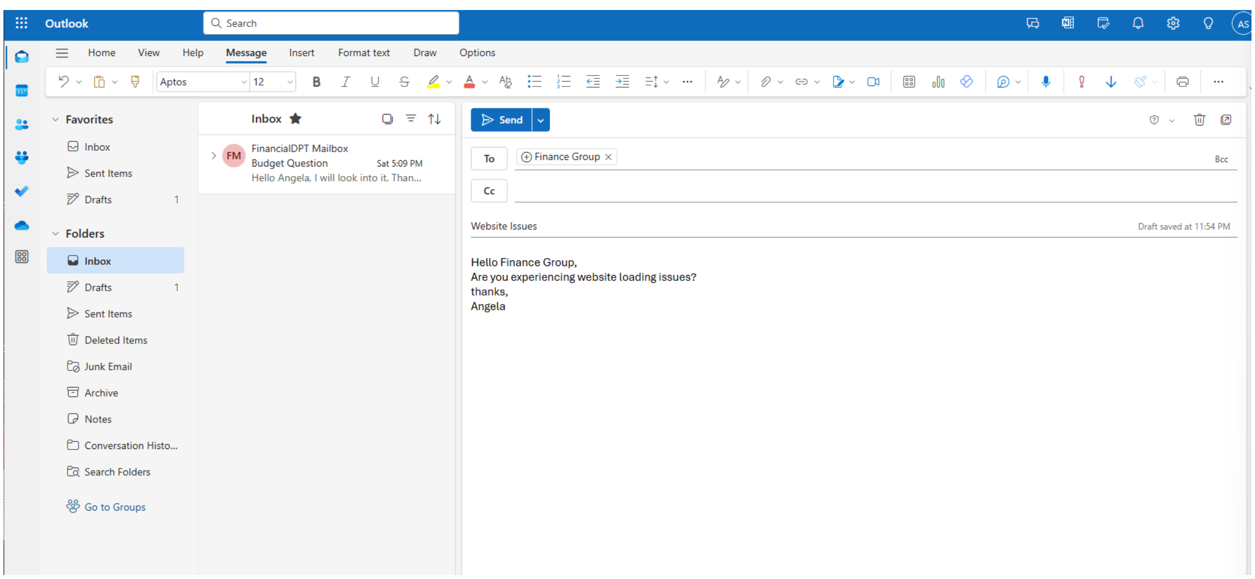
- Click **create group**



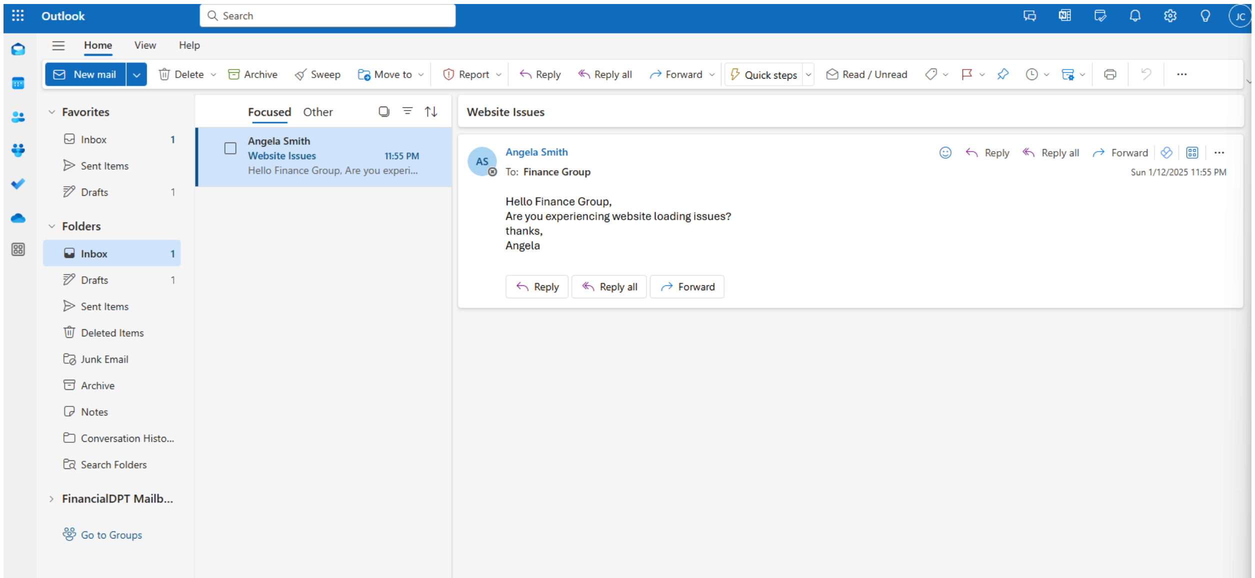
- To add or delete owners or members, click on the distribution list and select the **members** tab



- Let's test the distribution email. We will send the email to the distribution email from Angela

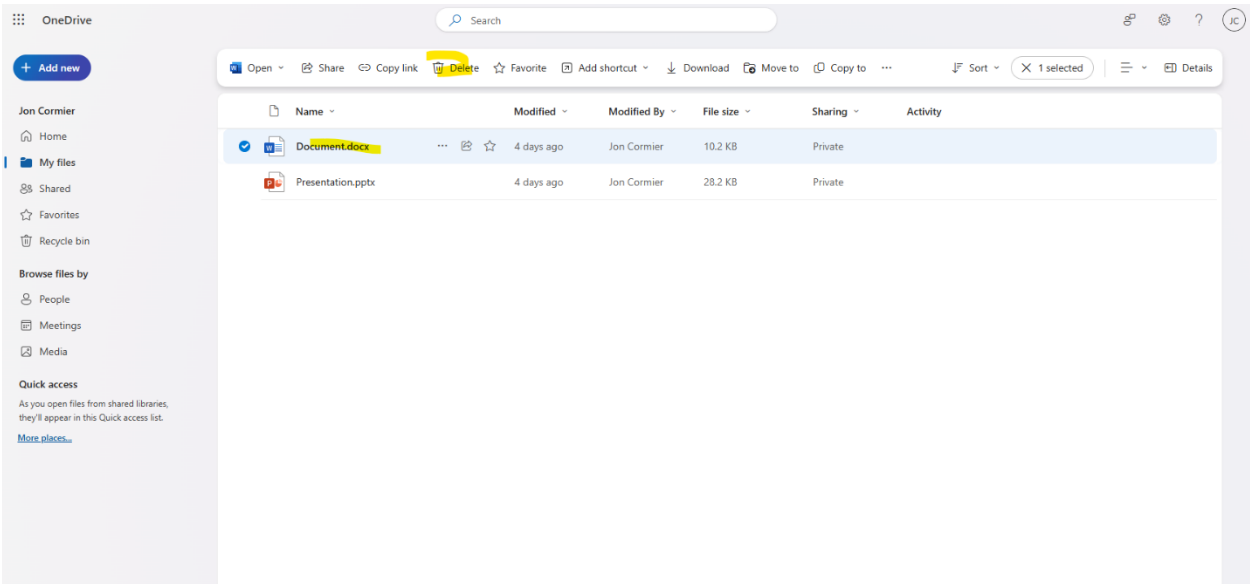


- We checked Jon's mailbox and saw that he had successfully received the email

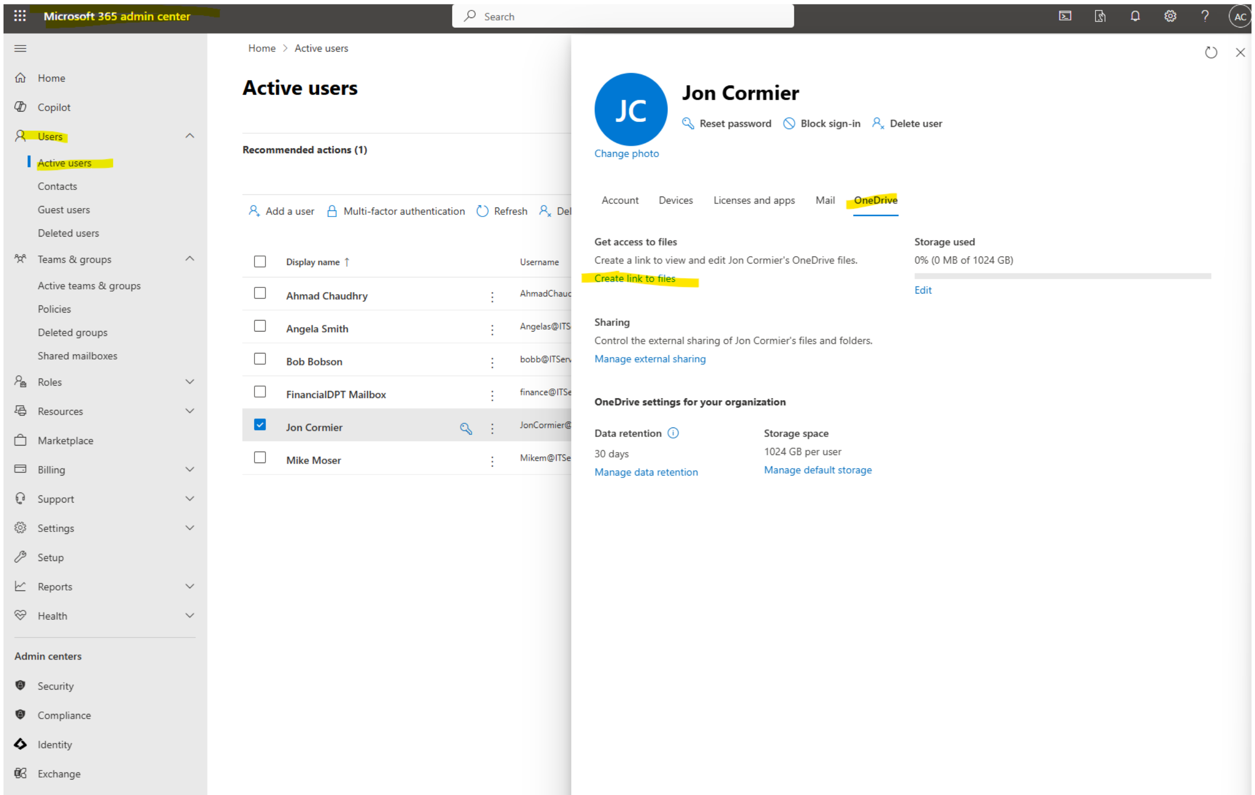

Outlook
Search
Home
View
Help
New mail
Delete
Archive
Sweep
Move to
Report
Reply
Reply all
Forward
Quick steps
Read / Unread
Favorites
Inbox 1
Sent Items
Drafts 1
Folders
Inbox 1
Drafts 1
Sent Items
Deleted Items
Junk Email
Archive
Notes
Conversation Histo...
Search Folders
FinancialDPT Mailb...
Go to Groups
Focused
Other
Angela Smith
Website Issues
11:55 PM
Hello Finance Group, Are you experi...
Website Issues
Angela Smith
To: Finance Group
Sun 1/12/2025 11:55 PM
Hello Finance Group,
Are you experiencing website loading issues?
thanks,
Angela
Reply
Reply all
Forward

SharePoint, OneDrive Restoring Deleted Files

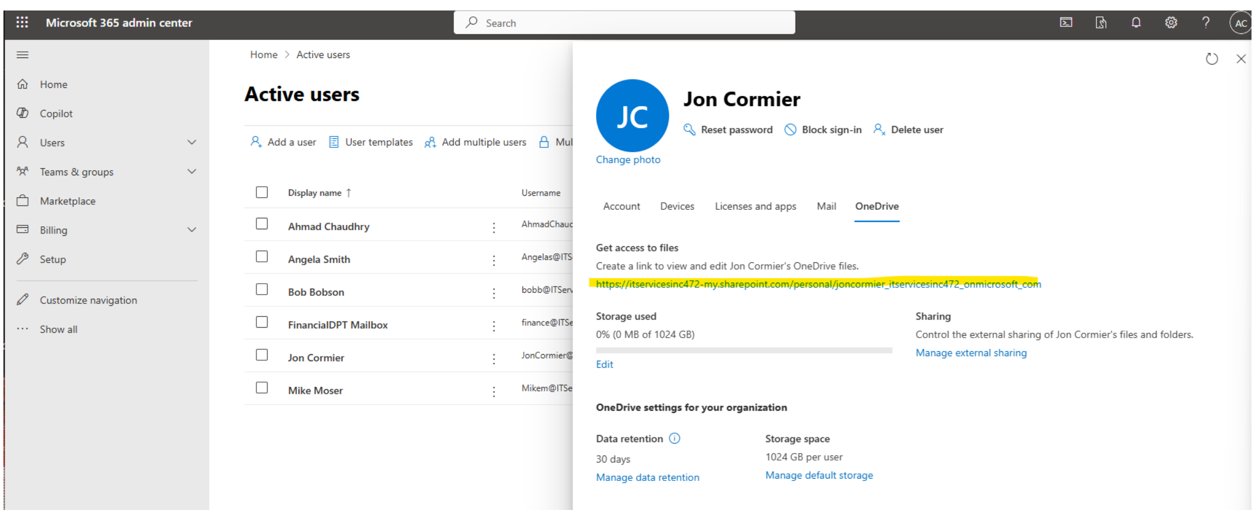
- We will recover a file that was accidentally deleted by an employee. For this scenario, we will delete the "Document" file but assume it was deleted by Jon to simulate a real case. The file is currently in the recycling bin, and we will restore it.



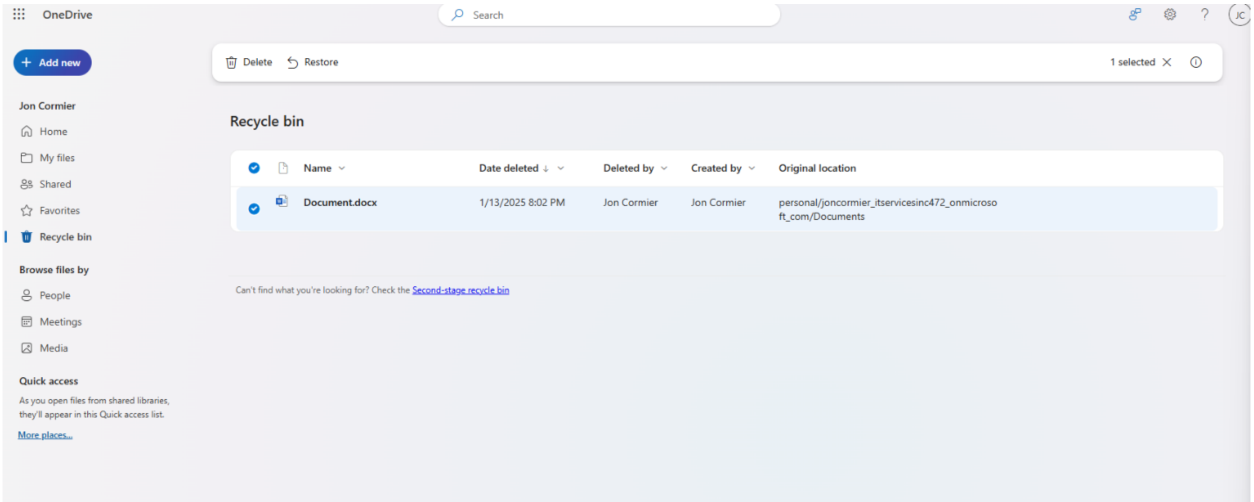
- Go to the **Microsoft 365 admin center**, and click **active users** under **Users.** Then click on the **OneDrive** tab in Jon's account and click **Create link to files**



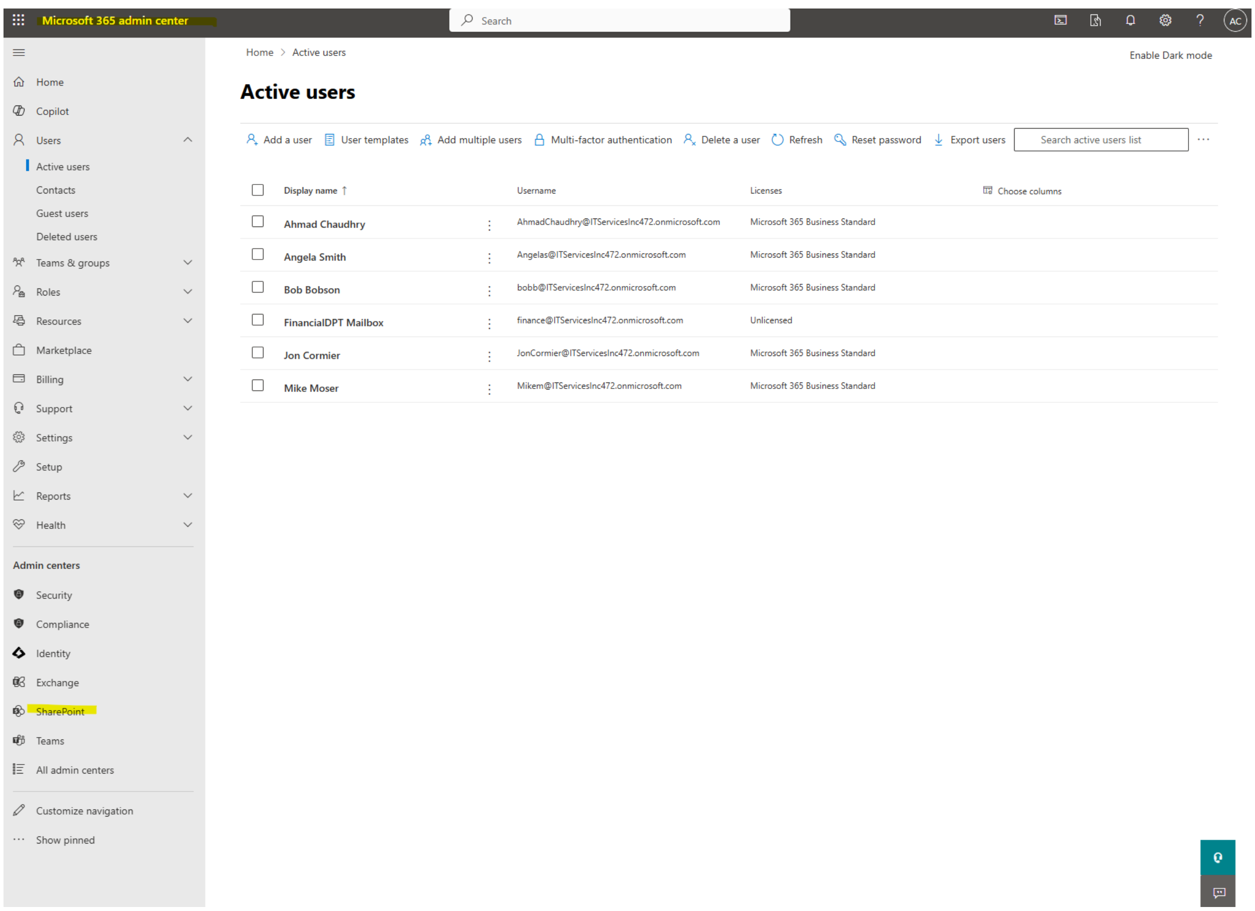
- Click on the link



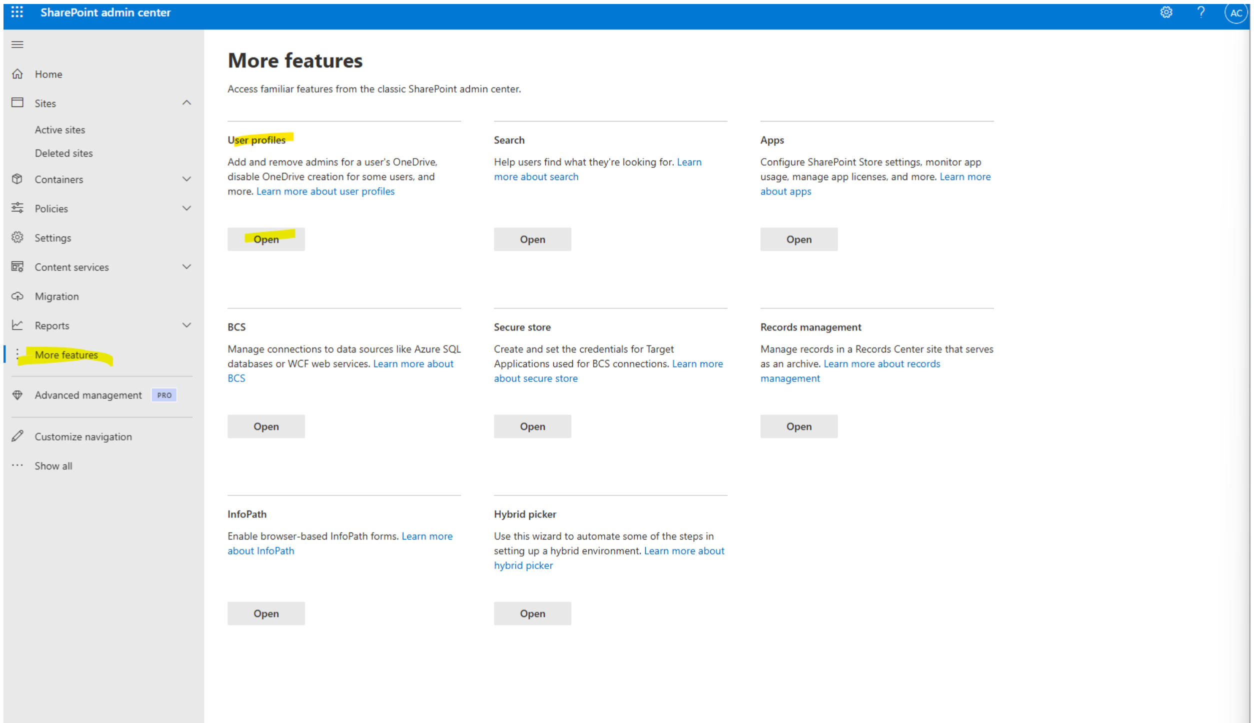
- Go to **Recycle Bin,** click the file and click **Restore**



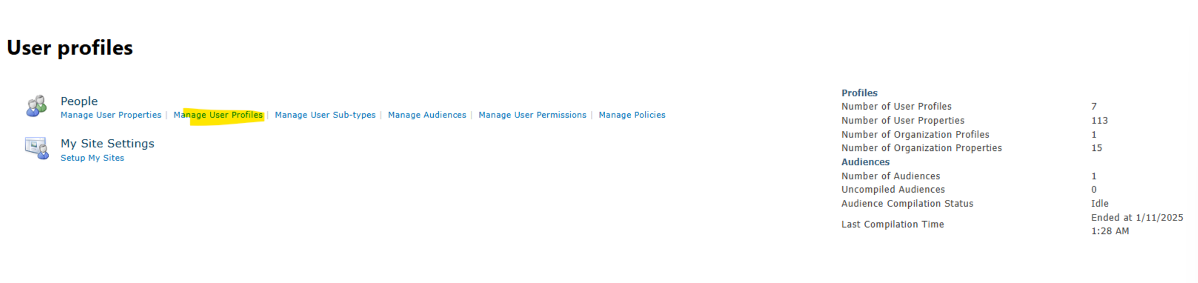
- Or you can restore it via SharePoint admin center. Click **SharePoint** in **Microsoft 365 admin center**



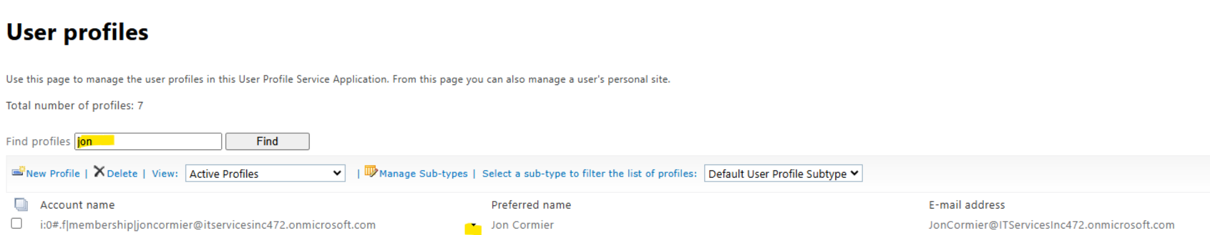
- Once you are in the SharePoint admin center's website, click **More features** and then **Open** under **User profiles**



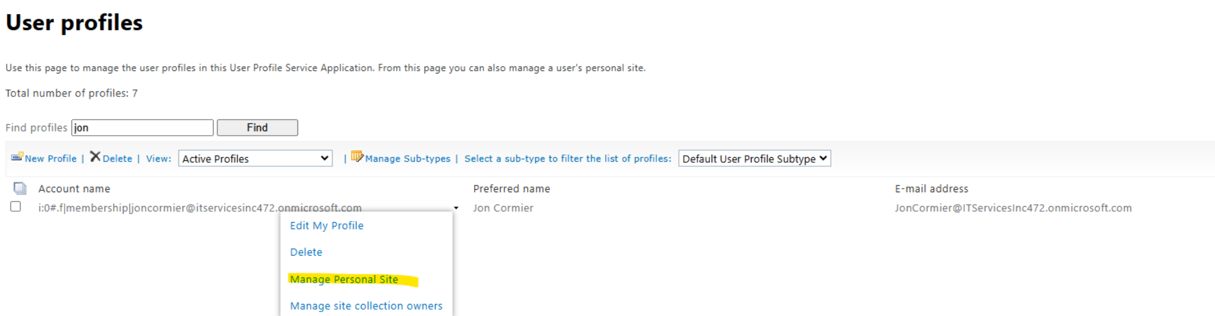
- Click **Manage User Profiles**



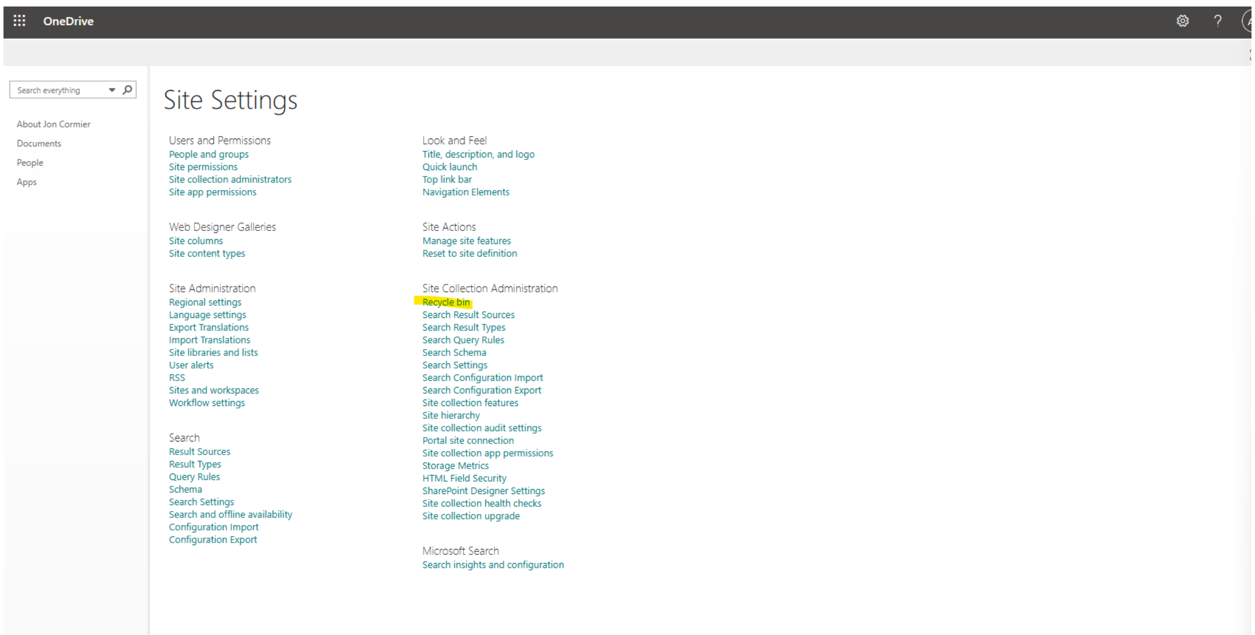
- Search for Jon and select the small symbol beside the account name



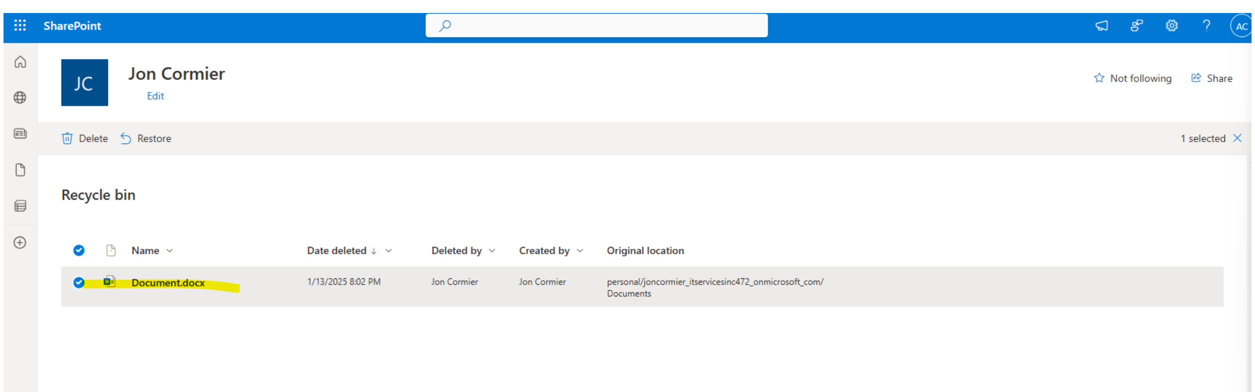
- Click **Manage Personal Site**



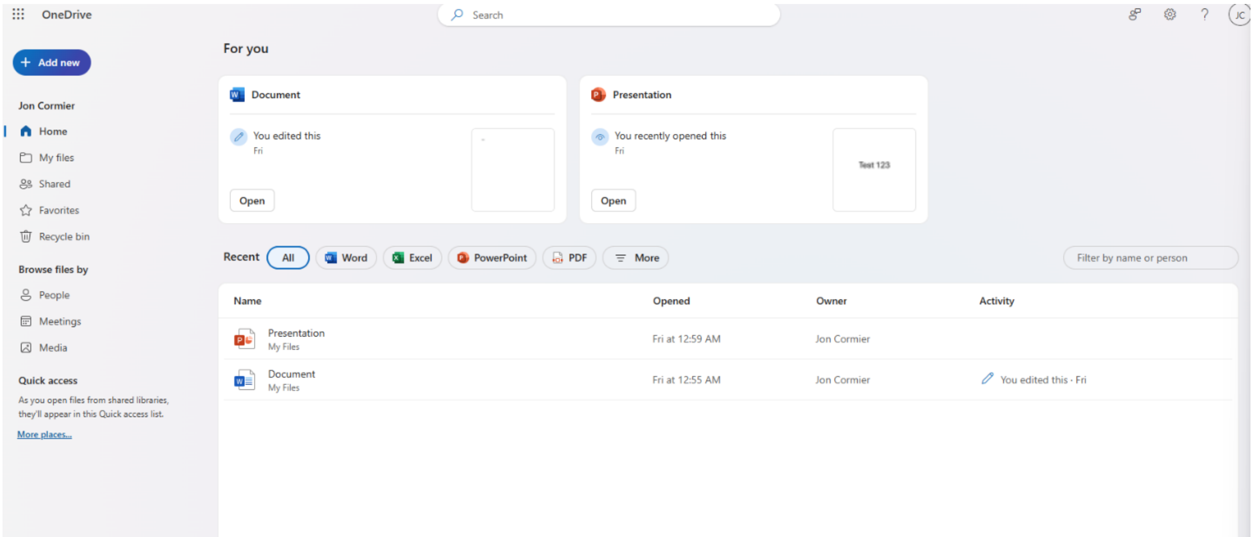
- Click **Recycle Bin** under **Site Collection Administration**



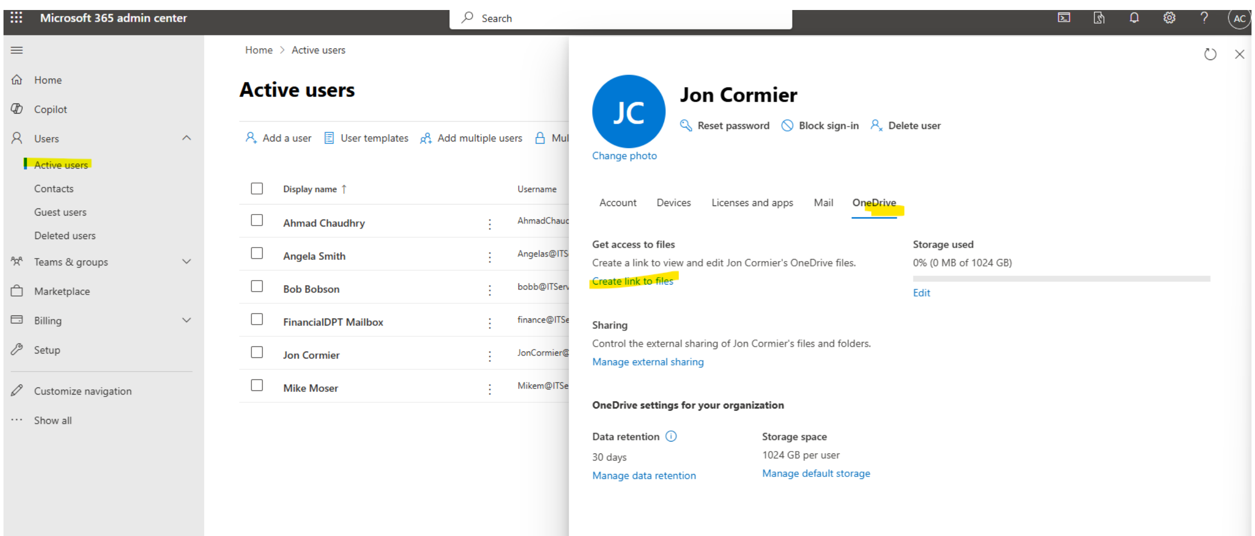
- Select the file we deleted and click **Restore**



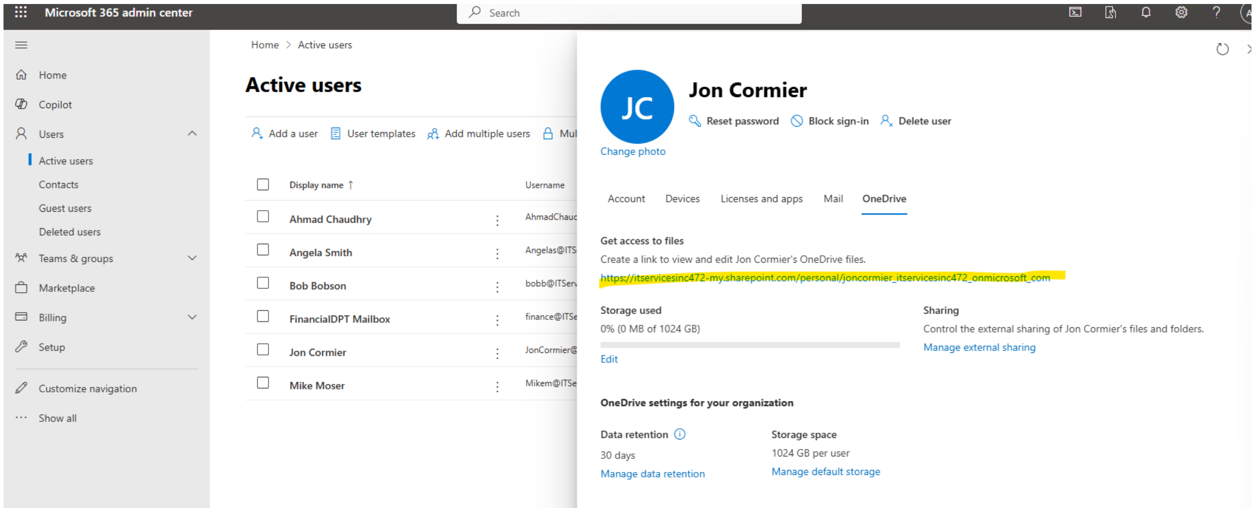
- Verify that you see the file restored in Jon's OneDrive



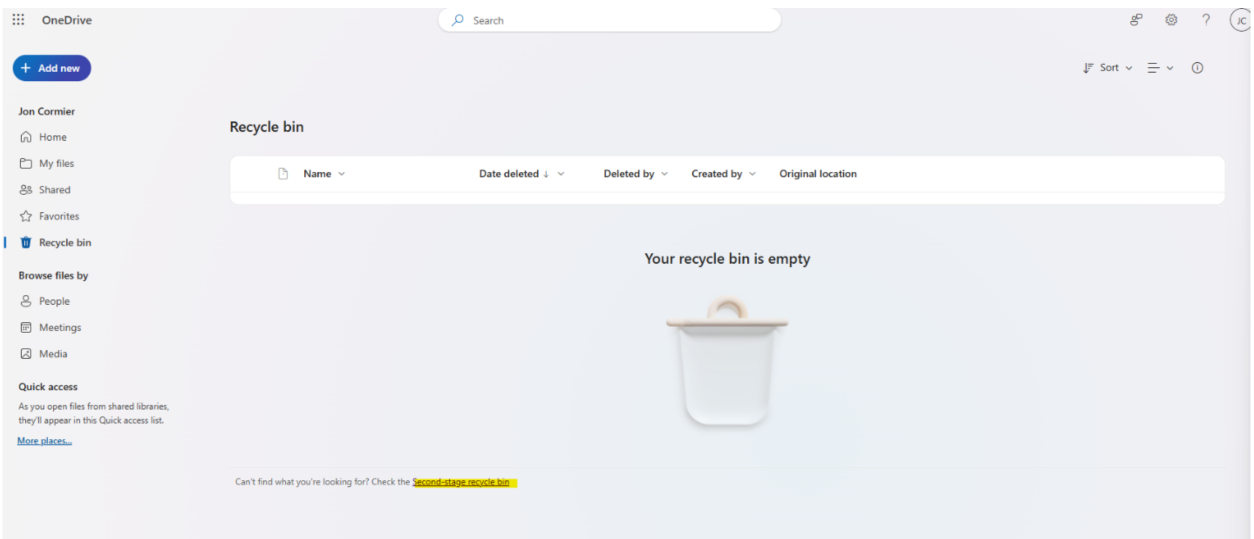
- If Jon deletes the file from the recycle bin, we can still restore it
- Go to Jon's OneDrive through the **Microsoft 365 admin center.** Click **Active users,** Jon's account and then **Create link to files** under the **OneDrive** tab



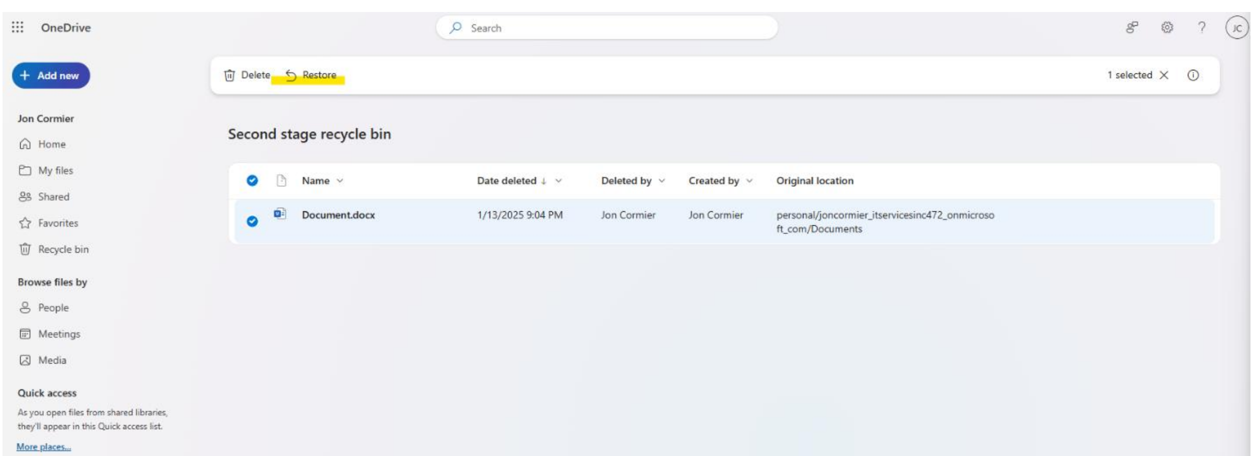
- Click the link



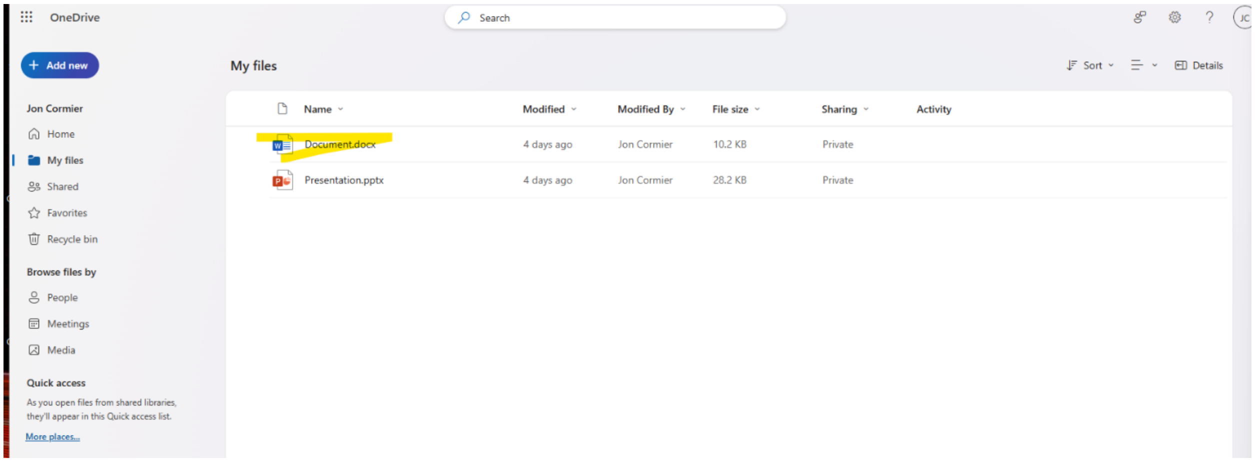
- Click the **Second-stage recycle bin** in the **Recycle Bin**



- Click on the file and select **Restore**

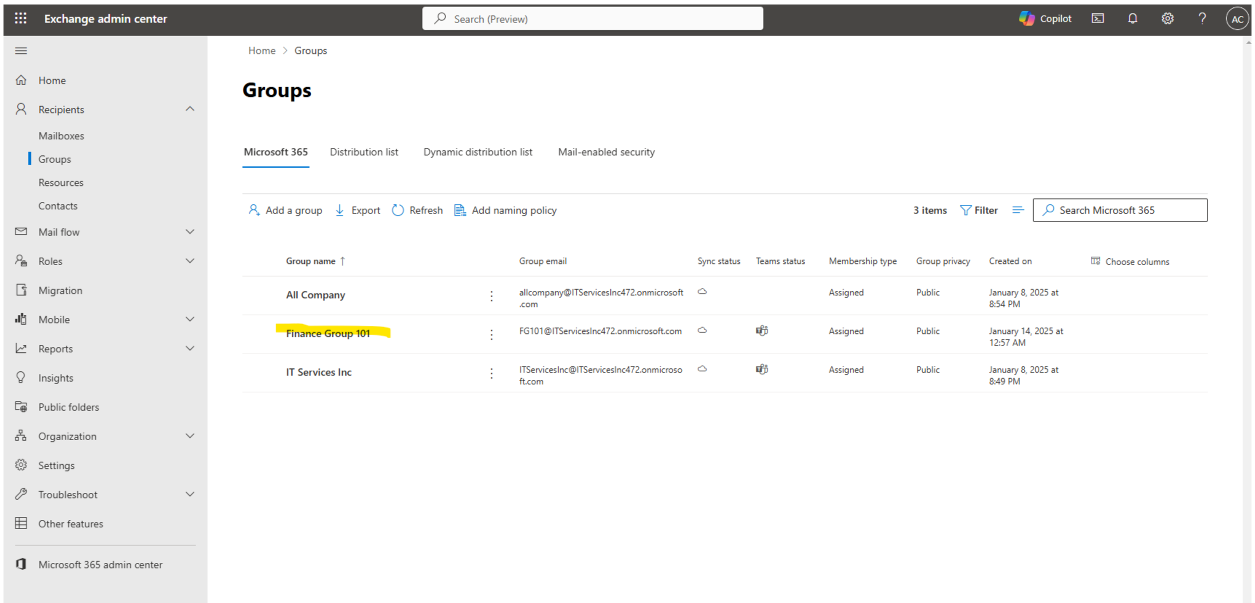


- The file is now restored

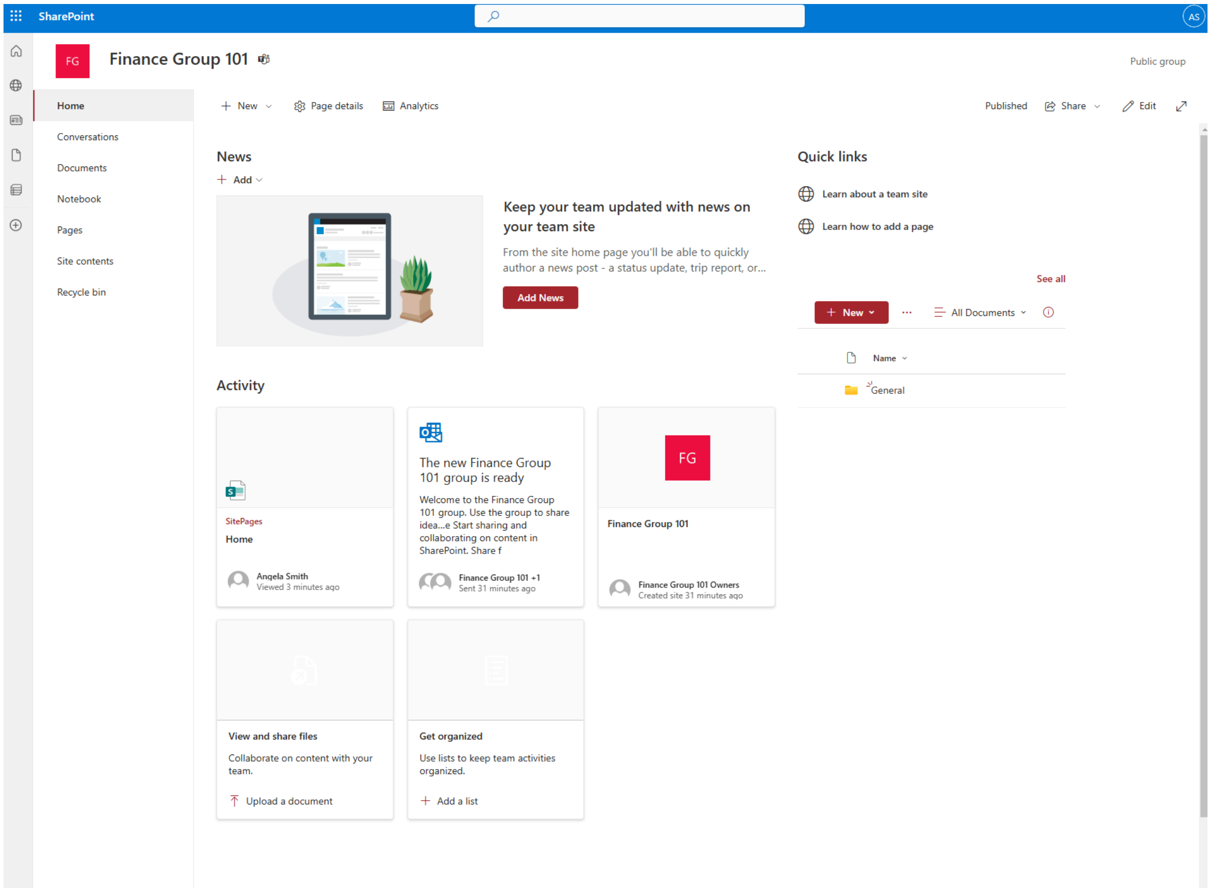


SharePoint

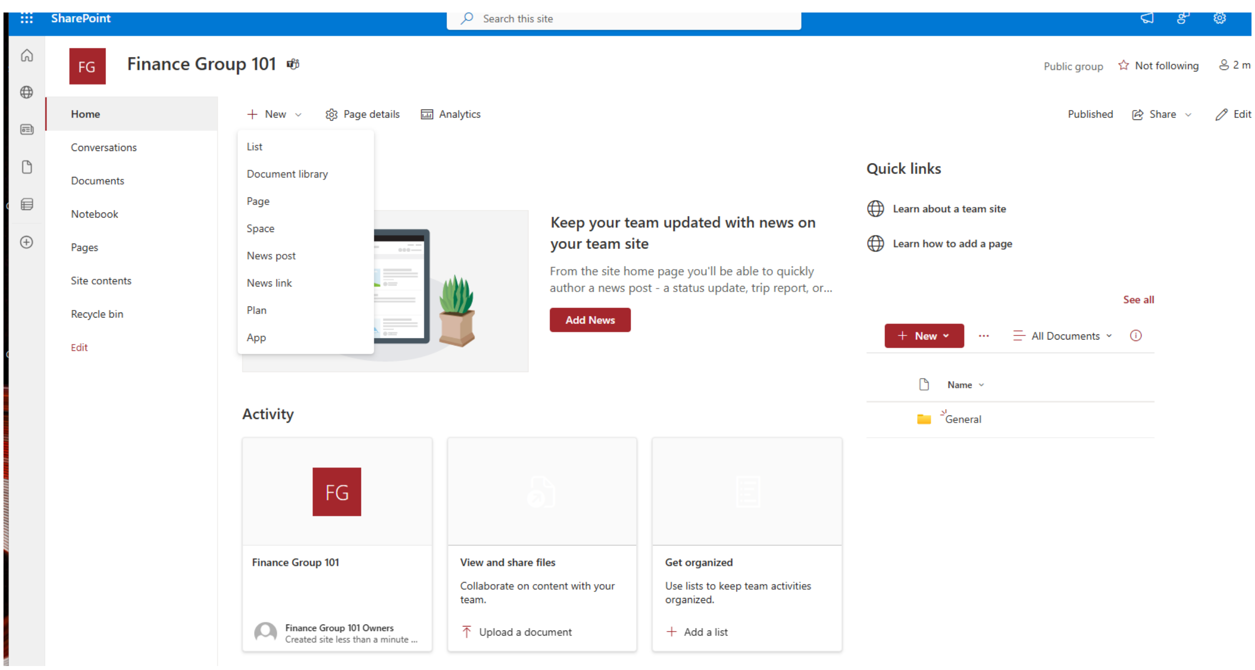
- SharePoint already populated SharePoint's website associated with the highlighted group (note it has to be a Microsoft Group and not a distribution list). I created a new group called **Finance Group 101**



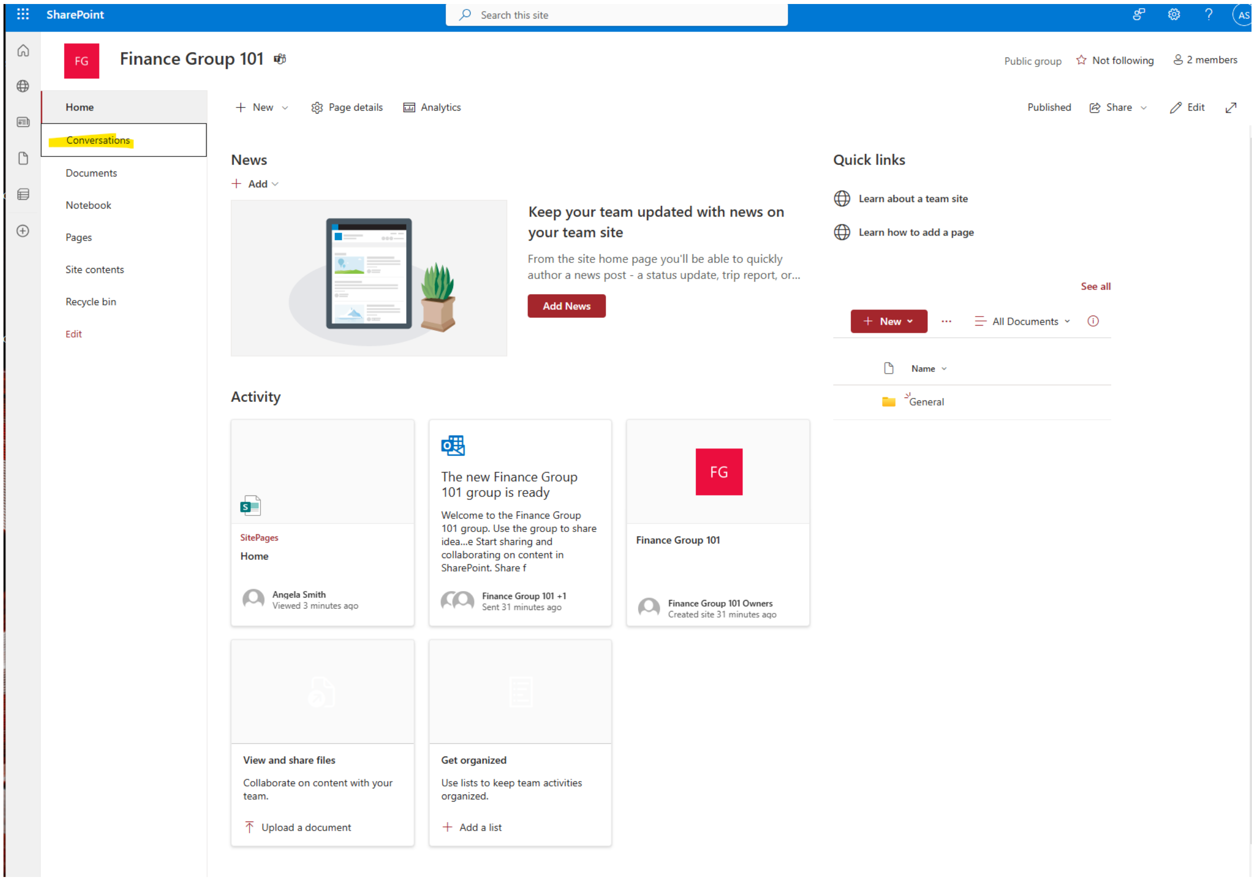
- Log in to SharePoint from any account associated with a Microsoft group. We logged in as Angela

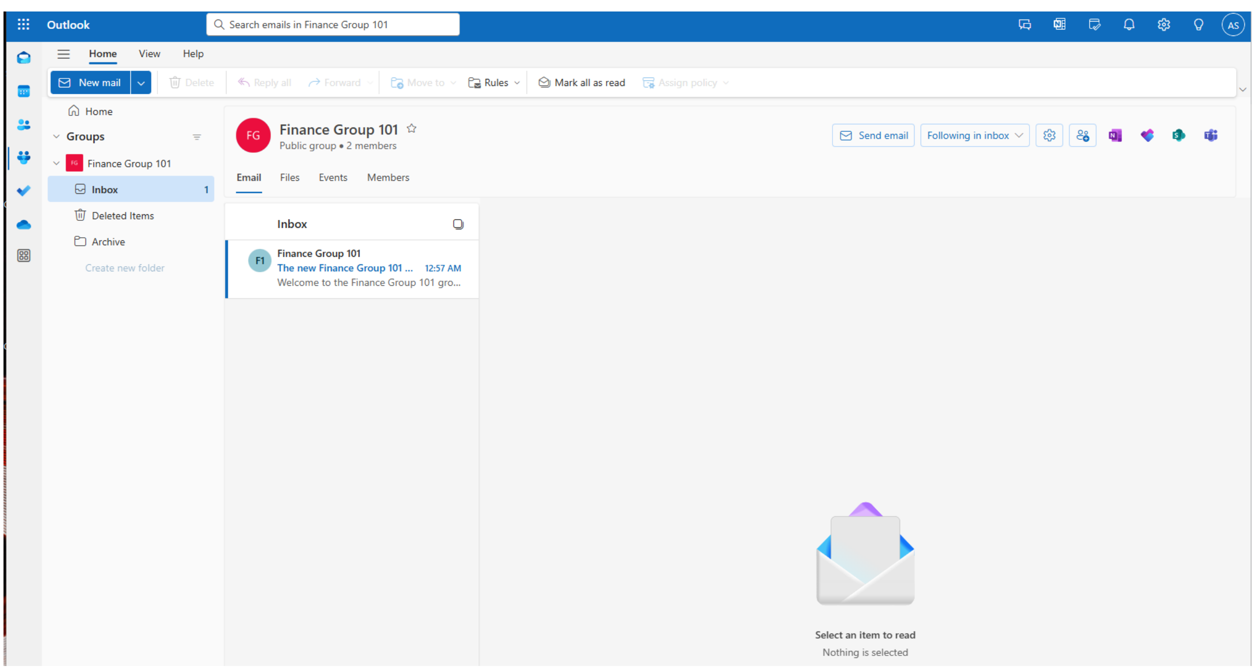


- SharePoint is a website for a specific group
- You can create a page, list, news post and etc

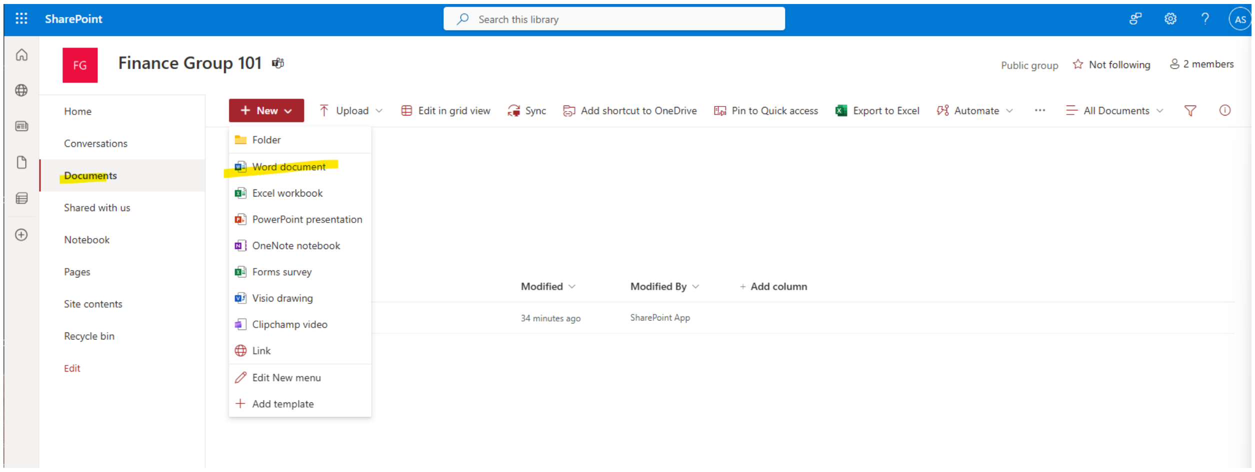


- If you click conversation, you can see what's going on in the mailboxes

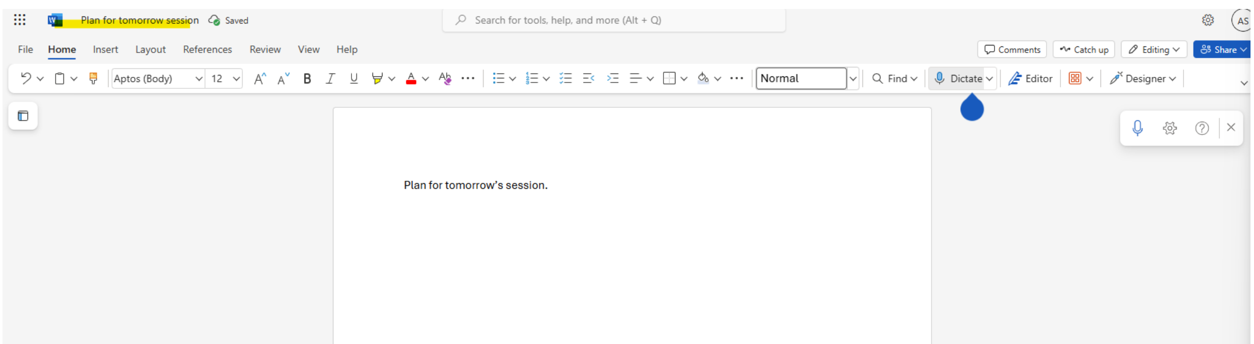




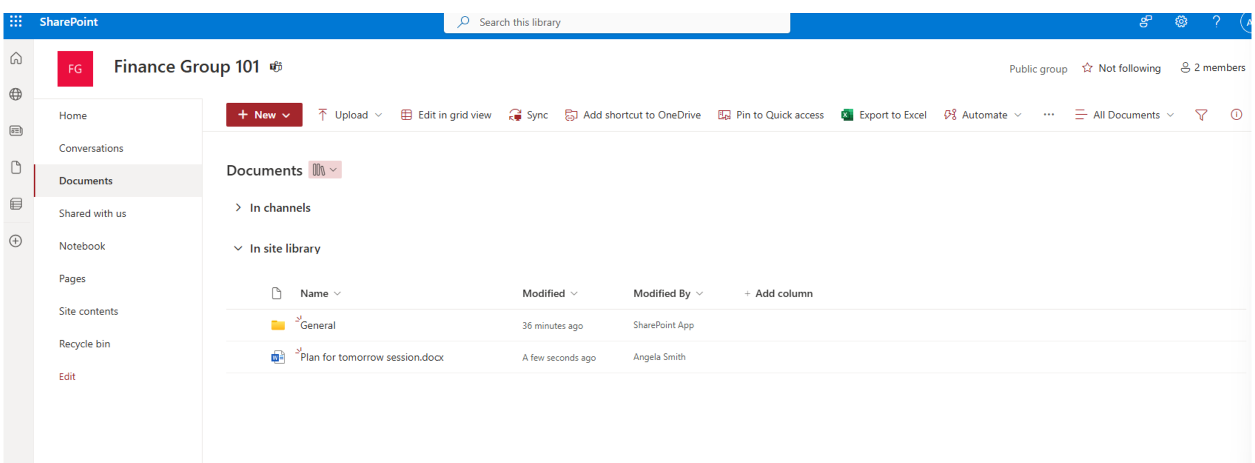
- In the **Document,** you can upload a new document. Click **New** and then click **Word document**



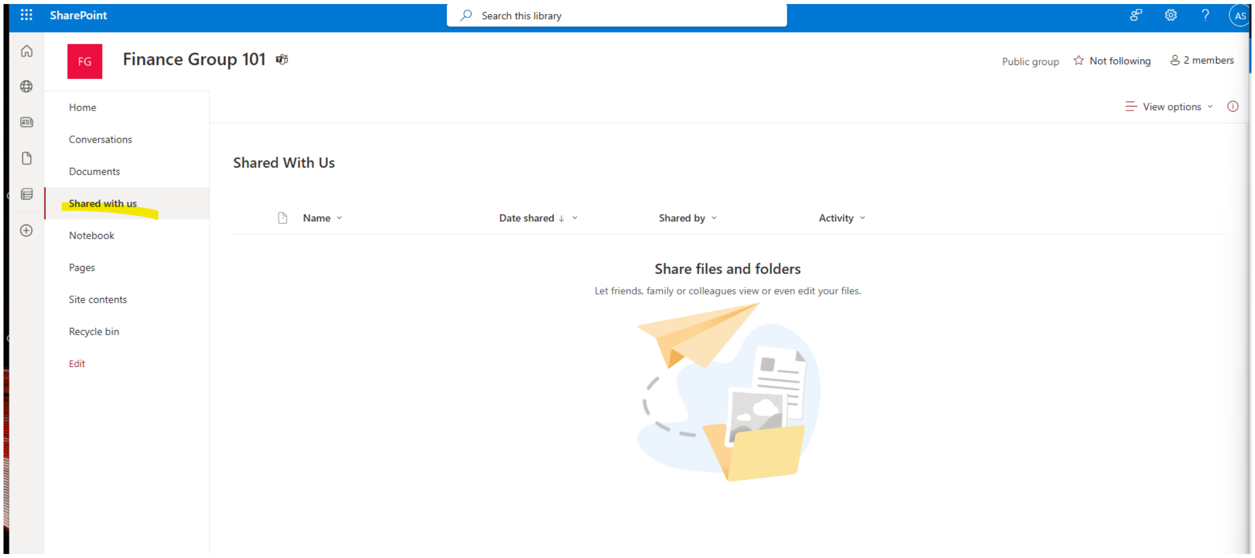
- We created a Word document



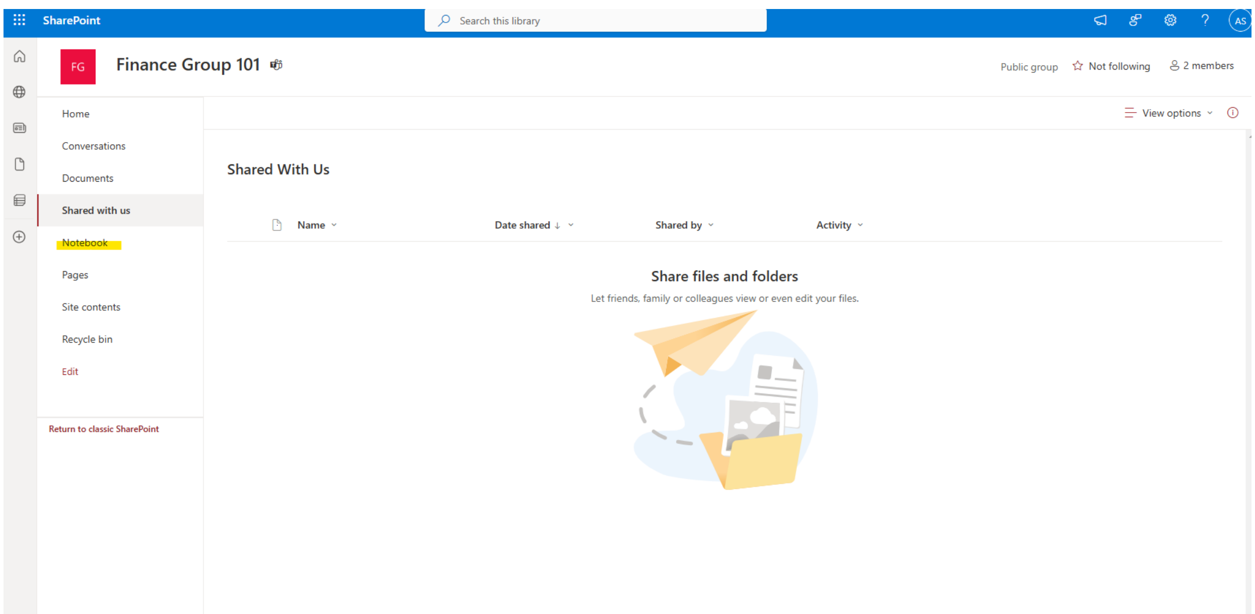
- We can see the Word file in **Documents**



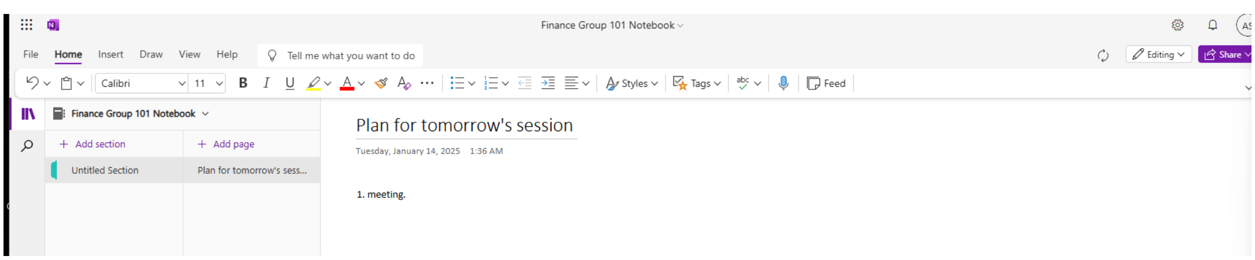
- **Shared with us-** this is something that could be shared from different groups or different people



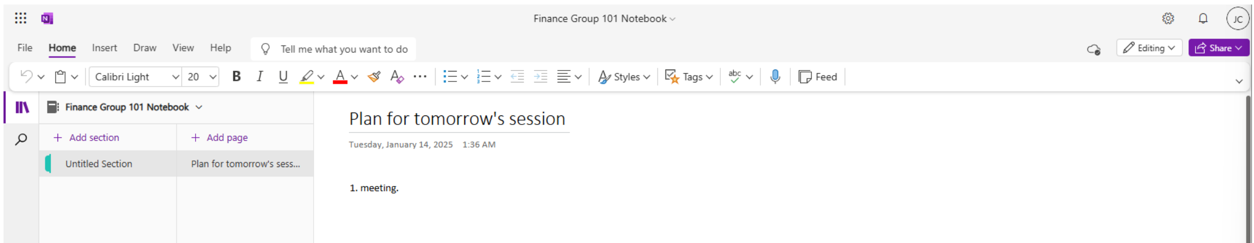
- **Notebook** will lead to OneNote



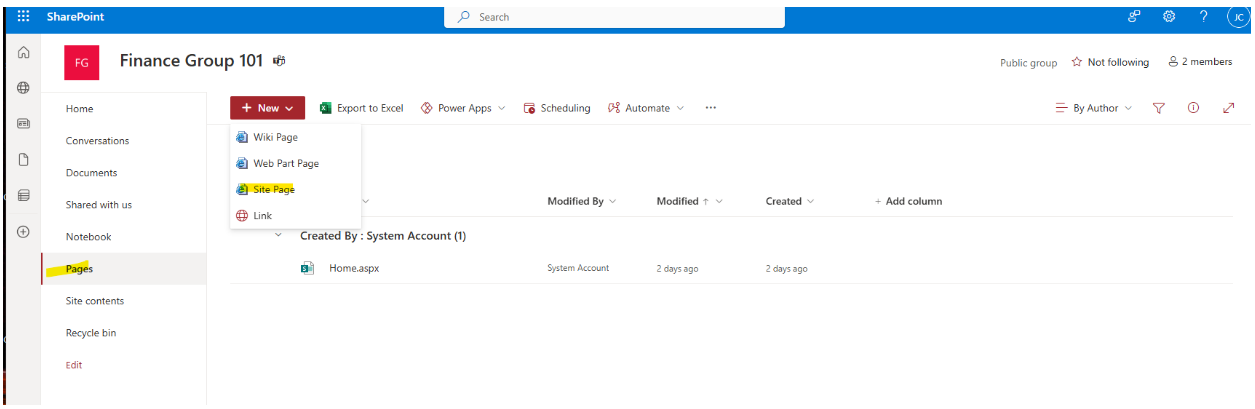
- We will make a quick note



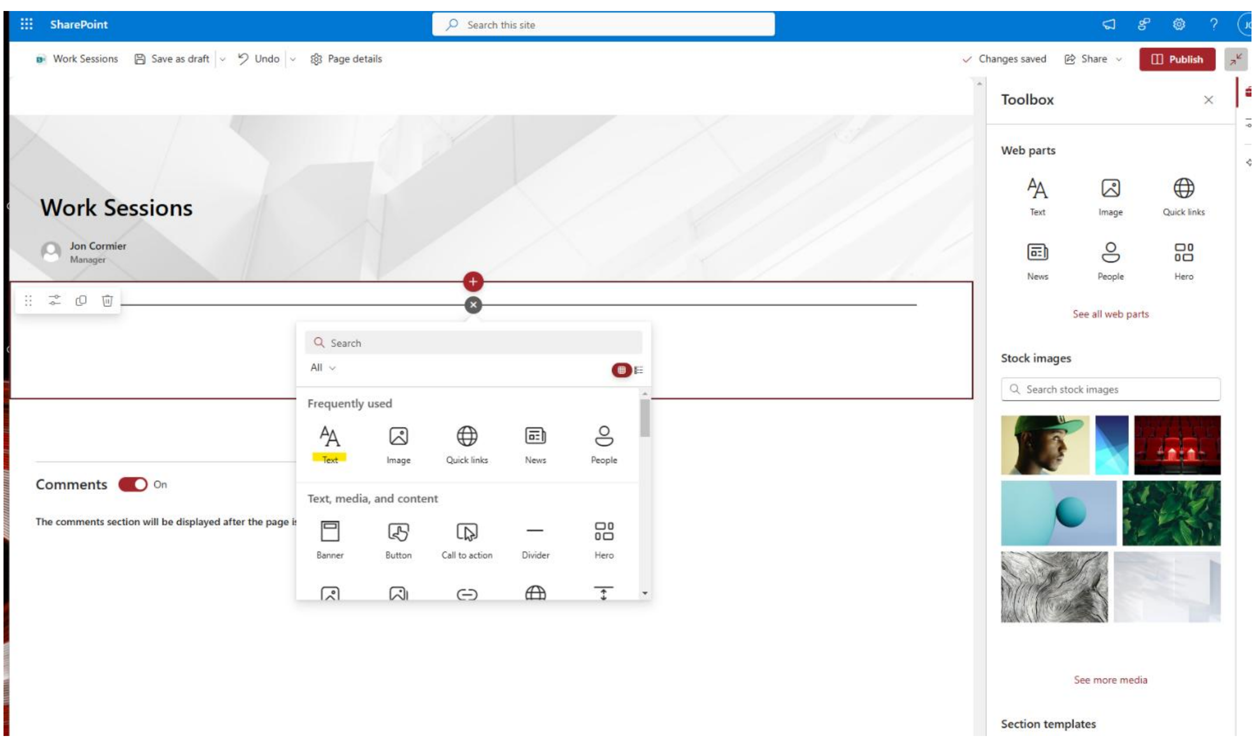
- We will sign in as Jon, who is associated with the same Microsoft group as Angela. He can see the note created by Angela



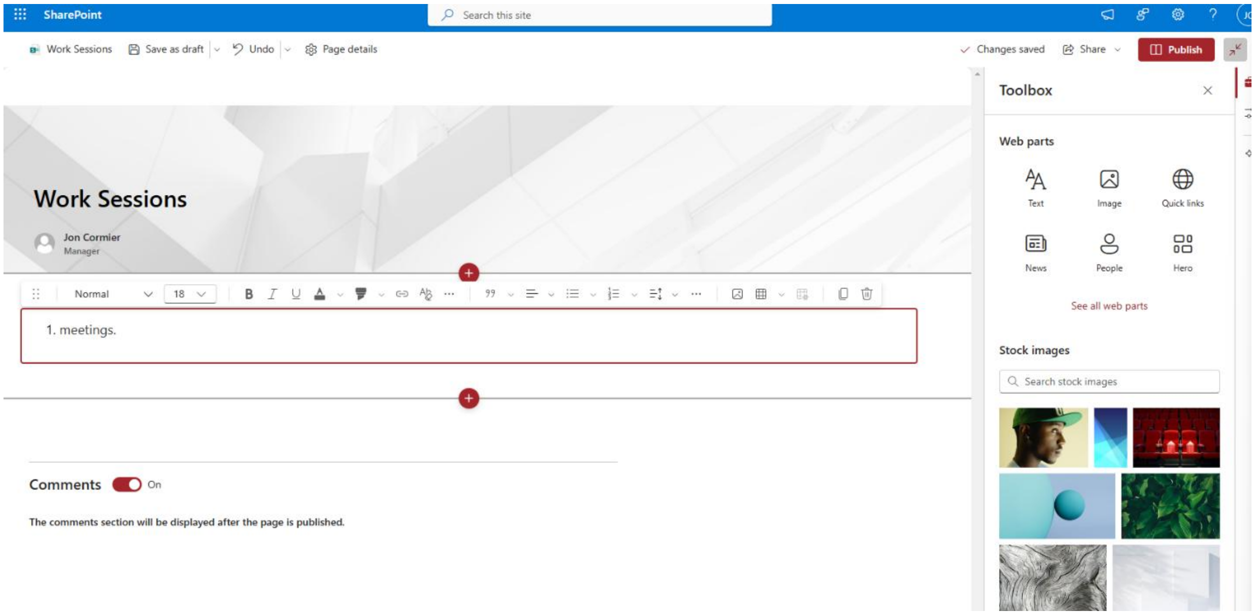
- We can create a new page by clicking on **Pages, New** and then **Site Page**



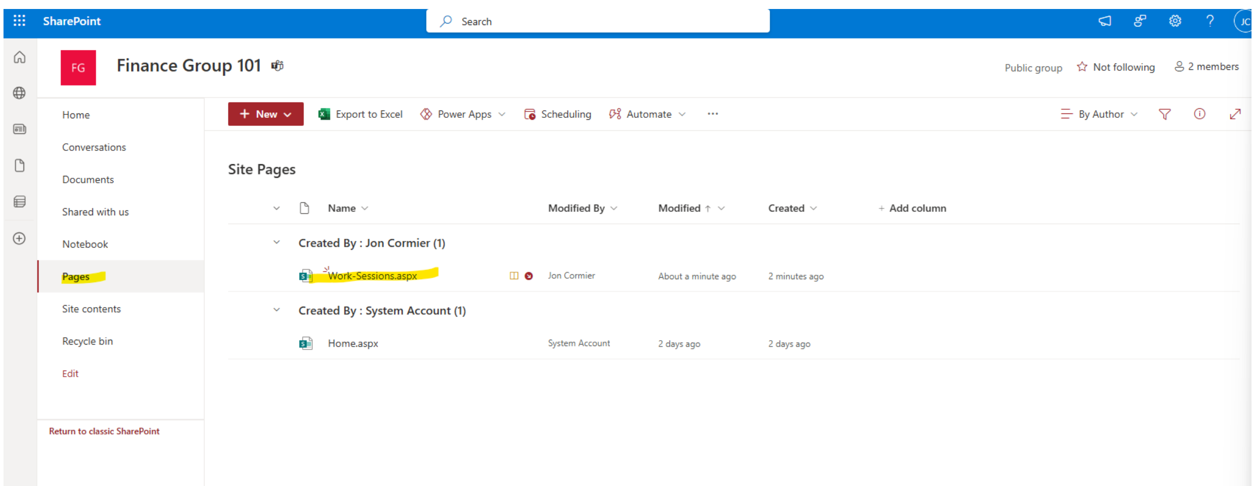
- We named the title and we will select **text**



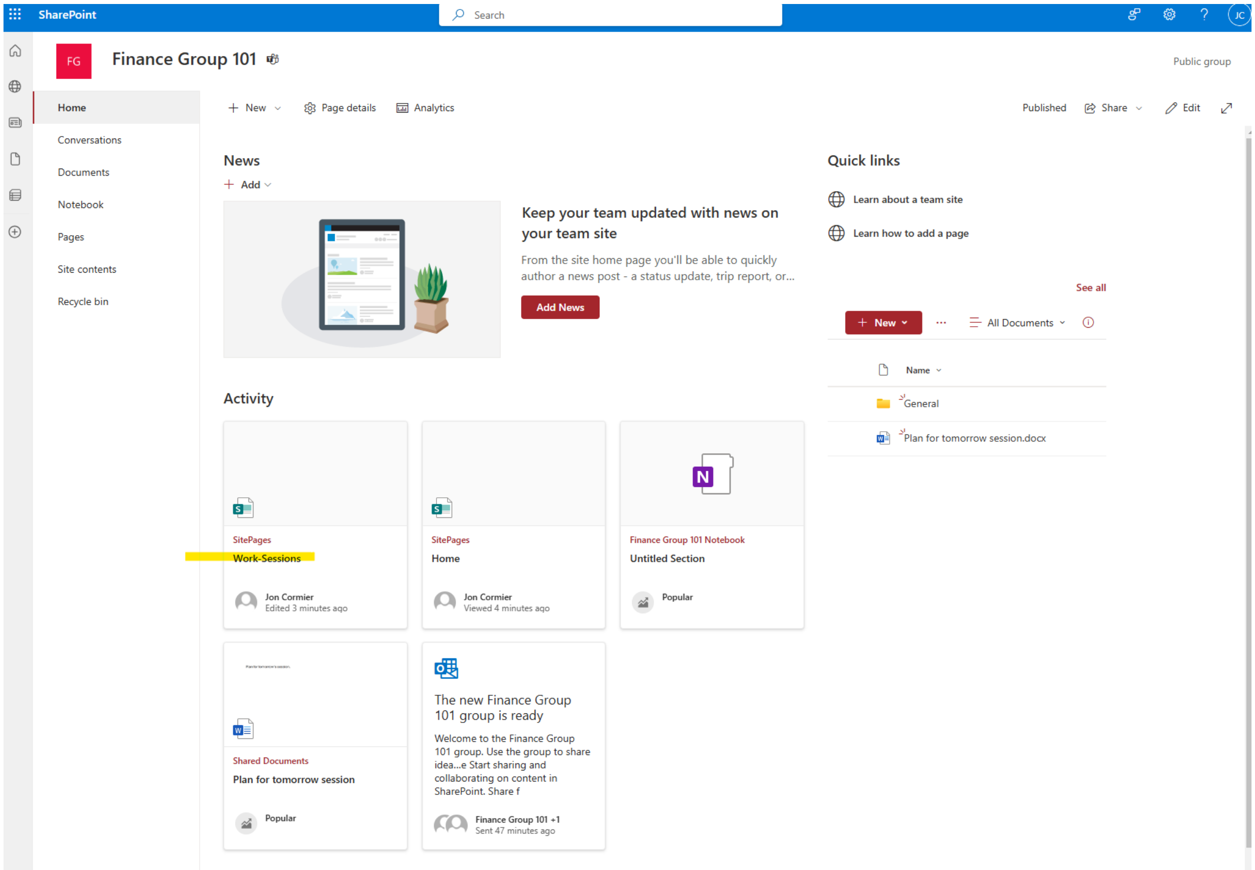
- We will add context to the text



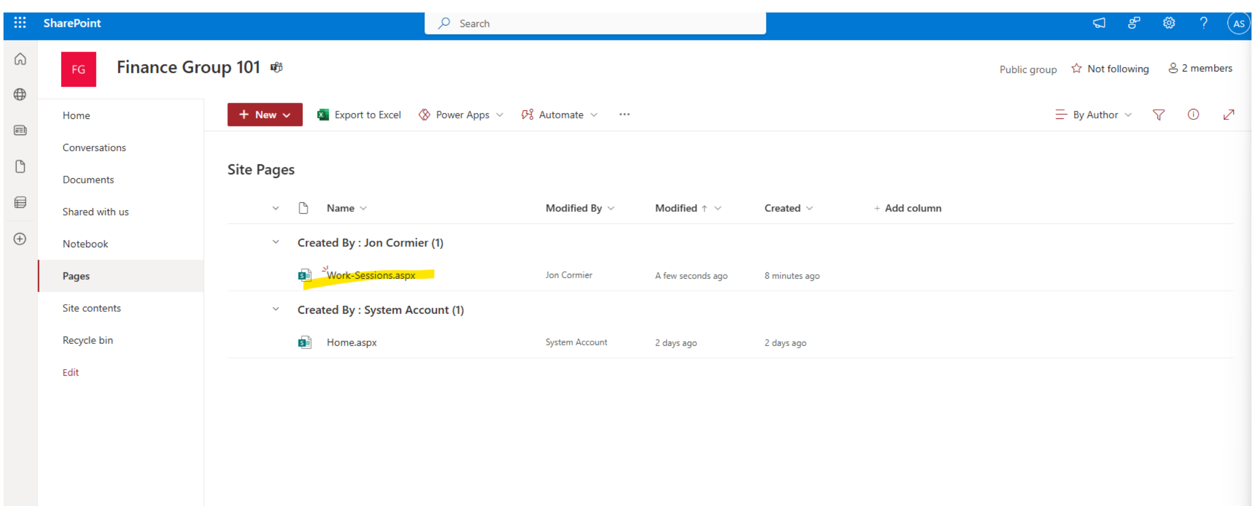
- You can see a new site showing up in the **pages** section



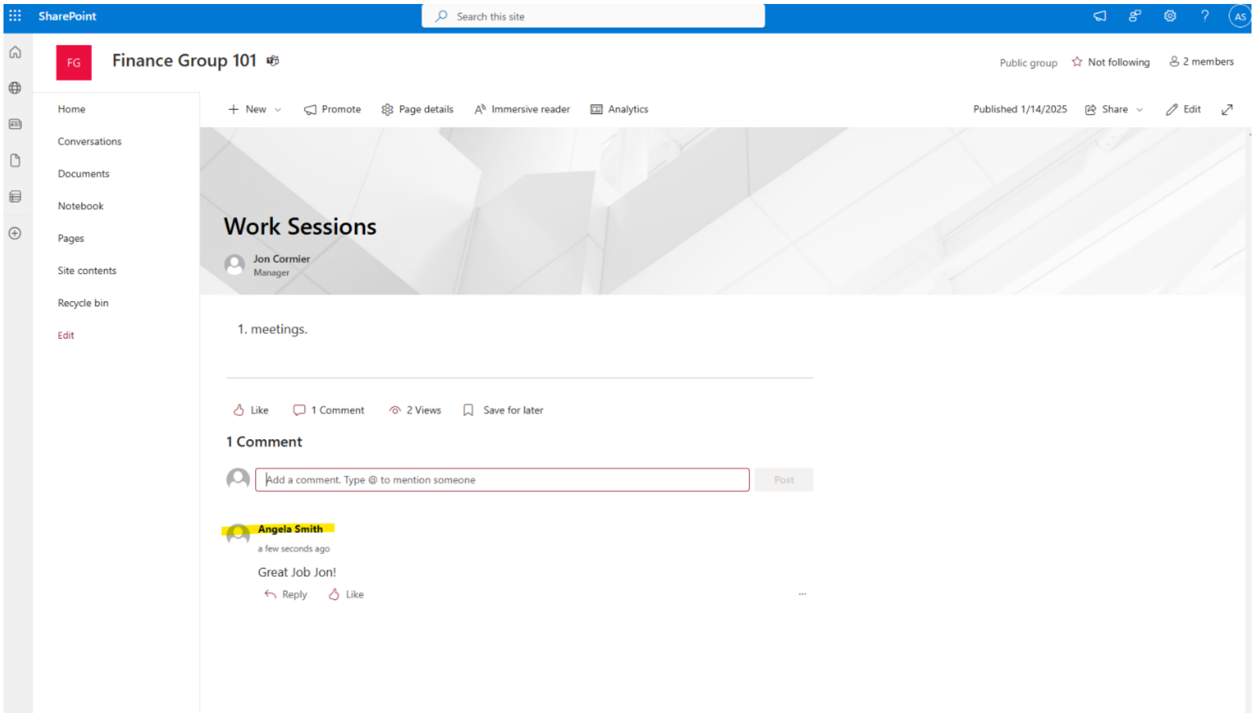
- You can also see the site in the **home** section



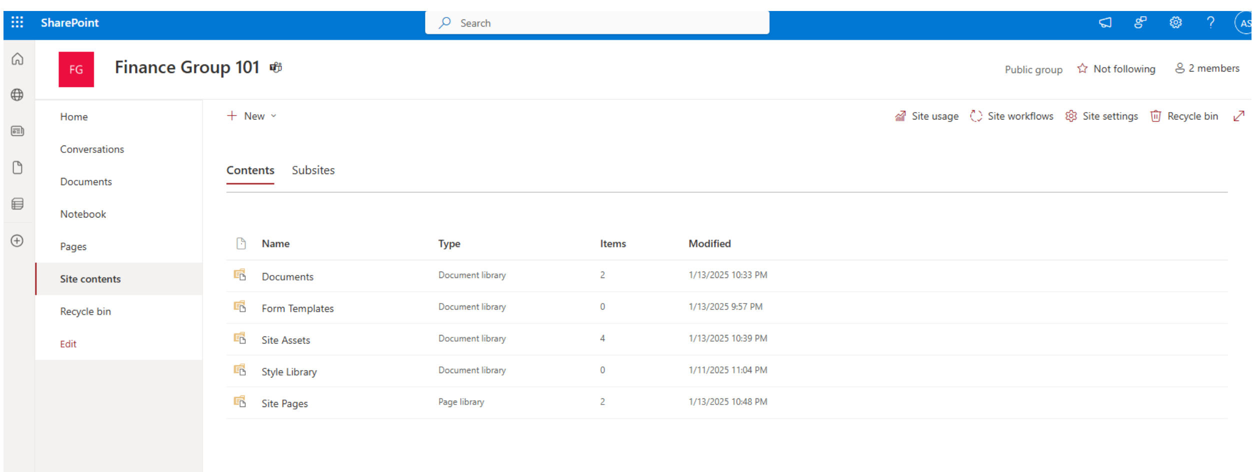
- We will log in as Angela and click site created by Jon



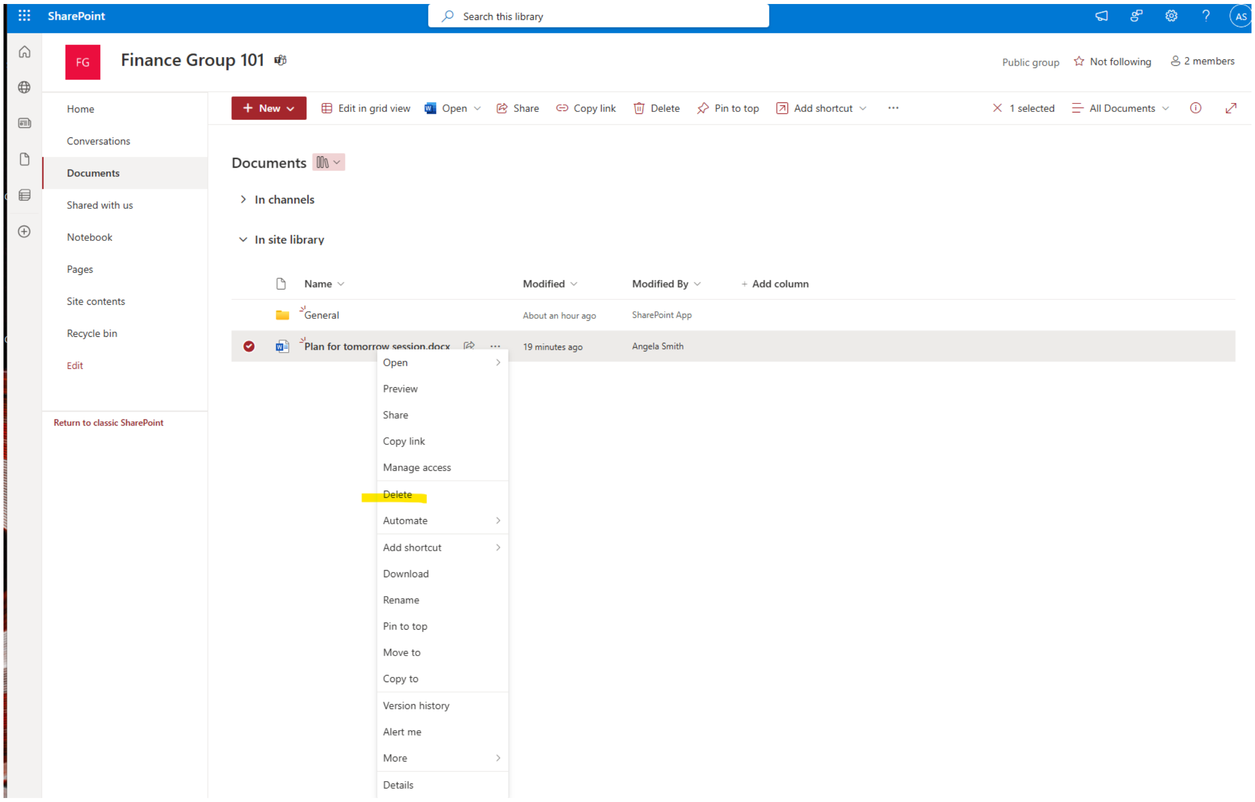
- We posted a comment



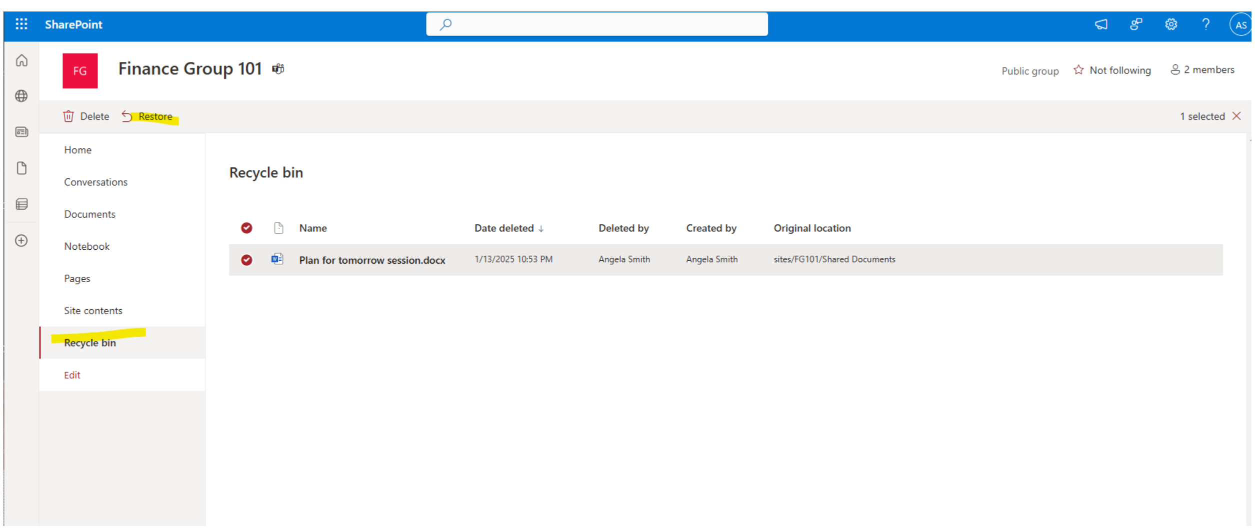
- **Site Content-**This is everything that's installed on the website



- We will delete Word document in **Site Contents**

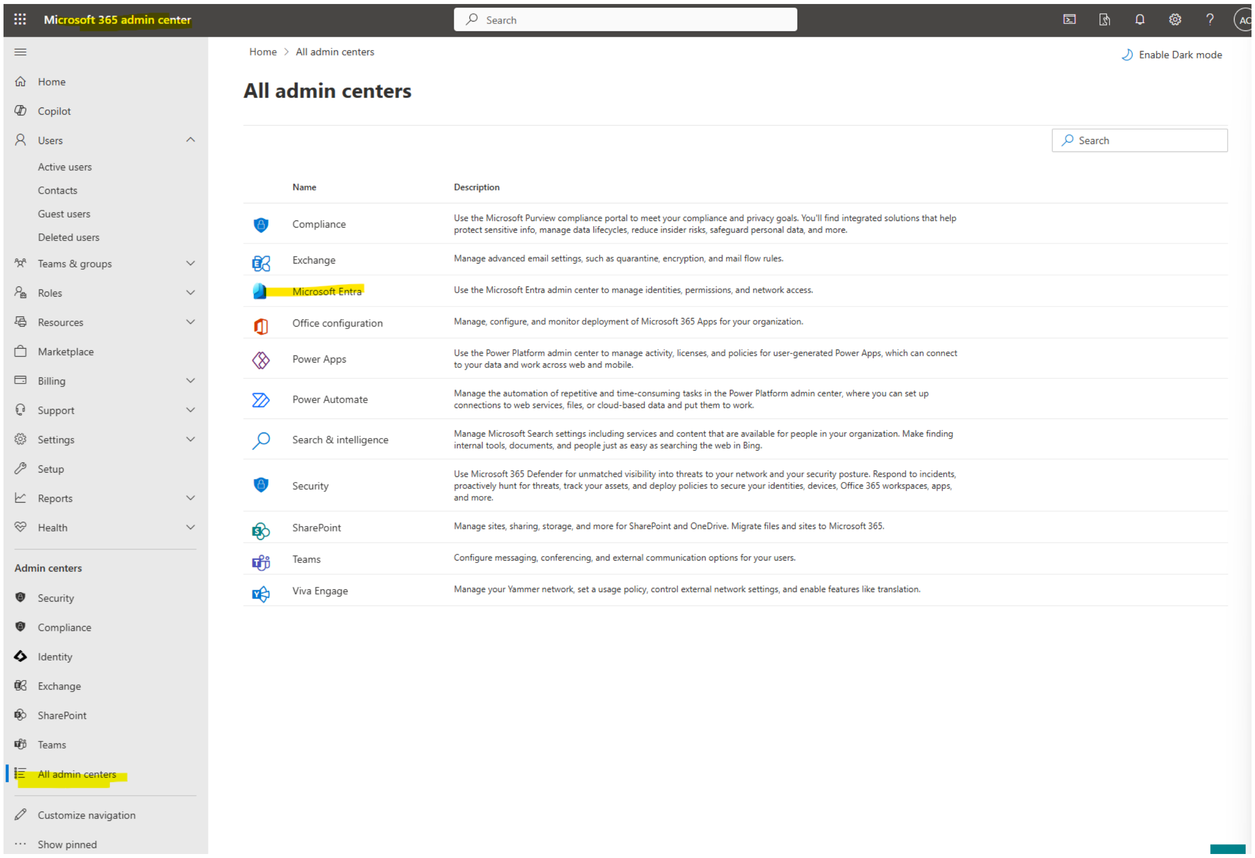


- We will restore the file we just deleted in the **Recycle bin** section

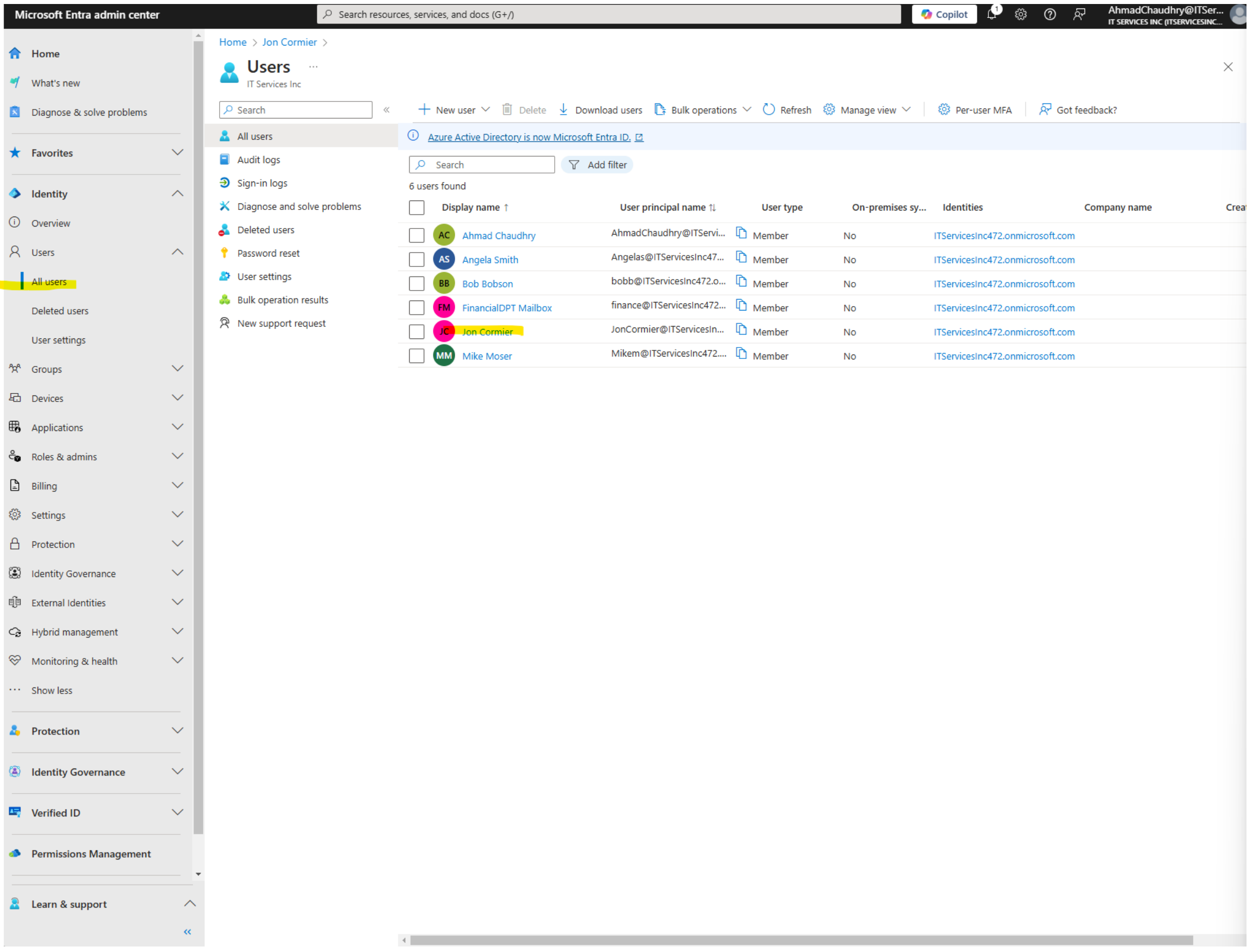


Azure Active Directory User Management

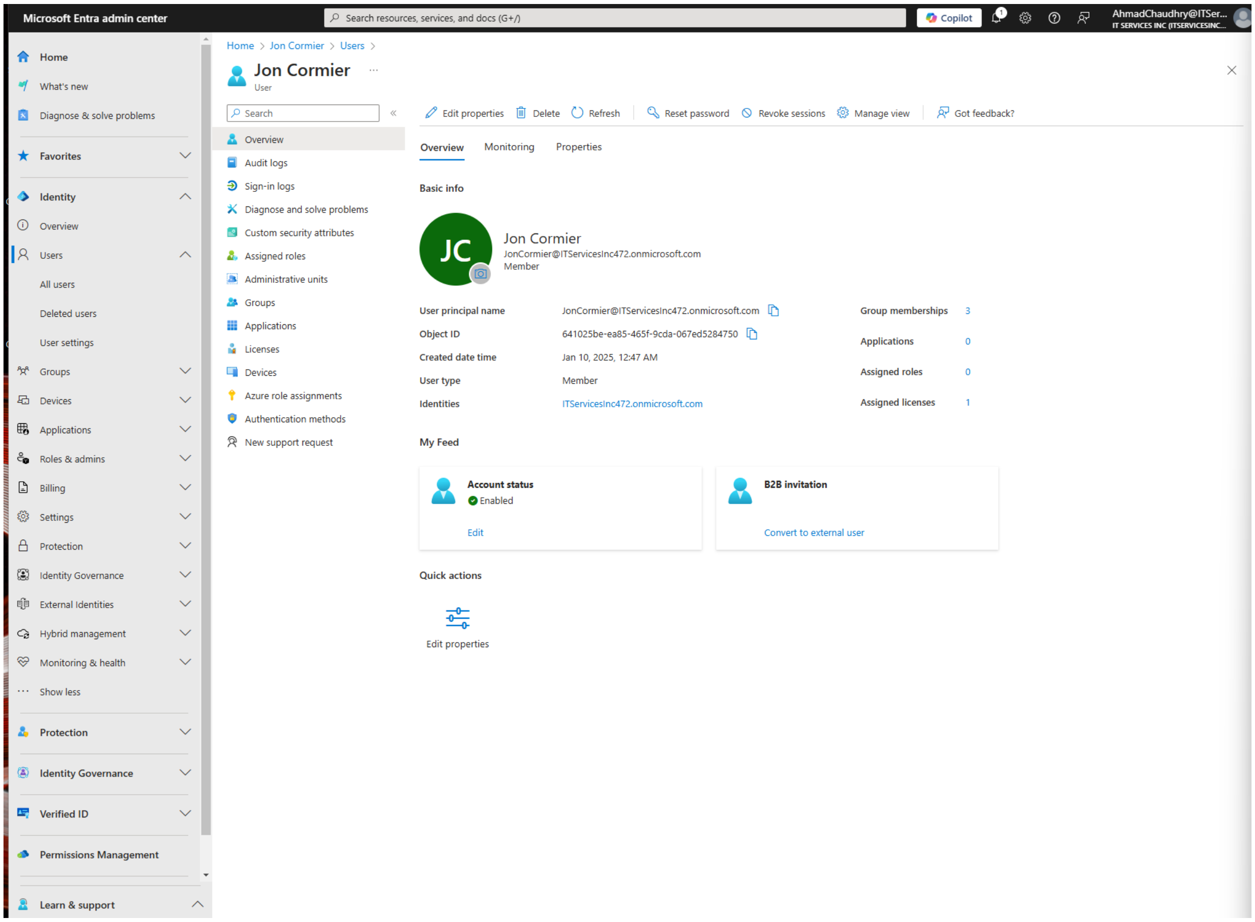
- To open Microsoft Entra ID: click **All Admin centers** in the **Microsoft 365 admin center** and select **Microsoft Entra**



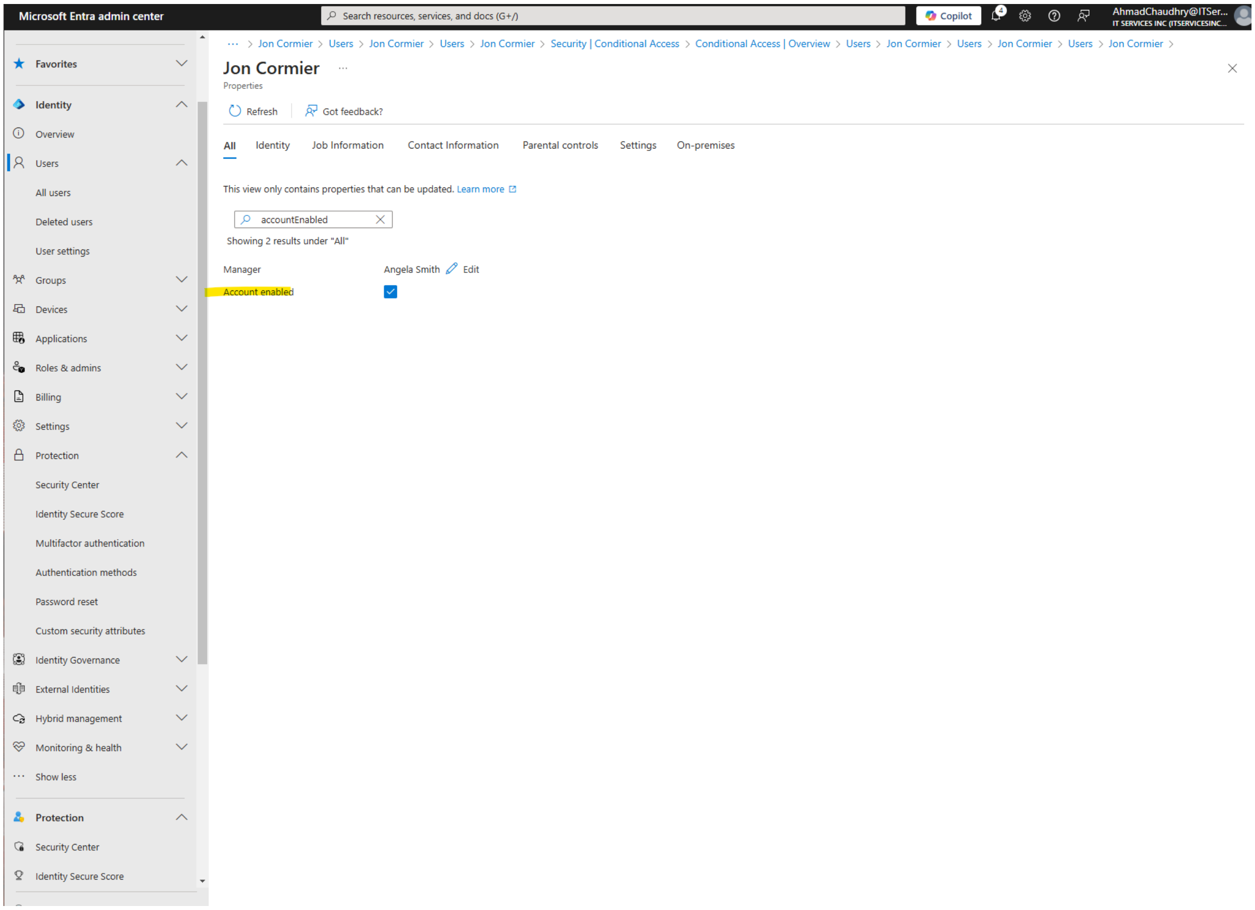
- Click **all users** and then select Jon's name



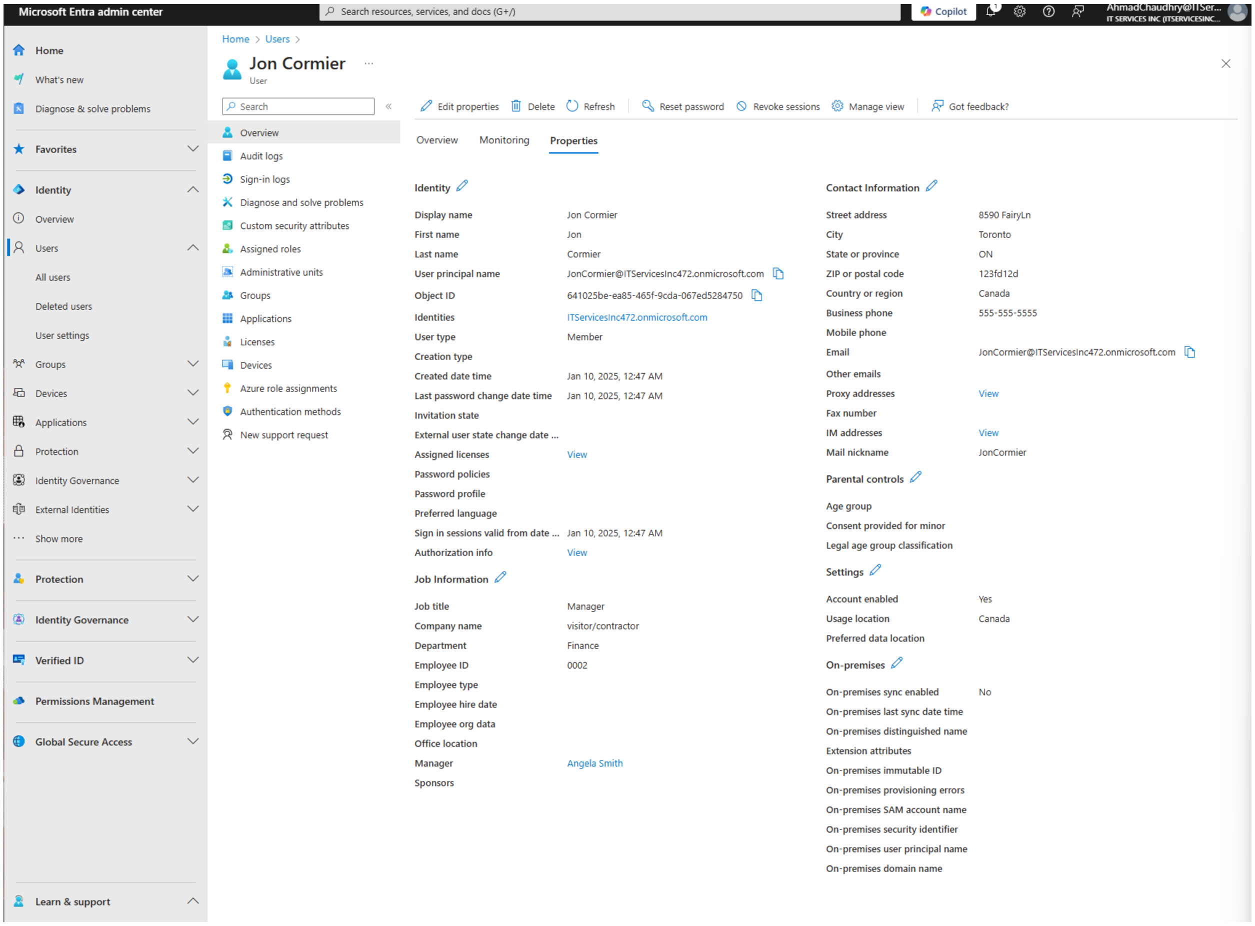
- Now you will see an overview of Jon's profile



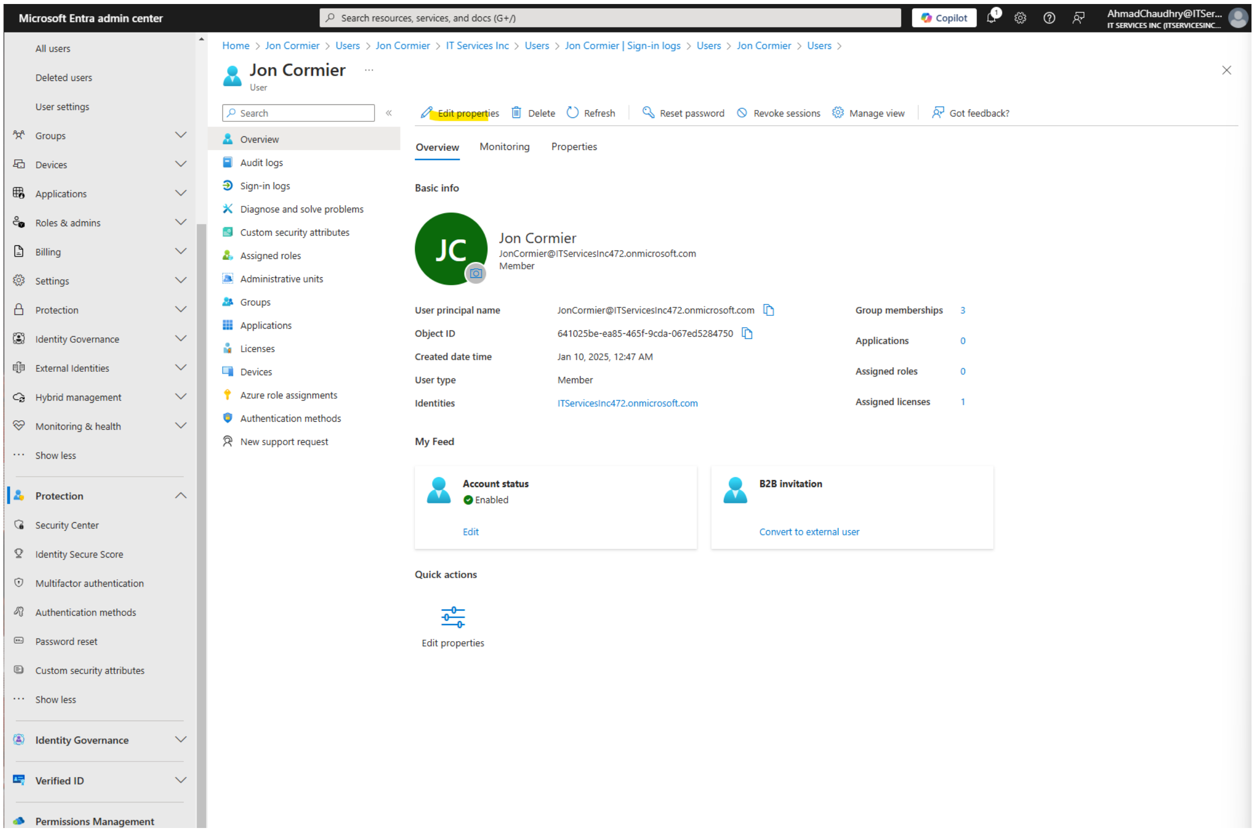
- Click **Edit** in **account status.** You will see the following screen. If you unselect the **account enabled**, then Jon won't be able to log in to Microsoft 365



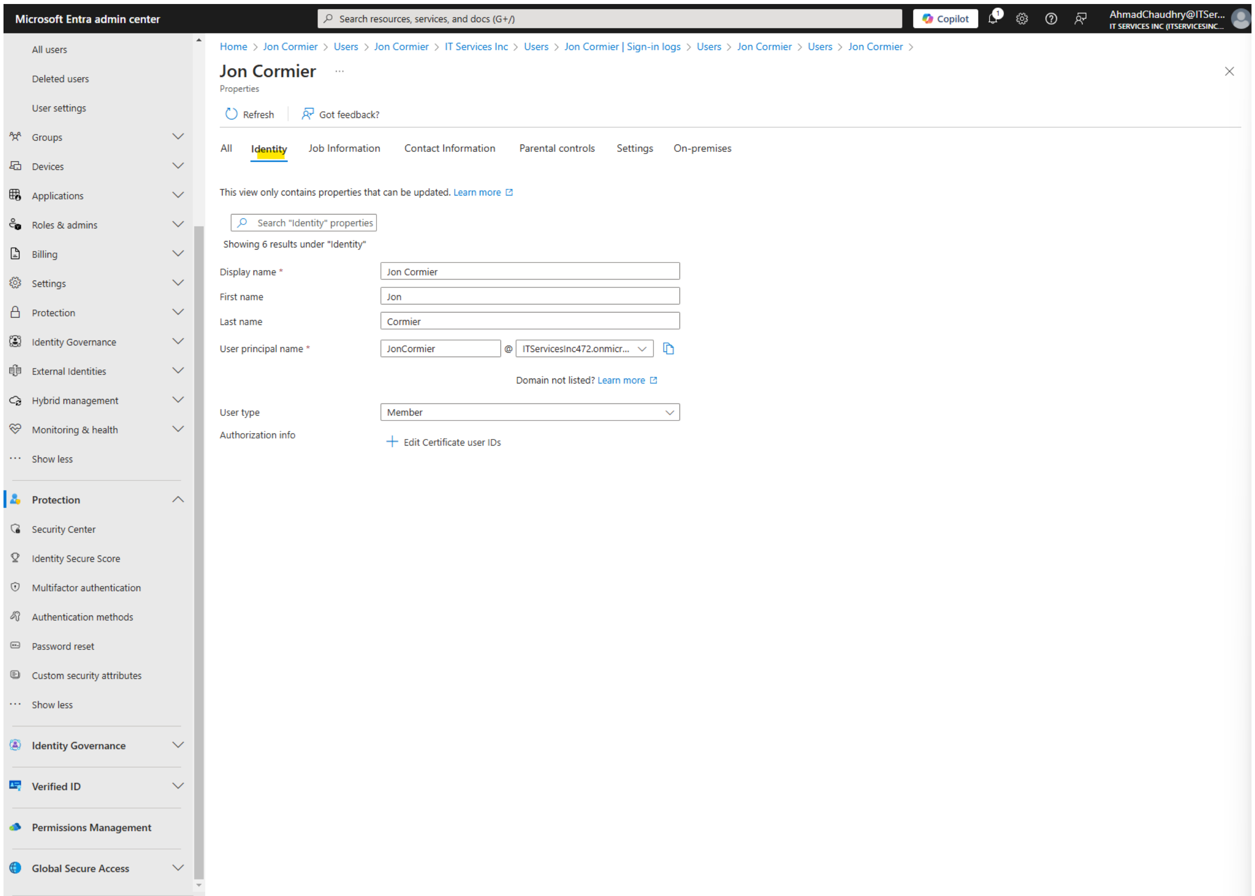
- In the **properties** tab, you can see a comprehensive profile



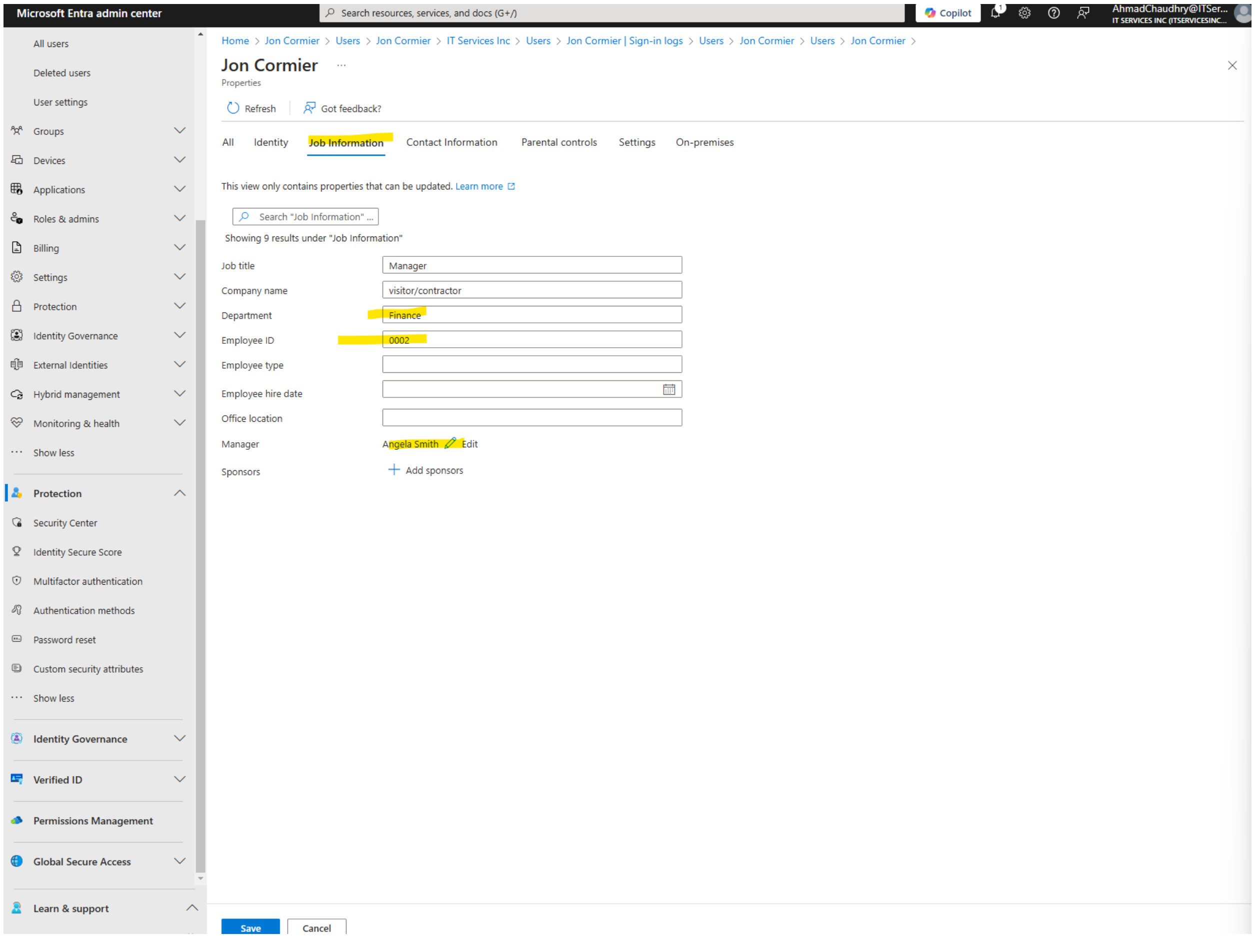
- Click **edit properties**



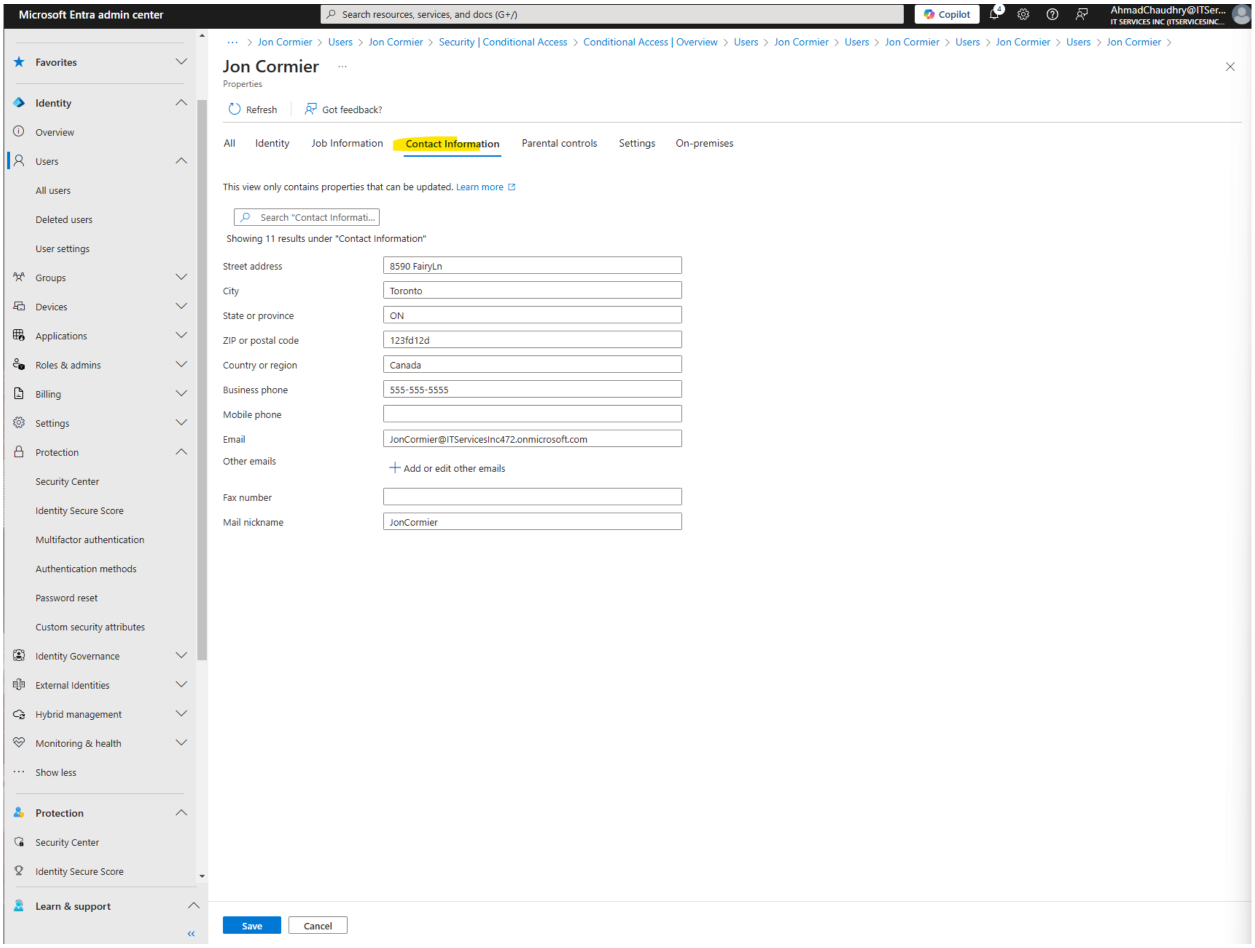
- You will see basic information in the **Identity tab**



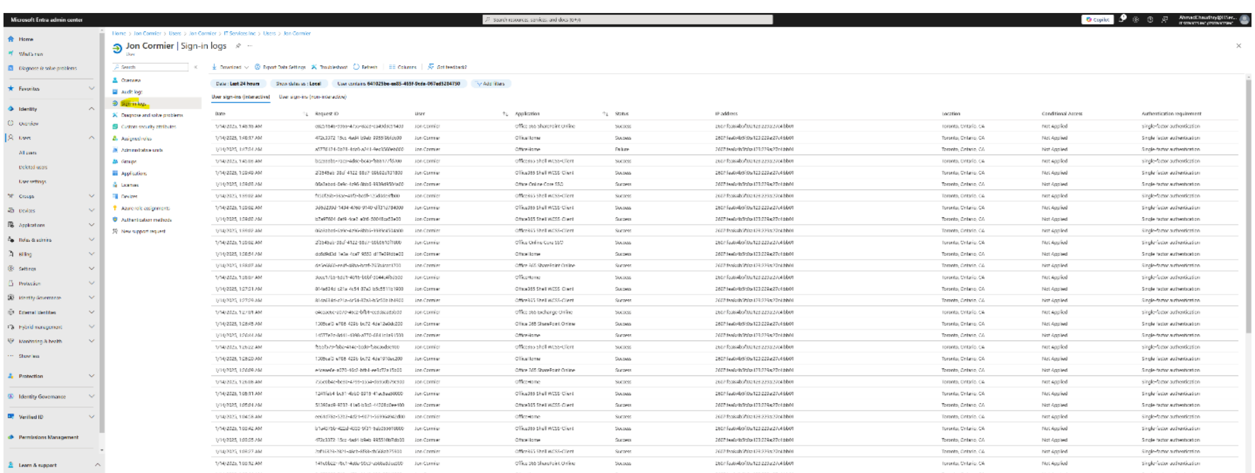
- Click **Job Information** and change the department to "Finance," add Angela as his manager and fill out the company name and employee ID



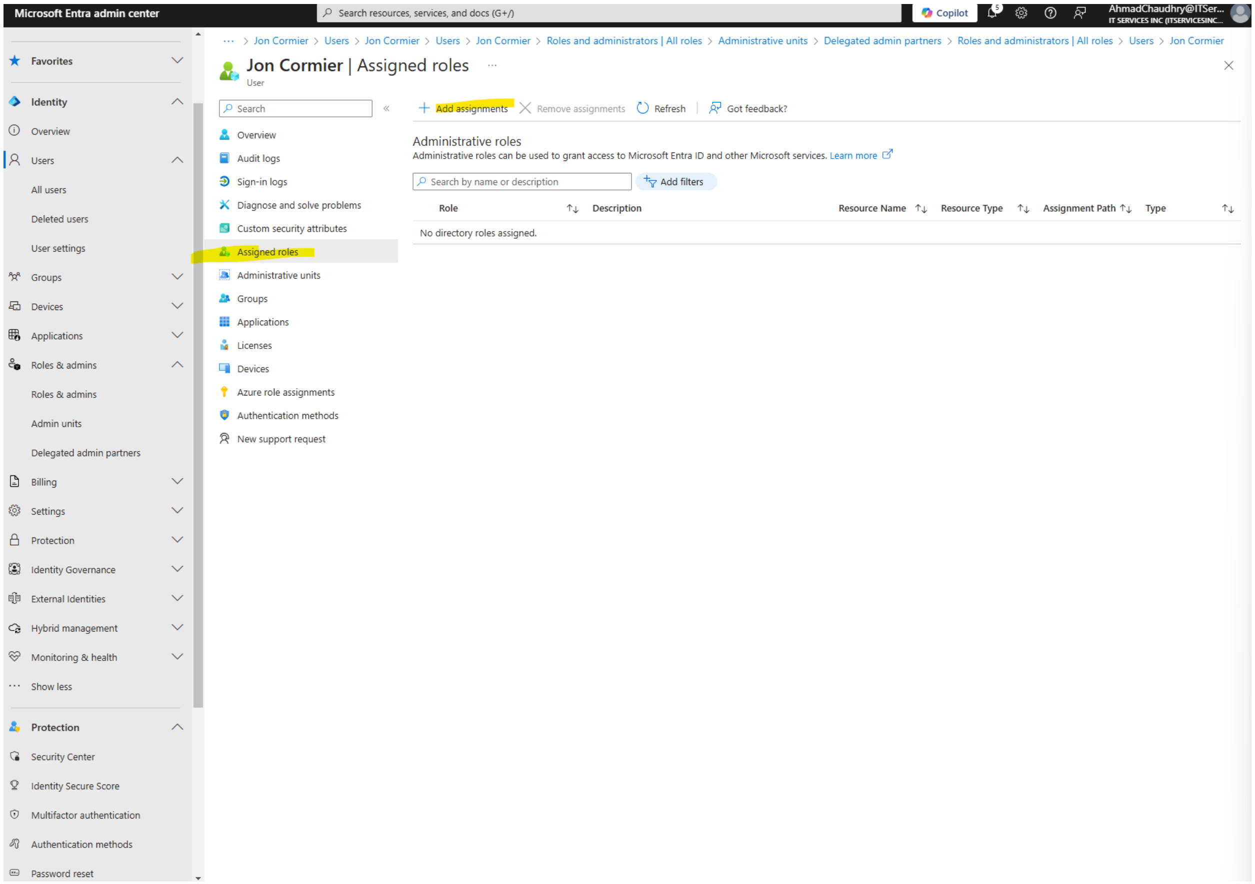
- Click **Contract Information** and fill out the information. Click **Save** at the end.



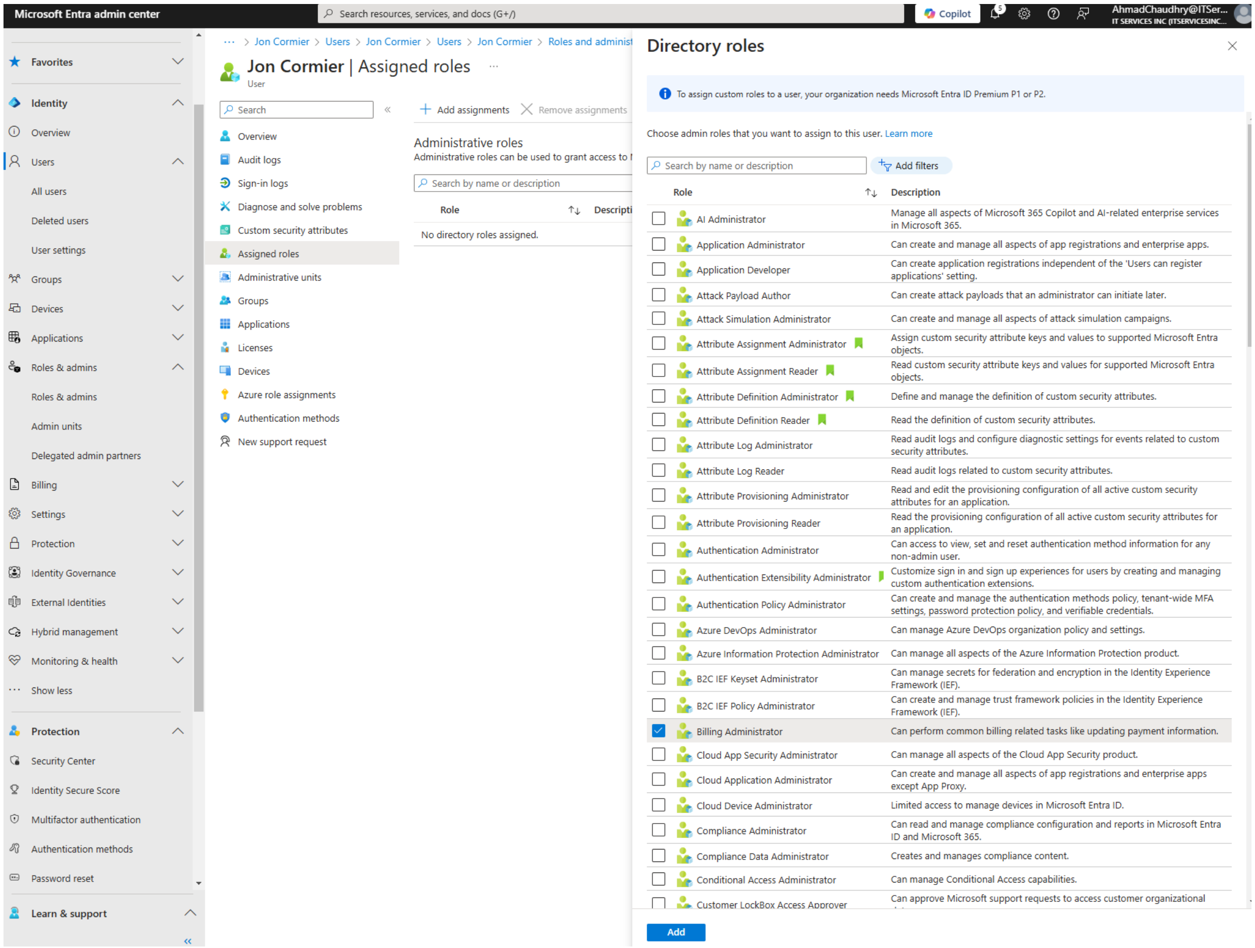
- If you click **Sign-in logs,** you can see sign-in activities, including the IP address associated with the device. For example, if there are multiple IP addresses, it could be that Jon is using multiple devices



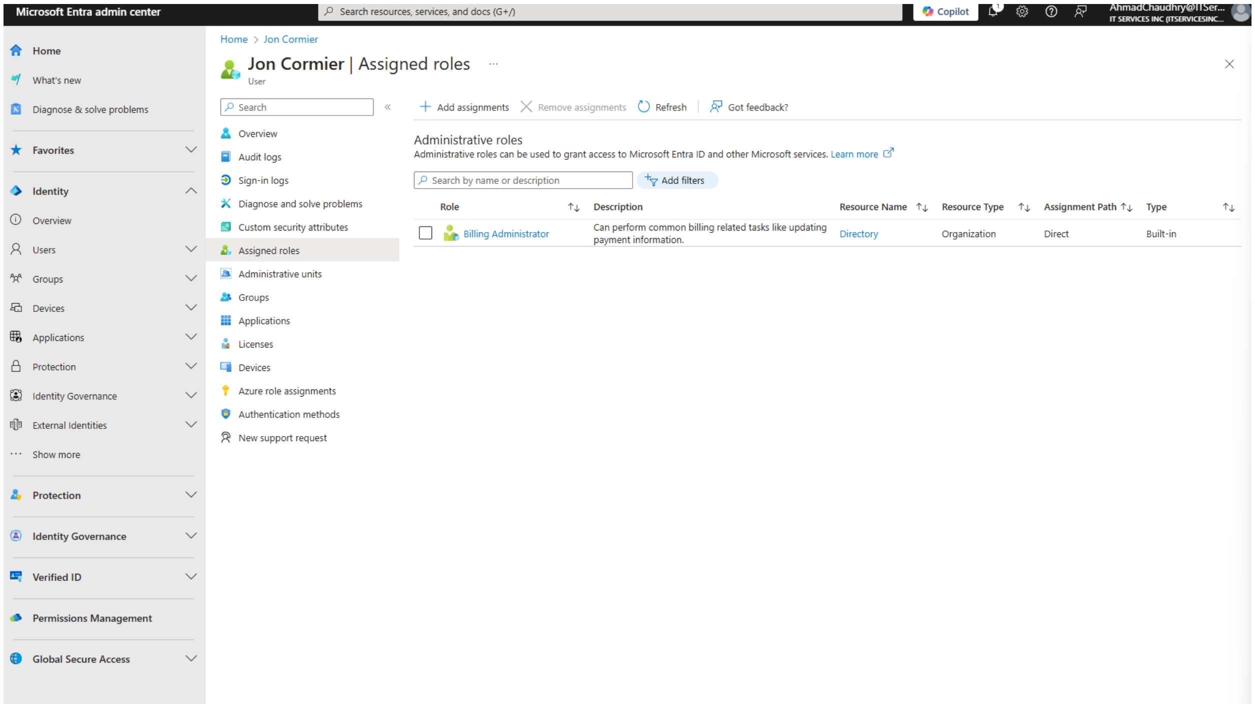
- Go to **Assignment roles** and select **add assignments**



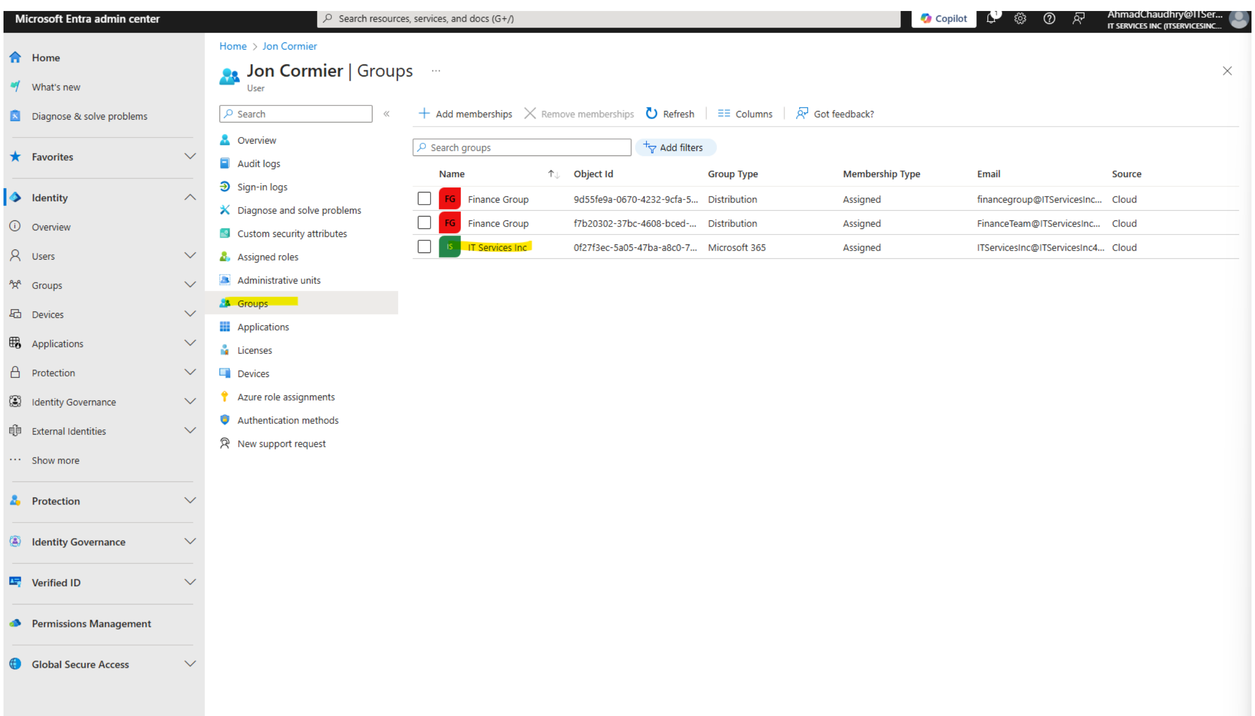
- We will make him a billing administrator



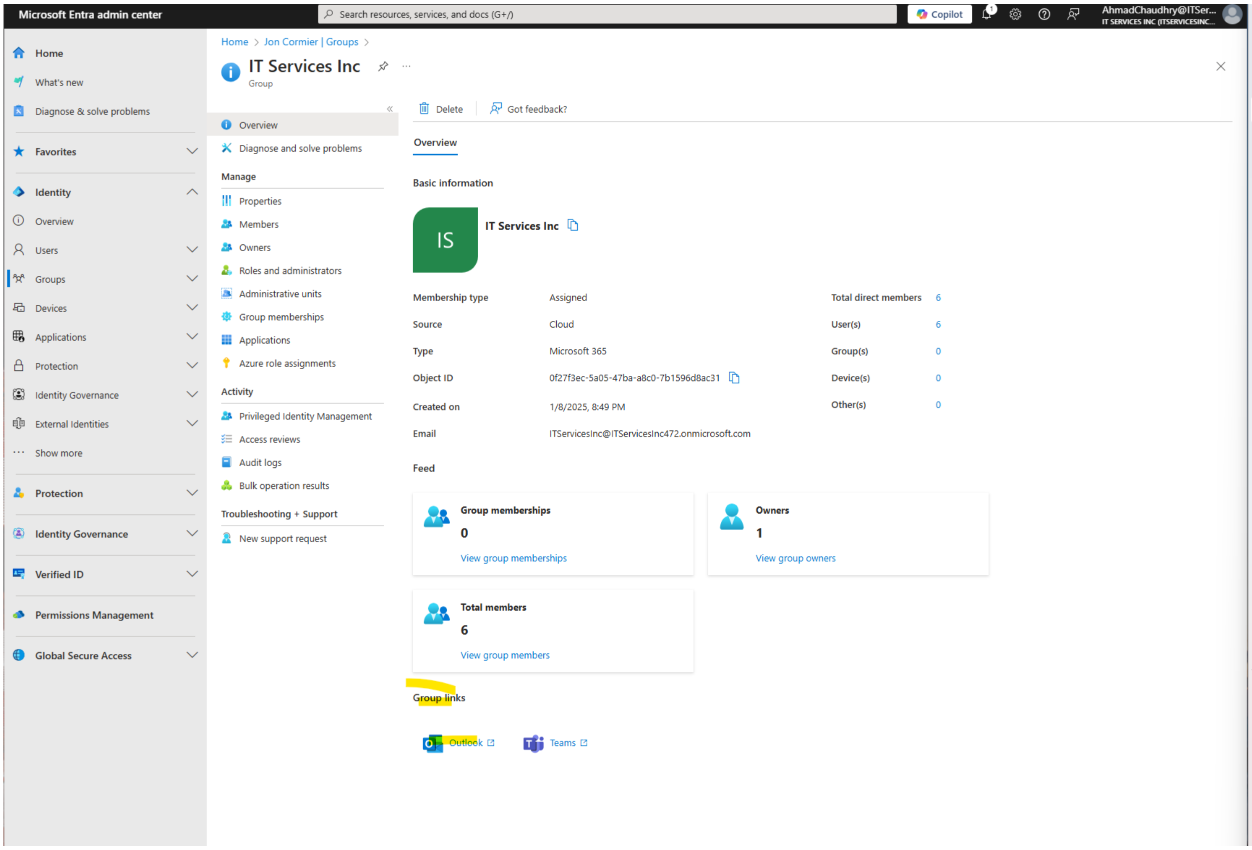
- Refresh the page and you will see him as a billing administrator



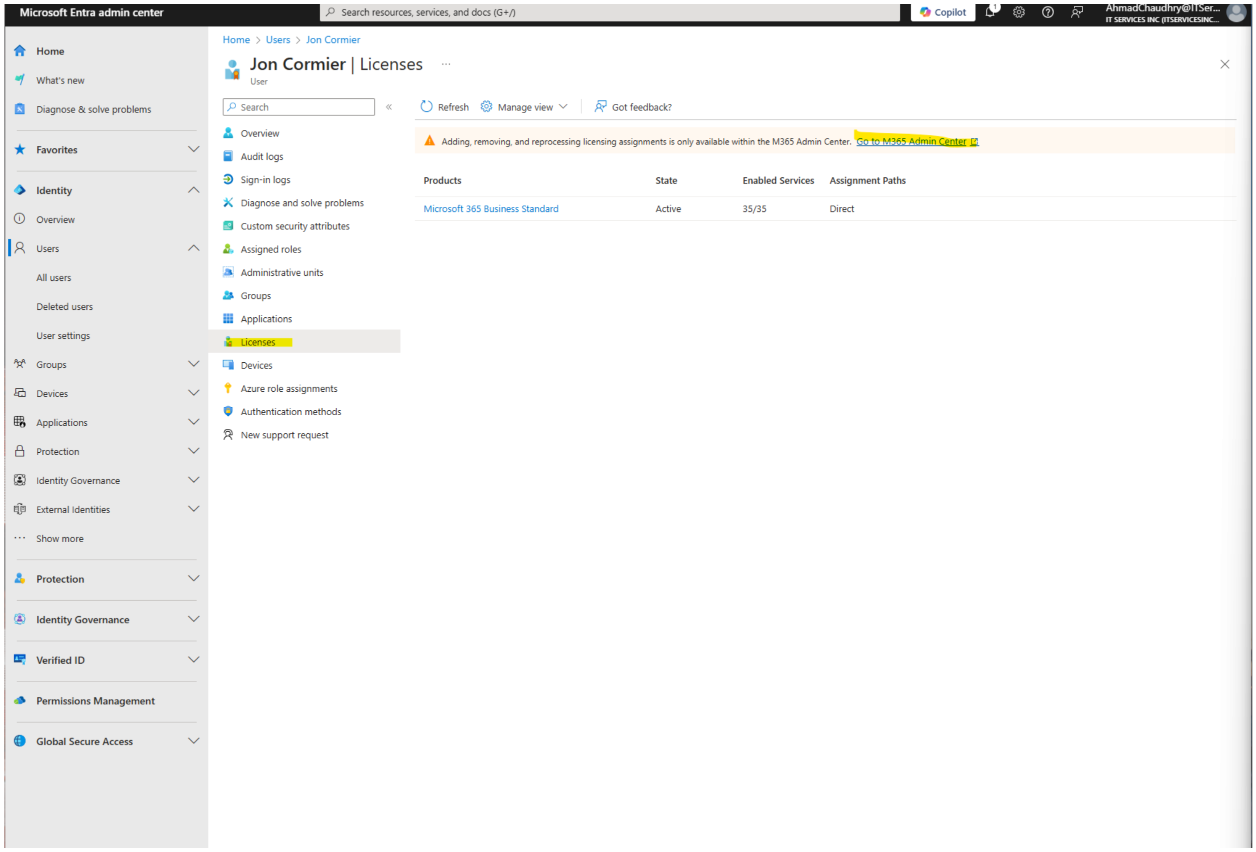
- If you click the **group,** you will see all groups that Jon is associated with. Click on **IT Services Inc**



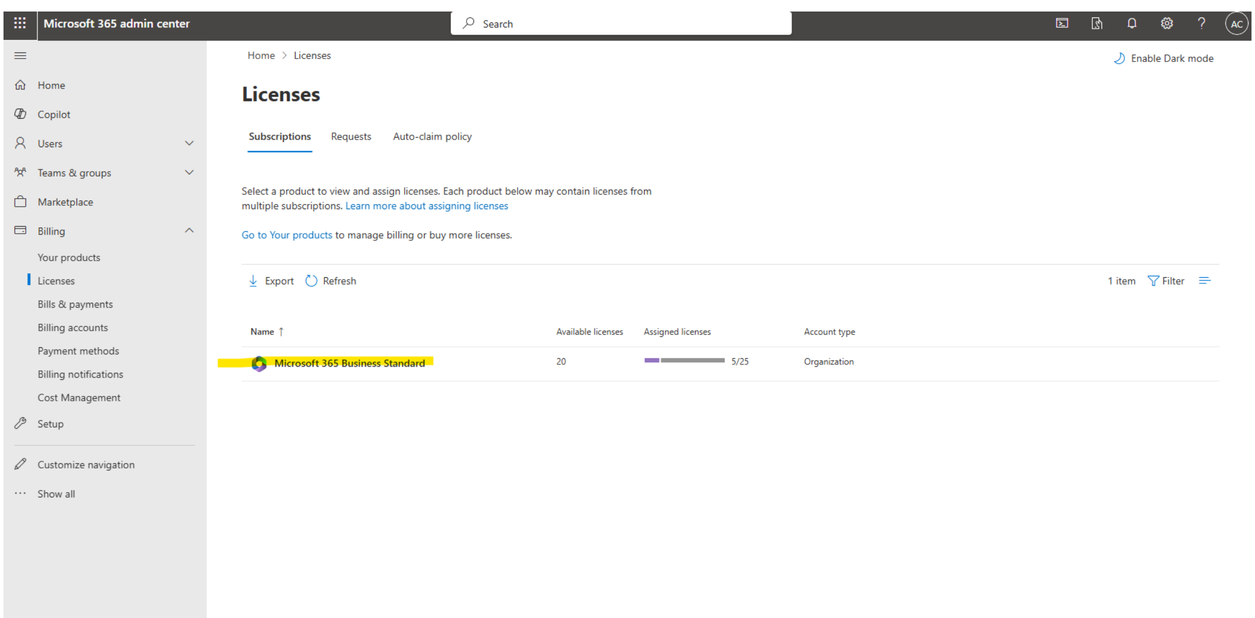
- You will be basic information about groups and there's a link that will lead to the applications. For example, Outlook's link will open Outlook mailbox



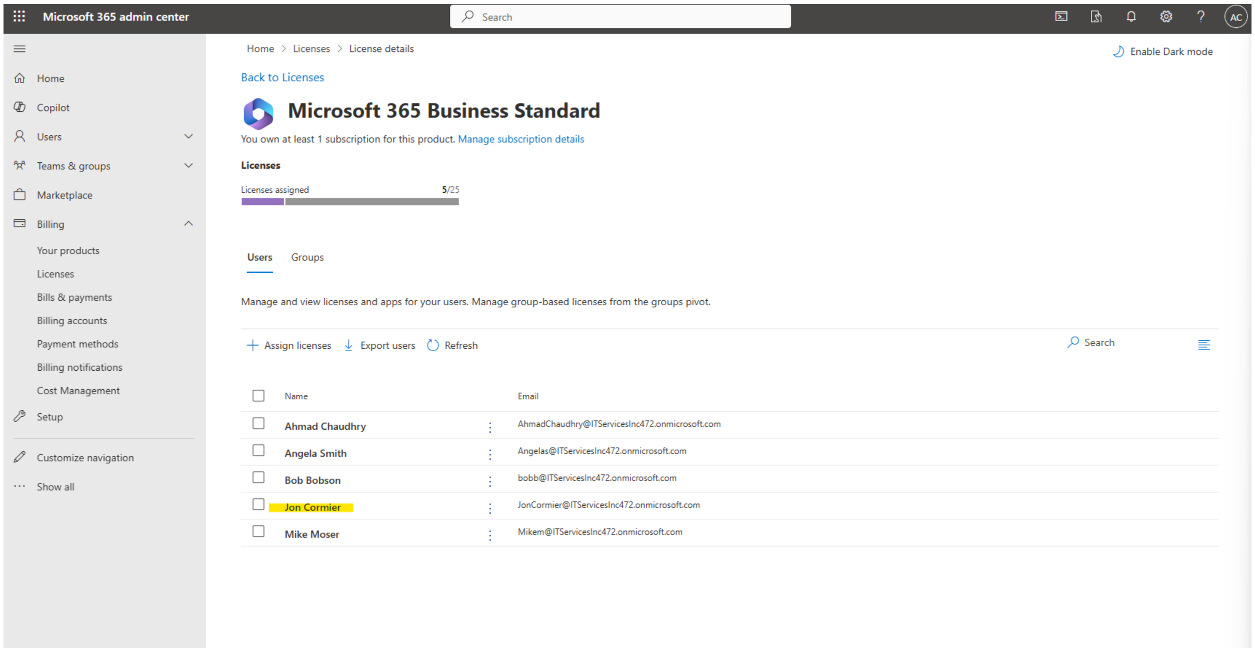
- **Licenses** section shows the license(s) associated with the user's account. To enable or disable permissions for applications, you need to go to the Microsoft 365 admin center. Click the link to open the M365 admin center



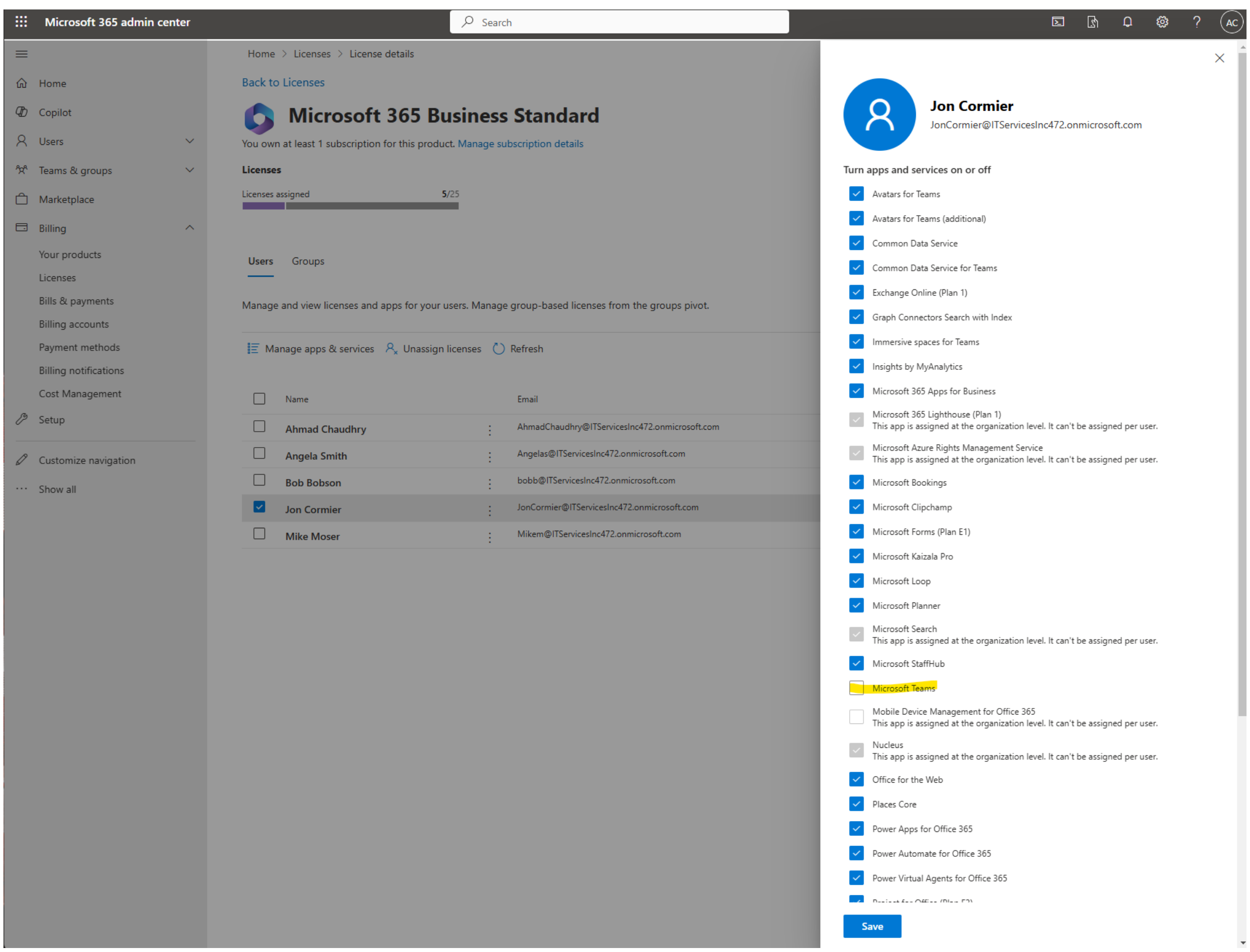
- Click on the name of the licence



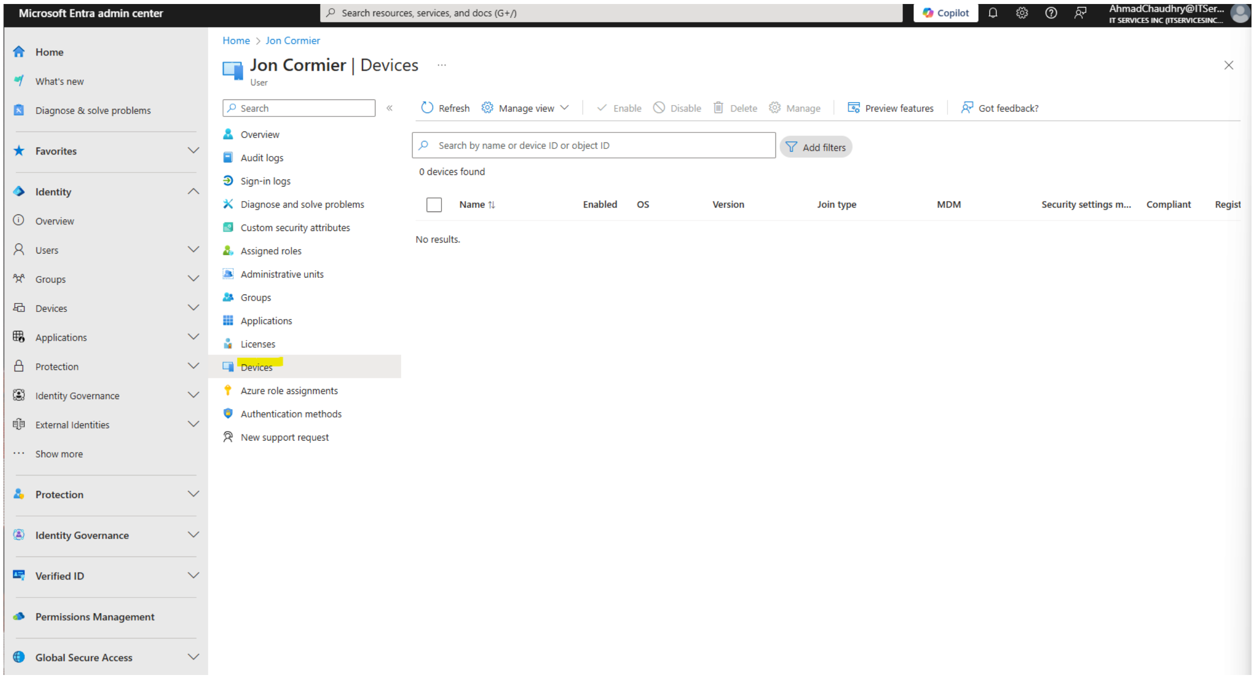
- Click on Jon's name



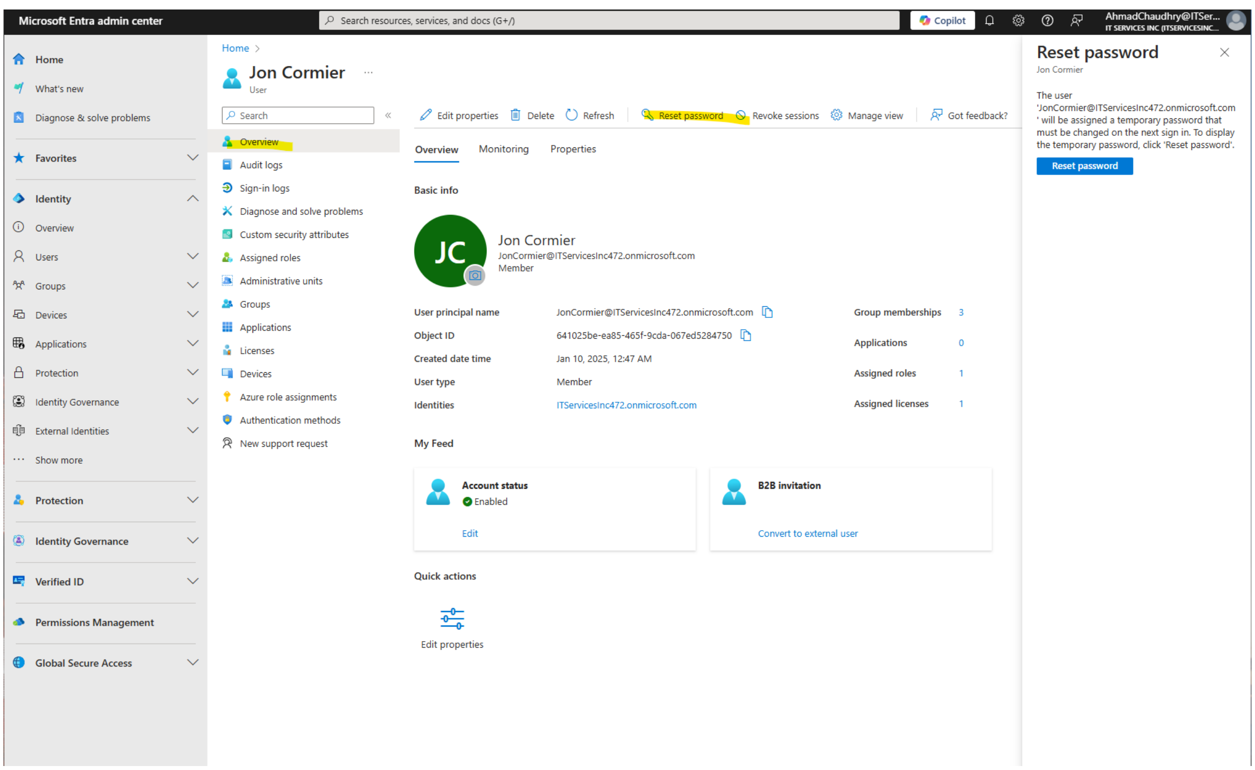
- Let's turn off services for Microsoft Teams



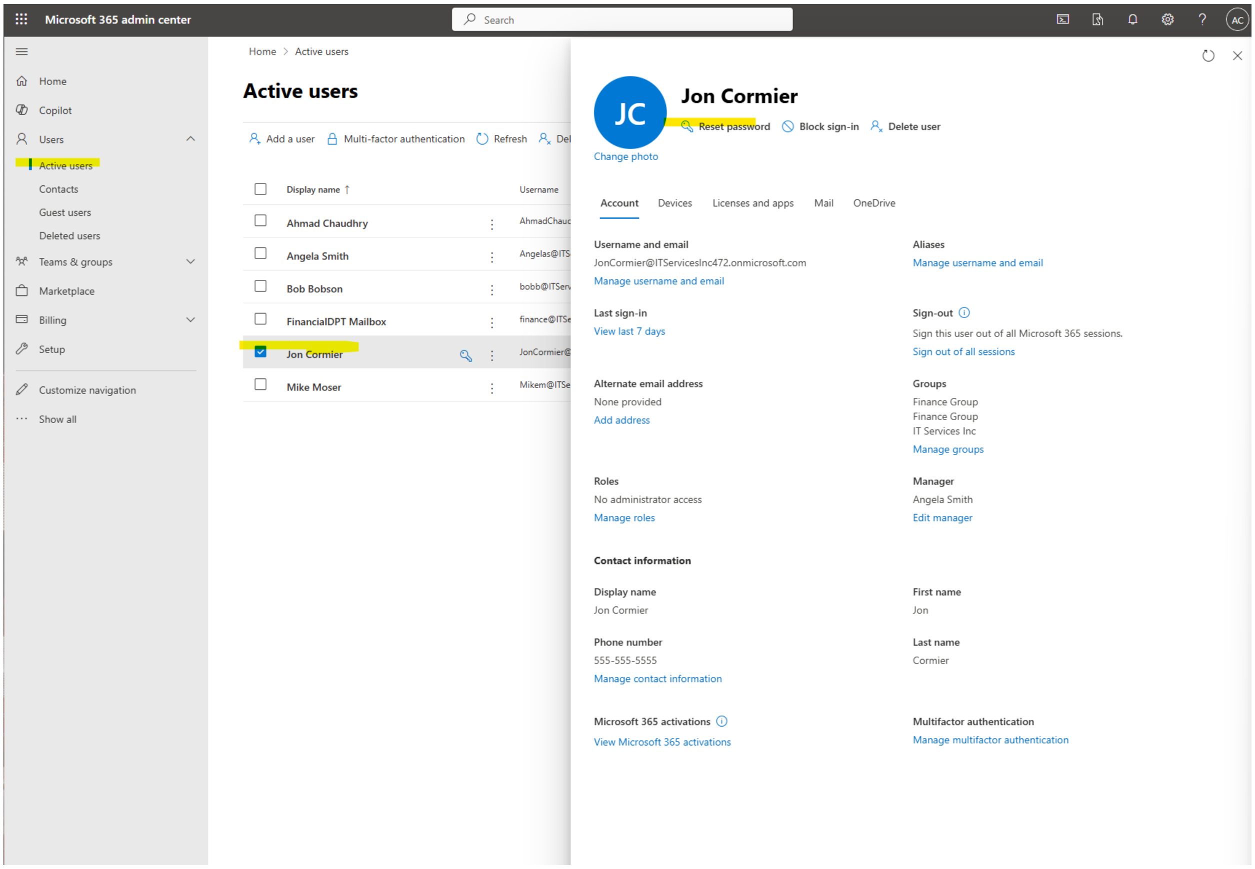
- In the **Devices** section, you will see all the devices registered to the user. (In our example, there are none.)



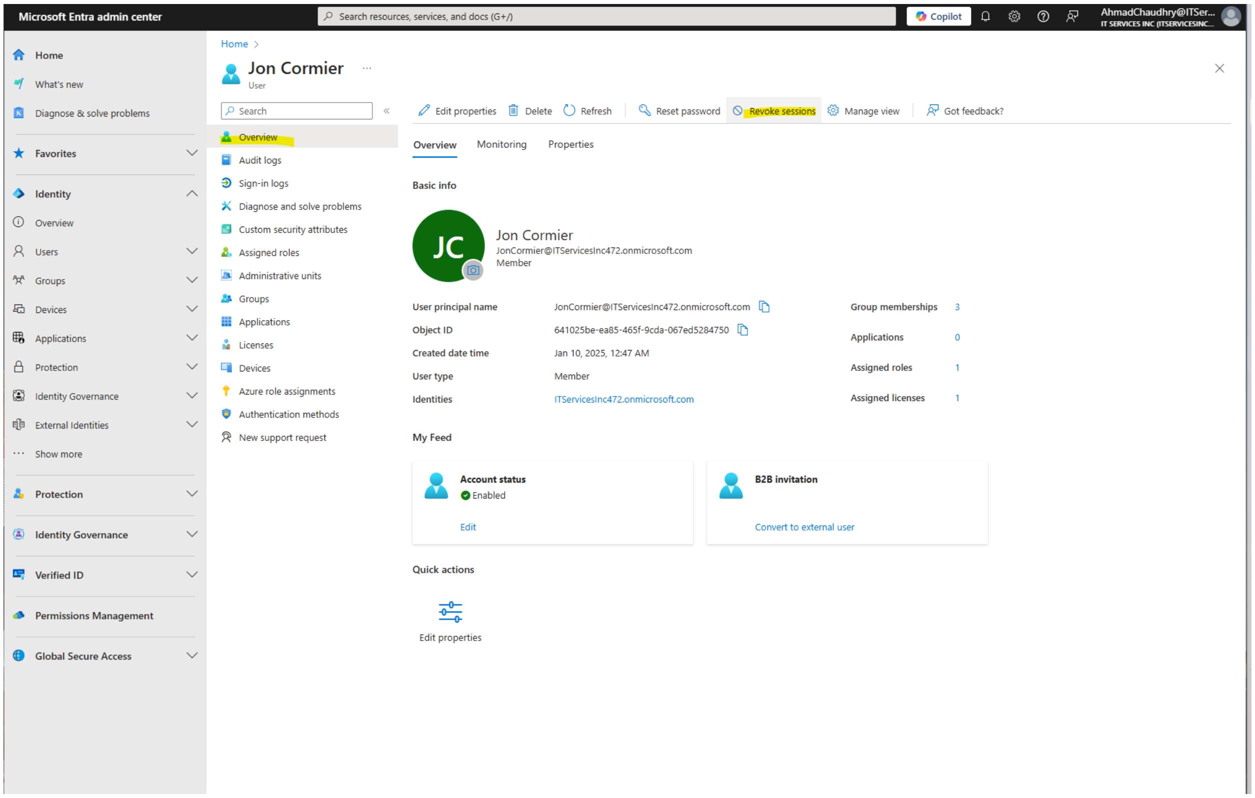
- You can reset the password in the **Microsoft Entra admin center** by clicking **overview**, then **reset password**



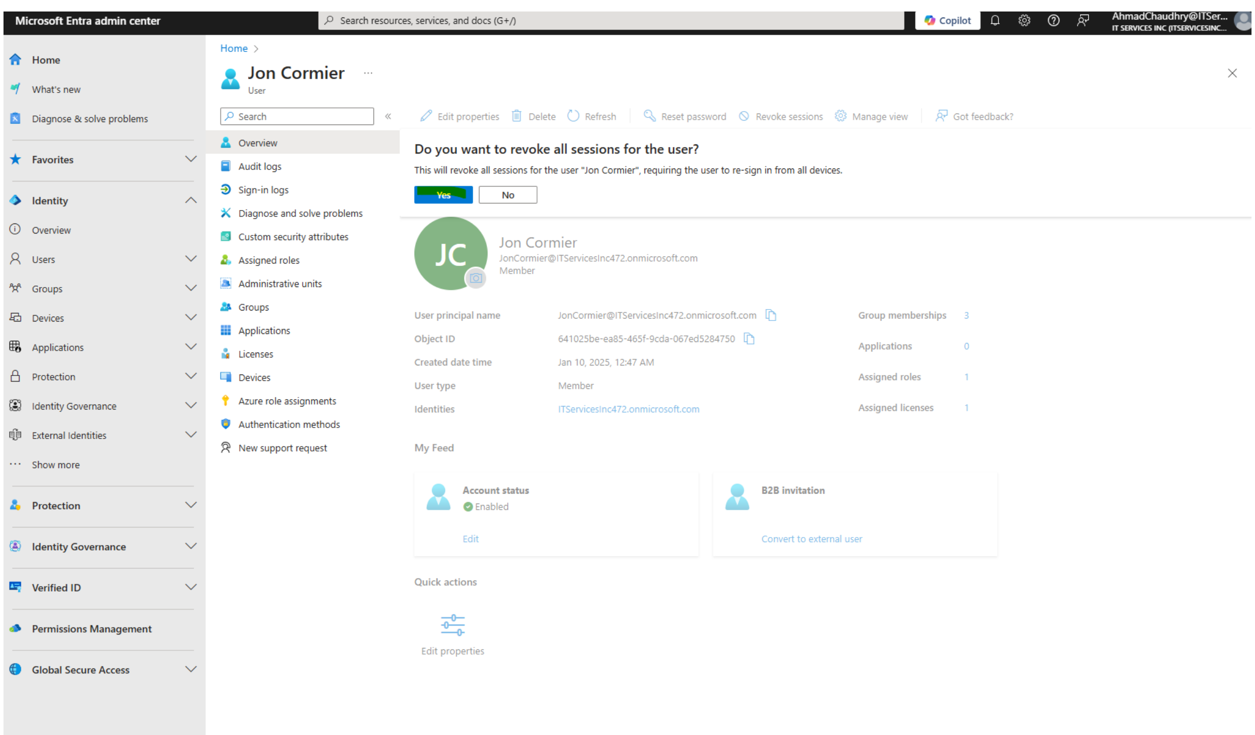
- You can also reset the password in the **Microsoft 365 admin center** by clicking **Active users,** then the user and then **reset password**



- If you find a user logged in at multiple locations with multiple IP addresses and it looks suspicious, you can revoke their sessions. Revoking sessions is also recommended if there are issues with the password or if the account is locked out. This action will log the user out of all active sessions across all devices. To revoke sessions, go to the **Overview** tab and click **Revoke sessions**

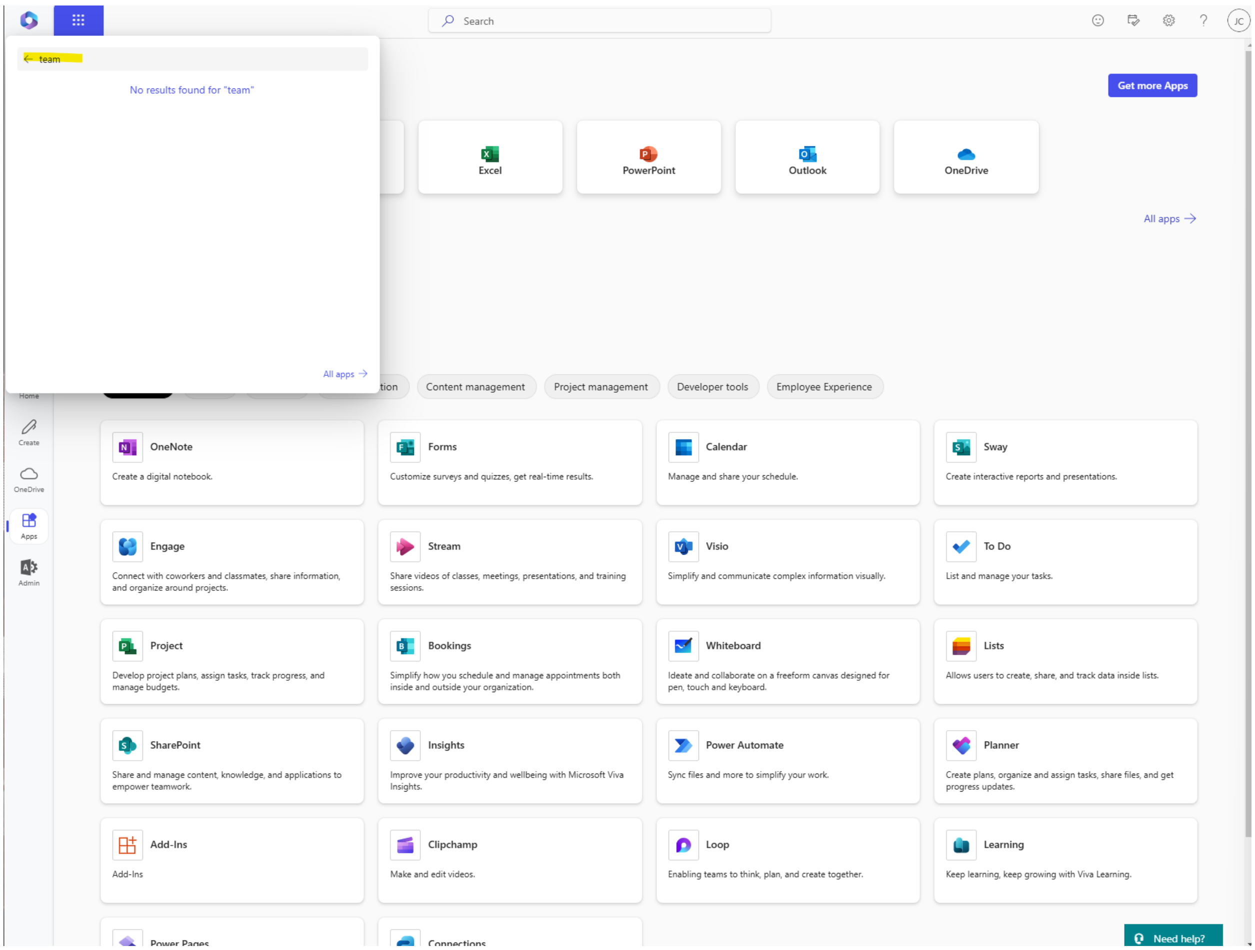


- Click "Yes" to revoke the session

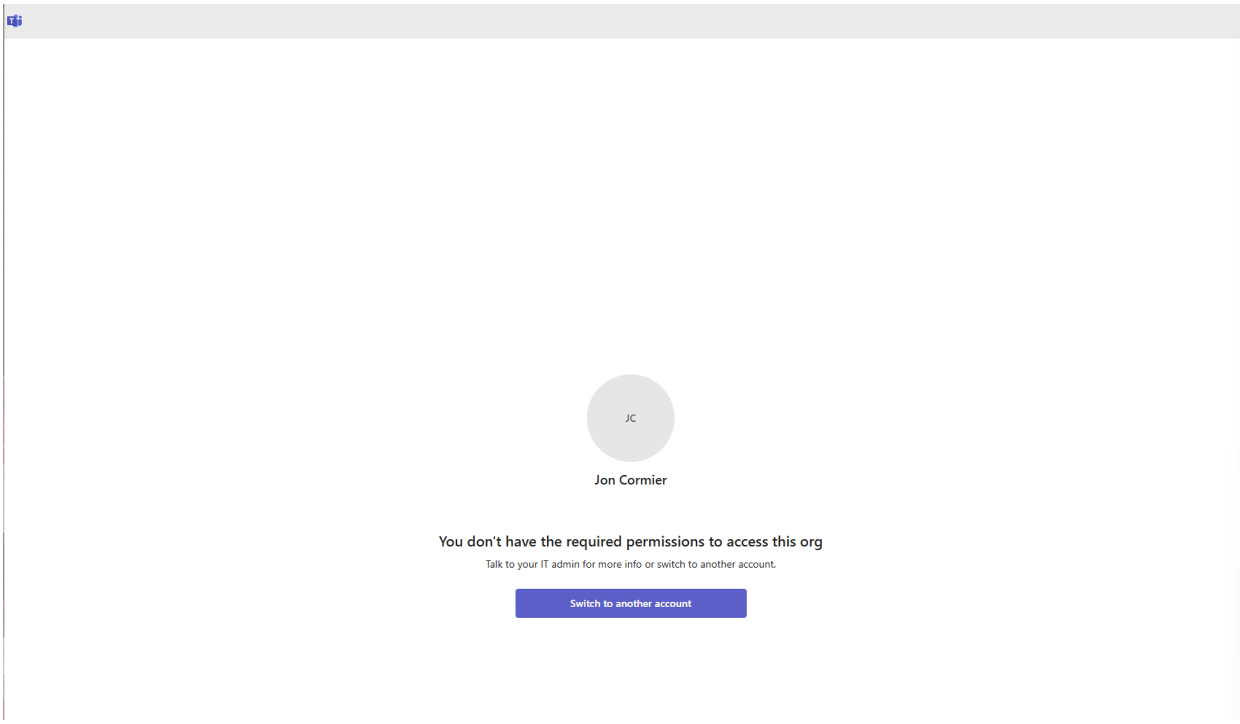


Microsoft Teams Administration and Troubleshooting

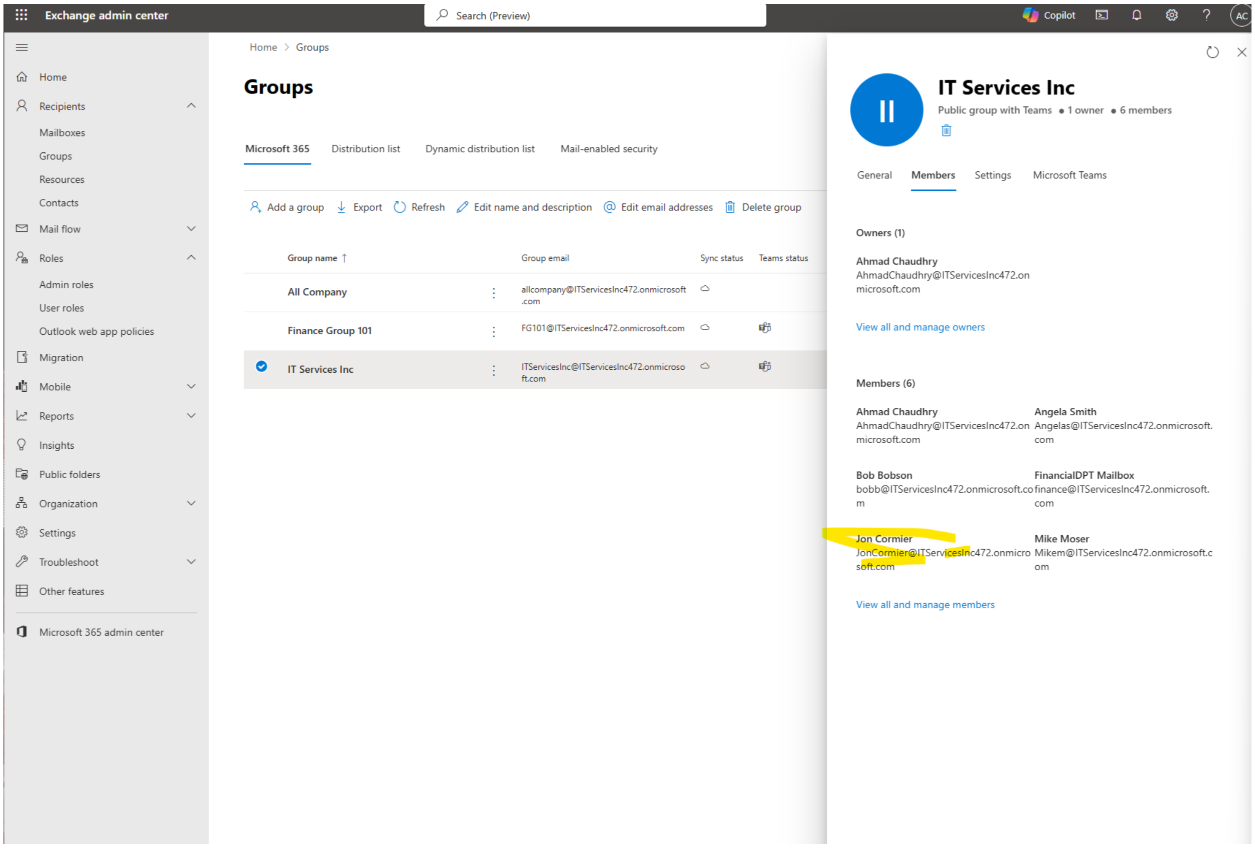
- We will be the administrators for Office 365
- Jon said he can't find the Microsoft Teams application. He logged on to his Office 365 account and he doesn't see the application



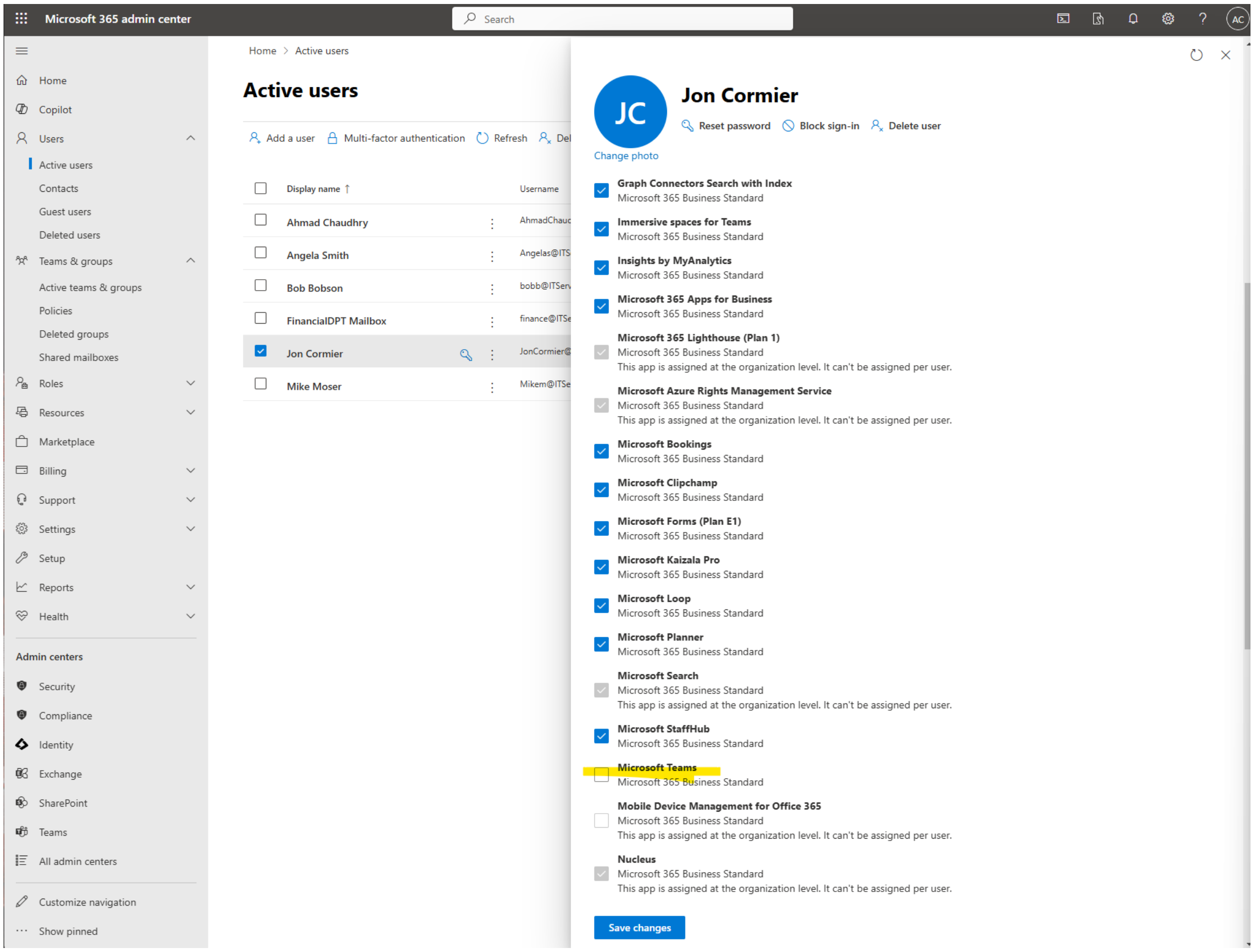
- We advised him to type in teams.microsoft.com but he's getting the following message:



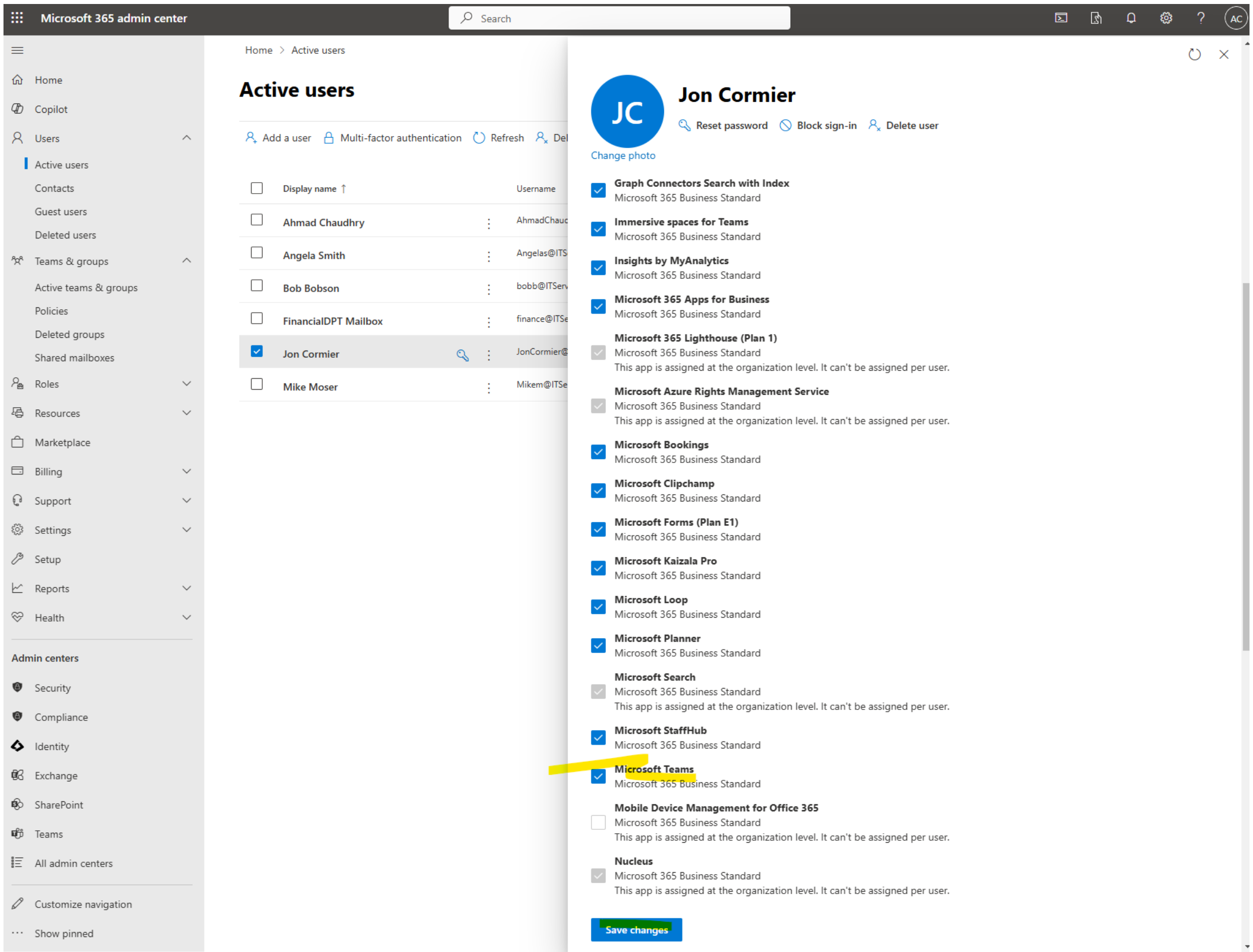
- We verified that he's part of the Microsoft group that has Microsoft Teams



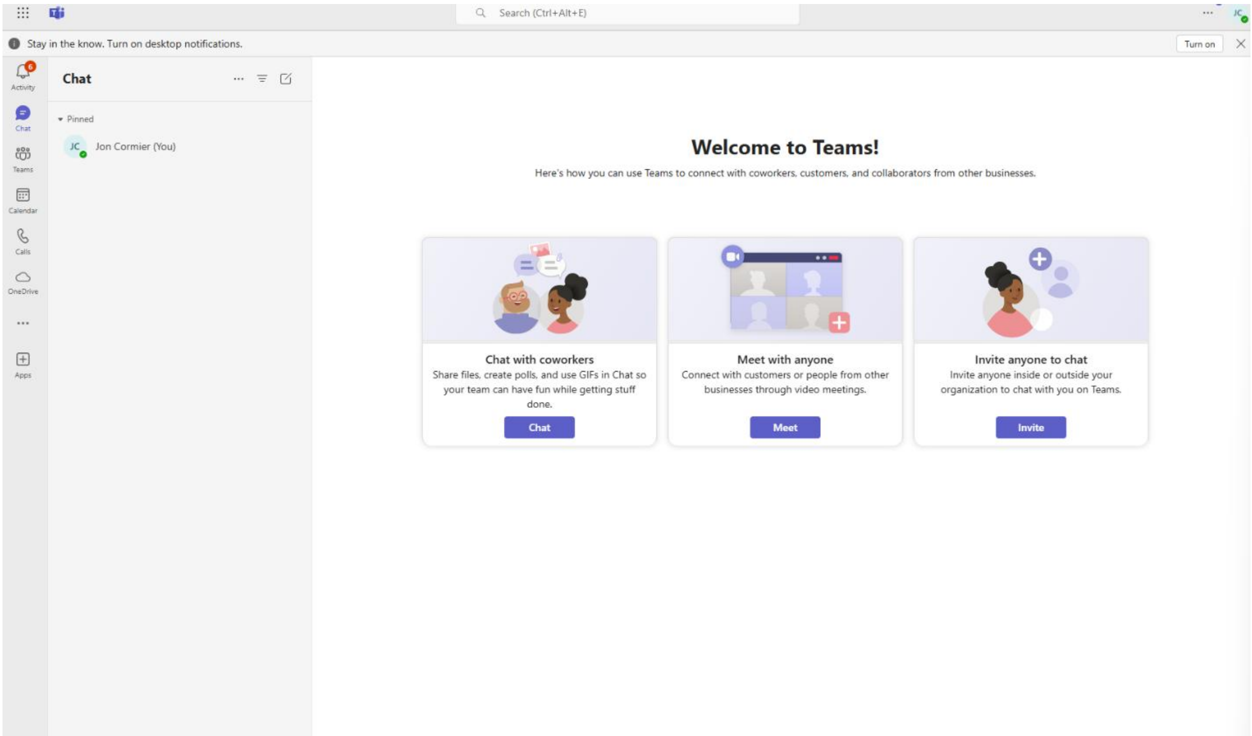
- We will troubleshoot by double-checking if Jon has access to Teams. Go to **Microsoft 365 admin center,** select **active users,** select user (Jon), select **Licenses and apps** tab and you will see Teams is not enabled in his account



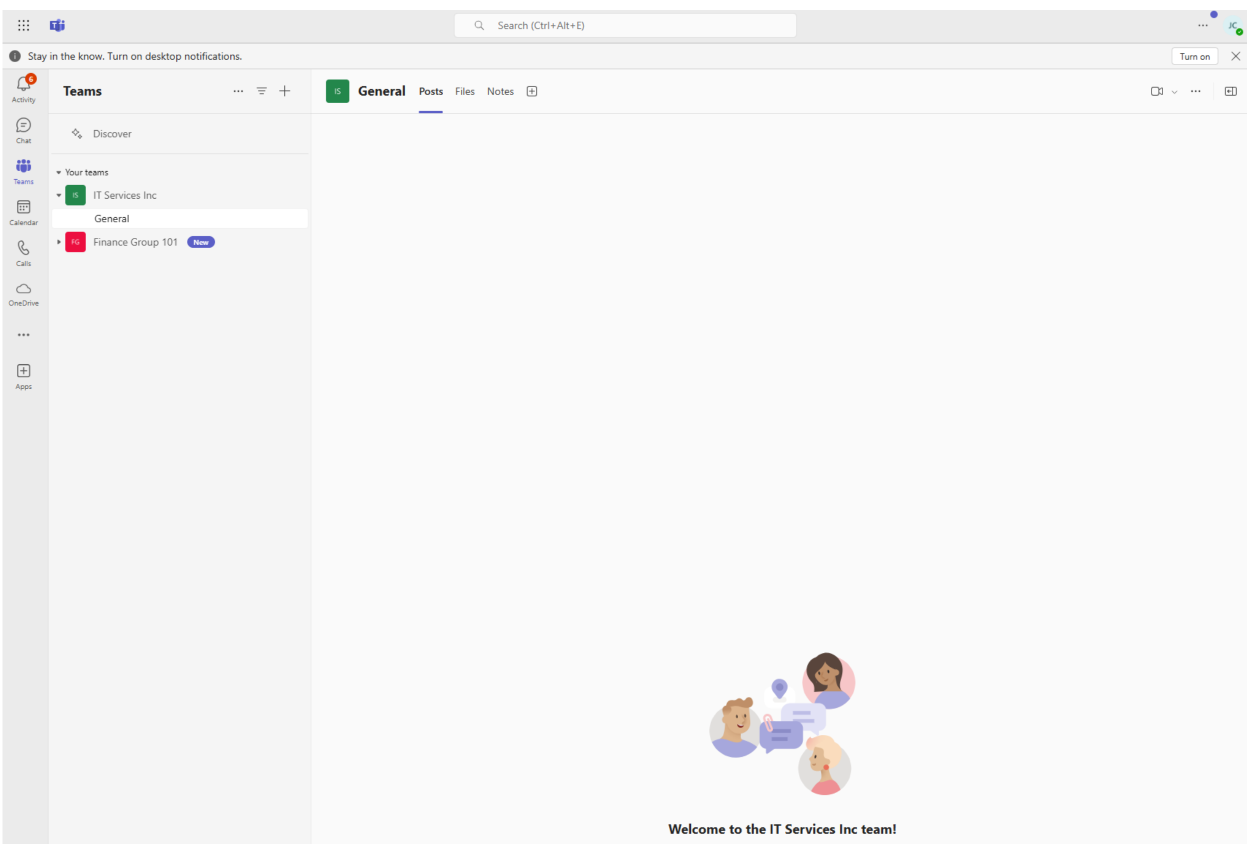
- Select **Microsoft Teams** and then select **save changes**



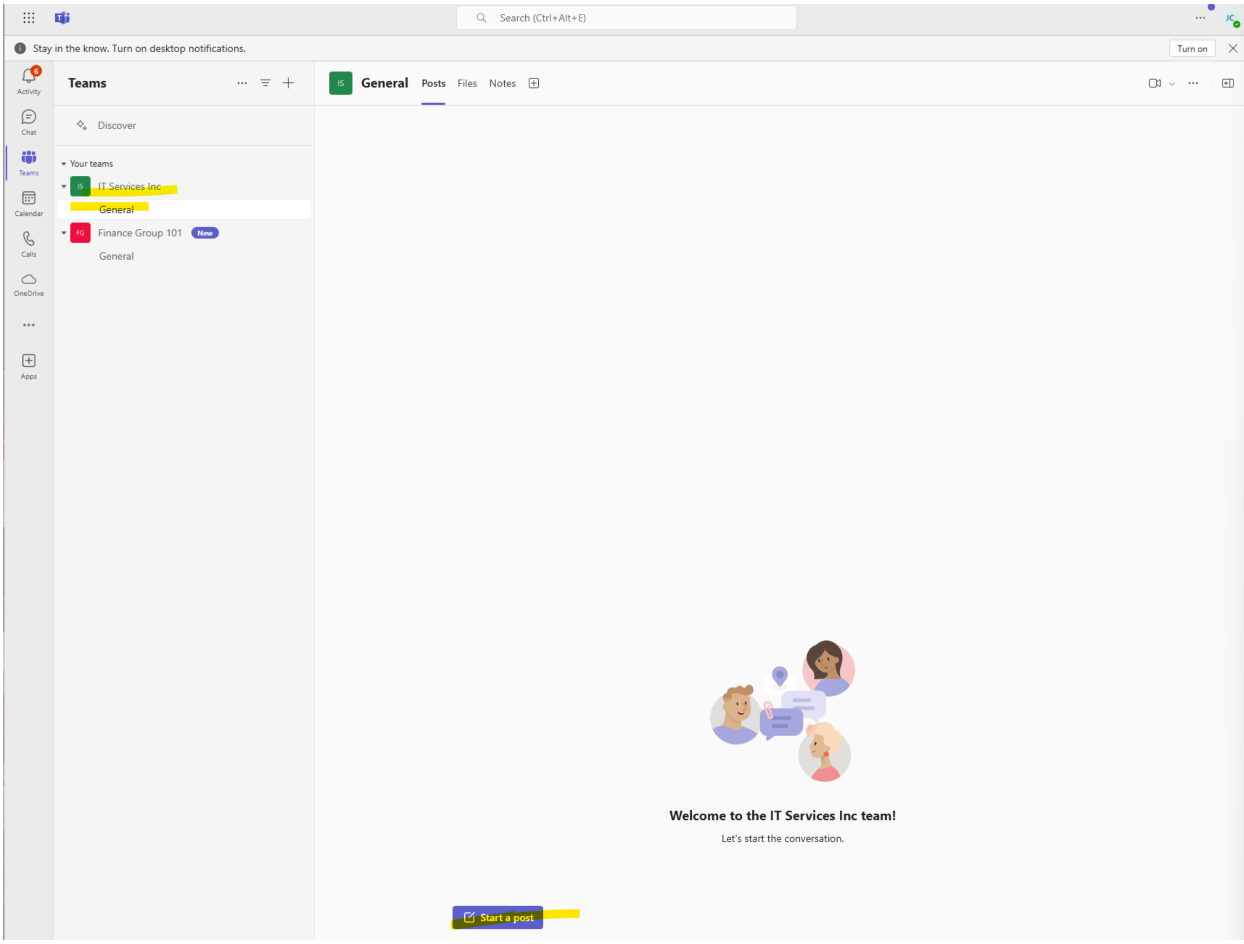
- Jon can now log in to Teams at teams.microsoft.com



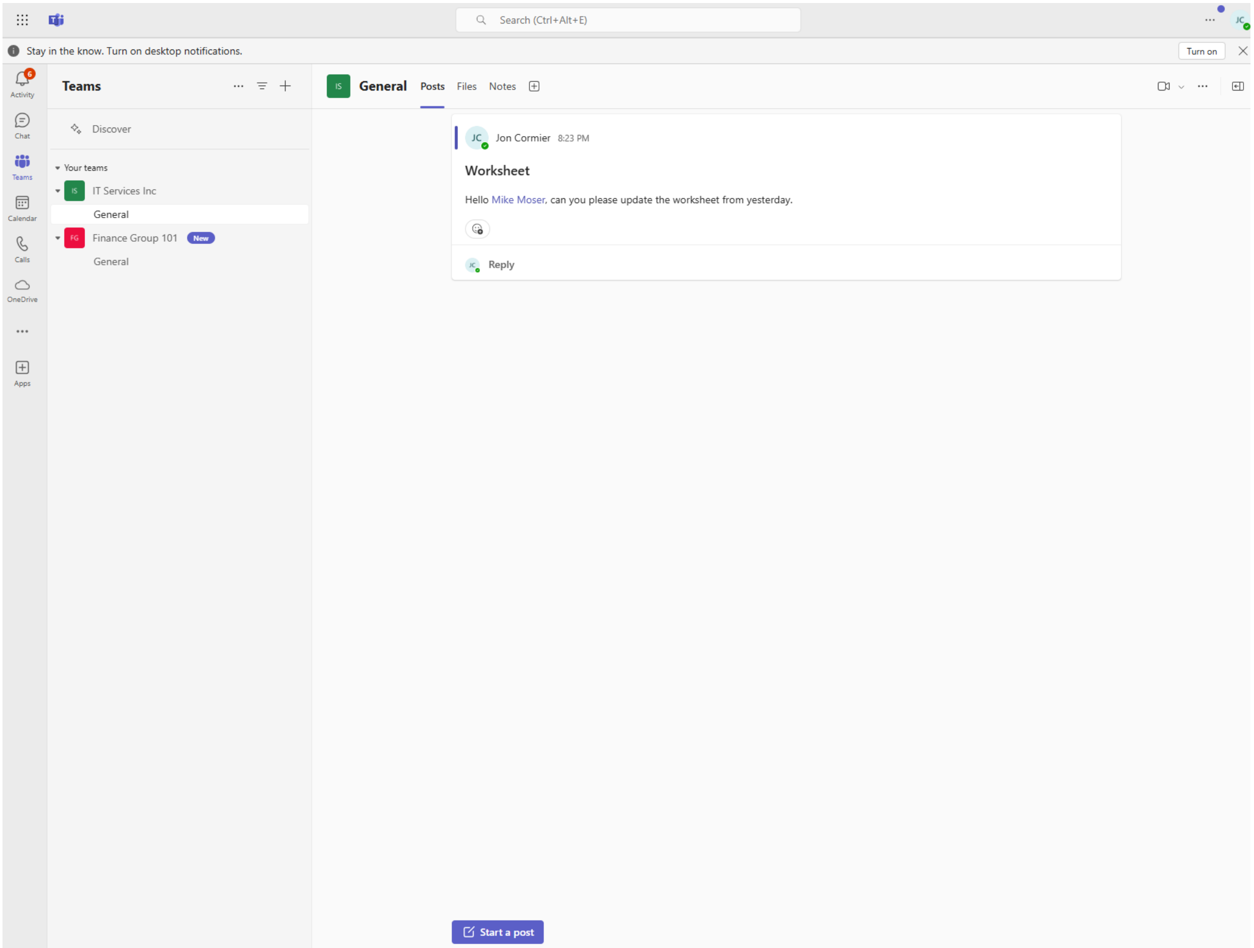
- Select **Teams** and Jon can see the groups that he is a part of



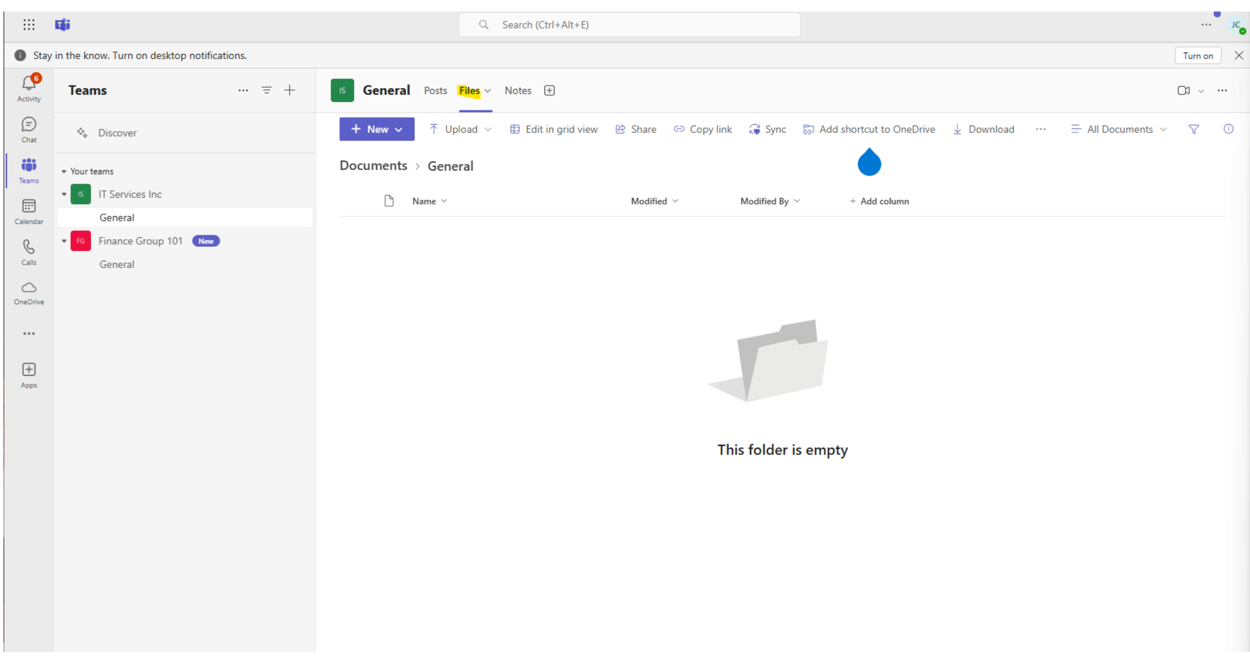
- Click **General** below **IT Services Inc** and select **Start a post** to initiate a group chat



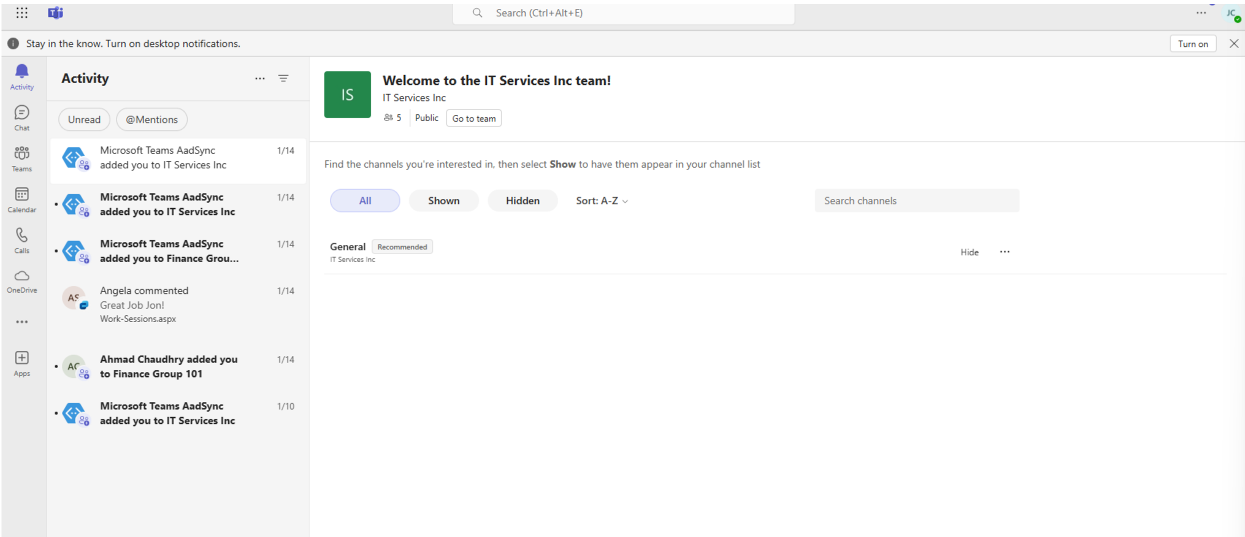
- Jon will post a message



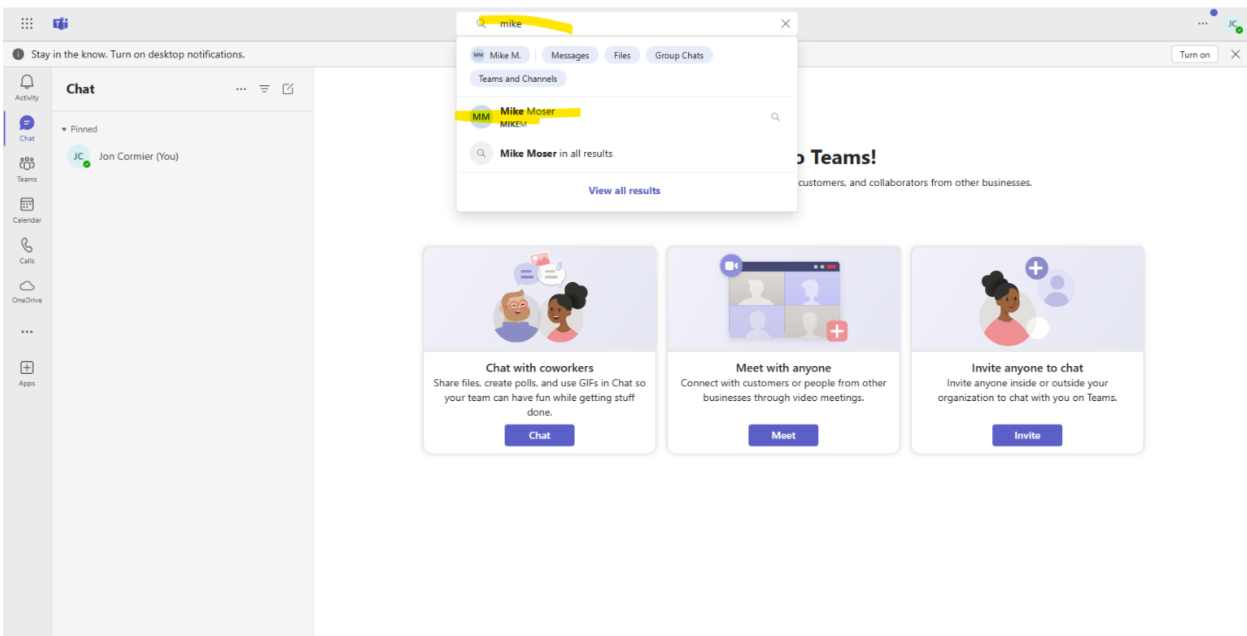
- You can also upload a file in the **Files** tab



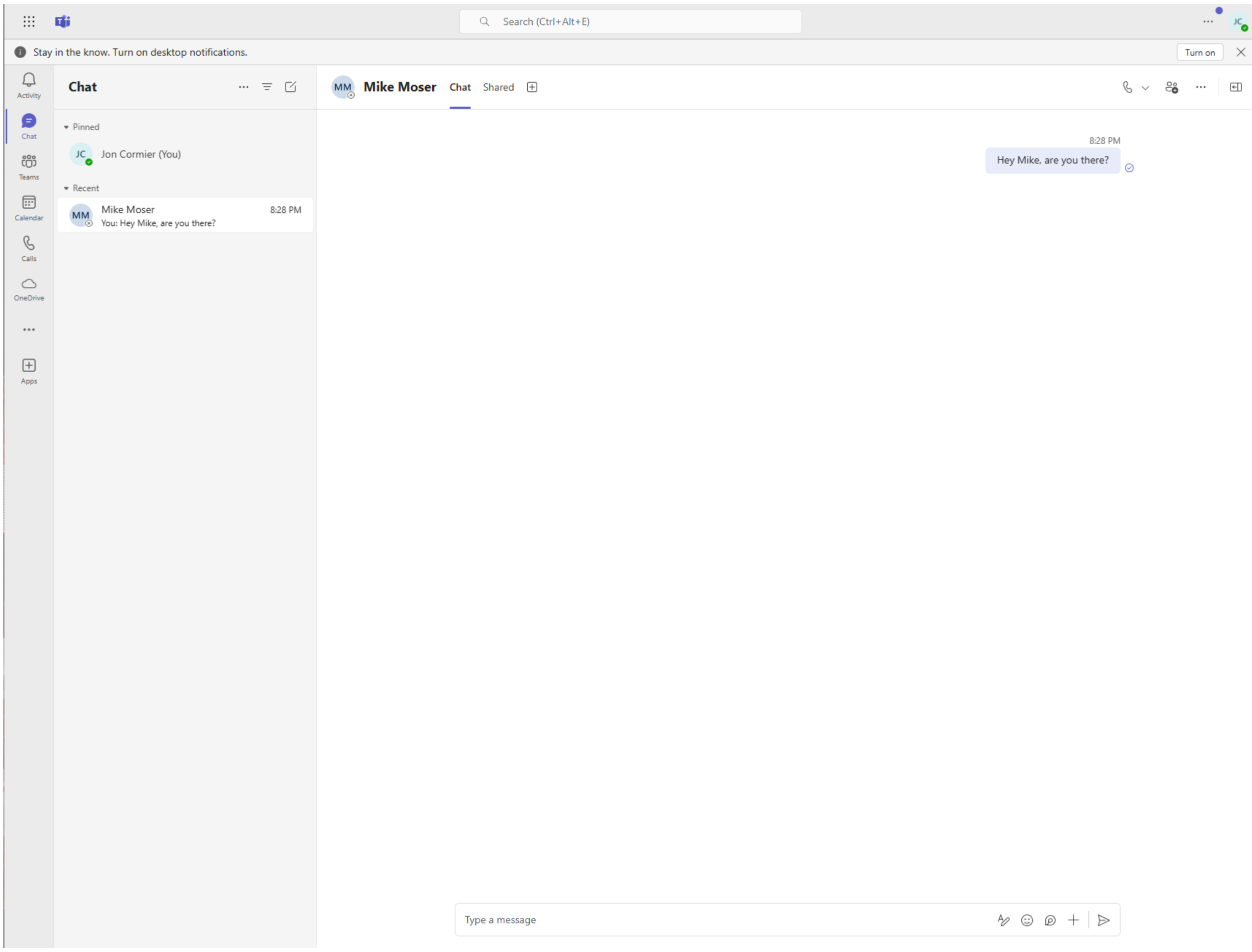
- **Activities** show what's happening



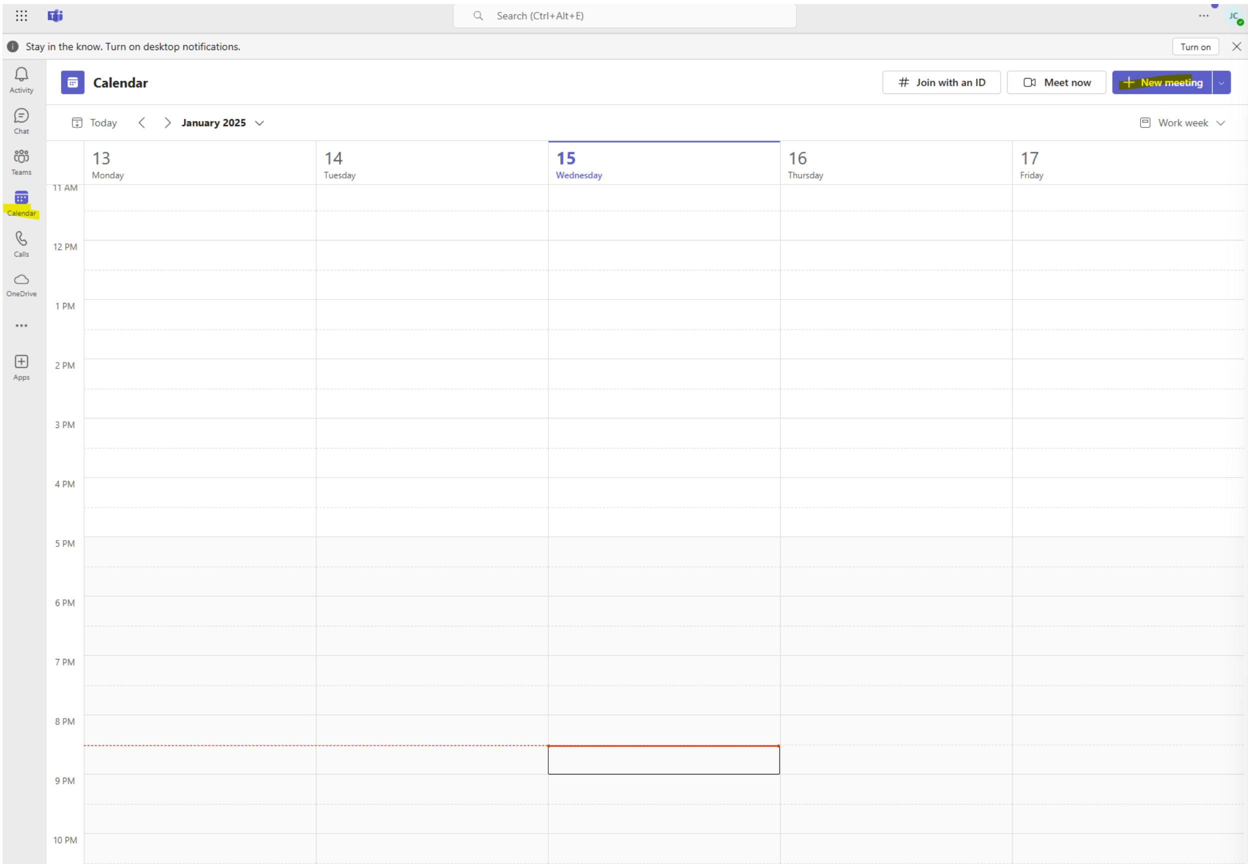
- In the **Chat** section, you can send people a message. Type in the username in the search bar



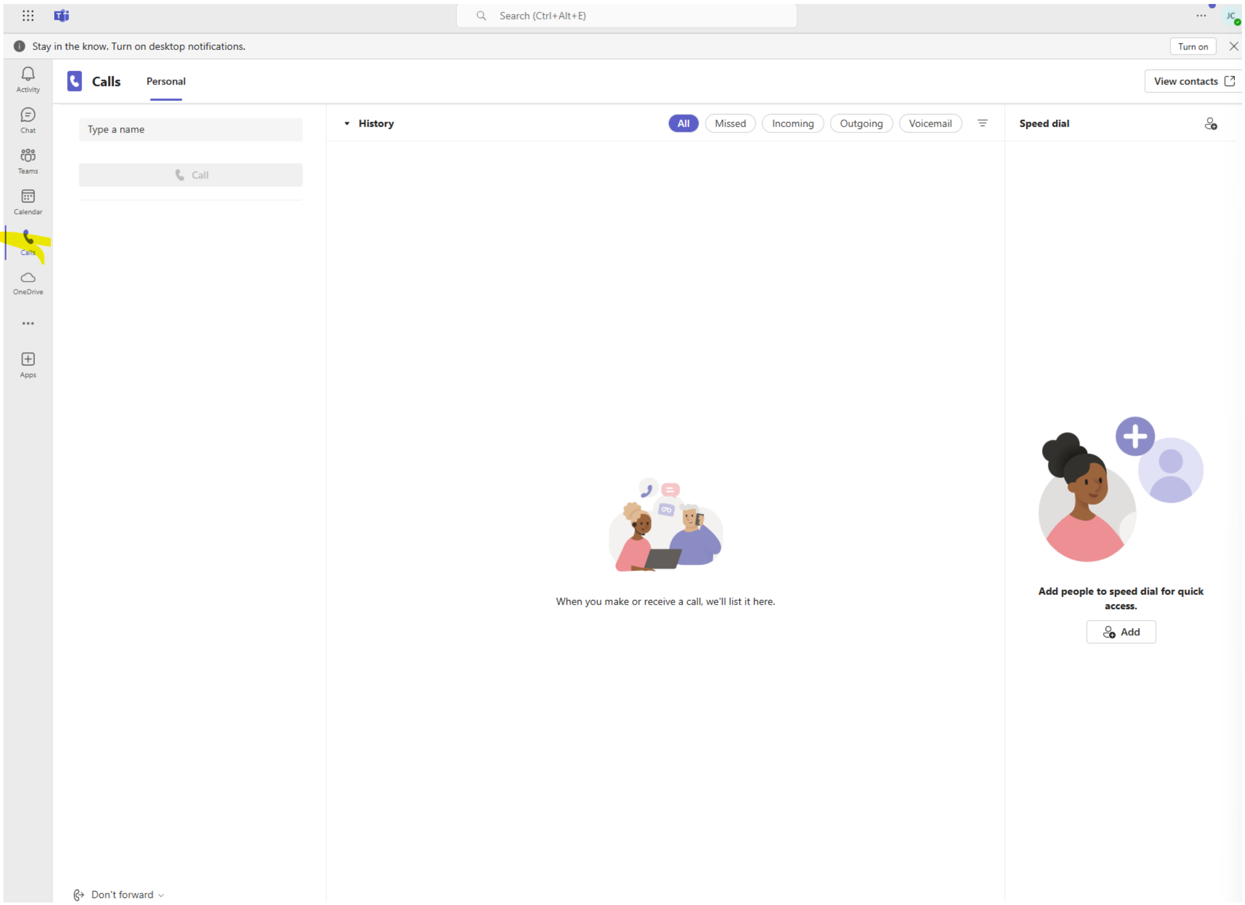
- We will message Mike



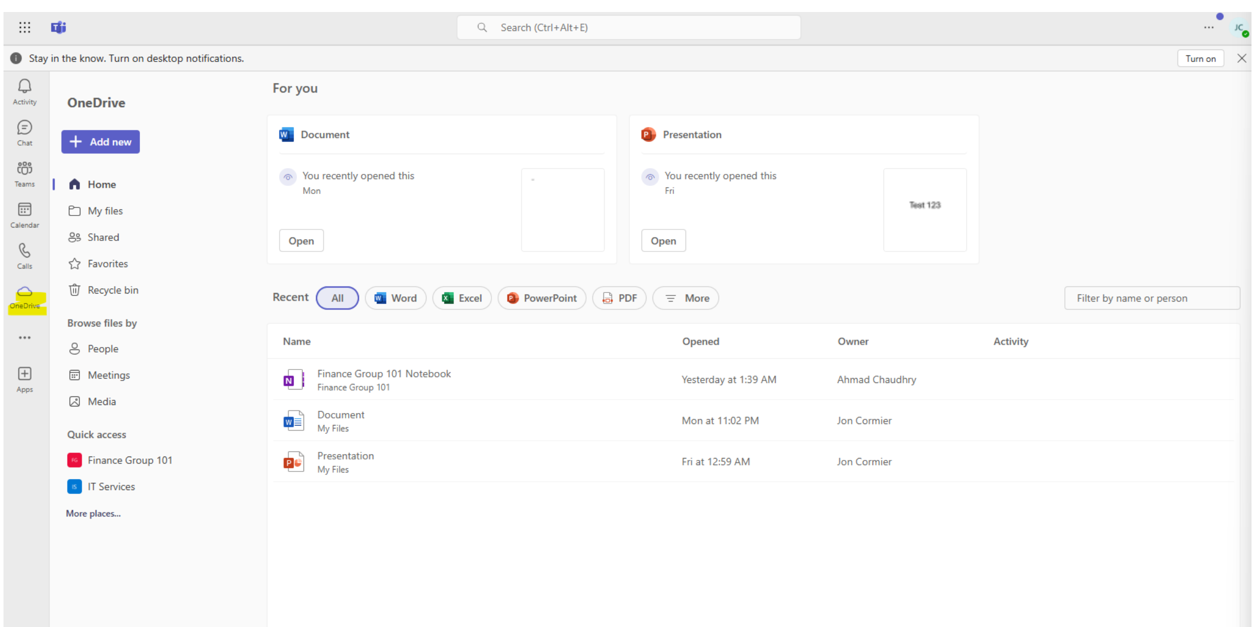
- In the **Calendar** section, you can set up the meeting



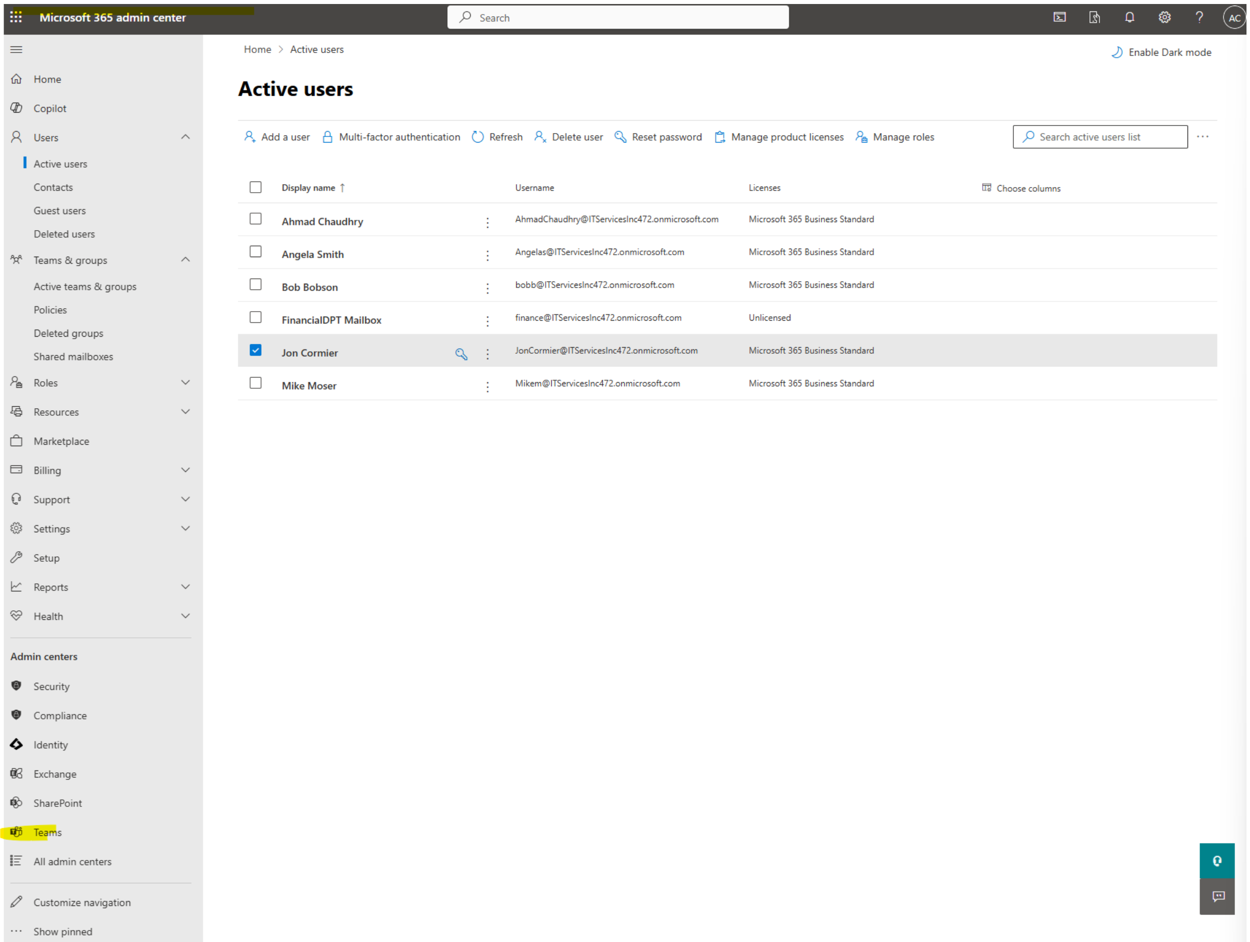
- You can make a call in the **Call** section



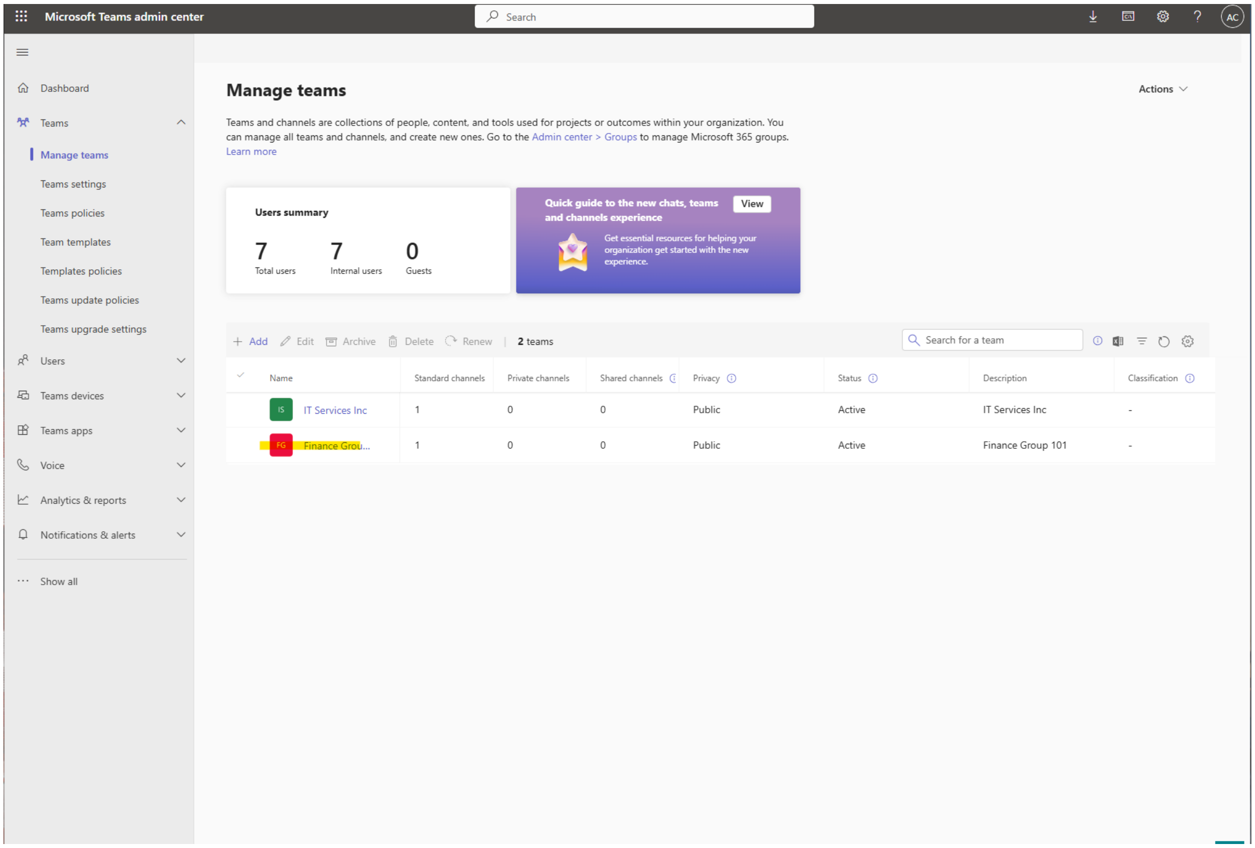
- You can see your files in the **OneDrive** section



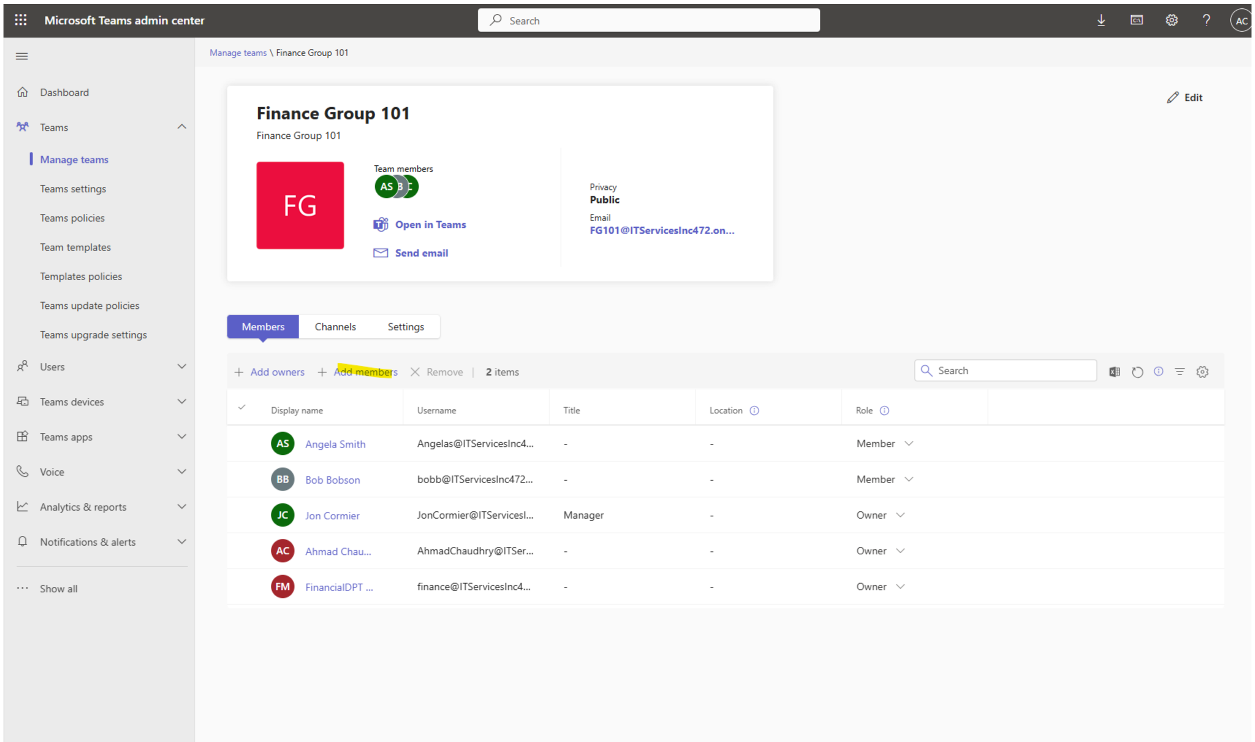
- So far, we have covered Microsoft Teams from the user point of view, so now we will look at it from an administrative point of view. Go to the **Microsoft 365 admin center** and select **Teams**



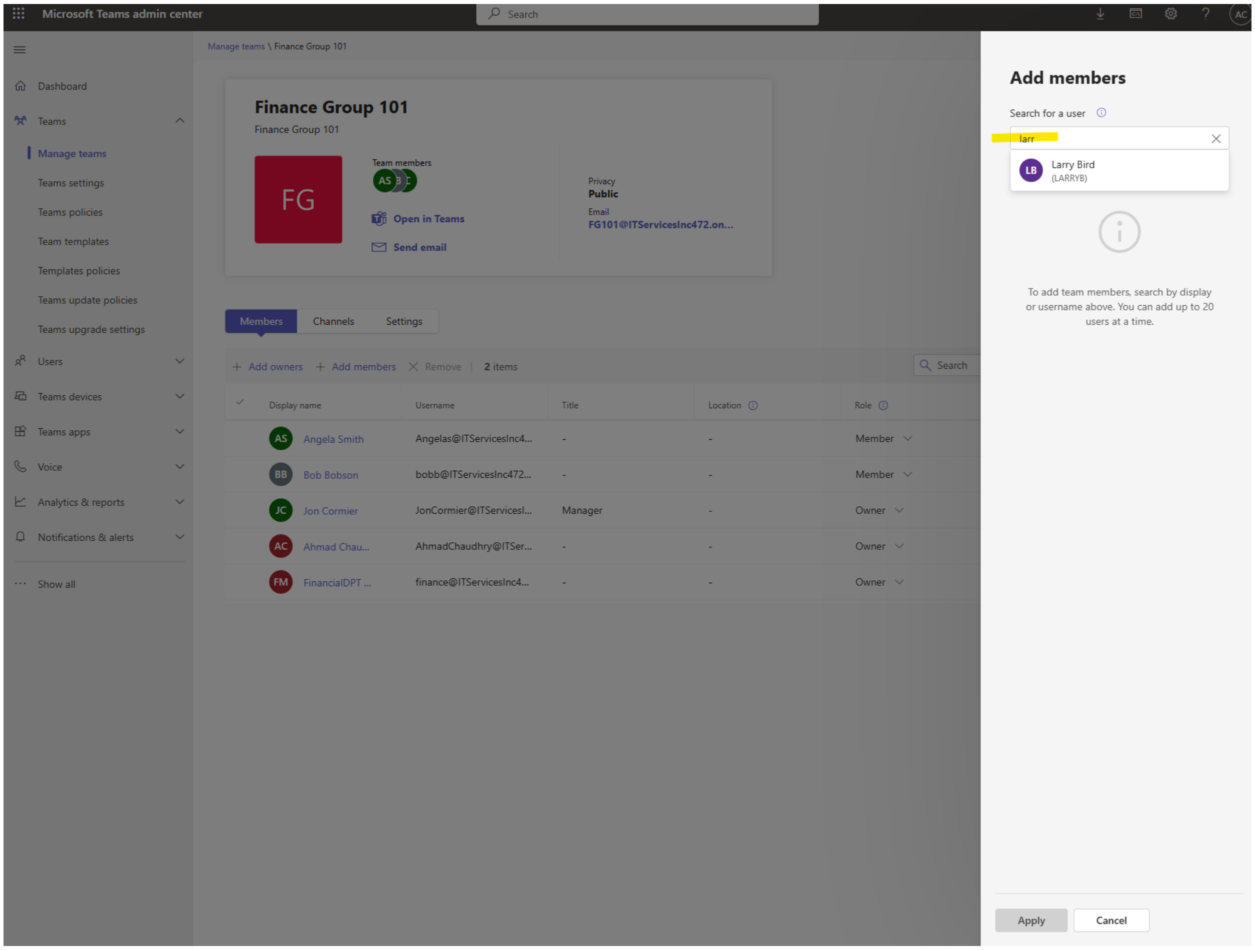
- Select **Manage teams** under **teams** and this is where you see groups. Select **Finance Group 101**



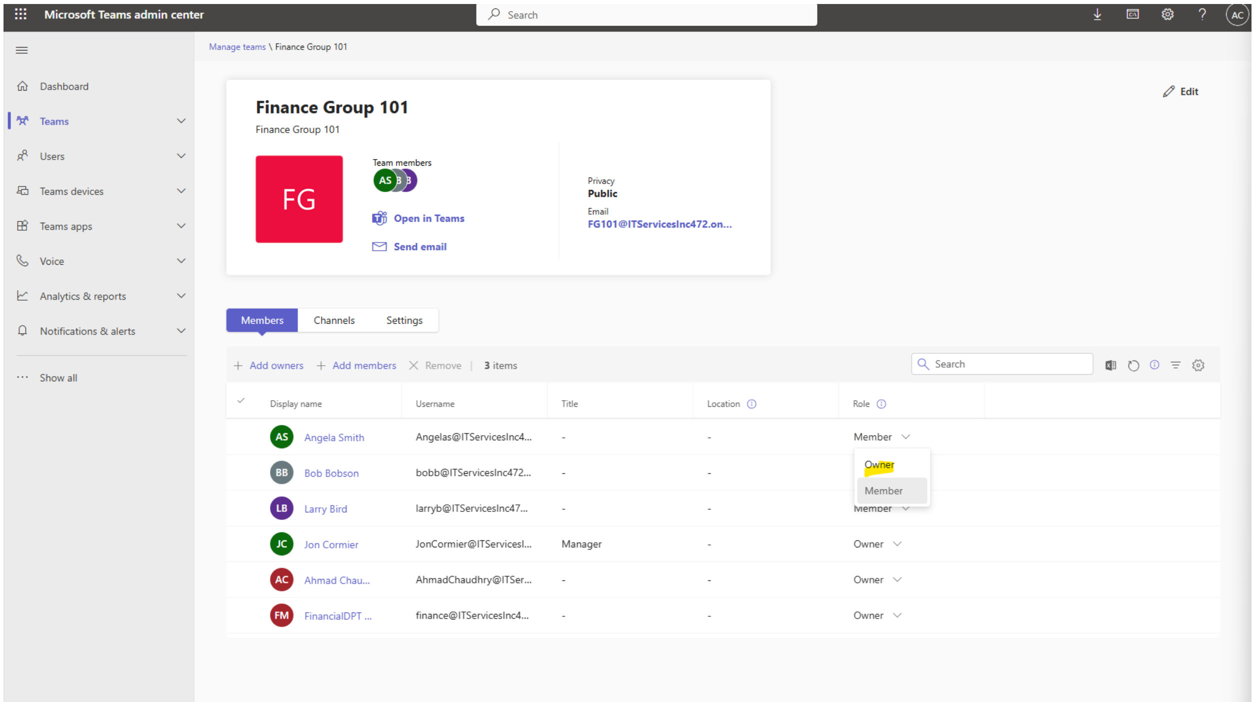
- We will add a new member. Select **add members** and we will add Larry Bird. Please note you need to create a new user from the Microsoft 365 admin center, which I've covered earlier on how to create a user



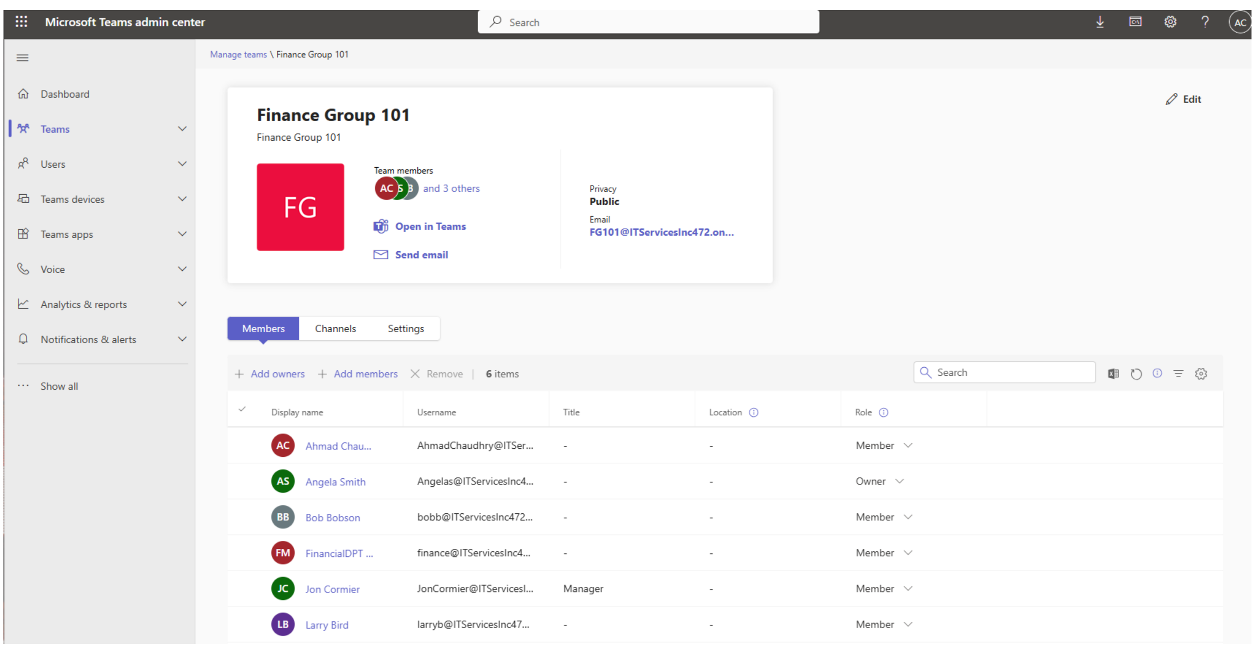
- Type and select Larry's name and select **Apply**



- We will make Angela the owner. Select the drop-down next to **Member** and select **Owner**

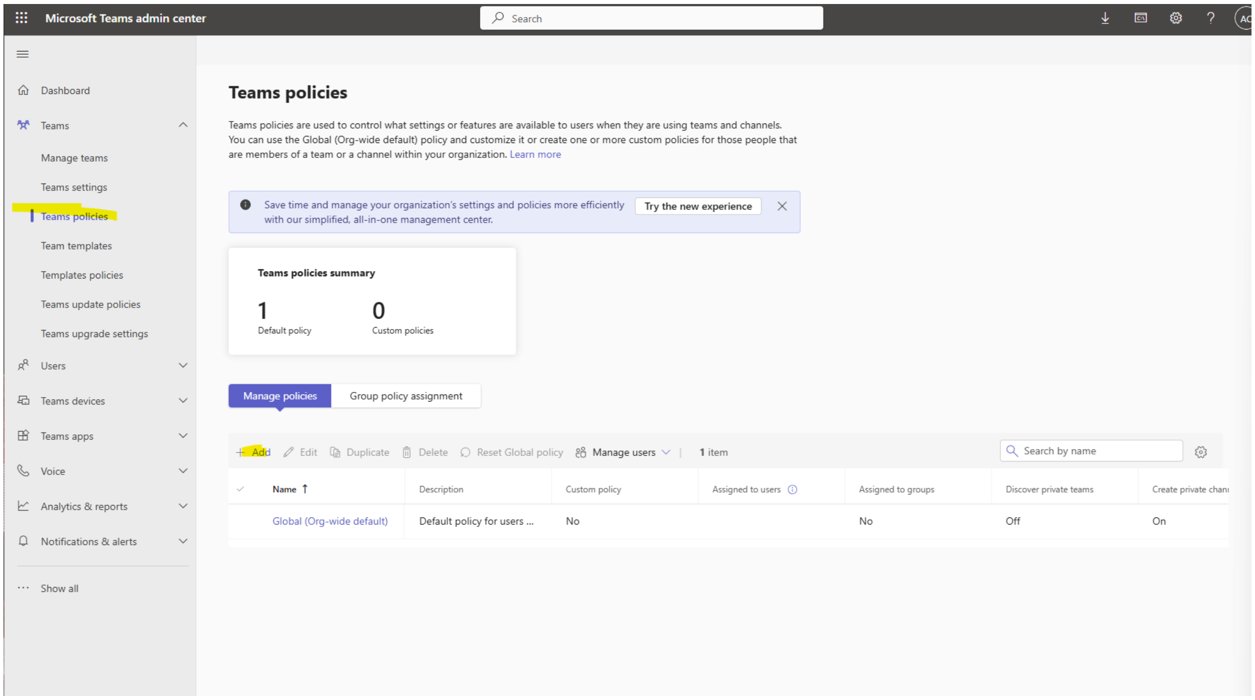


- We will make the rest of the team members regular members. Follow the same procedure as before but select **member**

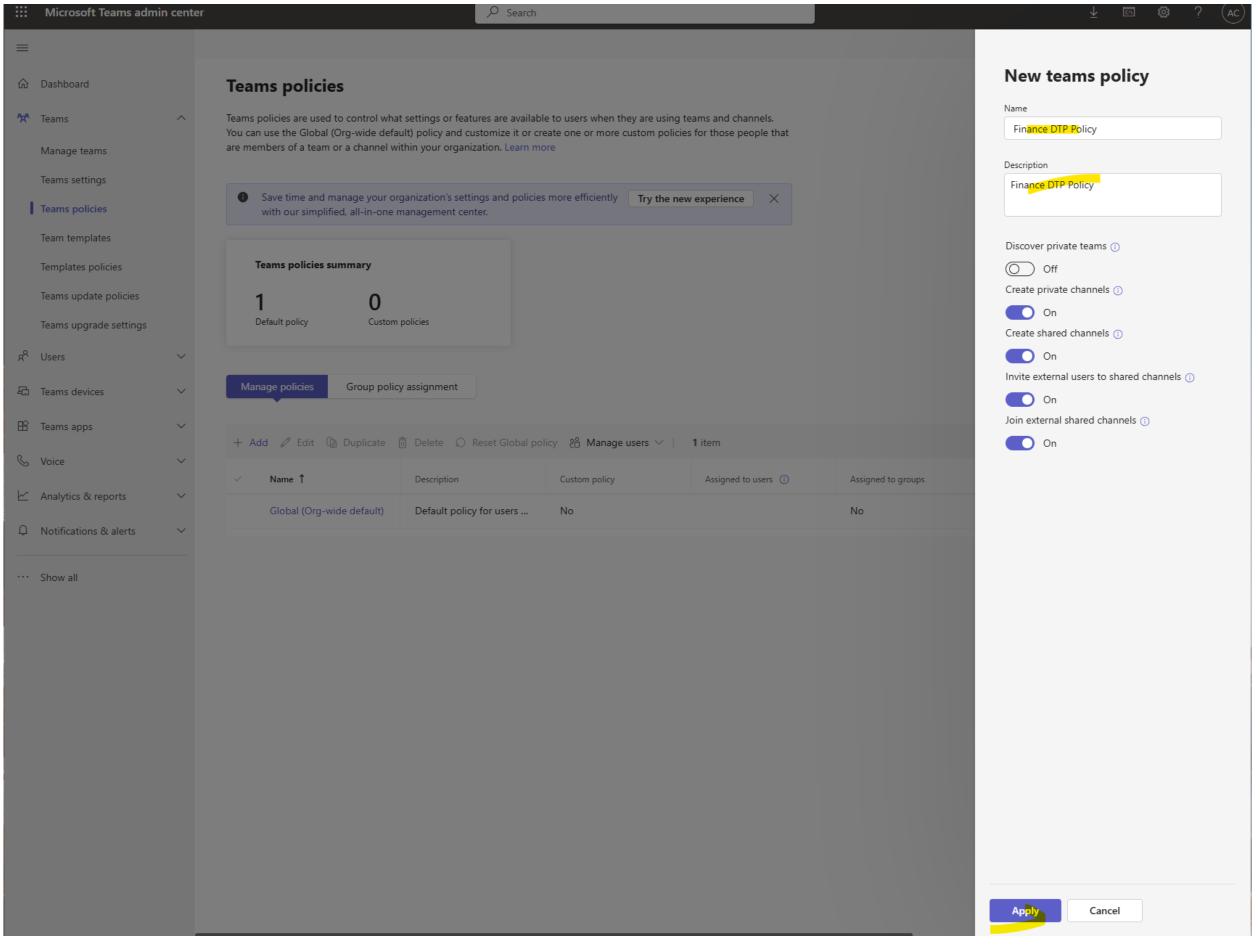


1. **Teams policies** are group policies that control settings and features for a specific group. They allow applying a policy to the entire group instead of individual users. The **Global (Org-wide default)** policy is the original default. We will create a new one by selecting

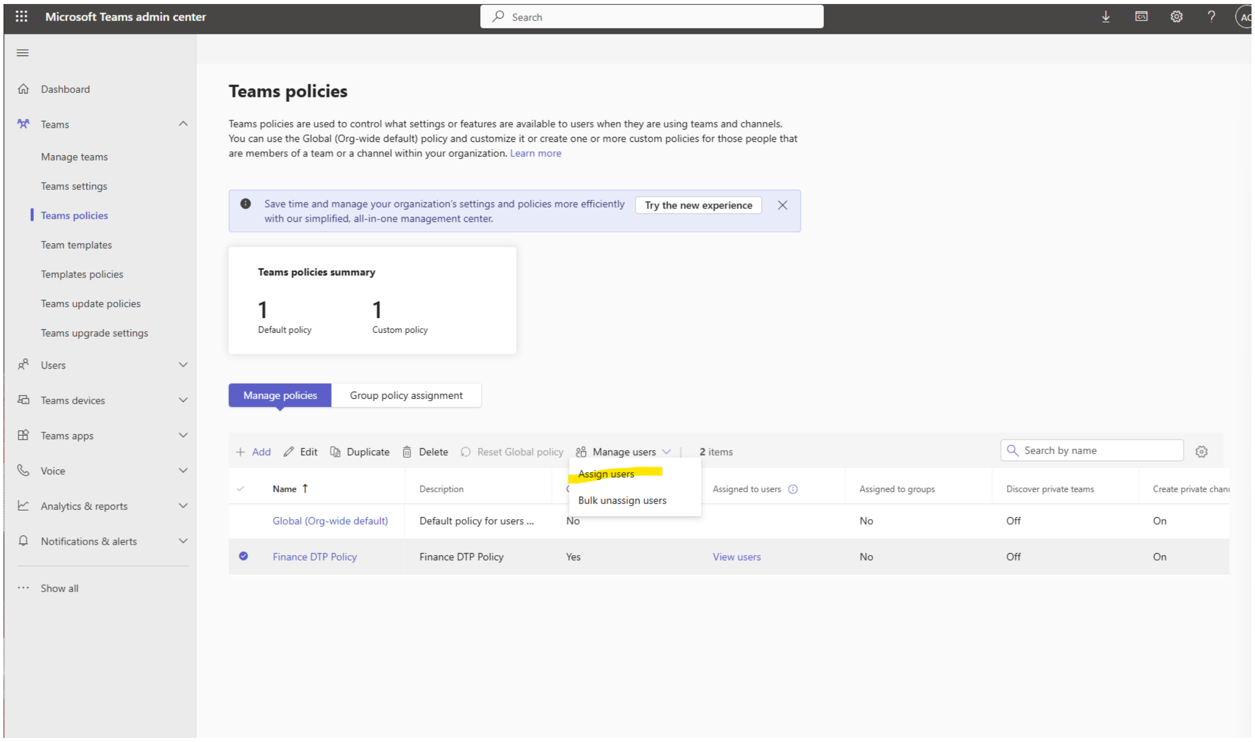
Add



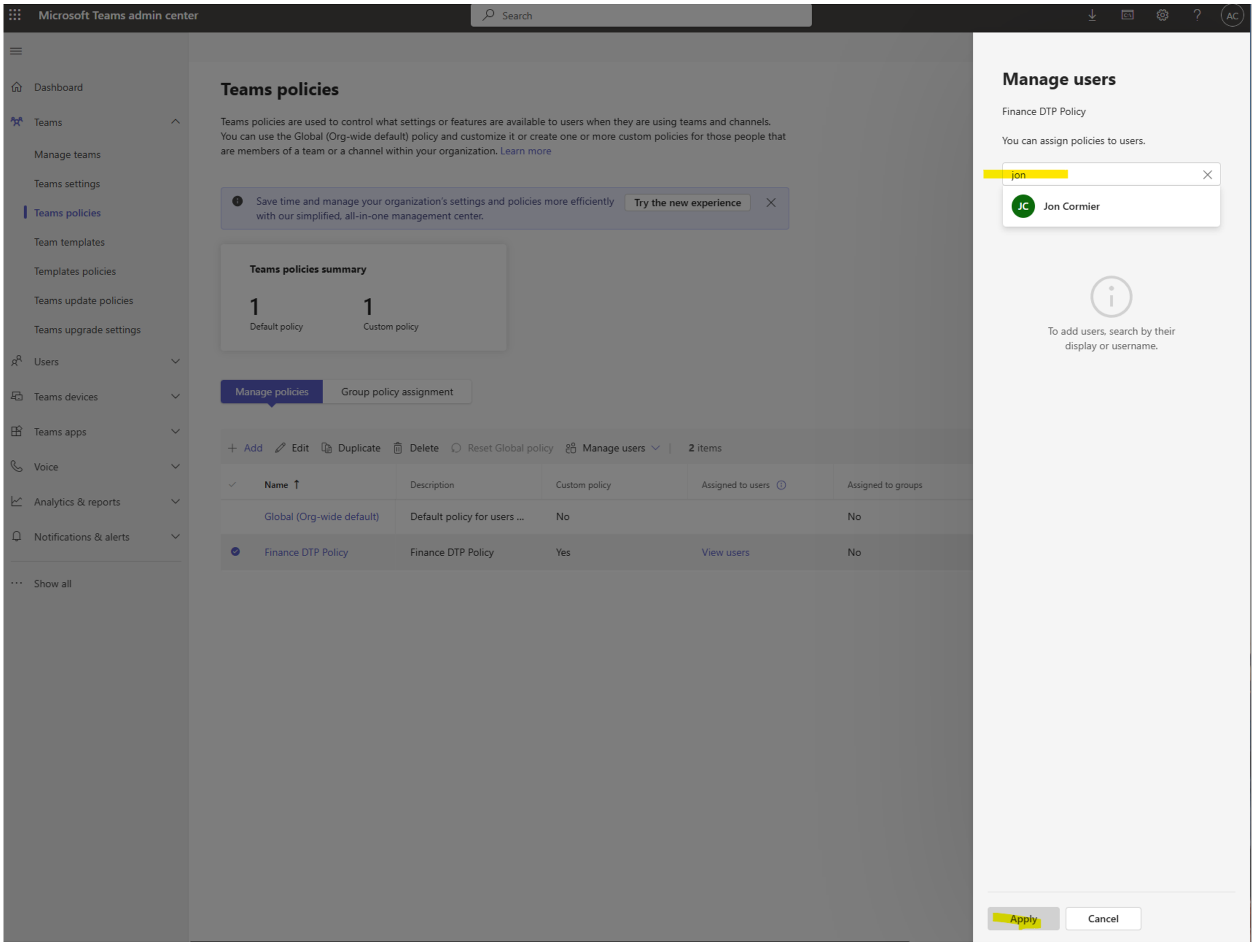
- I will name it **Finance DTP Policy** and then select **Apply**



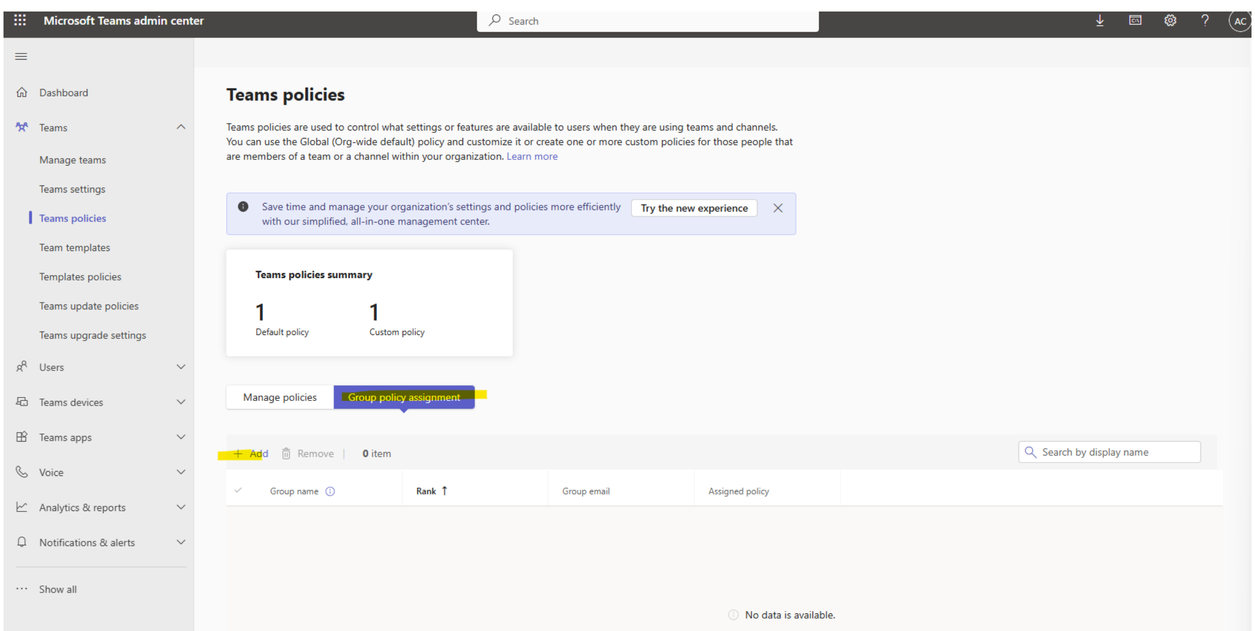
- I can assign an individual member by selecting the new policy we created, then selecting the drop-down from **Manager users** and choosing **assign users**



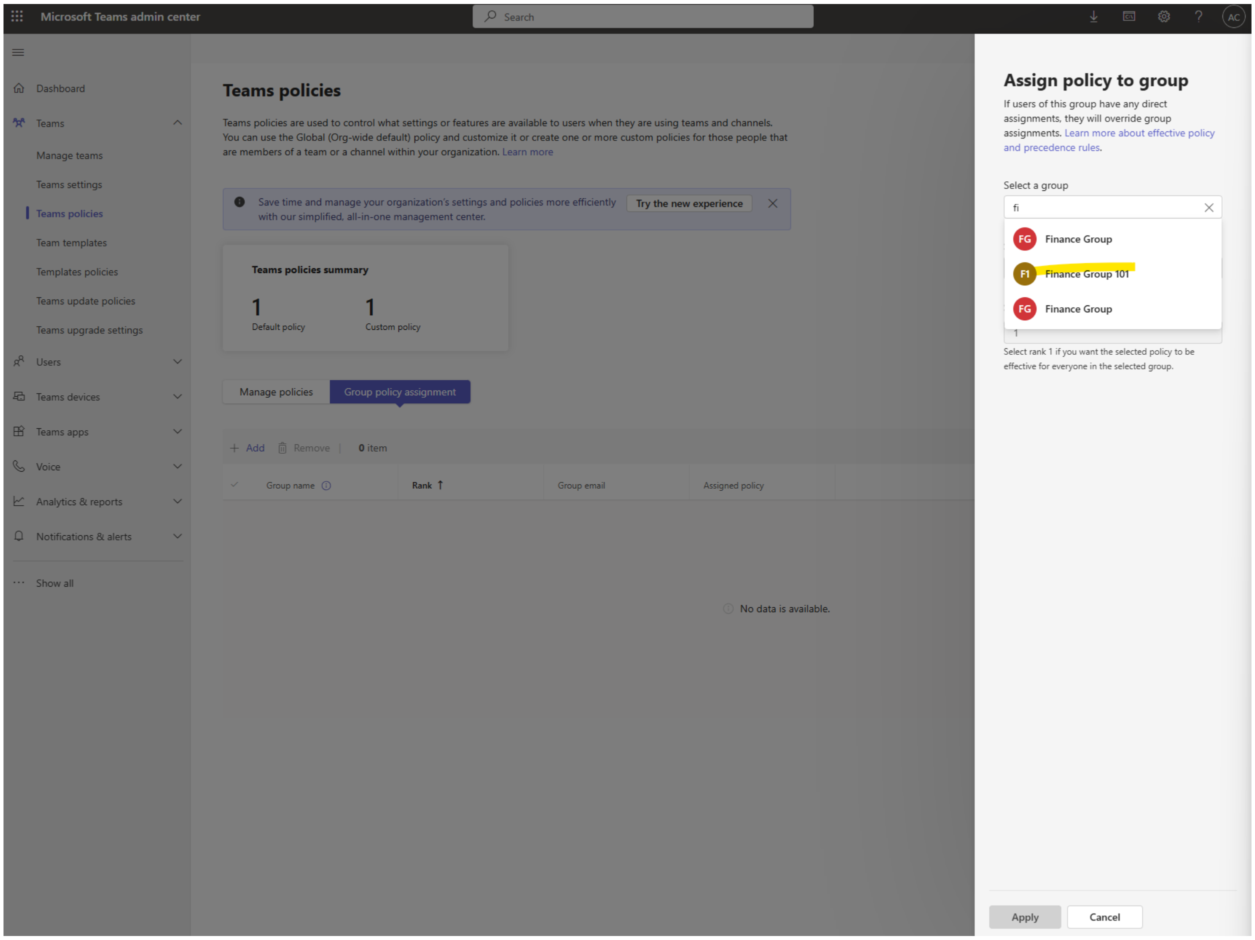
- We will add Jon, so search for Jon's name, select him and then click **apply**



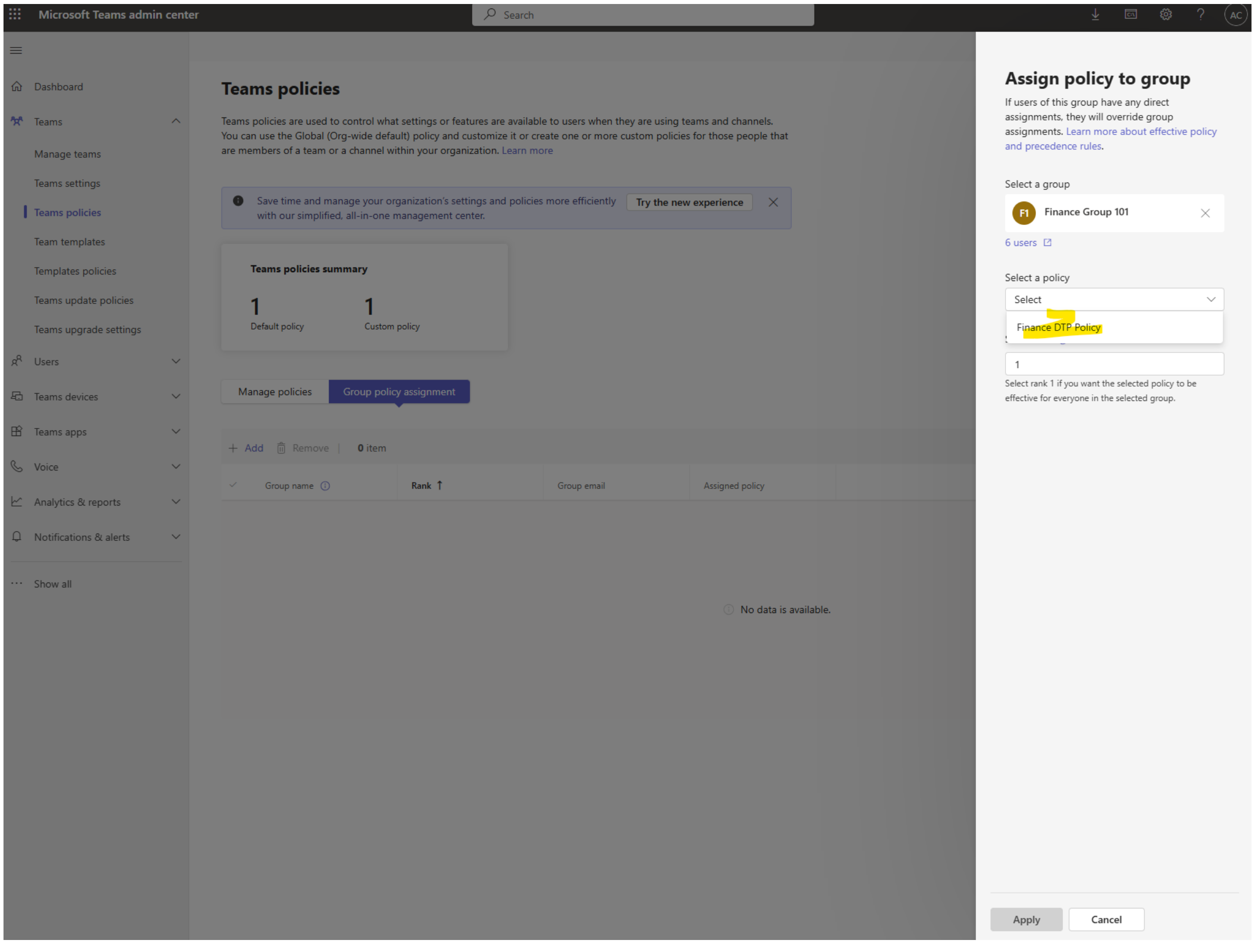
- However, applying individually is time-consuming, so we will apply the policy to the entire group. Select the **group policy assignment** and select **add**



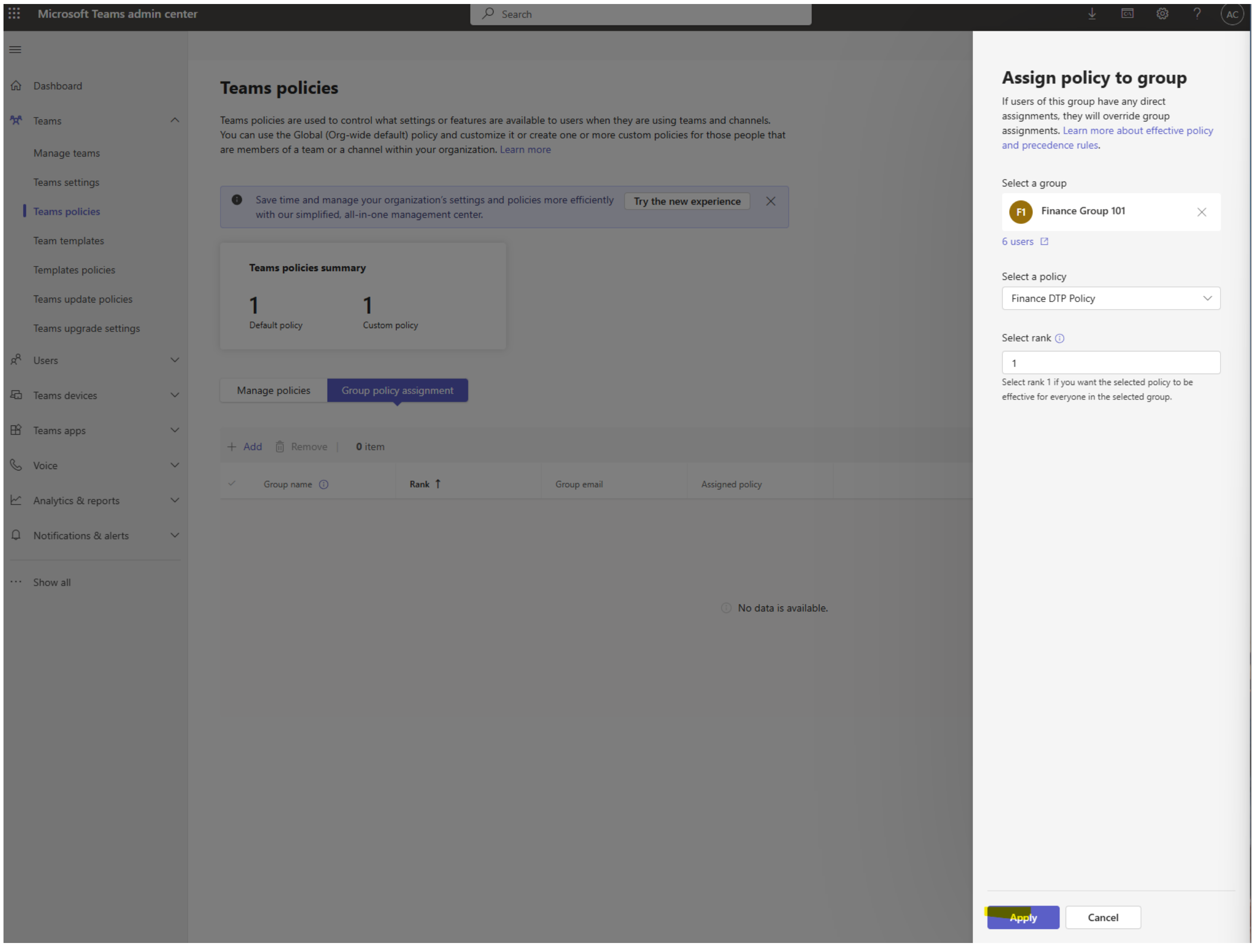
- Select **Finance Group 101**



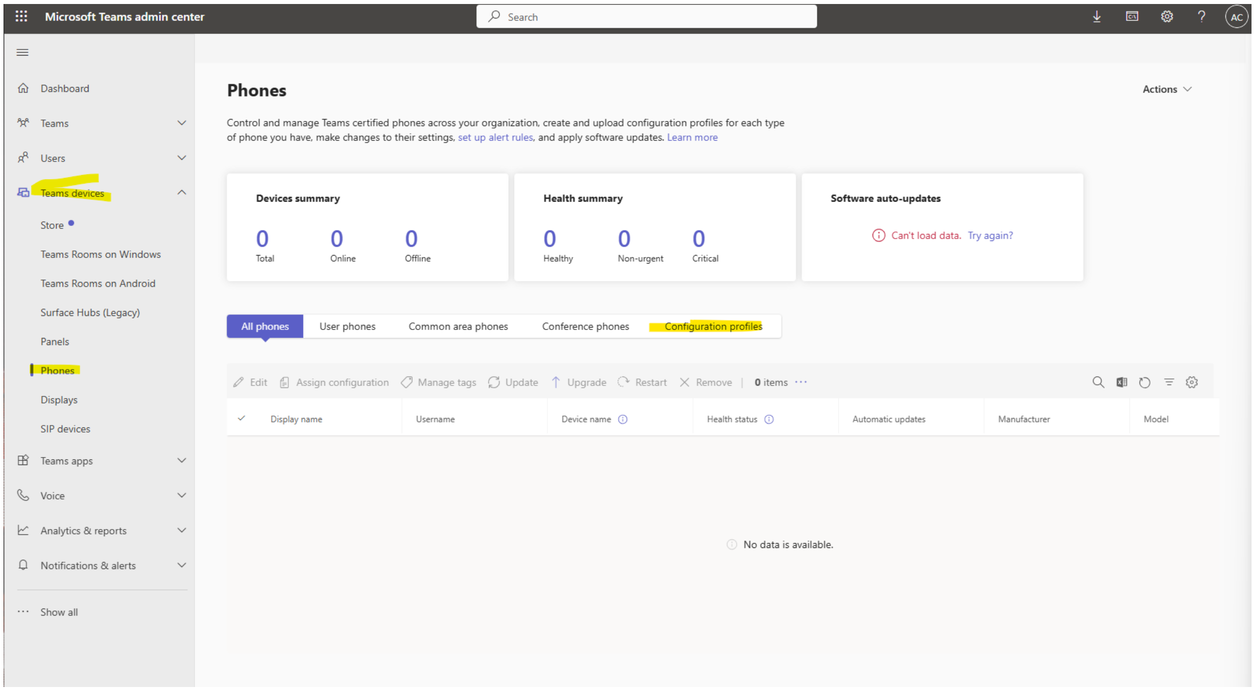
- Select the **Finance DTP Policy** that we just created under **Select a policy.** This means we are assigning the **Finance DTP policy** to the entire finance group



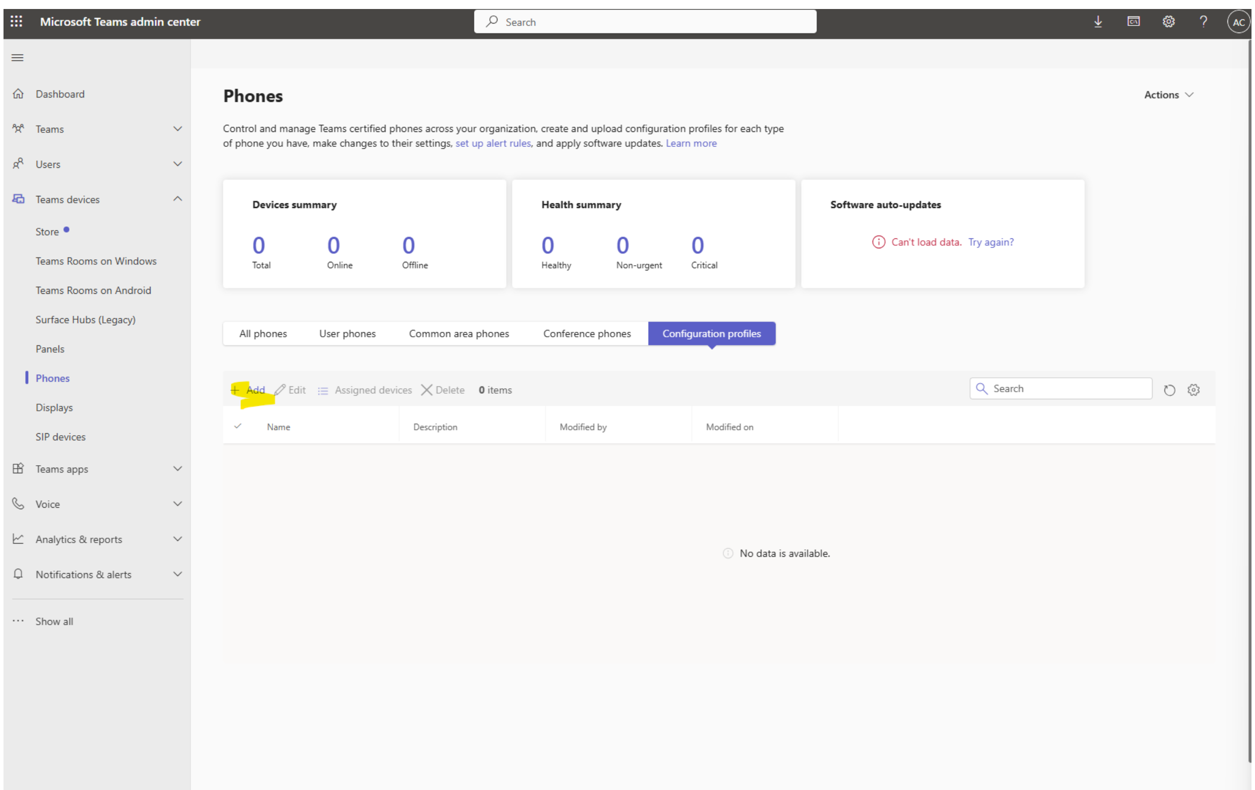
- **Select rank**: this indicates the importance of the group policy settings in the hierarchy. Then. select **Apply**



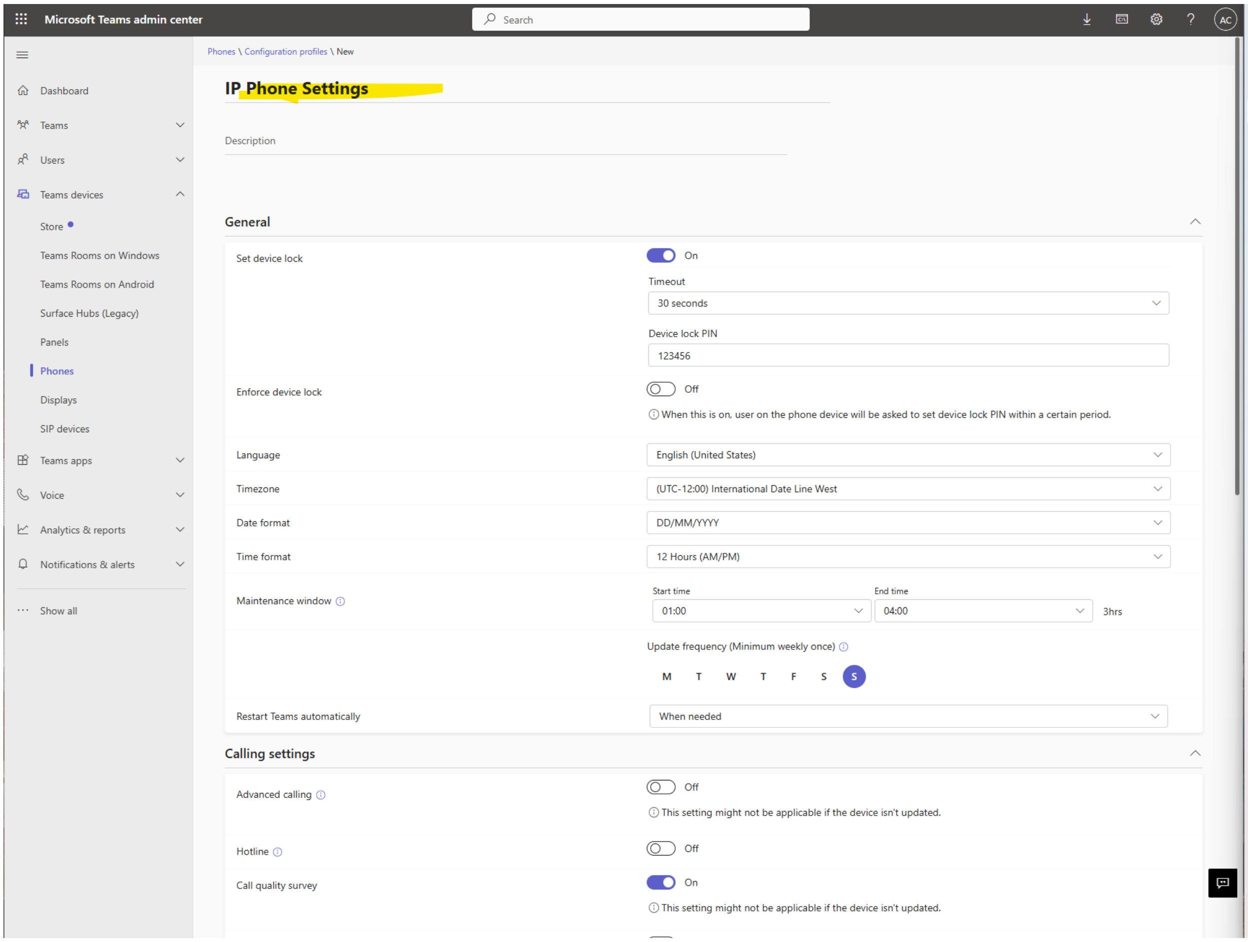
- We will add configuration related to phones. Select **Phones** under **Teams devices** and then select **configuration profiles**

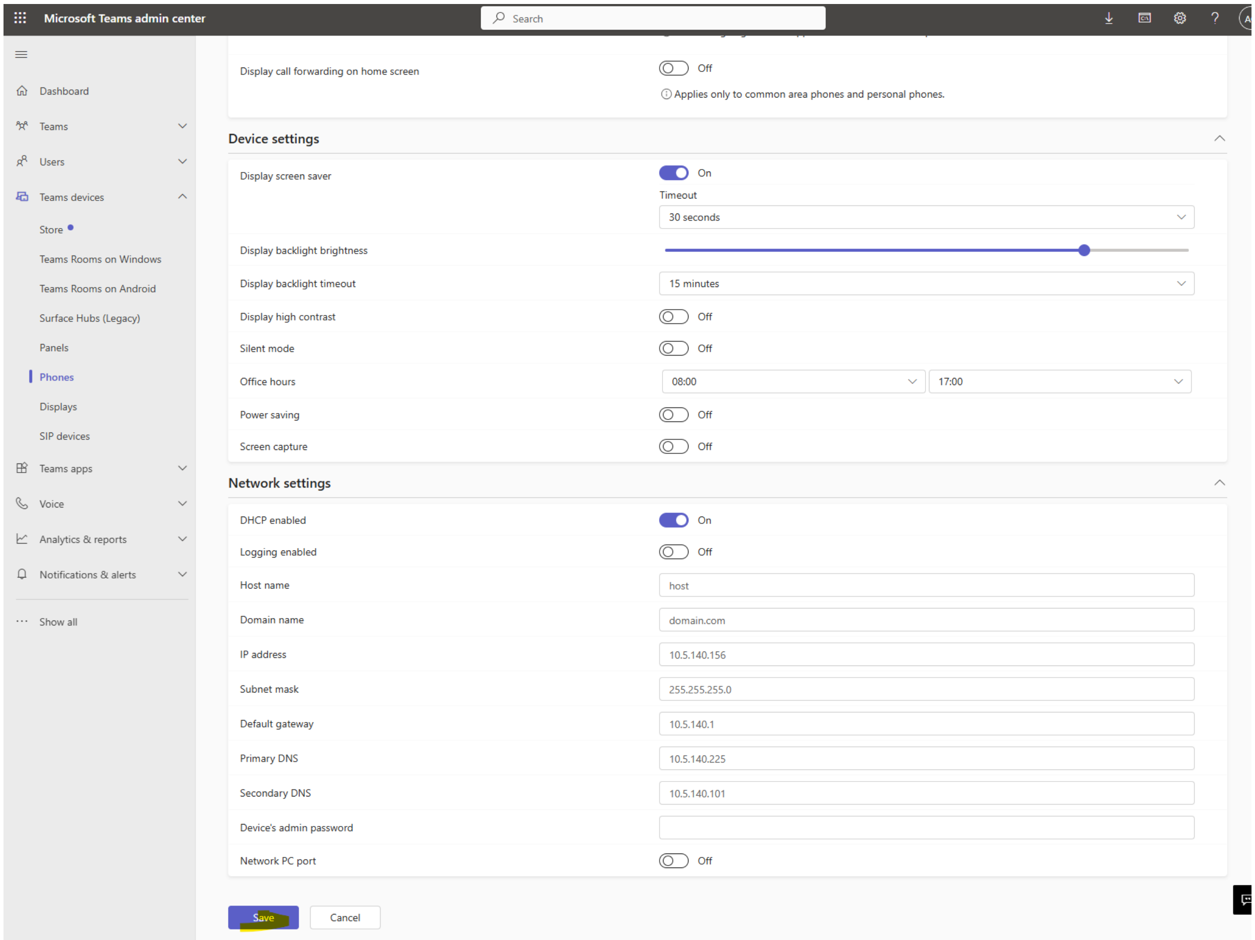

Microsoft Teams admin center
Search
Dashboard
Teams
Users
Teams devices
Store
Teams Rooms on Windows
Teams Rooms on Android
Surface Hubs (Legacy)
Panels
Phones
Displays
SIP devices
Teams apps
Voice
Analytics & reports
Notifications & alerts
Show all
Phones
Actions
Control and manage Teams certified phones across your organization, create and upload configuration profiles for each type of phone you have, make changes to their settings, set up alert rules, and apply software updates. Learn more
Devices summary
0 Total
0 Online
0 Offline
Health summary
0 Healthy
0 Non-urgent
0 Critical
Software auto-updates
Can't load data. Try again?
All phones
User phones
Common area phones
Conference phones
Configuration profiles
Edit
Assign configuration
Manage tags
Update
Upgrade
Restart
Remove
0 items
Display name
Username
Device name
Health status
Automatic updates
Manufacturer
Model
No data is available.

- Select **add**

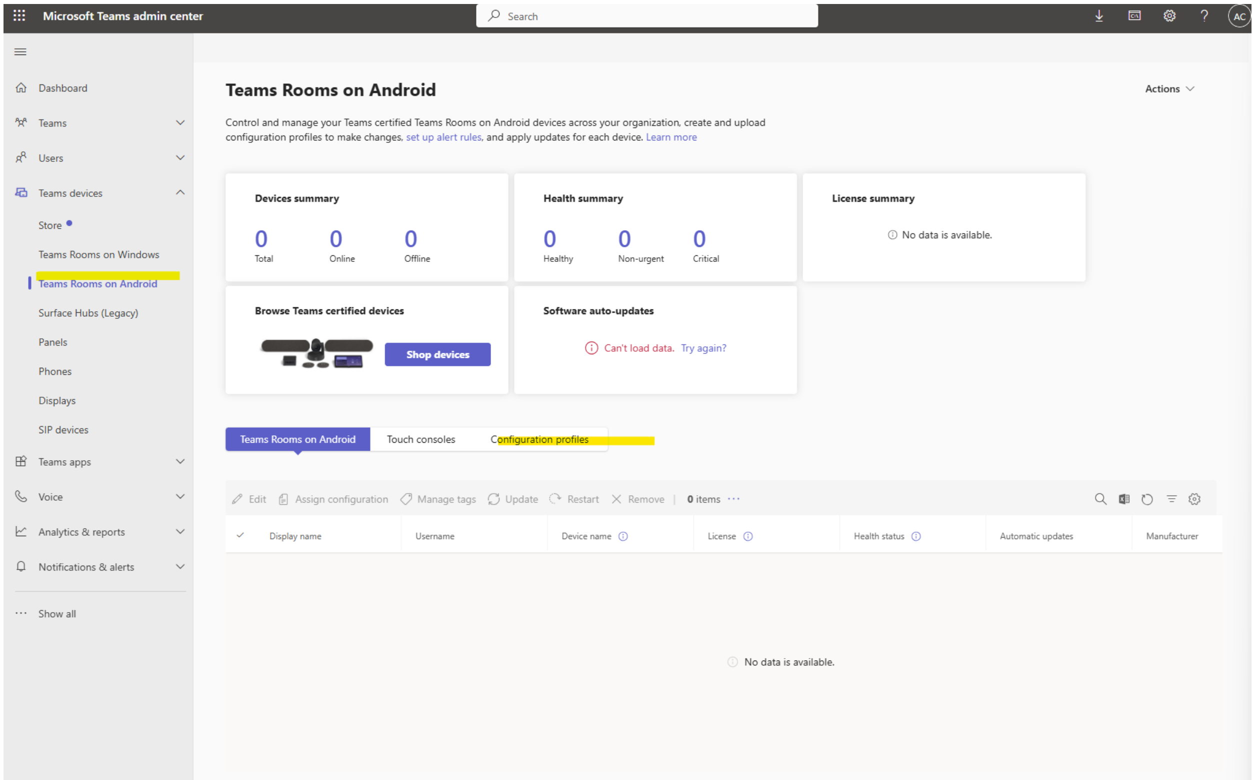

Microsoft Teams admin center
Search
Dashboard
Teams
Users
Teams devices
Store
Teams Rooms on Windows
Teams Rooms on Android
Surface Hubs (Legacy)
Panels
Phones
Displays
SIP devices
Teams apps
Voice
Analytics & reports
Notifications & alerts
Show all
Phones
Actions
Control and manage Teams certified phones across your organization, create and upload configuration profiles for each type of phone you have, make changes to their settings, set up alert rules, and apply software updates. Learn more
Devices summary
0 Total
0 Online
0 Offline
Health summary
0 Healthy
0 Non-urgent
0 Critical
Software auto-updates
Can't load data. Try again?
All phones
User phones
Common area phones
Conference phones
Configuration profiles
Add
Edit
Assigned devices
Delete
0 items
Search
Name
Description
Modified by
Modified on
No data is available.

- Name the configuration profile and configure the setting according to your preference, then scroll down and select **save**





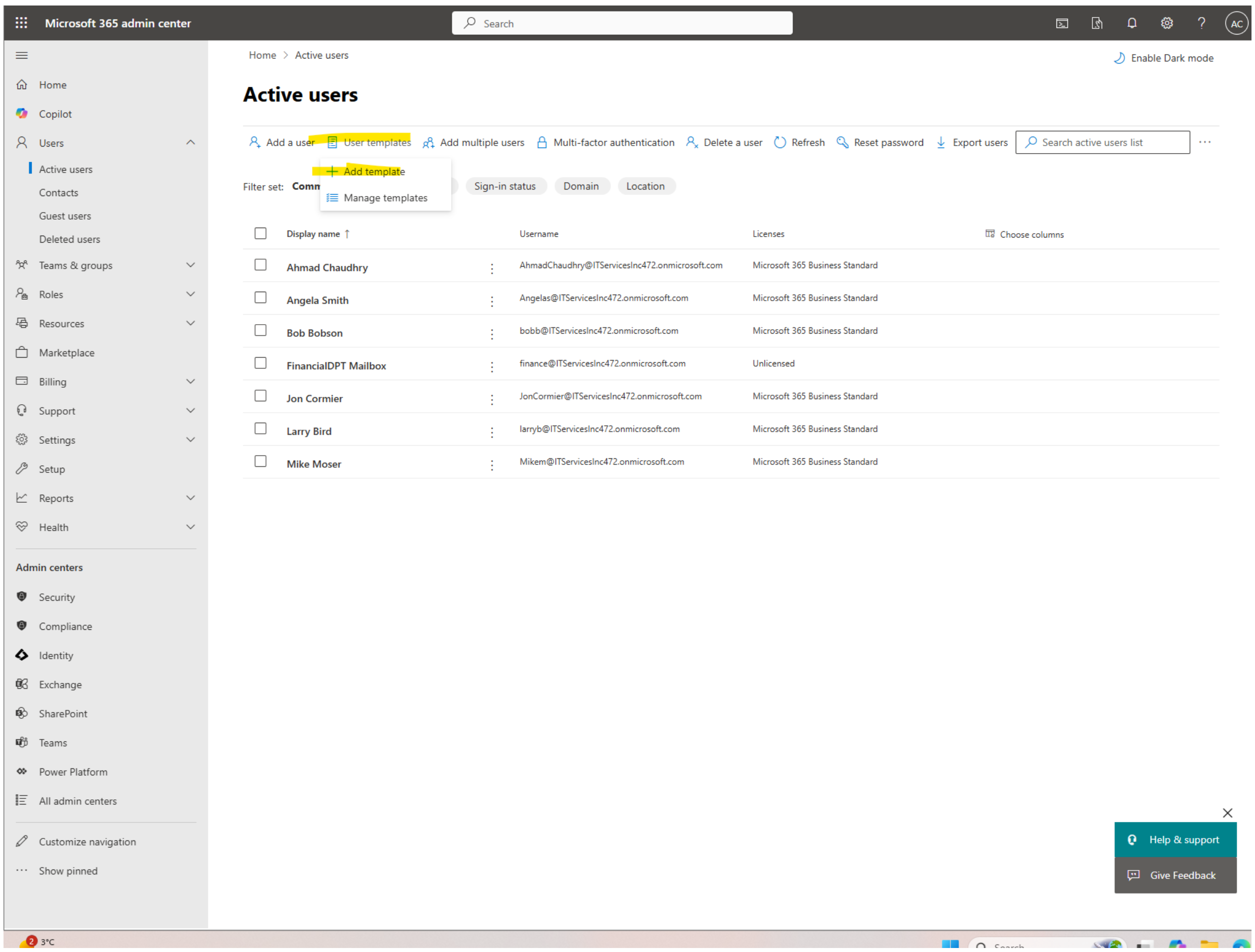
- You can also create a configuration policy in the same way for **teams rooms on android**



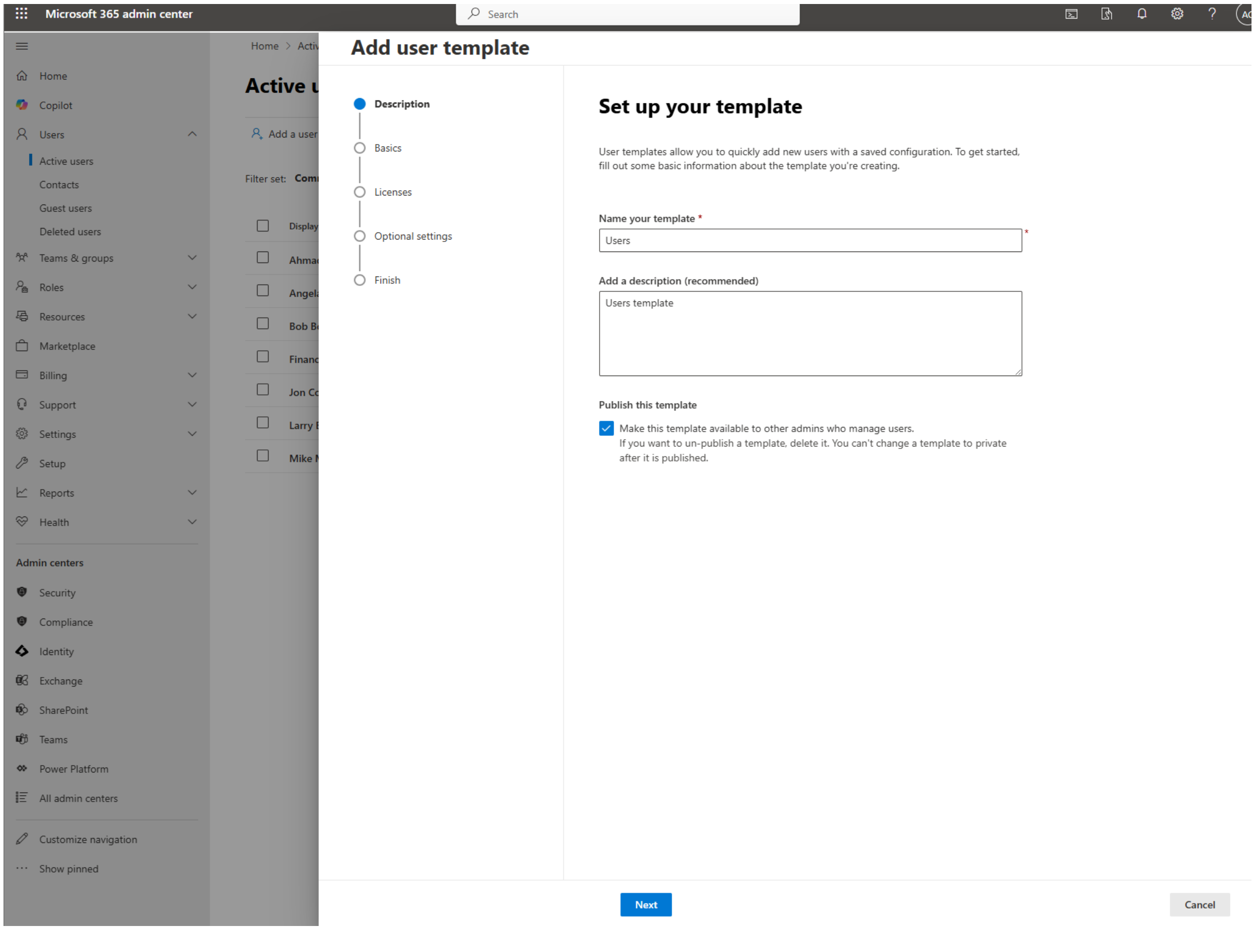
Microsoft Teams admin center
Search
Dashboard
Teams
Users
Teams devices
Store
Teams Rooms on Windows
Teams Rooms on Android
Surface Hubs (Legacy)
Panels
Phones
Displays
SIP devices
Teams apps
Voice
Analytics & reports
Notifications & alerts
Show all
Teams Rooms on Android
Actions
Control and manage your Teams certified Teams Rooms on Android devices across your organization, create and upload configuration profiles to make changes, set up alert rules, and apply updates for each device. Learn more
Devices summary
0 Total
0 Online
0 Offline
Health summary
0 Healthy
0 Non-urgent
0 Critical
License summary
No data is available.
Browse Teams certified devices
Shop devices
Software auto-updates
Can't load data. Try again?
Teams Rooms on Android
Touch consoles
Configuration profiles
Edit
Assign configuration
Manage tags
Update
Restart
Remove
0 items
Display name
Username
Device name
License
Health status
Automatic updates
Manufacturer
No data is available.

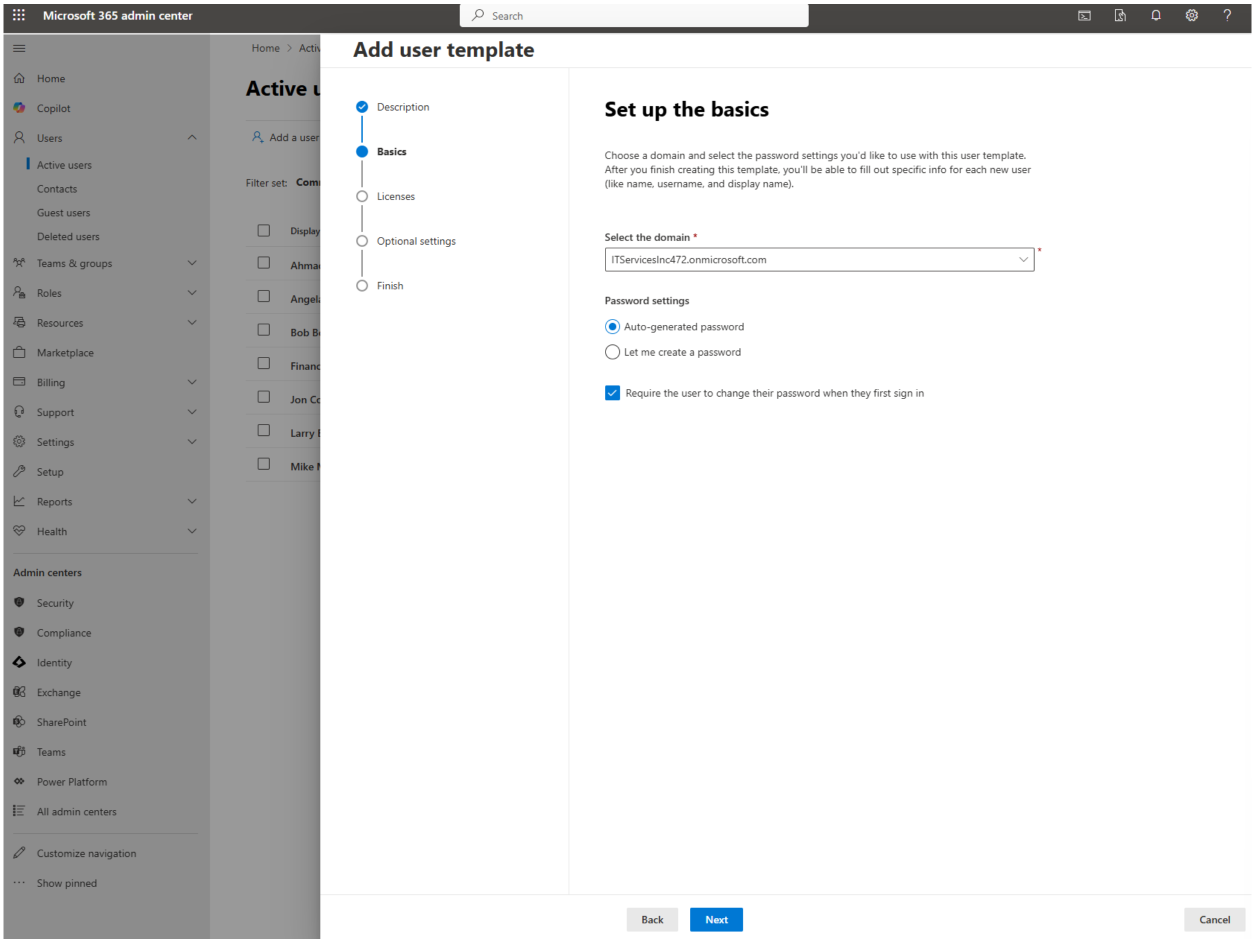
User Templates, Multiple Users, Guest Users, Deleted Users, Contacts

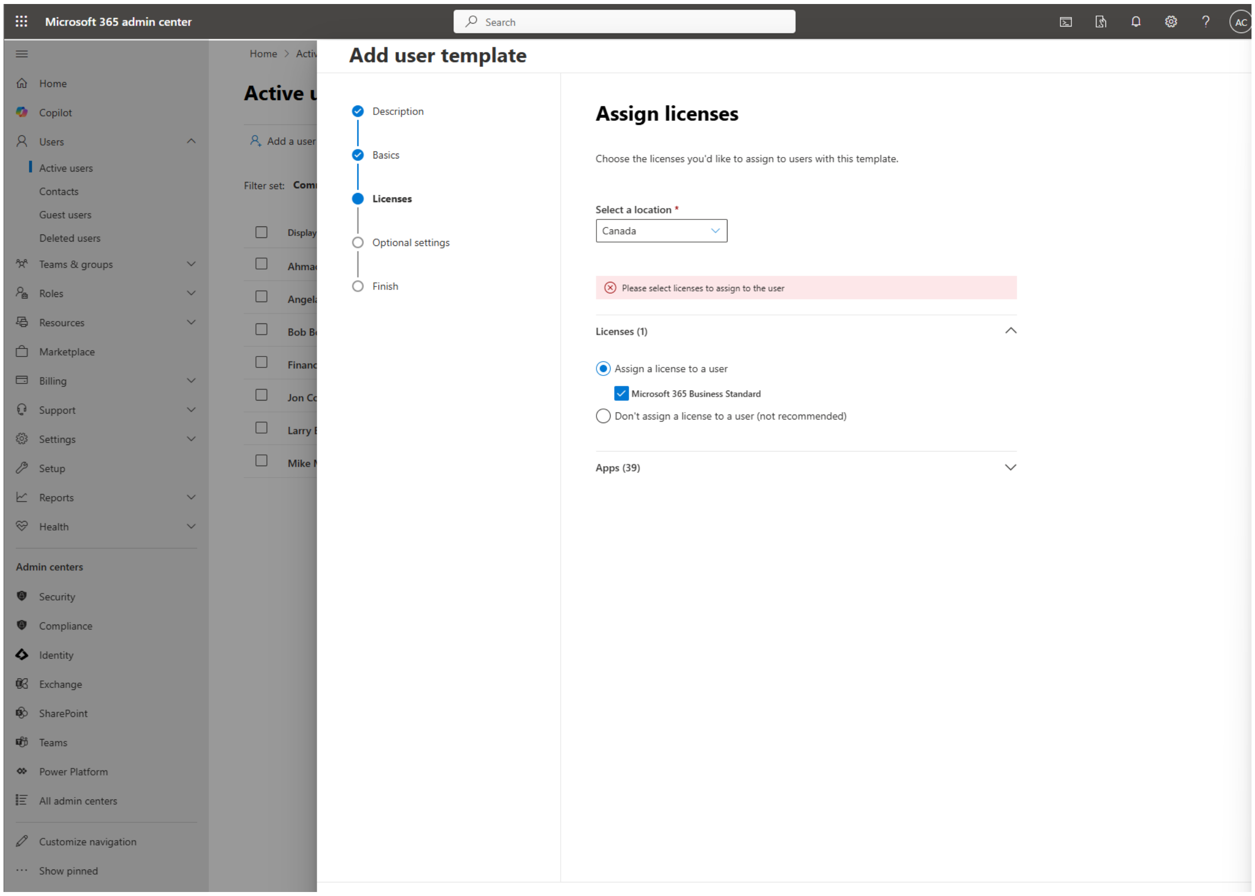
- So far, we created users manually and now, we will create them using a template
- Click "**add template"** under "**user templates"**



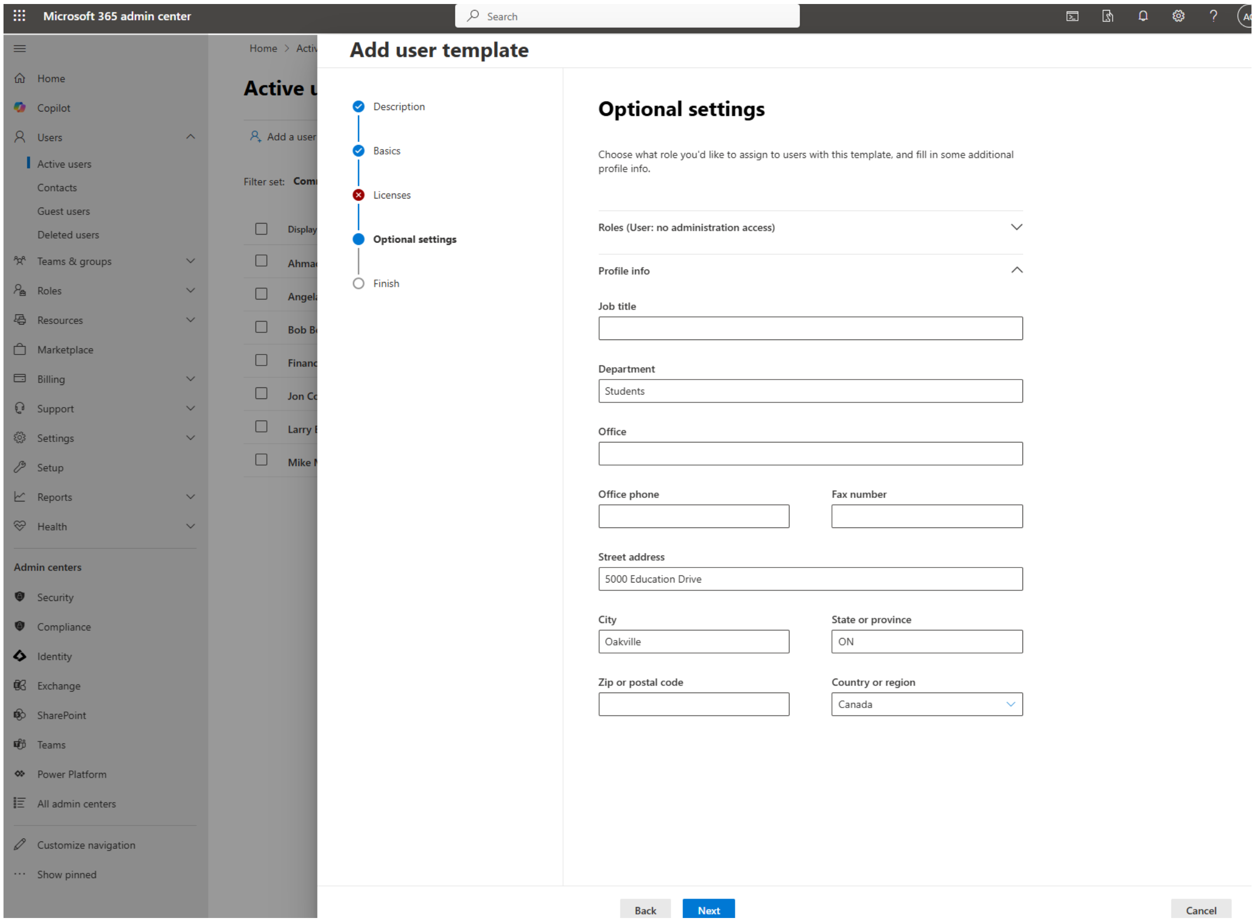
- Fill out the details;

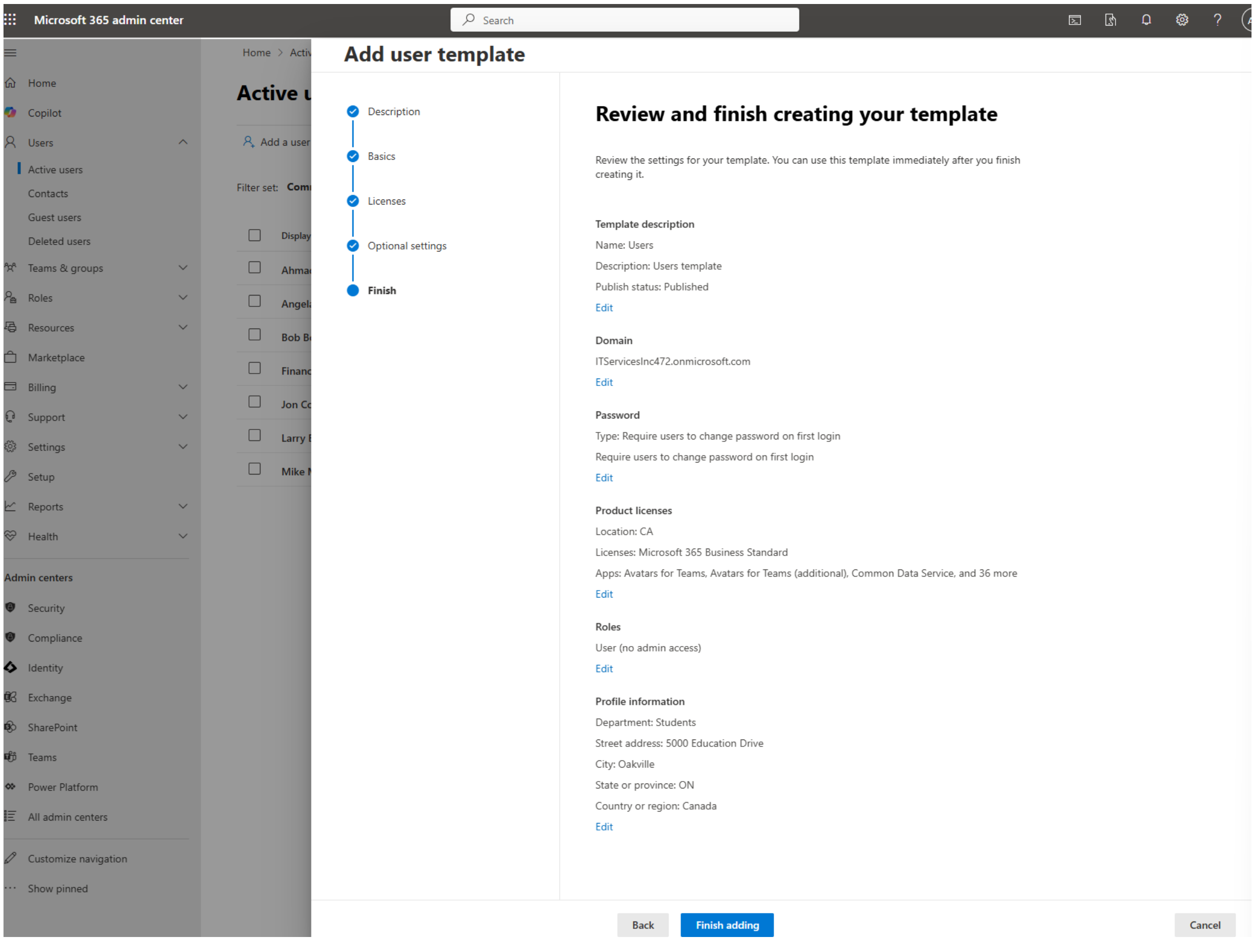

Microsoft 365 admin center
Search
Home
Copilot
Users
Active users
Contacts
Guest users
Deleted users
Teams & groups
Roles
Resources
Marketplace
Billing
Support
Settings
Setup
Reports
Health
Admin centers
Security
Compliance
Identity
Exchange
SharePoint
Teams
Power Platform
All admin centers
Customize navigation
Show pinned
Add user template
Description
Basics
Licenses
Optional settings
Finish
Set up your template
User templates allow you to quickly add new users with a saved configuration. To get started, fill out some basic information about the template you're creating.
Name your template *
Users
Add a description (recommended)
Users template
Publish this template
Make this template available to other admins who manage users.
If you want to un-publish a template, delete it. You can't change a template to private after it is published.
Next
Cancel

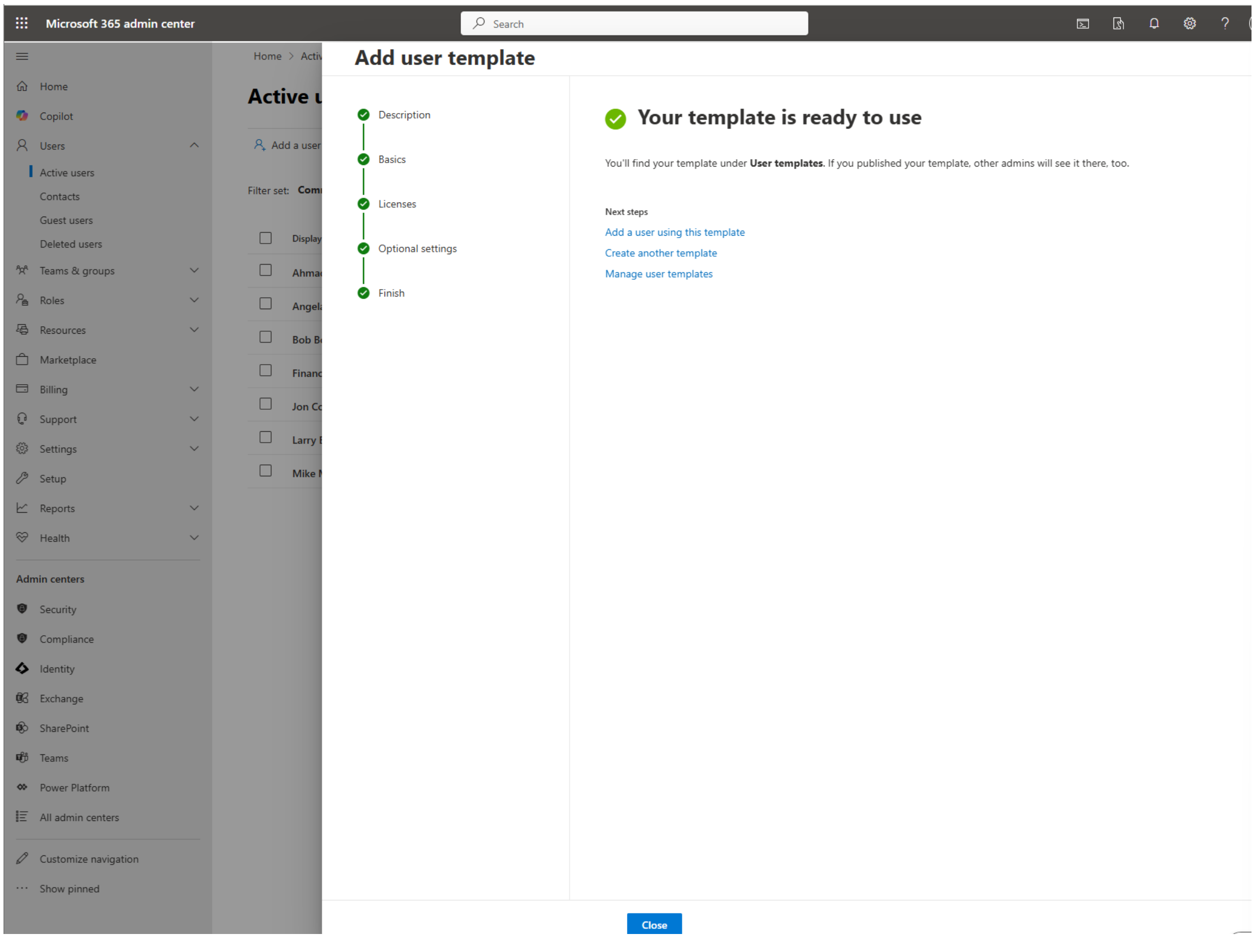

Microsoft 365 admin center
Search
Home
Copilot
Users
Active users
Contacts
Guest users
Deleted users
Teams & groups
Roles
Resources
Marketplace
Billing
Support
Settings
Setup
Reports
Health
Admin centers
Security
Compliance
Identity
Exchange
SharePoint
Teams
Power Platform
All admin centers
Customize navigation
Show pinned
Add user template
Description
Basics
Licenses
Optional settings
Finish
Set up the basics
Choose a domain and select the password settings you'd like to use with this user template. After you finish creating this template, you'll be able to fill out specific info for each new user (like name, username, and display name).
Select the domain *
ITServicesInc472.onmicrosoft.com
Password settings
Auto-generated password
Let me create a password
Require the user to change their password when they first sign in
Back
Next
Cancel



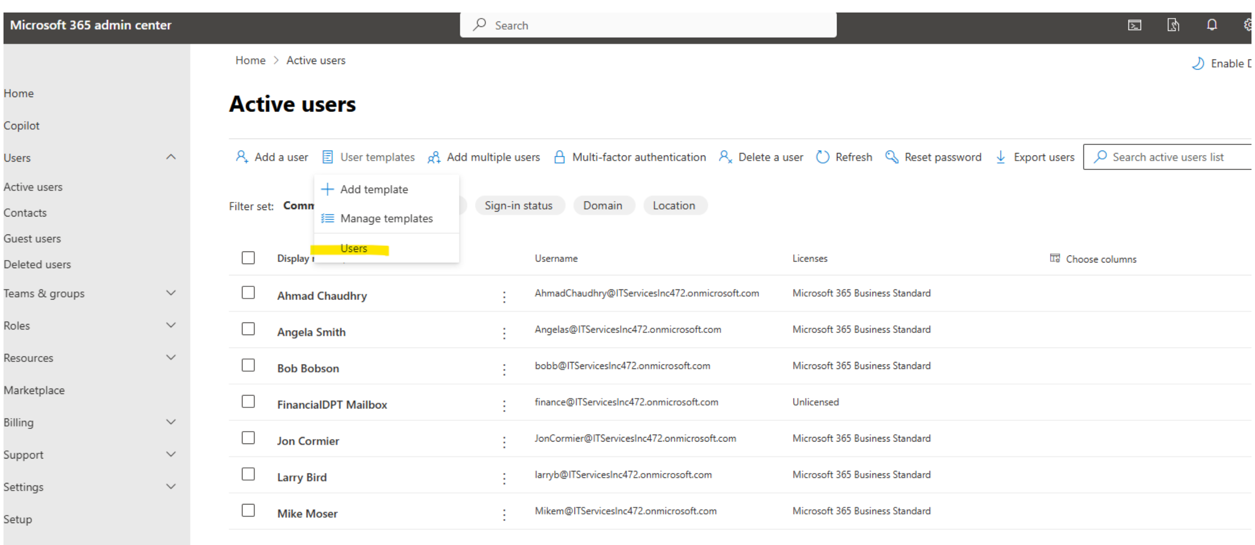
Microsoft 365 admin center
Search
Add user template
Description
Basics
Licenses
Optional settings
Finish
Assign licenses
Choose the licenses you'd like to assign to users with this template.
Select a location *
Canada
Please select licenses to assign to the user
Licenses (1)
Assign a license to a user
Microsoft 365 Business Standard
Don't assign a license to a user (not recommended)
Apps (39)
Home
Copilot
Users
Active users
Contacts
Guest users
Deleted users
Teams & groups
Roles
Resources
Marketplace
Billing
Support
Settings
Setup
Reports
Health
Admin centers
Security
Compliance
Identity
Exchange
SharePoint
Teams
Power Platform
All admin centers
Customize navigation
Show pinned


Microsoft 365 admin center
Search
Home
Copilot
Users
Active users
Contacts
Guest users
Deleted users
Teams & groups
Roles
Resources
Marketplace
Billing
Support
Settings
Setup
Reports
Health
Admin centers
Security
Compliance
Identity
Exchange
SharePoint
Teams
Power Platform
All admin centers
Customize navigation
Show pinned
Add user template
Description
Basics
Licenses
Optional settings
Finish
Optional settings
Choose what role you'd like to assign to users with this template, and fill in some additional profile info.
Roles (User: no administration access)
Profile info
Job title
Department
Students
Office
Office phone
Fax number
Street address
5000 Education Drive
City
Oakville
State or province
ON
Zip or postal code
Country or region
Canada
Back
Next
Cancel

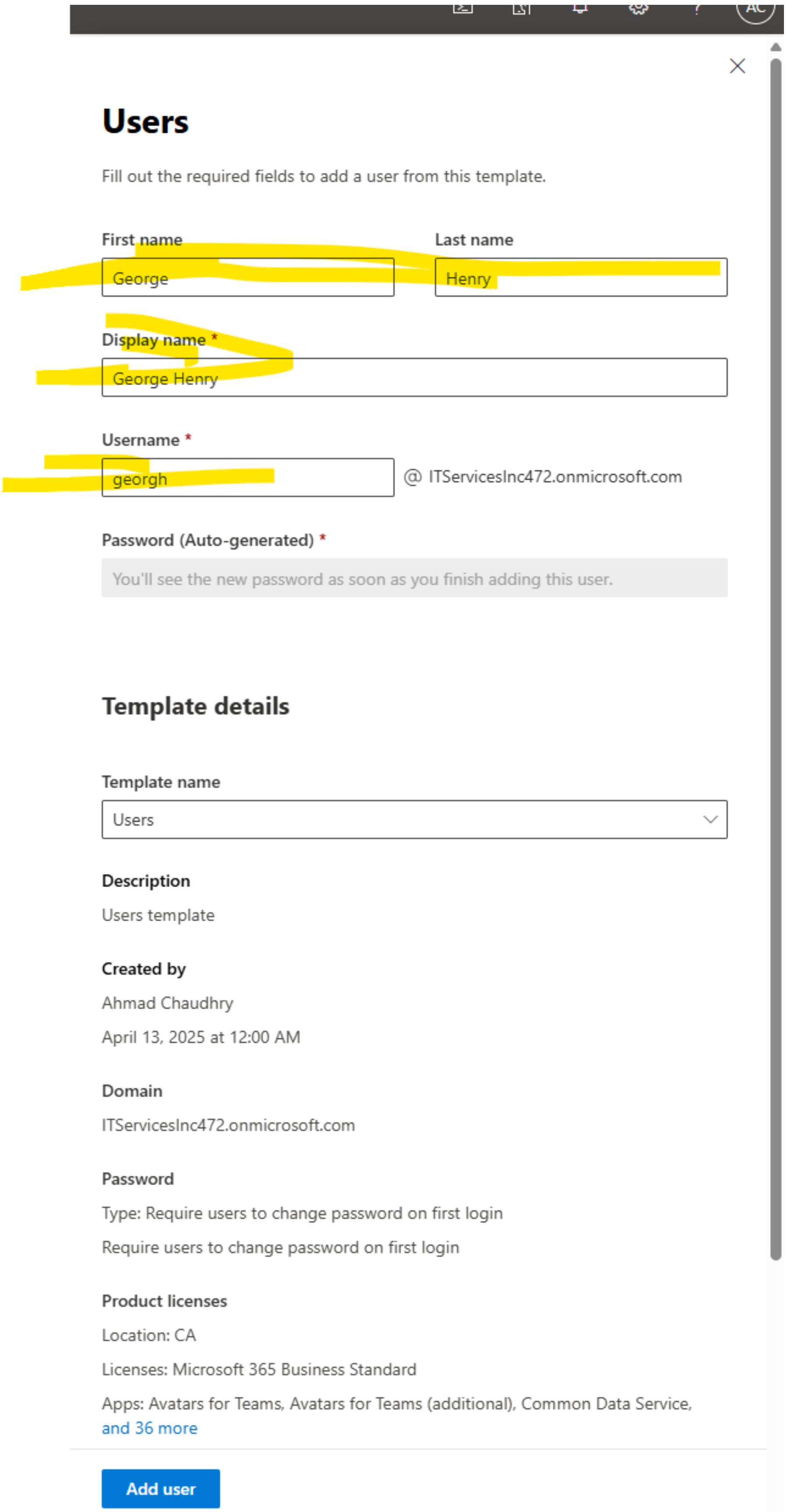

Microsoft 365 admin center
Search
Home
Copilot
Users
Active users
Contacts
Guest users
Deleted users
Teams & groups
Roles
Resources
Marketplace
Billing
Support
Settings
Setup
Reports
Health
Admin centers
Security
Compliance
Identity
Exchange
SharePoint
Teams
Power Platform
All admin centers
Customize navigation
Show pinned
Add user template
Description
Basics
Licenses
Optional settings
Finish
Review and finish creating your template
Review the settings for your template. You can use this template immediately after you finish creating it.
Template description
Name: Users
Description: Users template
Publish status: Published
Edit
Domain
ITServicesInc472.onmicrosoft.com
Edit
Password
Type: Require users to change password on first login
Require users to change password on first login
Edit
Product licenses
Location: CA
Licenses: Microsoft 365 Business Standard
Apps: Avatars for Teams, Avatars for Teams (additional), Common Data Service, and 36 more
Edit
Roles
User (no admin access)
Edit
Profile information
Department: Students
Street address: 5000 Education Drive
City: Oakville
State or province: ON
Country or region: Canada
Edit
Back
Finish adding
Cancel

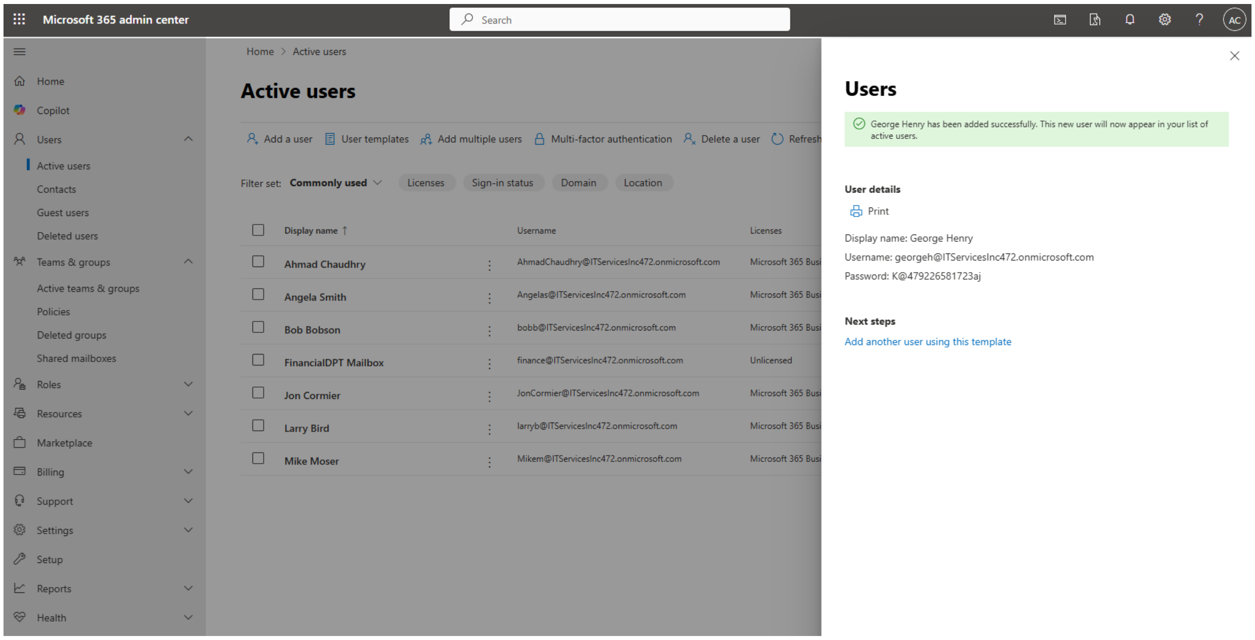


- We can see our template that we created. Click on it

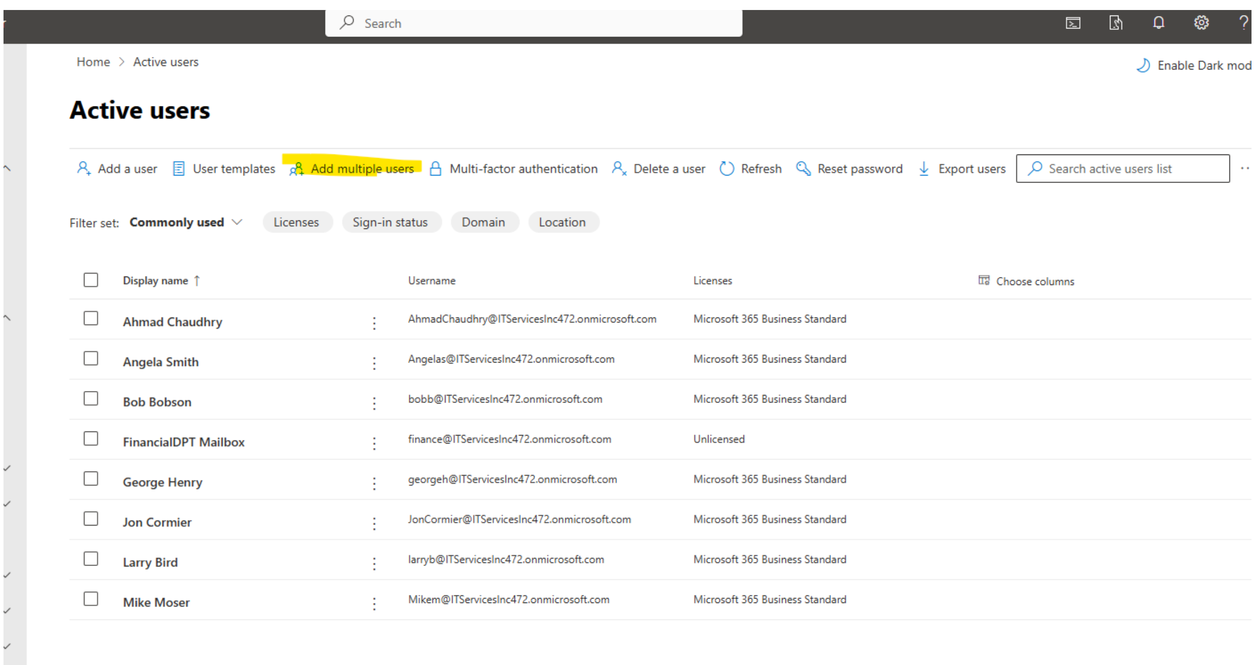


- All the details are there; we are just going to create a new user: George Henry

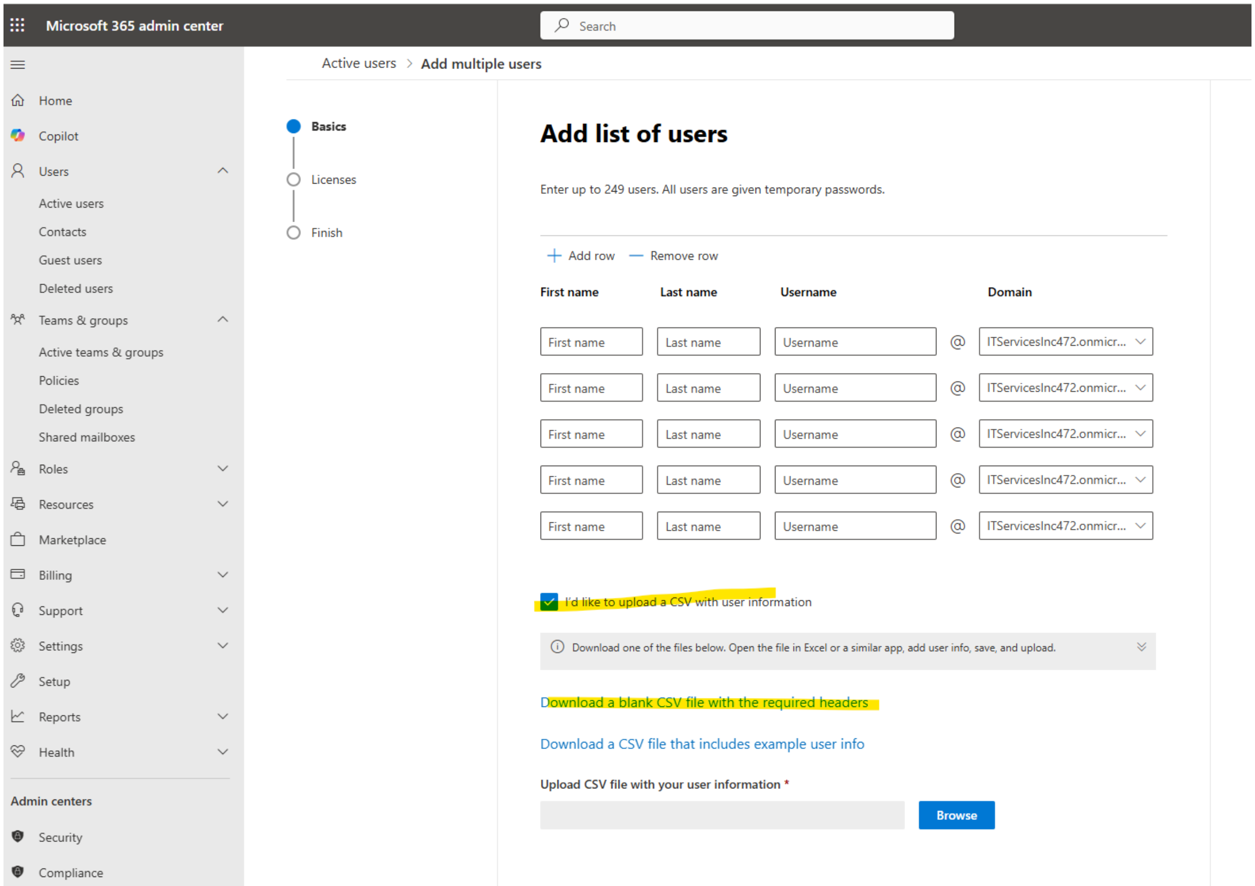

Users
Fill out the required fields to add a user from this template.
First name
George
Last name
Henry
Display name *
George Henry
Username *
georgh
@ ITServicesInc472.onmicrosoft.com
Password (Auto-generated) *
You'll see the new password as soon as you finish adding this user.
Template details
Template name
Users
Description
Users template
Created by
Ahmad Chaudhry
April 13, 2025 at 12:00 AM
Domain
ITServicesInc472.onmicrosoft.com
Password
Type: Require users to change password on first login
Require users to change password on first login
Product licenses
Location: CA
Licenses: Microsoft 365 Business Standard
Apps: Avatars for Teams, Avatars for Teams (additional), Common Data Service,
and 36 more
Add user



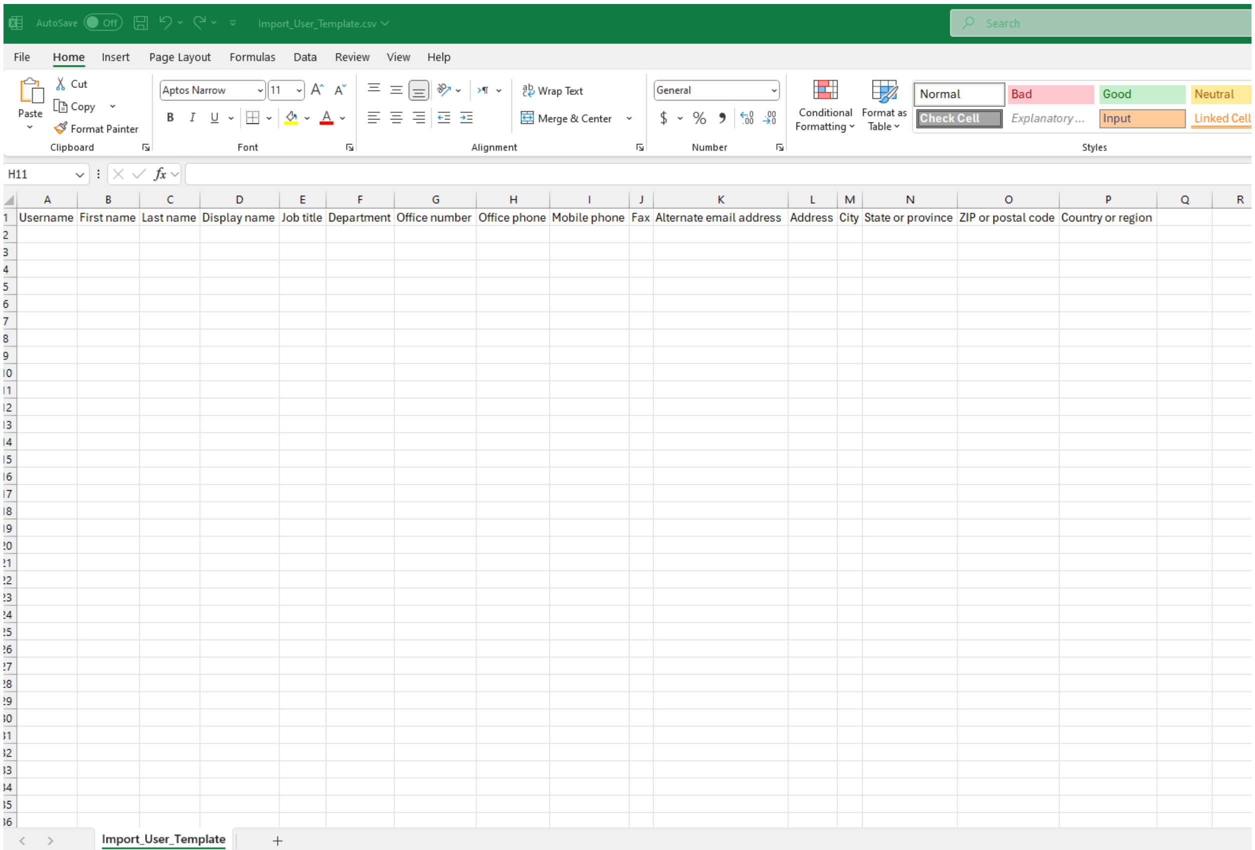
- Click **Add Multiple Users**

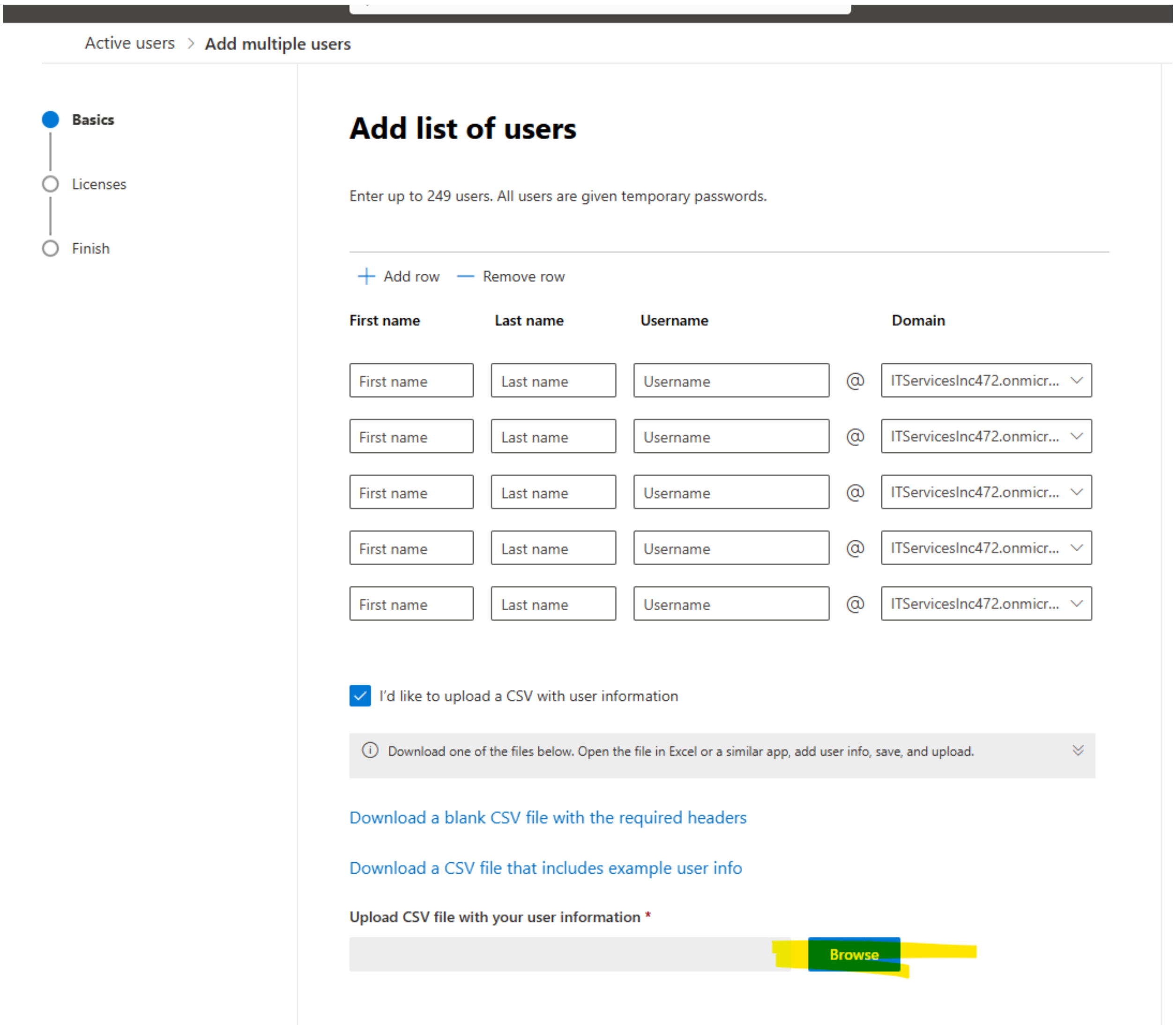


- Here you can add multiple users or upload a CSV file by filling out the CSV template provided. Click on the highlighted area to download the template

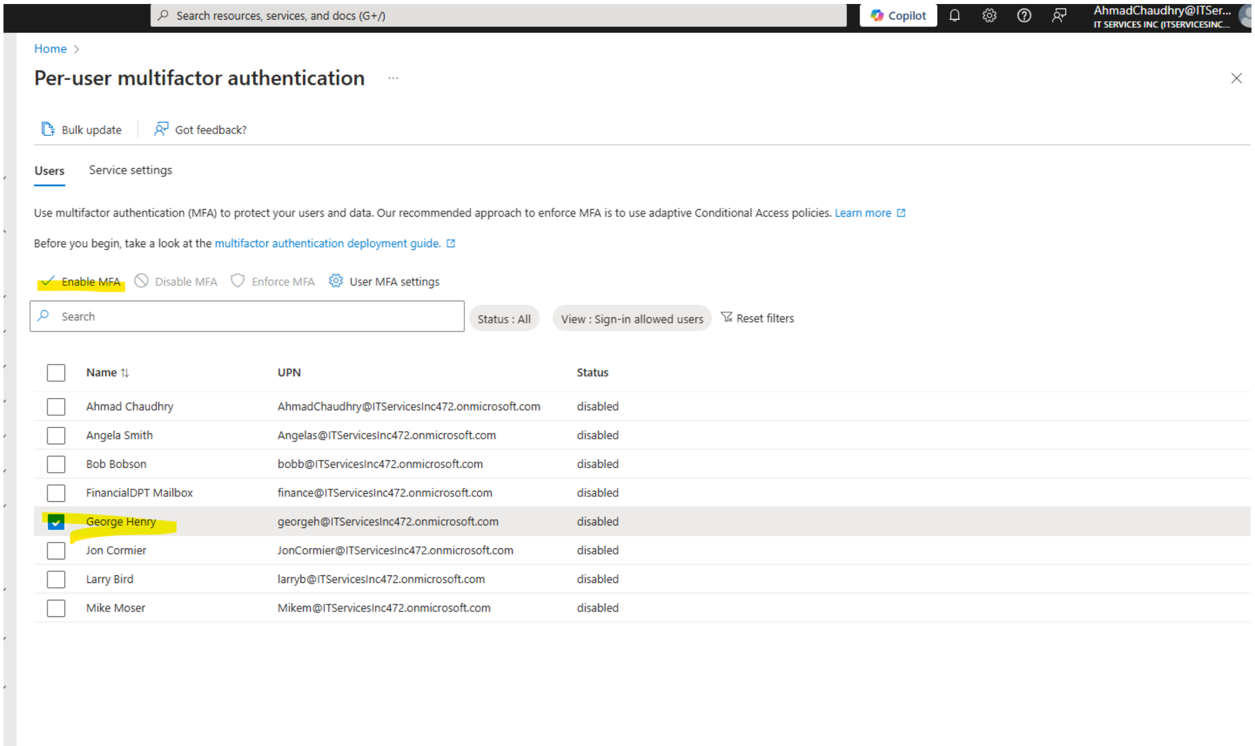


- You can fill out the following template and then upload it to the admin center

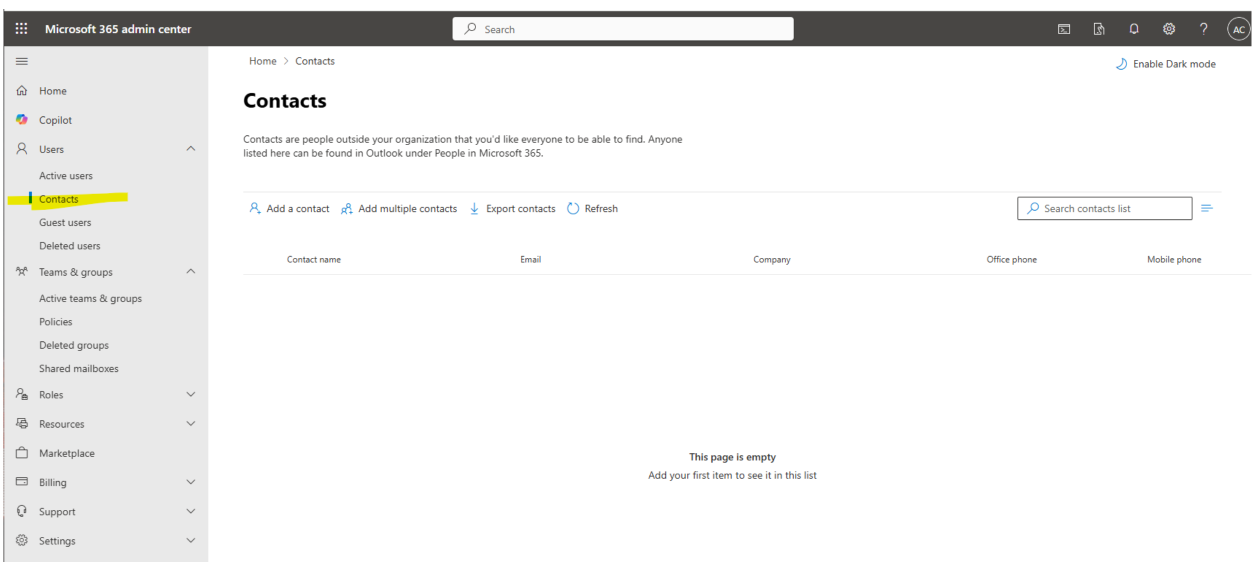

AutoSave Off
Import_User_Template.csv
Search
File Home Insert Page Layout Formulas Data Review View Help
Paste
Cut
Copy
Format Painter
Clipboard
Aptos Narrow
11
Font
Wrap Text
Merge & Center
Alignment
General
Number
Conditional Formatting
Format as Table
Normal Bad Good Neutral
Check Cell Explanatory... Input Linked Cell
Styles
H11
Username First name Last name Display name Job title Department Office number Office phone Mobile phone Fax Alternate email address Address City State or province ZIP or postal code Country or region
Import_User_Template



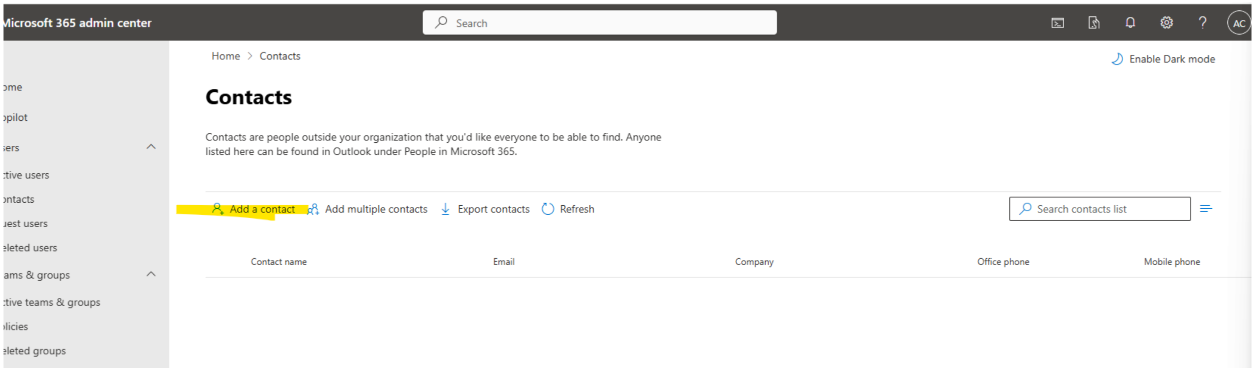
- To enable multi-factor authentication, click **multi-factor authentication**
- Select any user and click **"enable MFA"** to enable multi-factor authentication



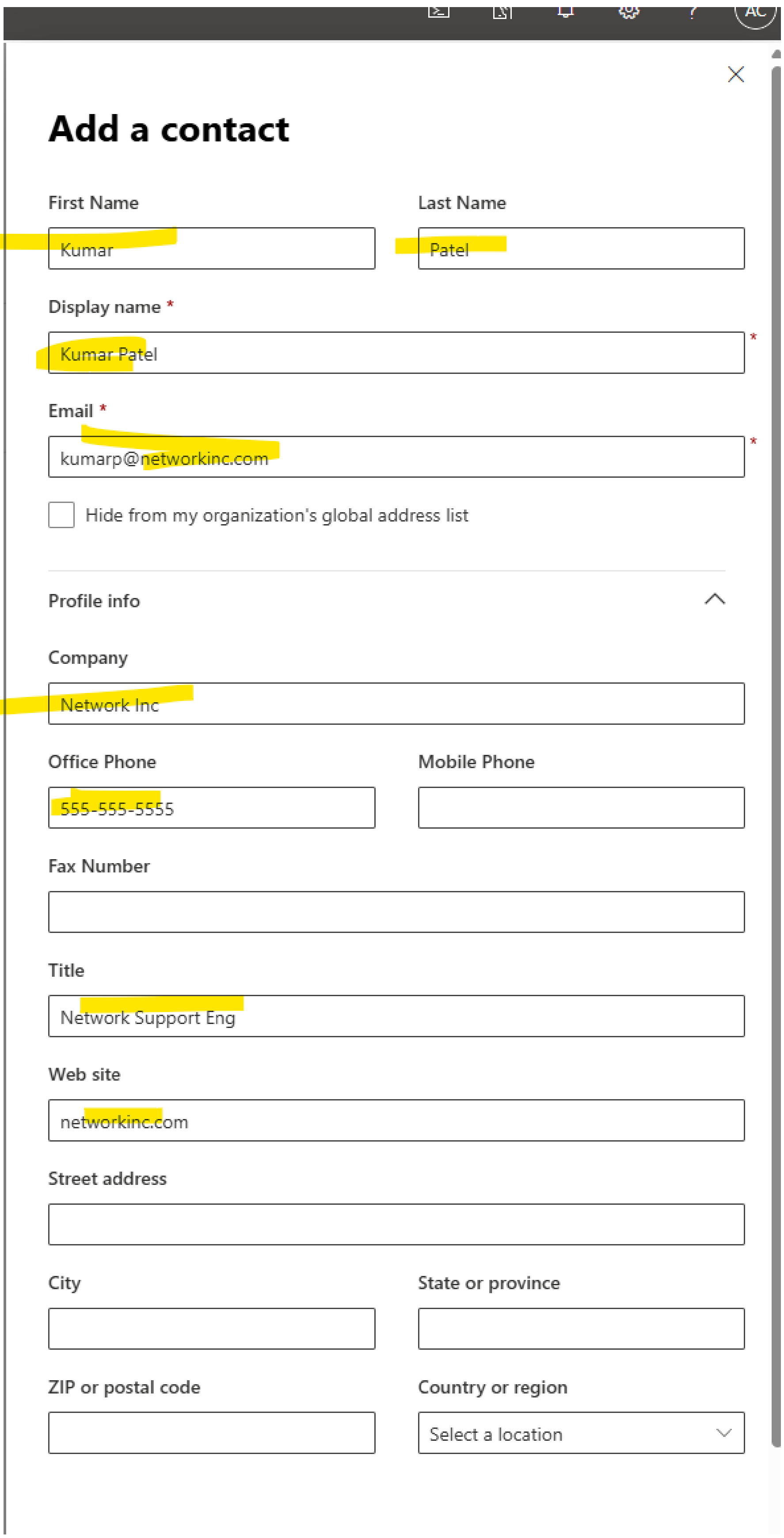
- Click **"Contacts."** Contacts are external stakeholders, such as vendors

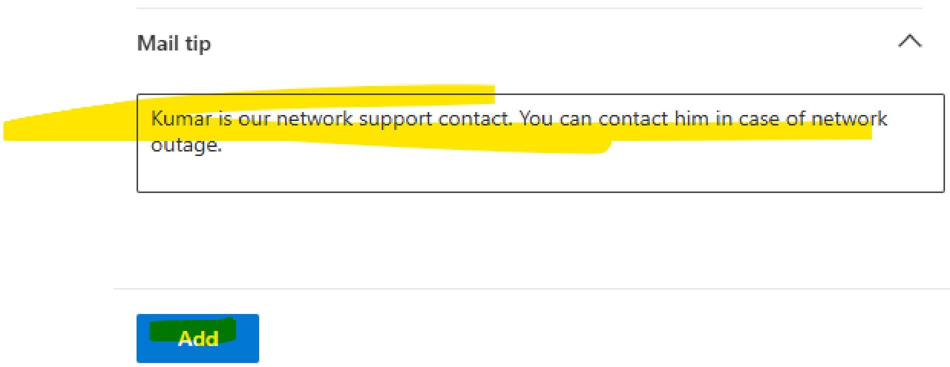


- To add a contact, select "**Add a contact**"

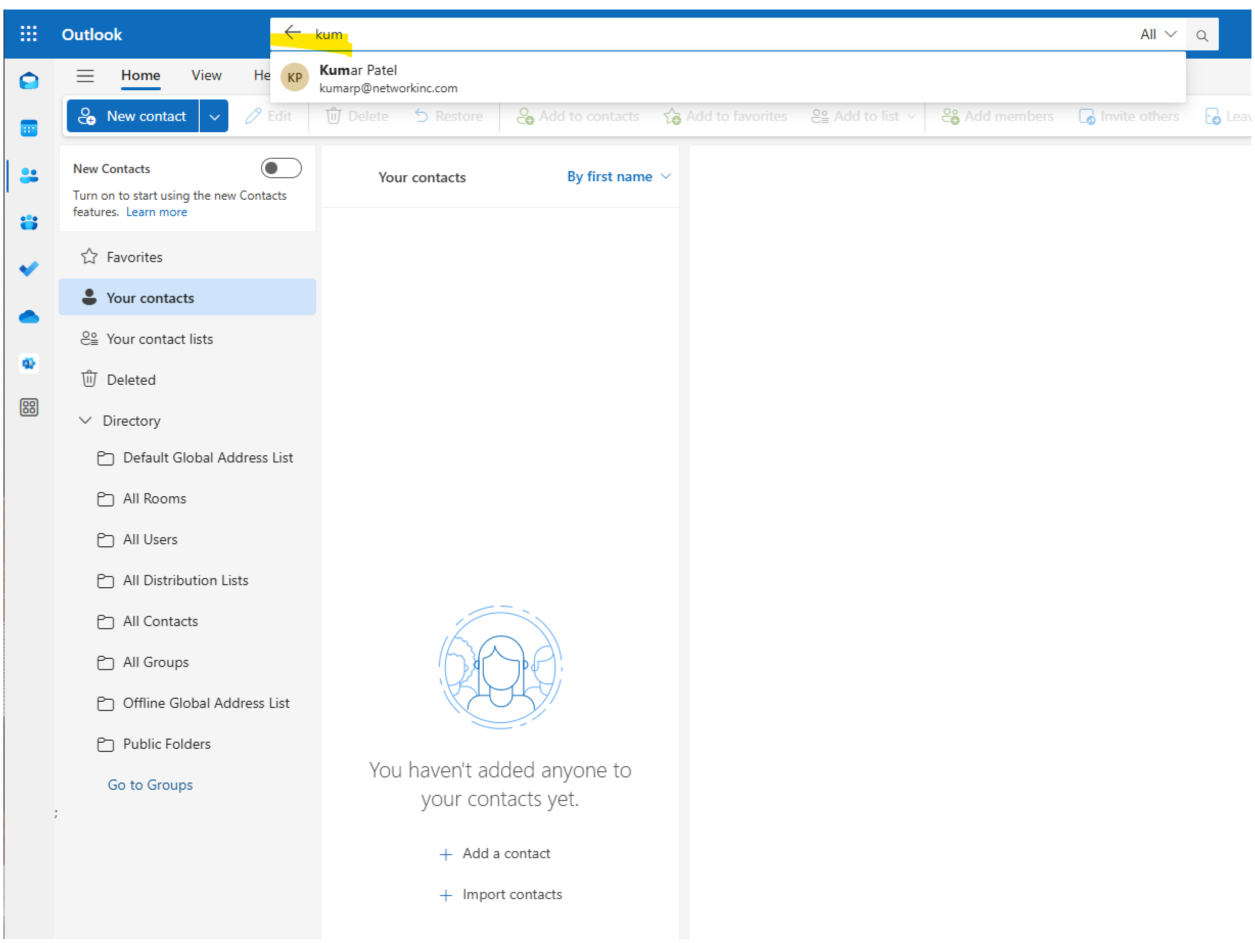


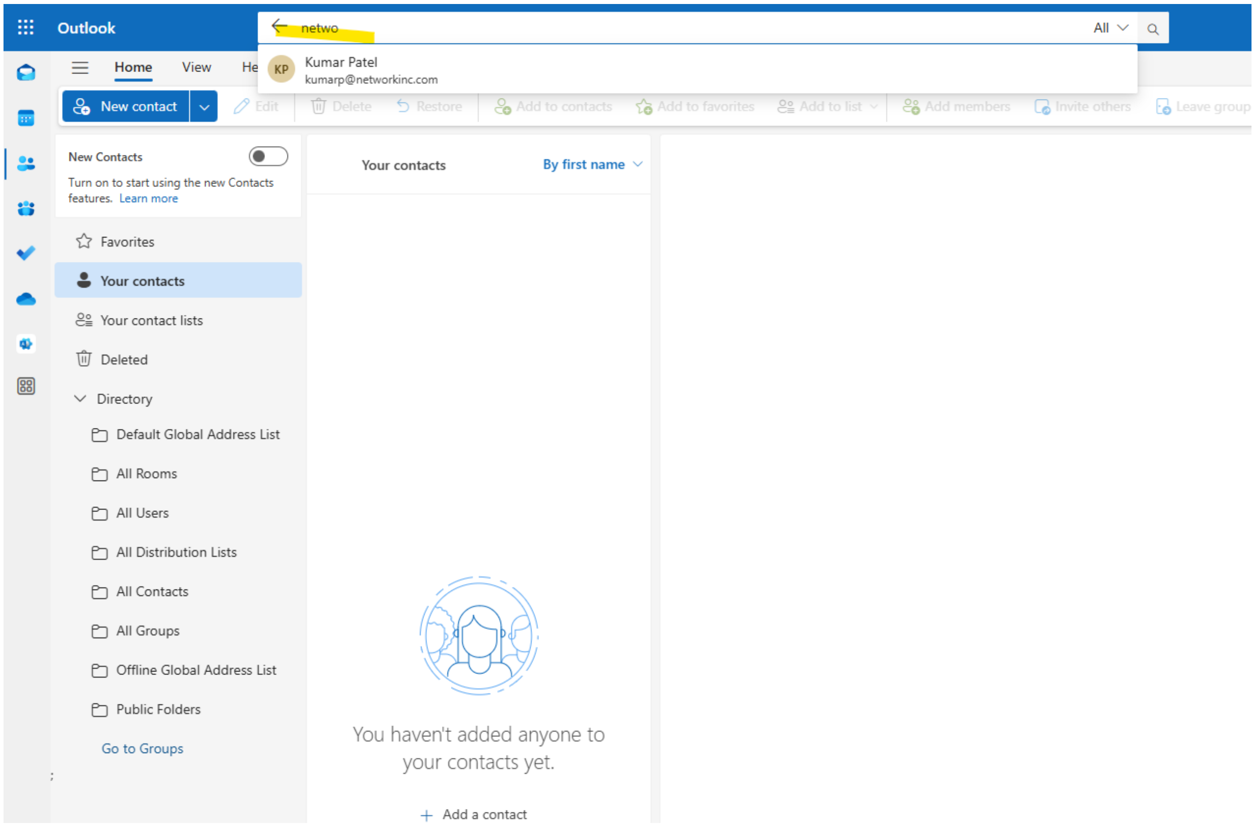
- Fill out the information. I only completed the highlighted sections, but you can fill out more if you wish. Click **"add"** when you are done


Add a contact
First Name
Kumar
Last Name
Patel
Display name *
Kumar Patel
Email *
kumarp@networkinc.com
Hide from my organization's global address list
Profile info
Company
Network Inc
Office Phone
555-555-5555
Mobile Phone
Fax Number
Title
Network Support Eng
Web site
networkinc.com
Street address
City
State or province
ZIP or postal code
Country or region
Select a location

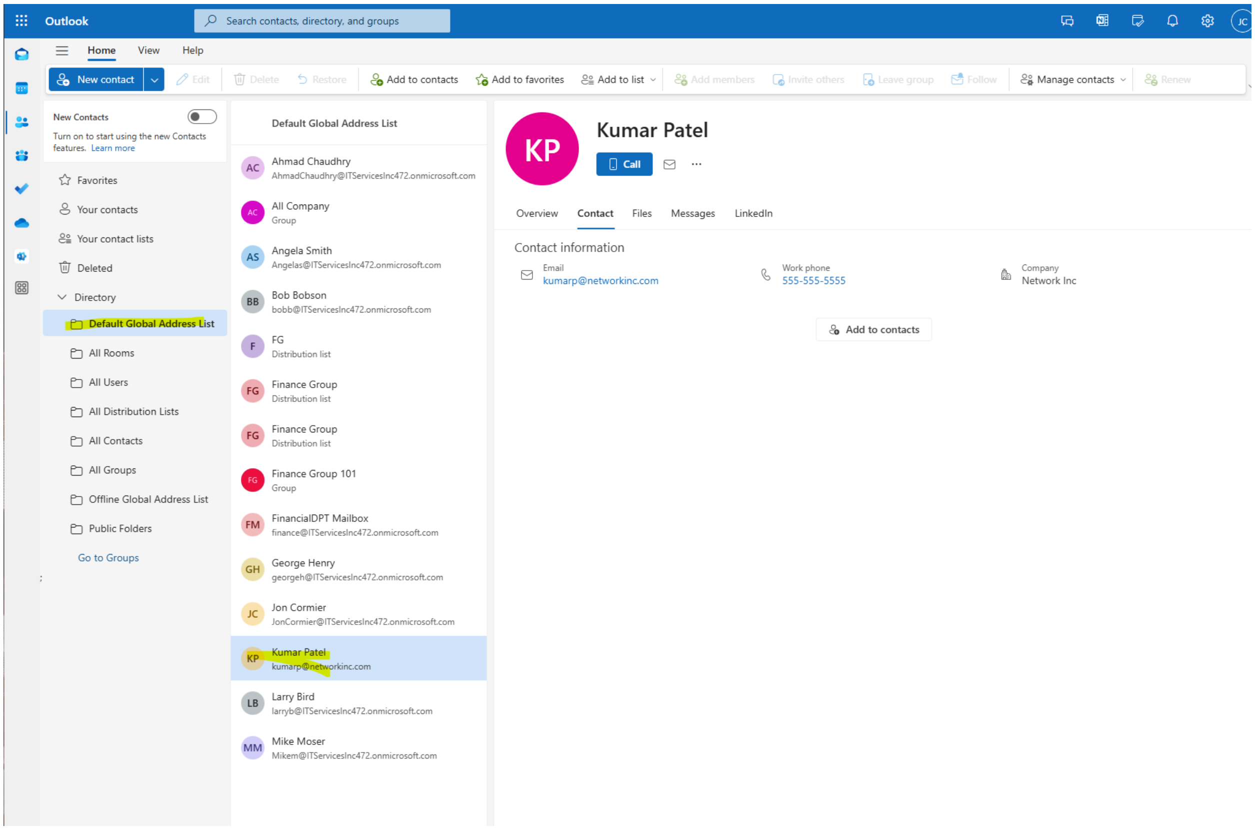


- We logged in as Jon Cormier in Outlook to search for Kumar. Go to the contract in Outlook and type "Kumar" or "network" in the search tab and you should be able to see Kumar

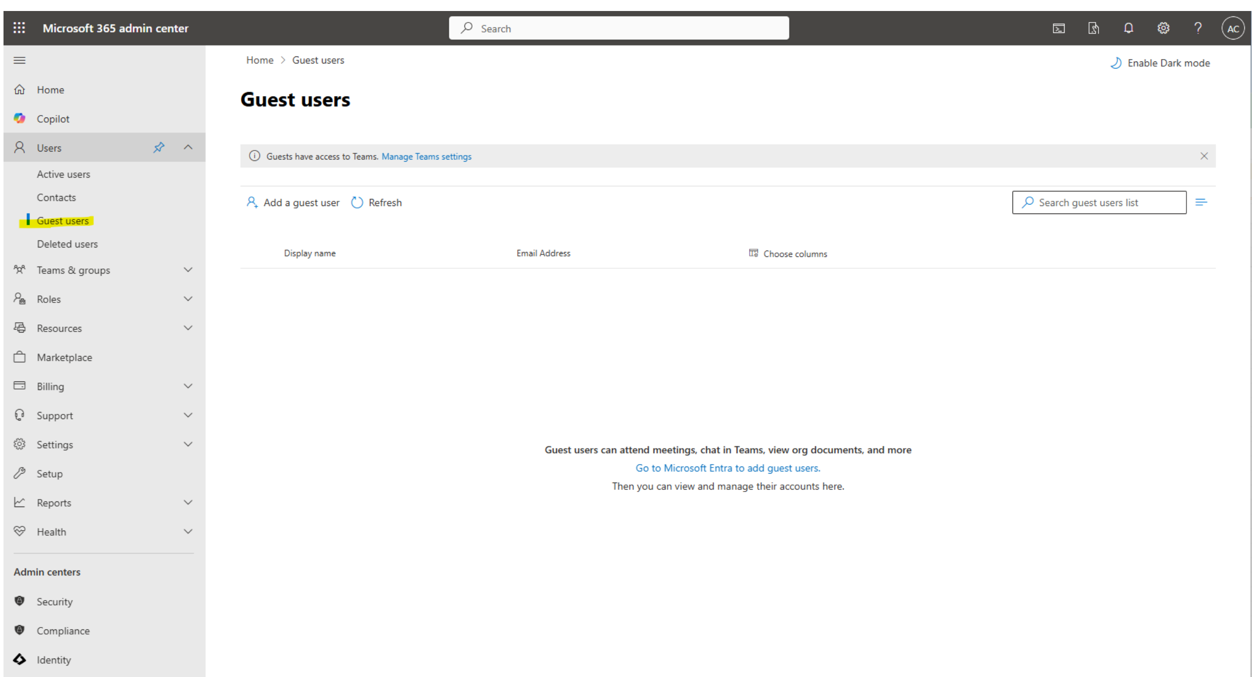




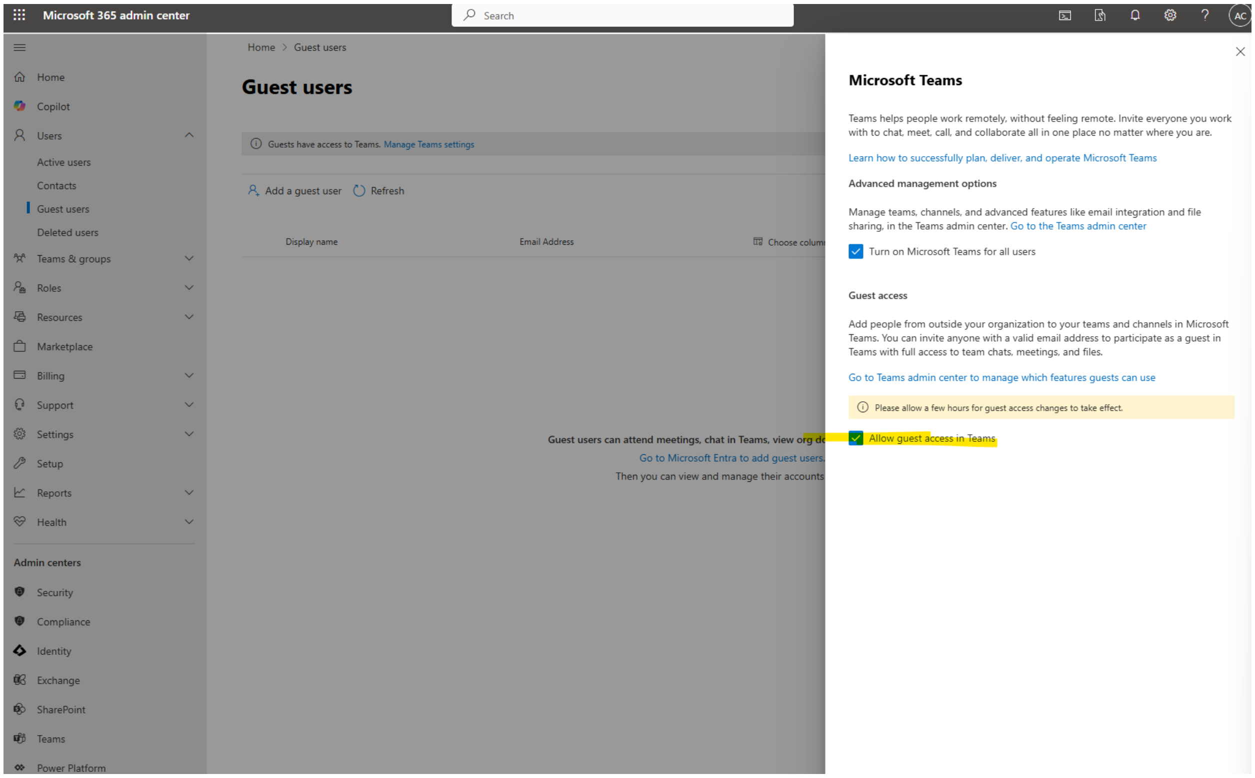
- You can also see Kumar under the directory:



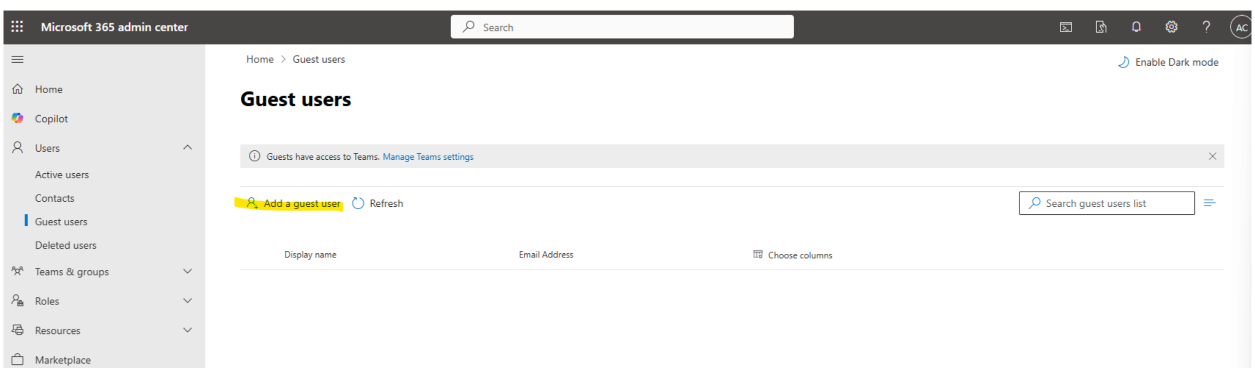
- Click on “**Guest Users**”. These users are guests who have access to Teams, allowing the company to collaborate with them



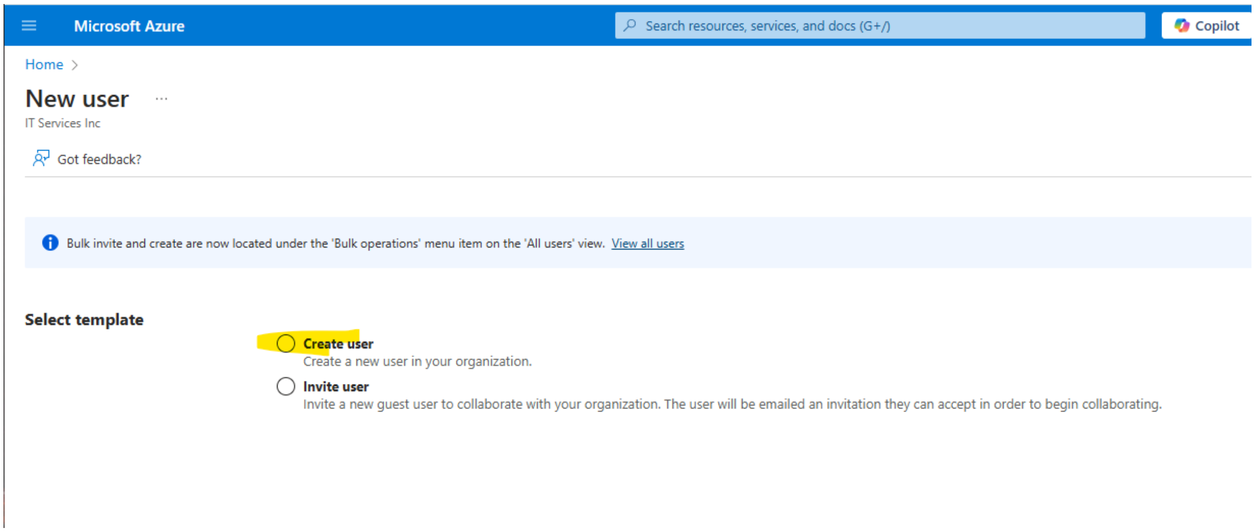
- Ensure "**Allow guest access in teams"** is enabled in "**Manage Teams settings,"** which is enabled by default



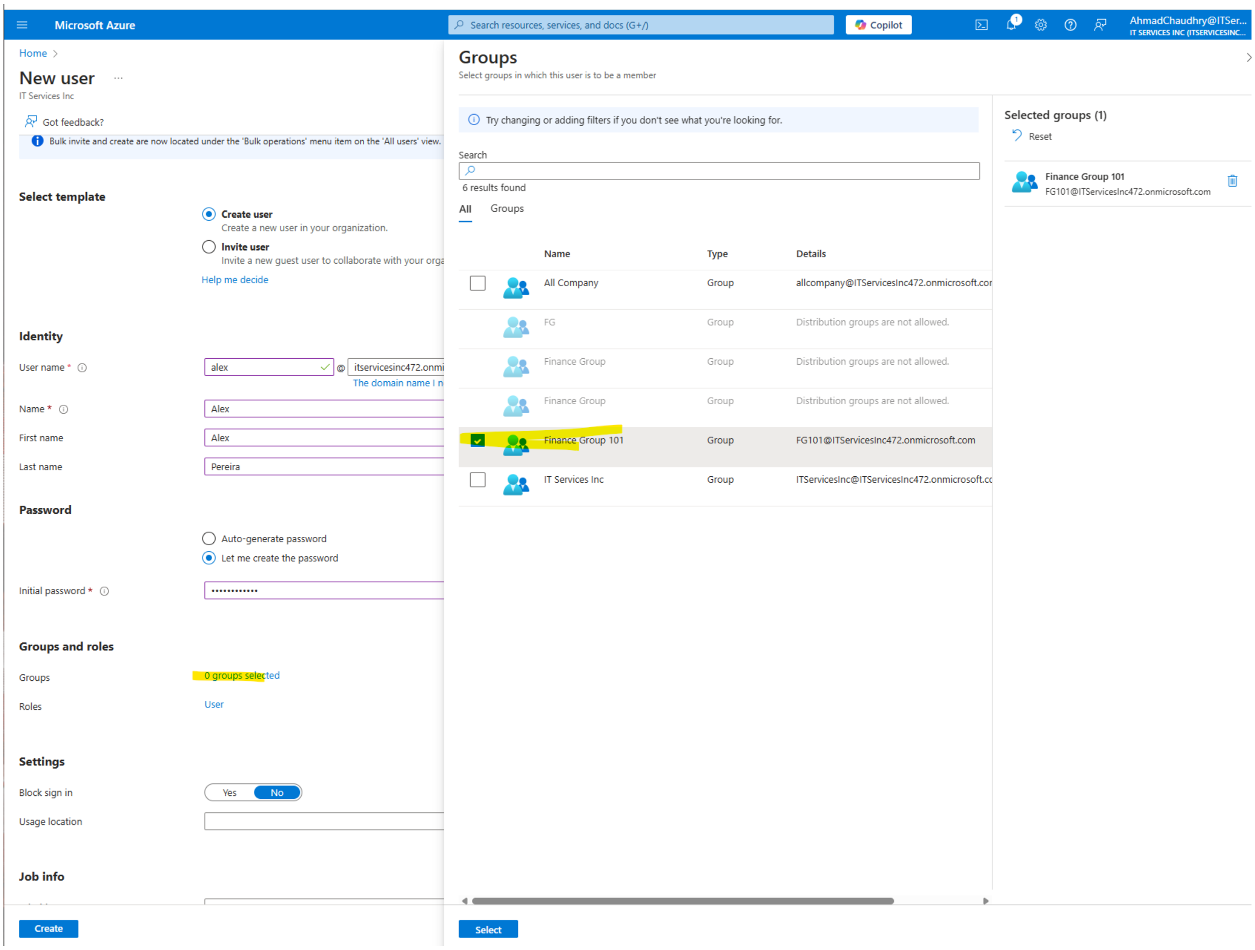
- To create a guest user, click "**Add a guest user"**

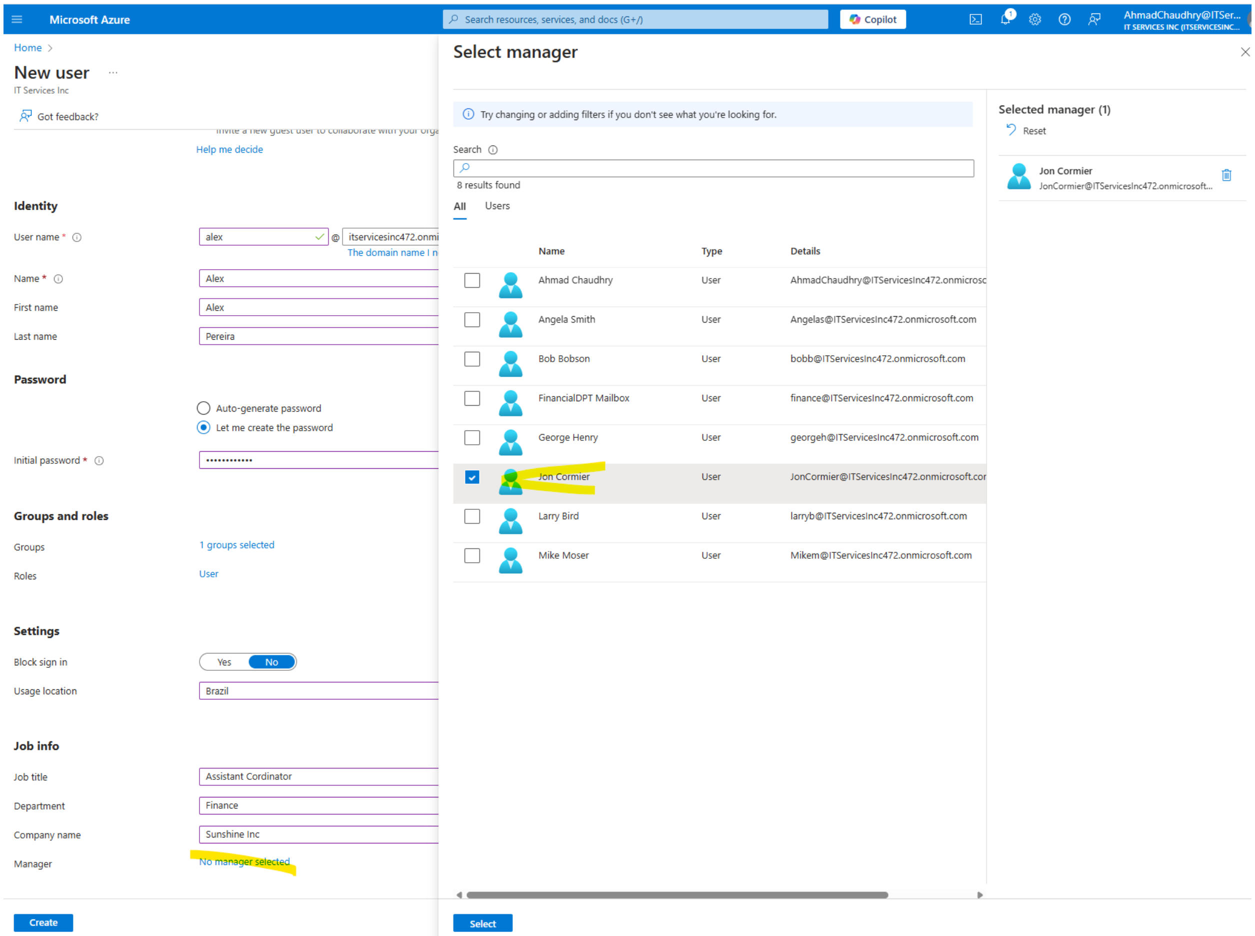


- It will take us to Azure. You have an option to create a user or invite a user, depending on the situation. We will select "**Create user"**

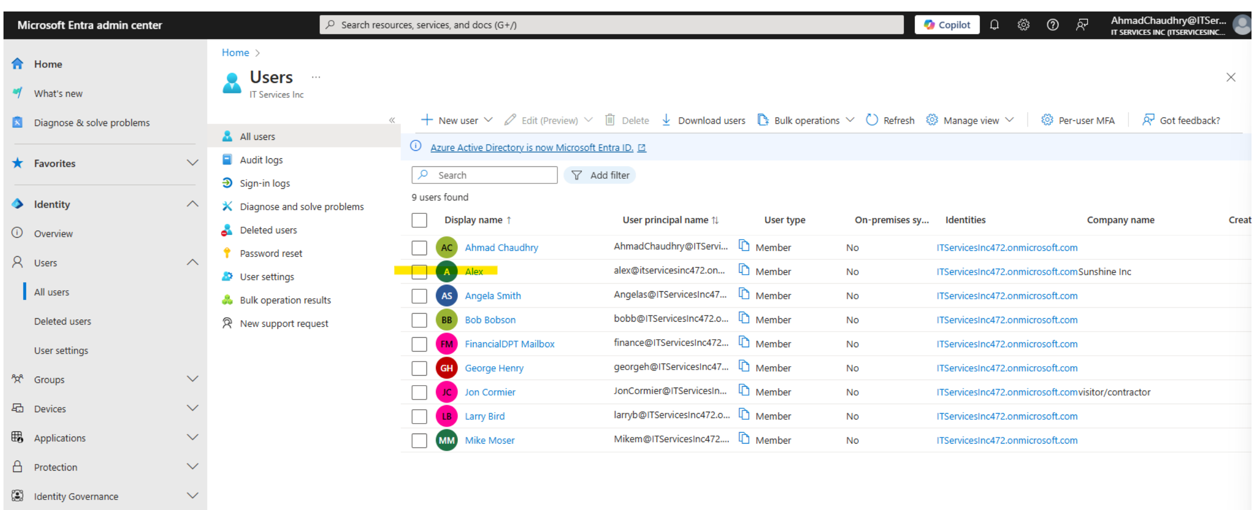


- Fill out the information. For the group, we will select "**Finance Group 101**" and we will assign Jon as his manager

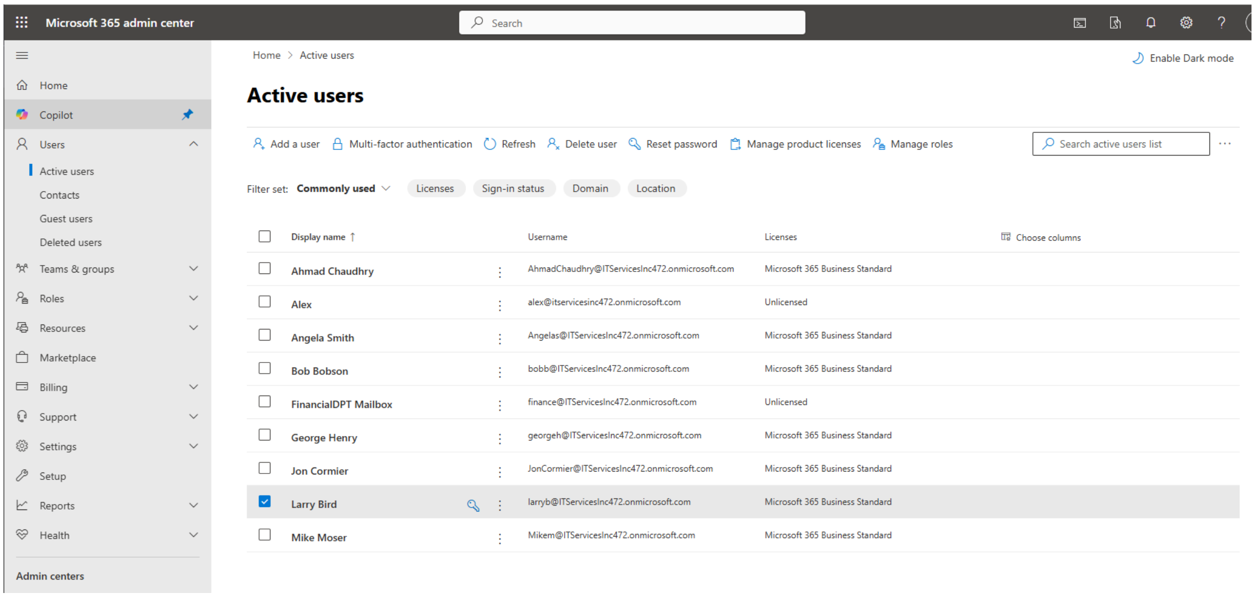




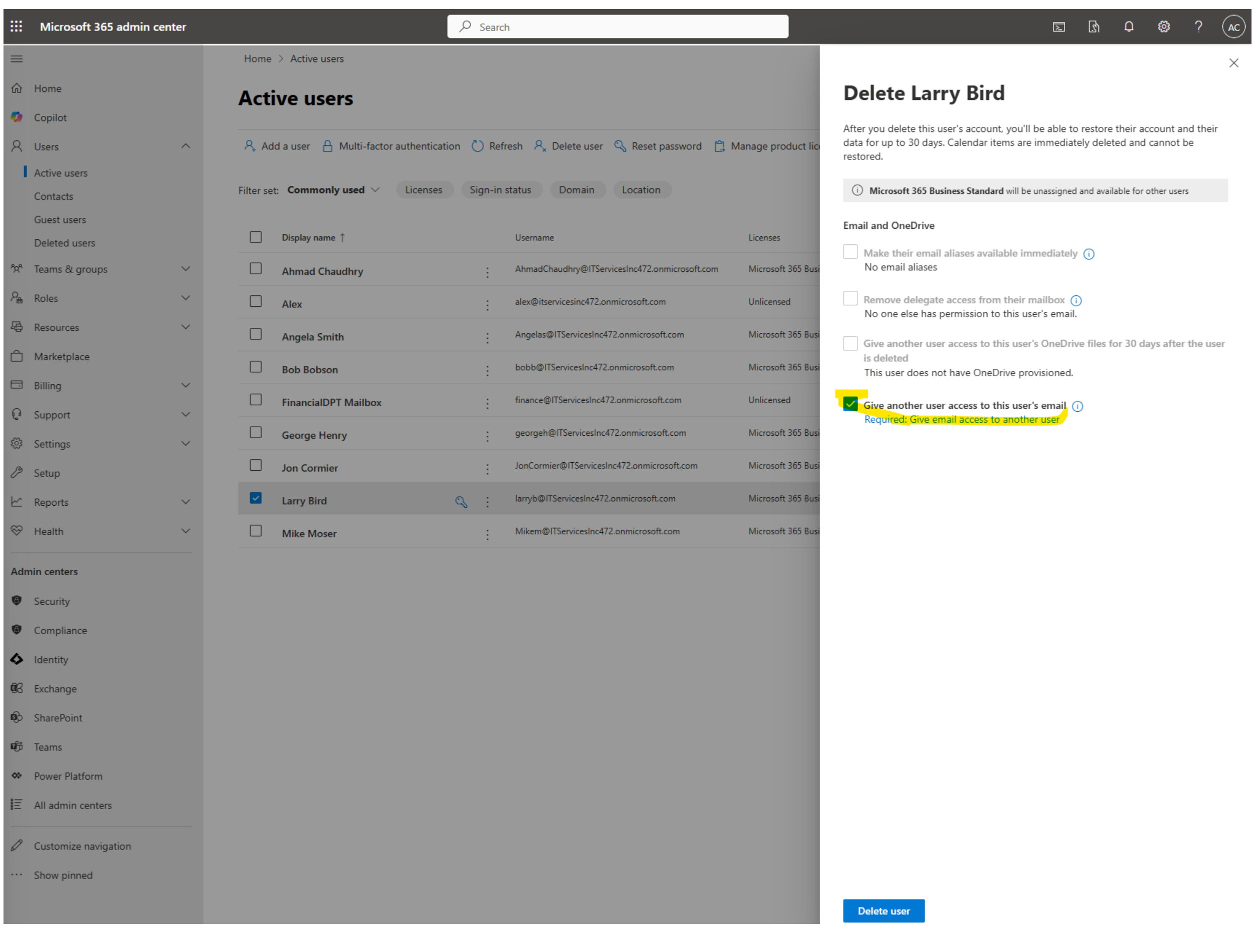
- You can see the guest user in Microsoft Entra



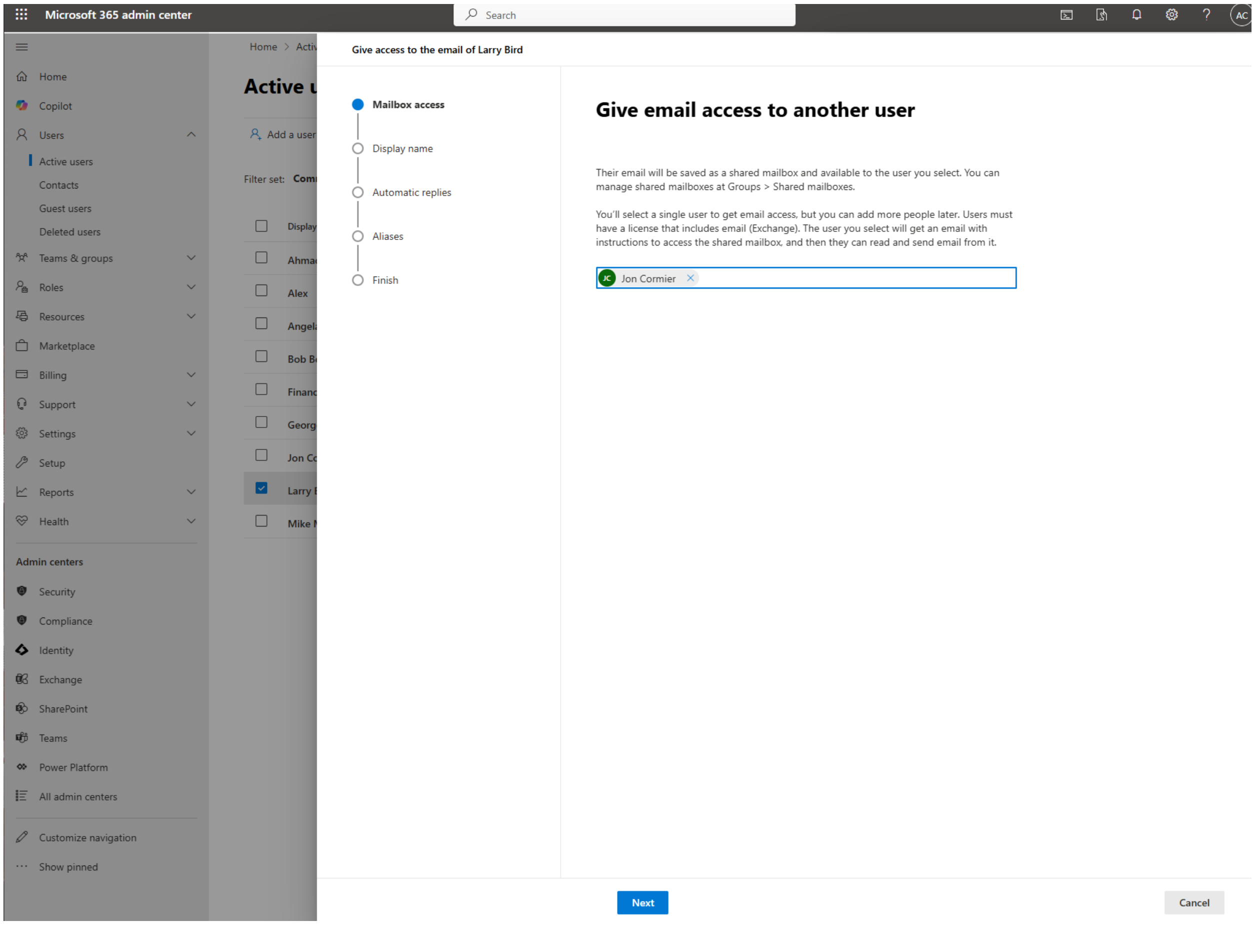
- To delete a user, click any user and select "**delete user**"

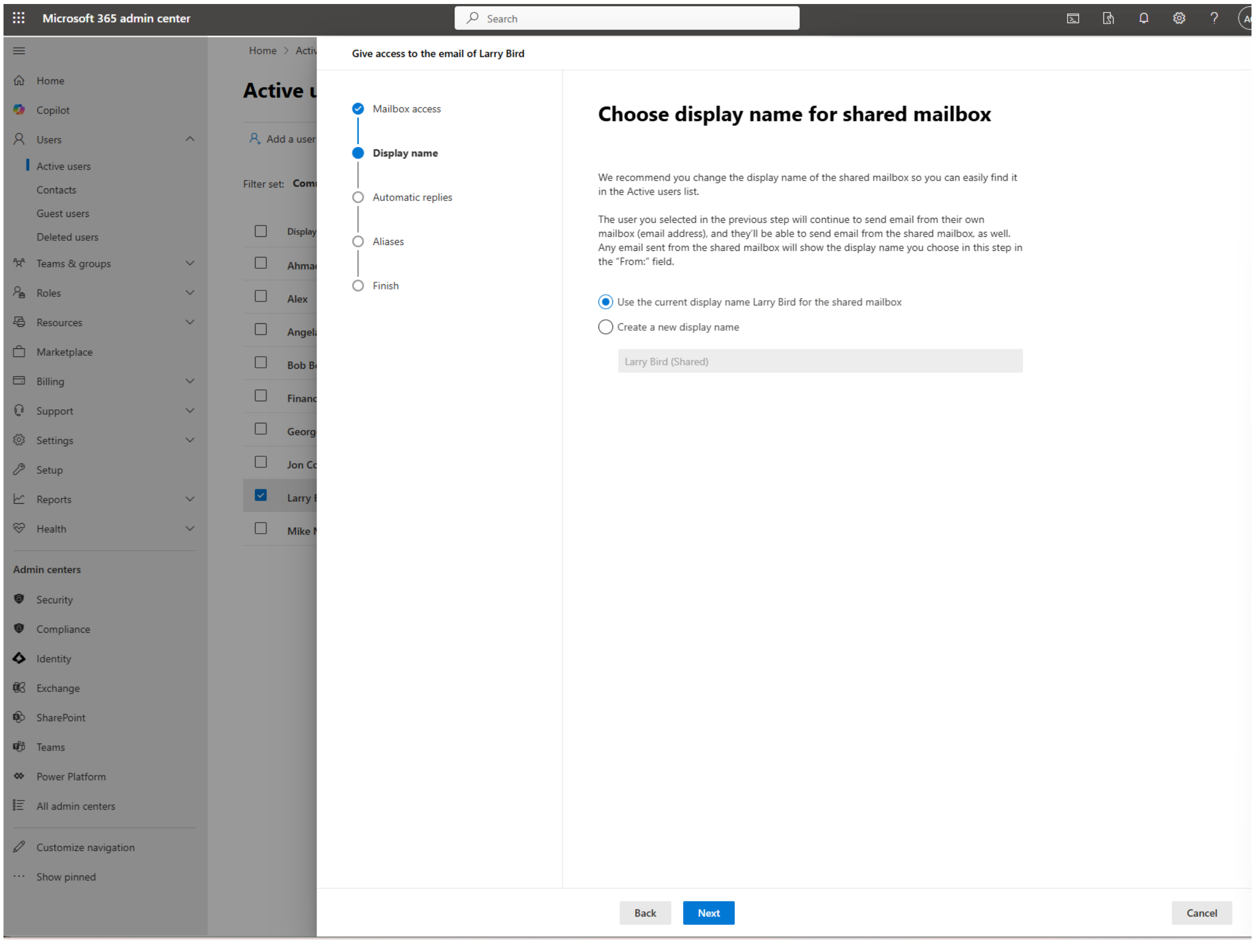


- By deleting the user, their license will be removed. You can assign access to the user's email to another person—such as their manager—so they can review past communications and inform stakeholders that the user is no longer with the company. To do that, click the highlighted box and the link

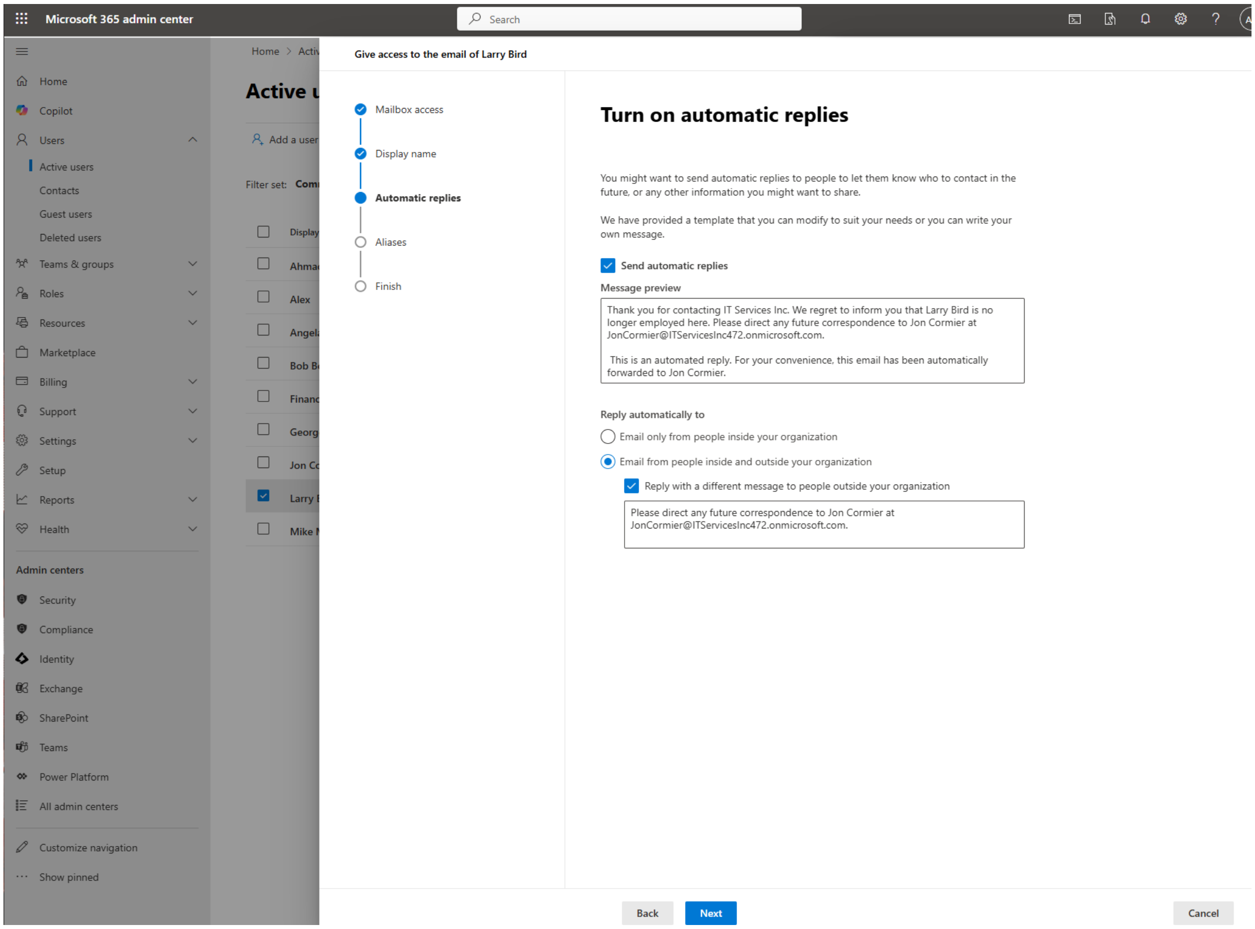


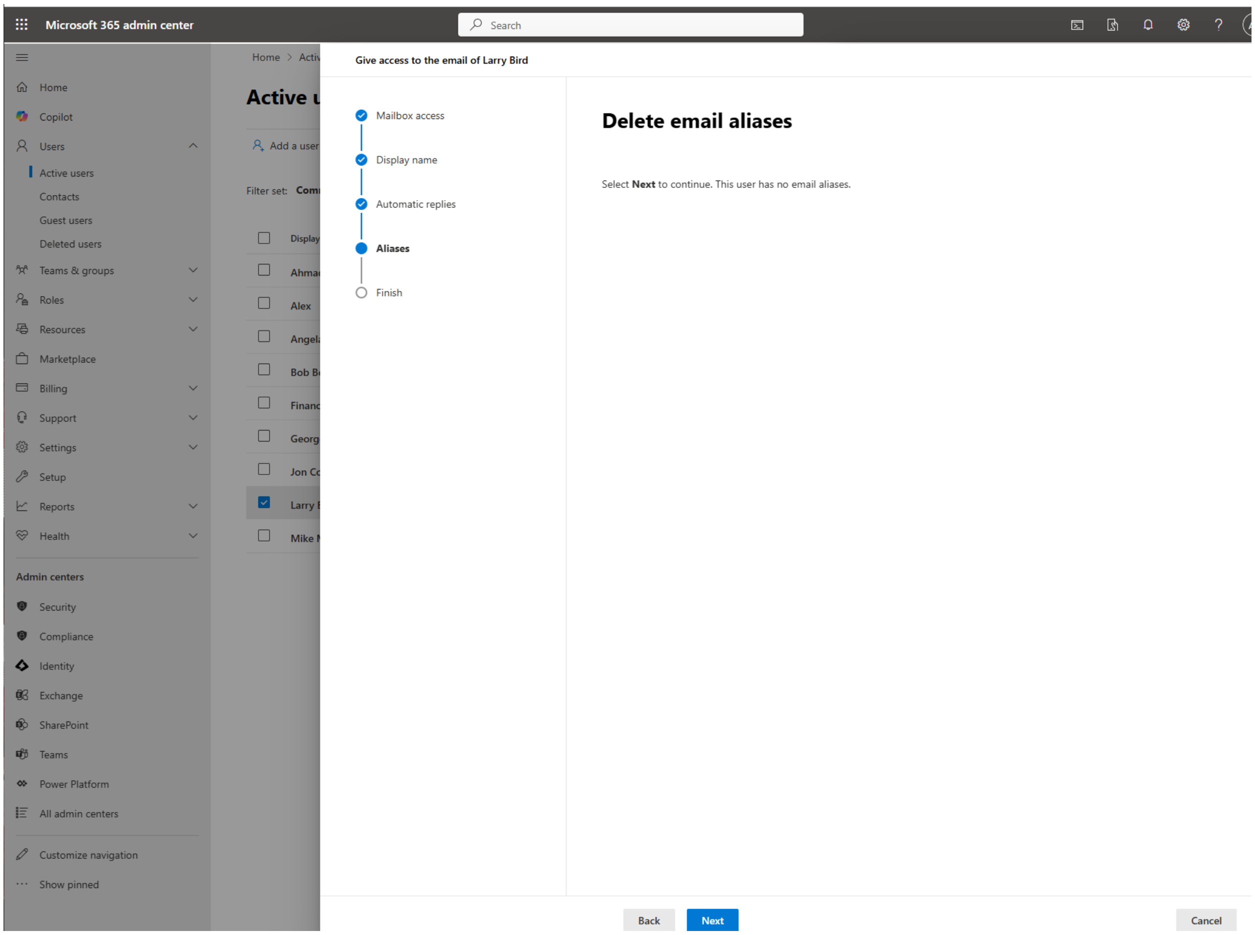
- We will give it to Jon Cormier and continue to click next



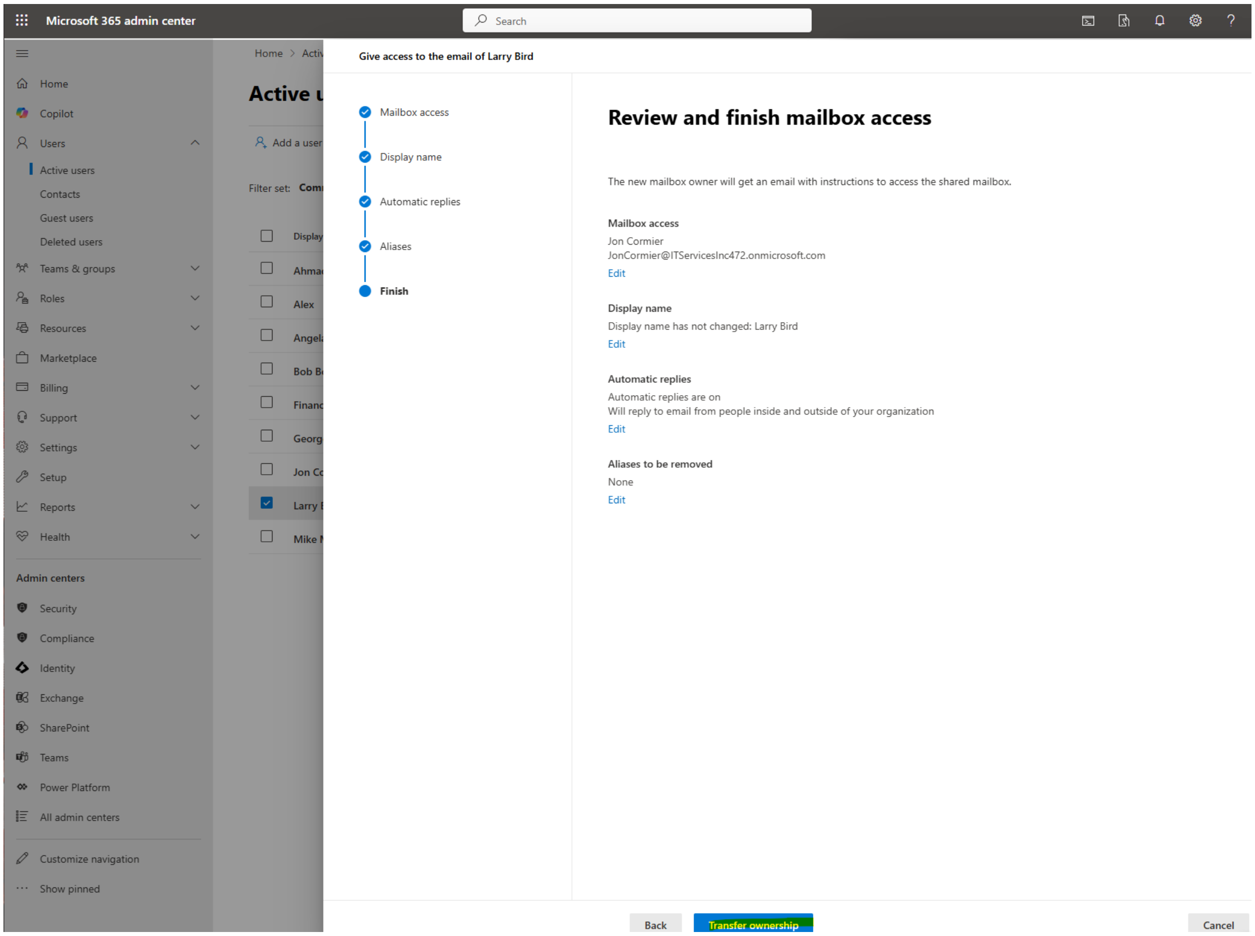


- We can set up an automatic response

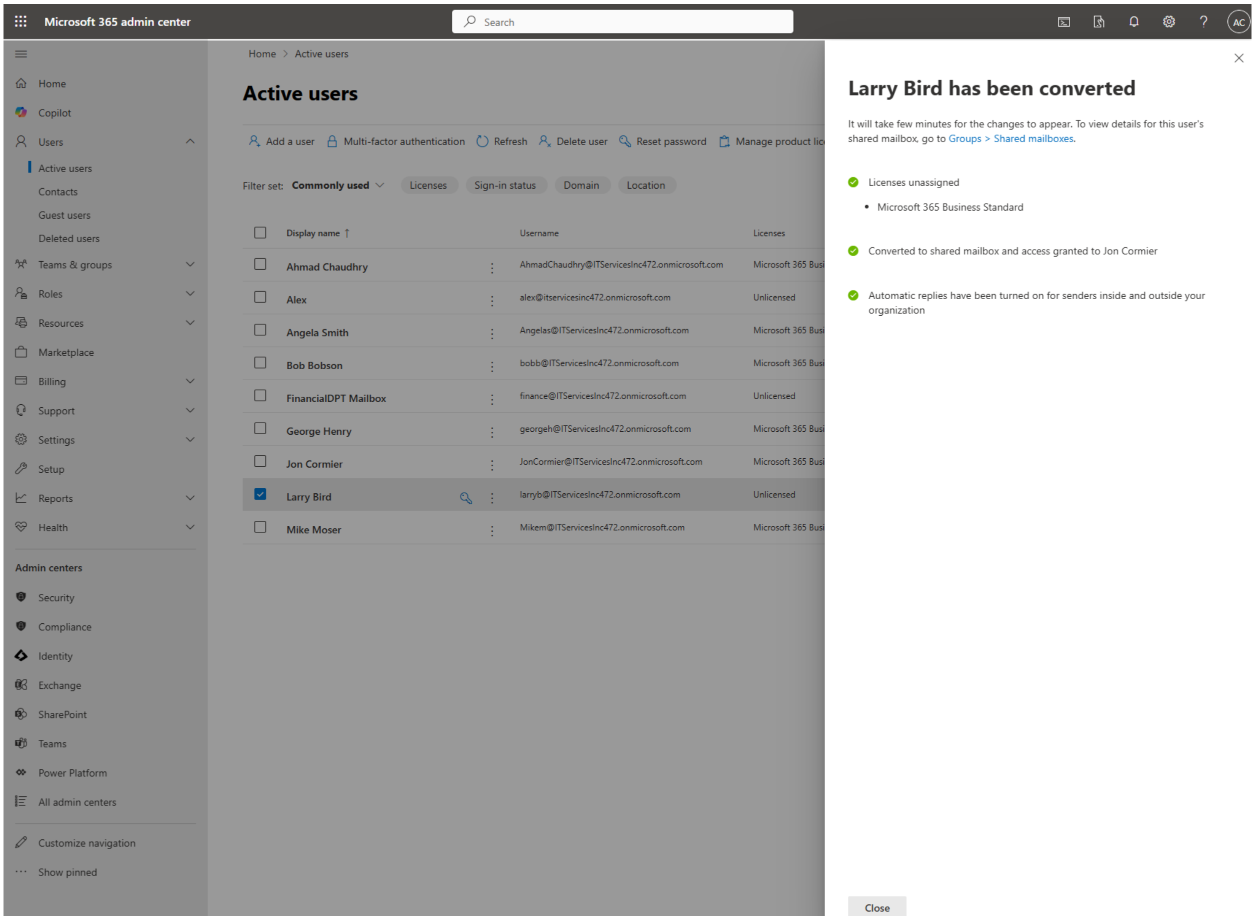

Microsoft 365 admin center
Search
Home
Copilot
Users
Active users
Contacts
Guest users
Deleted users
Teams & groups
Roles
Resources
Marketplace
Billing
Support
Settings
Setup
Reports
Health
Admin centers
Security
Compliance
Identity
Exchange
SharePoint
Teams
Power Platform
All admin centers
Customize navigation
Show pinned
Give access to the email of Larry Bird
Mailbox access
Display name
Automatic replies
Aliases
Finish
Turn on automatic replies
You might want to send automatic replies to people to let them know who to contact in the future, or any other information you might want to share.
We have provided a template that you can modify to suit your needs or you can write your own message.
Send automatic replies
Message preview
Thank you for contacting IT Services Inc. We regret to inform you that Larry Bird is no longer employed here. Please direct any future correspondence to Jon Cormier at JonCormier@ITServicesInc472.onmicrosoft.com.
This is an automated reply. For your convenience, this email has been automatically forwarded to Jon Cormier.
Reply automatically to
Email only from people inside your organization
Email from people inside and outside your organization
Reply with a different message to people outside your organization
Please direct any future correspondence to Jon Cormier at JonCormier@ITServicesInc472.onmicrosoft.com.
Back
Next
Cancel



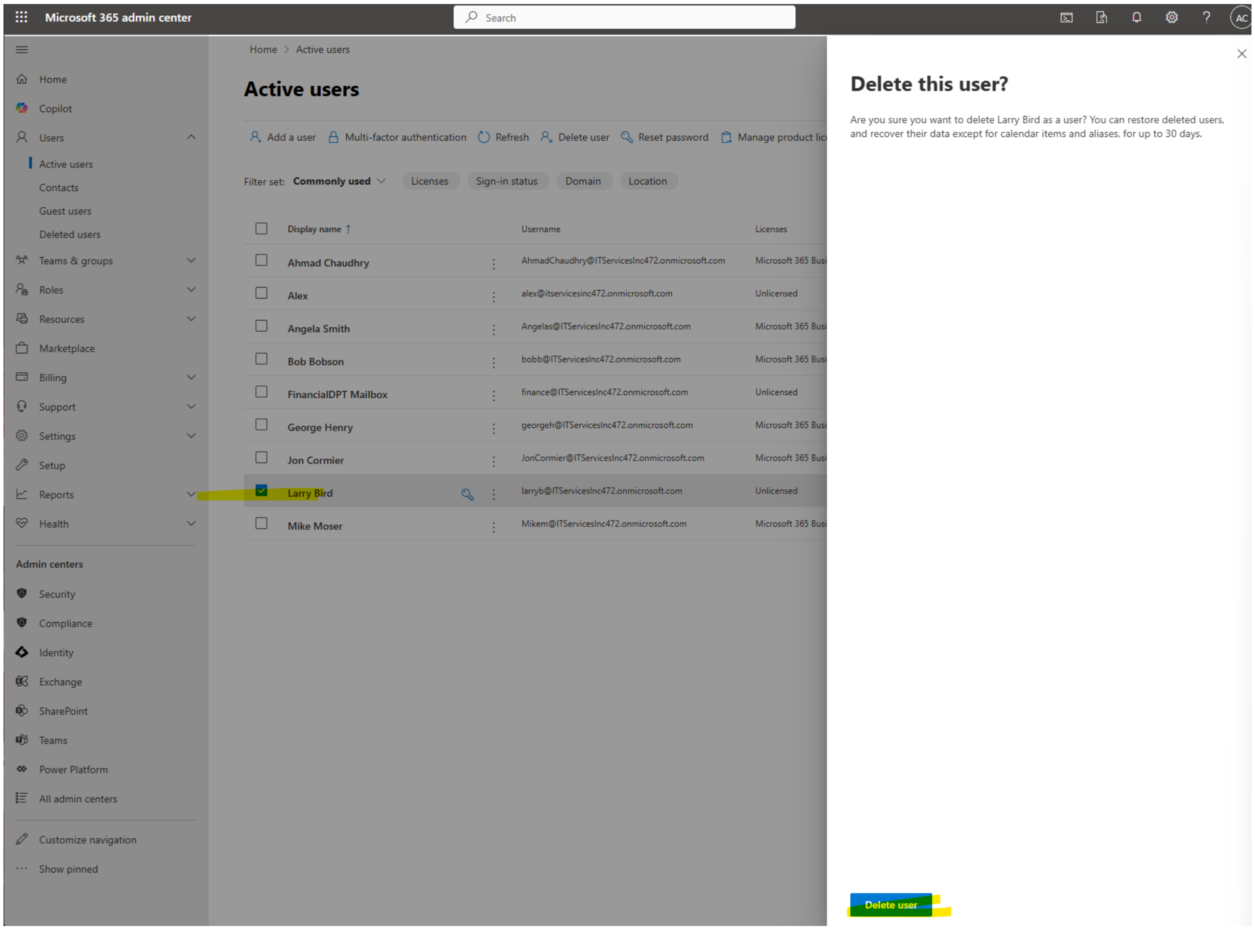
- Click "**transfer ownership**"



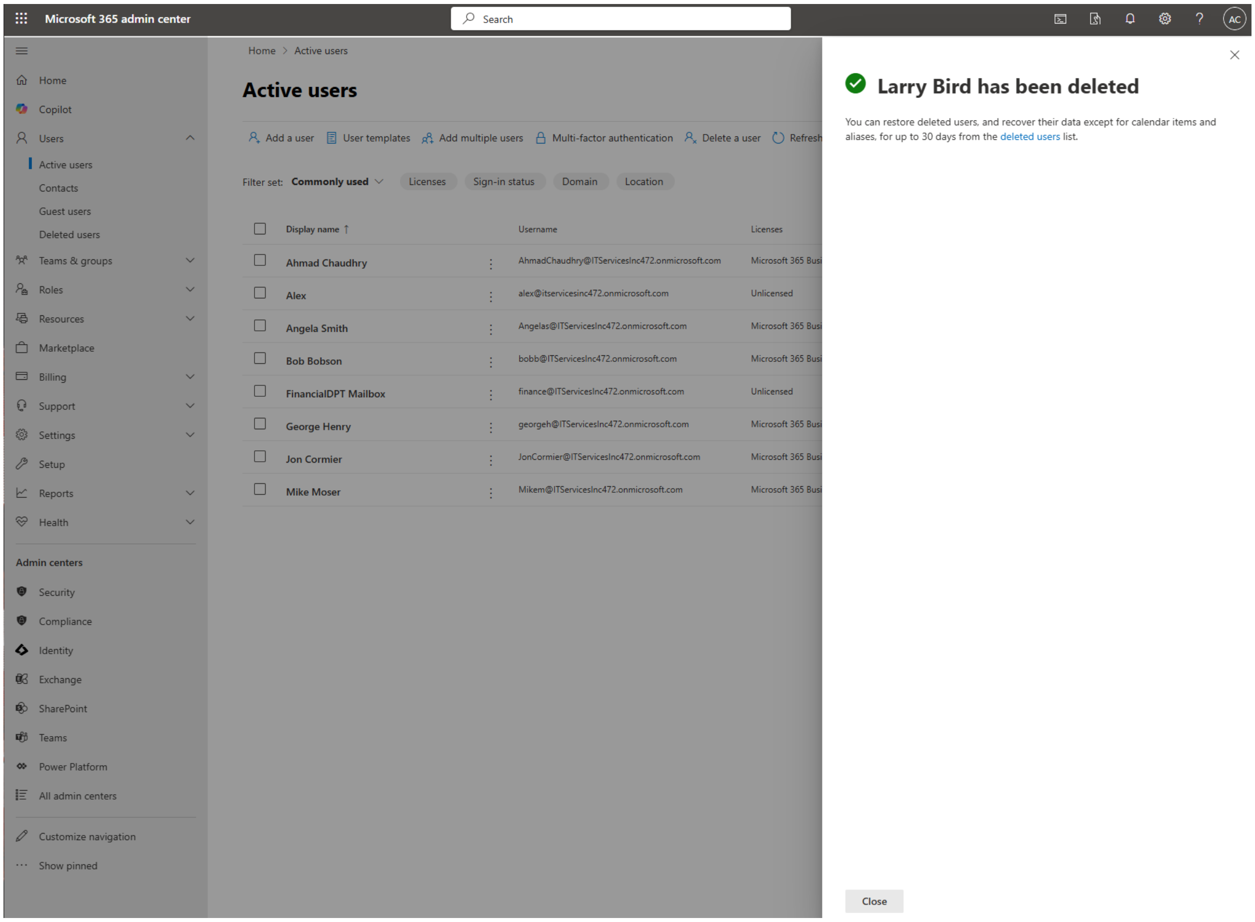
- It's completed now



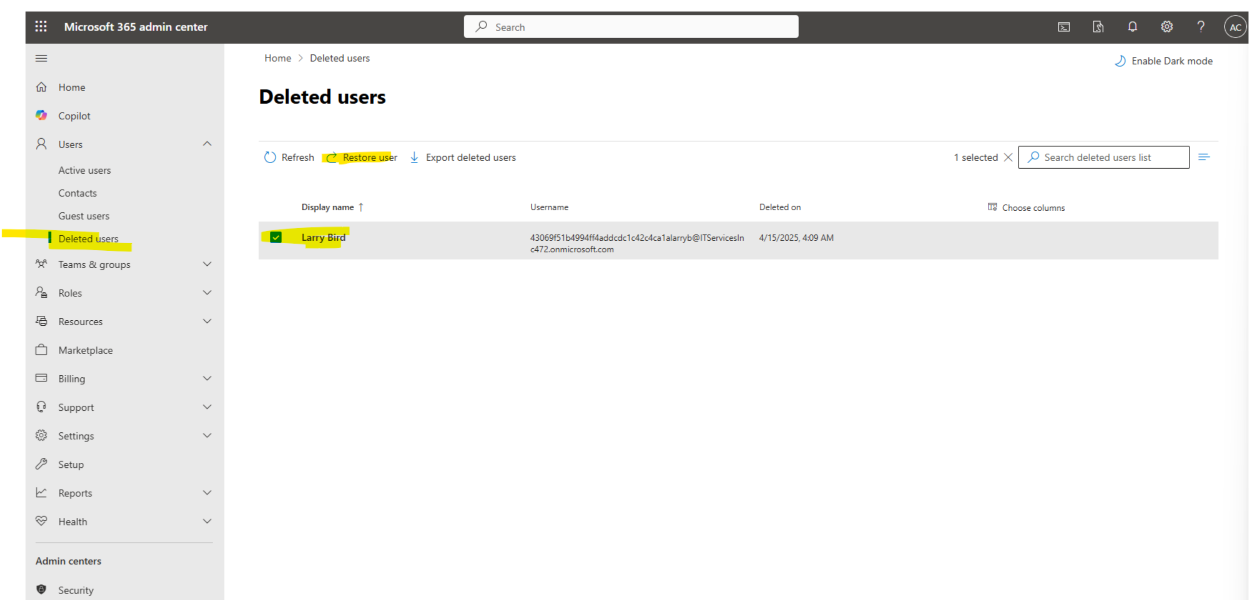
- Click on the user and select "**Delete user**" again and proceed to delete the user



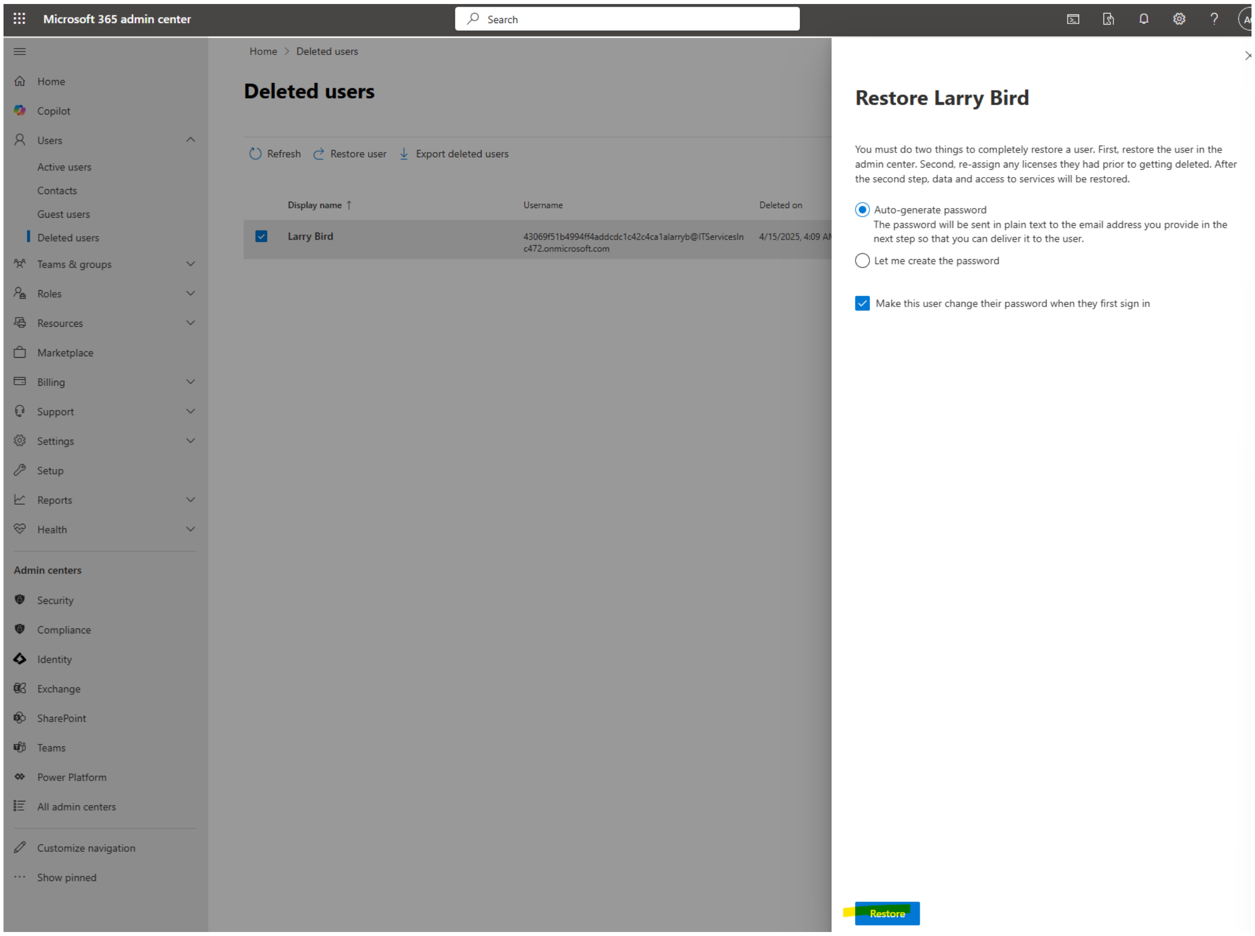
- Now the user is deleted:

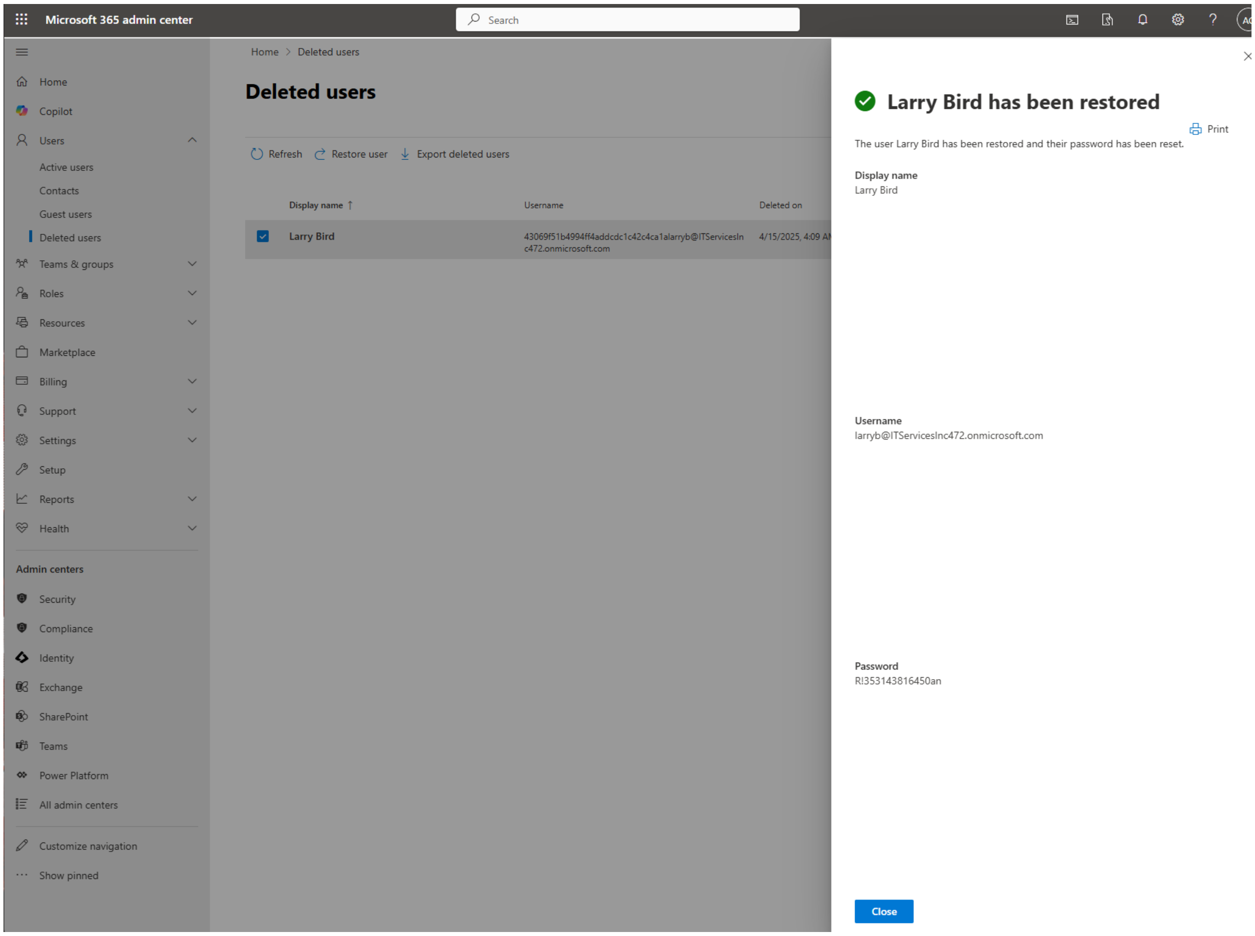


- To restore the user, click **"deleted users,"** click deleted user and click **"restore user"**

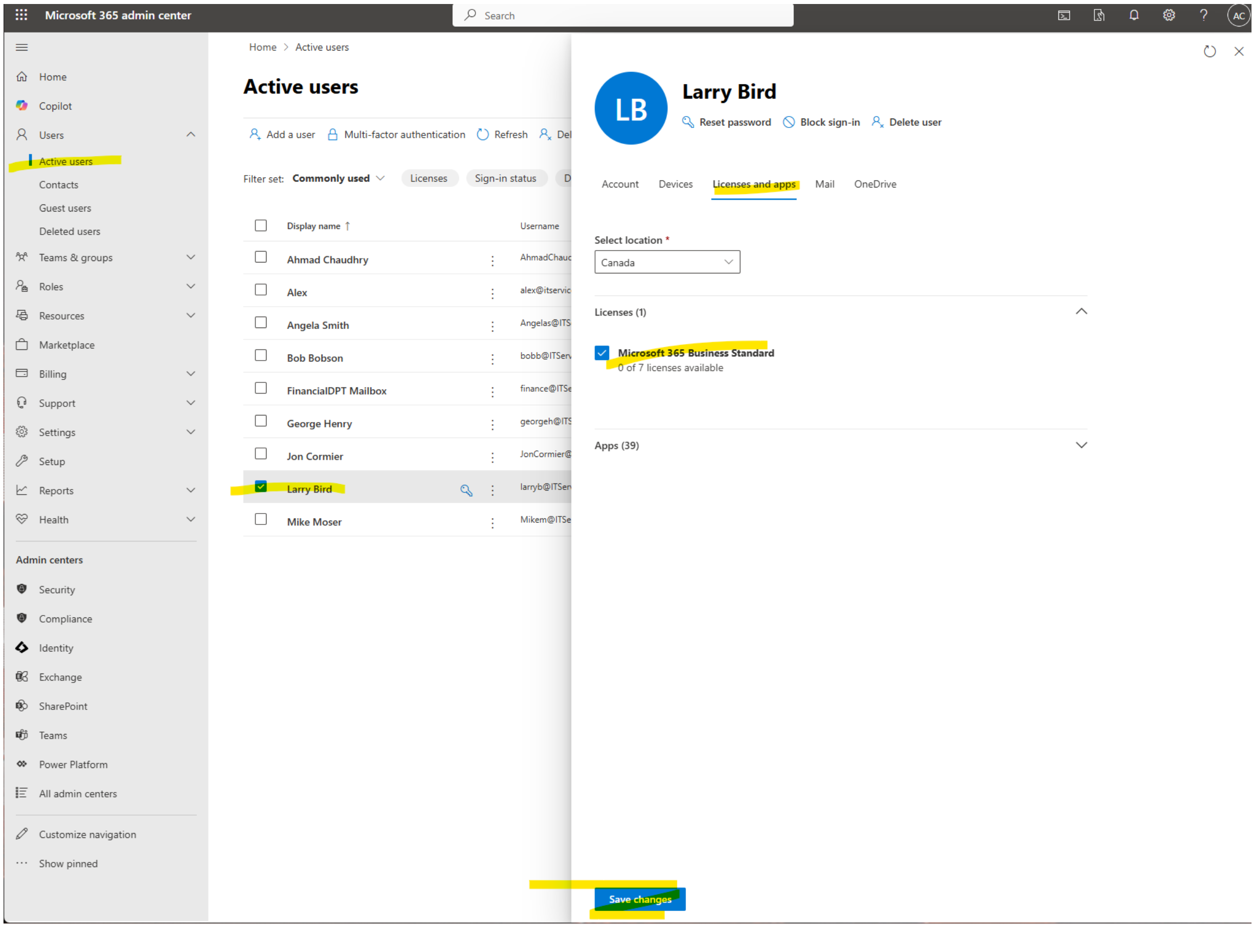


- Click **"restore"**


Microsoft 365 admin center
Search
Home
Copilot
Users
Active users
Contacts
Guest users
Deleted users
Teams & groups
Roles
Resources
Marketplace
Billing
Support
Settings
Setup
Reports
Health
Admin centers
Security
Compliance
Identity
Exchange
SharePoint
Teams
Power Platform
All admin centers
Customize navigation
Show pinned
Home > Deleted users
Deleted users
Refresh
Restore user
Export deleted users
Display name
Username
Deleted on
Larry Bird
43069f51b4994ff4addcdc1c42c4ca1alarryb@ITServicesIn c472.onmicrosoft.com
4/15/2025, 4:09 A
Restore Larry Bird
You must do two things to completely restore a user. First, restore the user in the admin center. Second, re-assign any licenses they had prior to getting deleted. After the second step, data and access to services will be restored.
Auto-generate password
The password will be sent in plain text to the email address you provide in the next step so that you can deliver it to the user.
Let me create the password
Make this user change their password when they first sign in
Restore

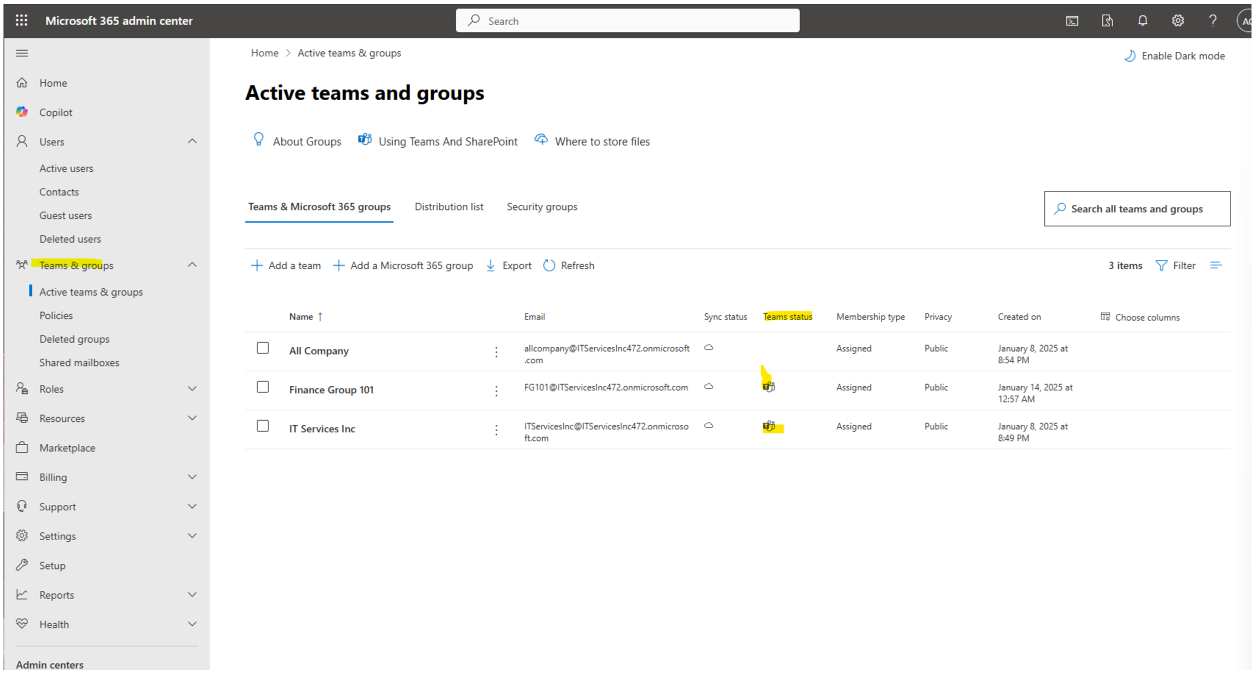


- Go to "**active users,"** select the user that we just deleted and then select **"licenses and apps"** and restore the license

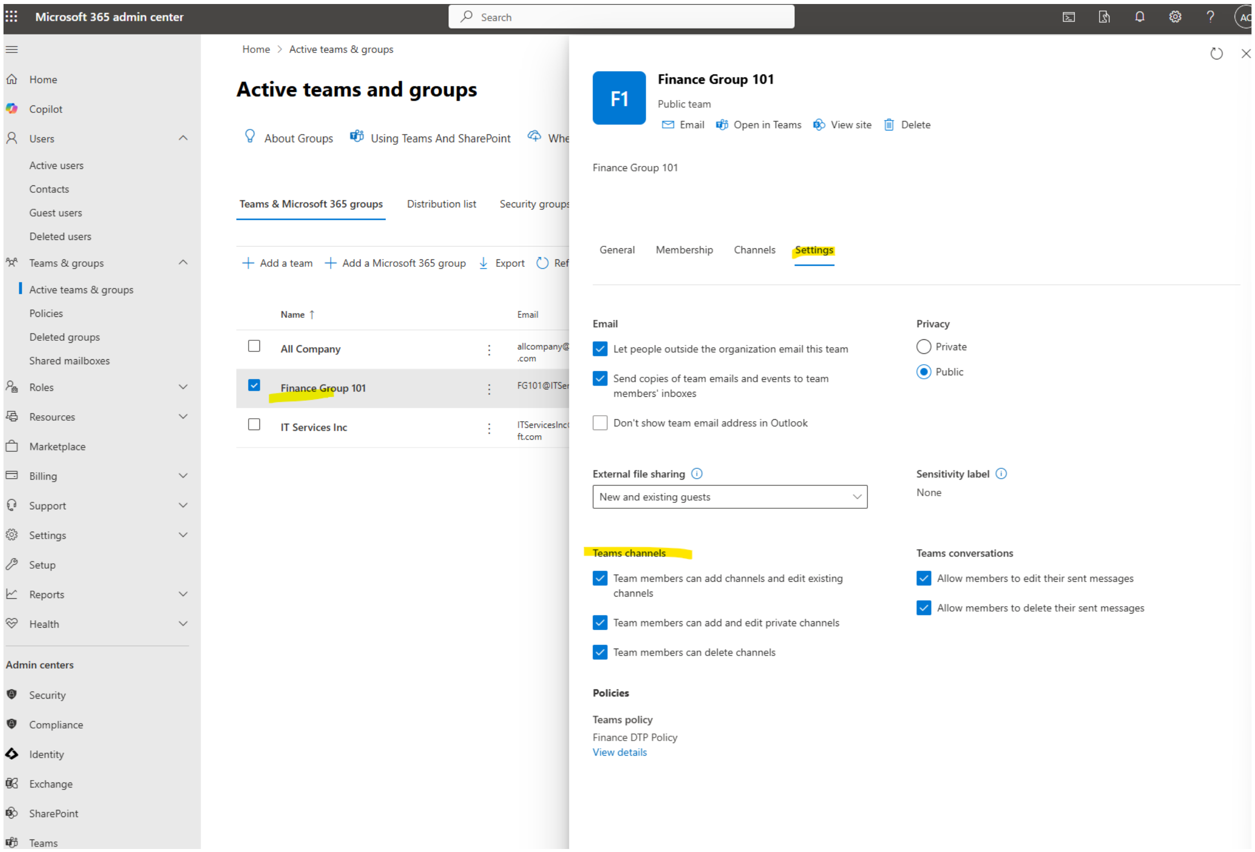

Microsoft 365 admin center
Search
Home
Copilot
Users
Active users
Contacts
Guest users
Deleted users
Teams & groups
Roles
Resources
Marketplace
Billing
Support
Settings
Setup
Reports
Health
Admin centers
Security
Compliance
Identity
Exchange
SharePoint
Teams
Power Platform
All admin centers
Customize navigation
Show pinned
Home > Active users
Active users
Add a user
Multi-factor authentication
Refresh
Filter set: Commonly used
Licenses
Sign-in status
Display name
Username
Ahmad Chaudhry
Alex
Angela Smith
Bob Bobson
FinancialDPT Mailbox
George Henry
Jon Cormier
Larry Bird
Mike Moser
LB
Larry Bird
Reset password
Block sign-in
Delete user
Account
Devices
Licenses and apps
Mail
OneDrive
Select location *
Canada
Licenses (1)
Microsoft 365 Business Standard
0 of 7 licenses available
Apps (39)
Save changes

Troubleshooting Teams Not Working for a Group

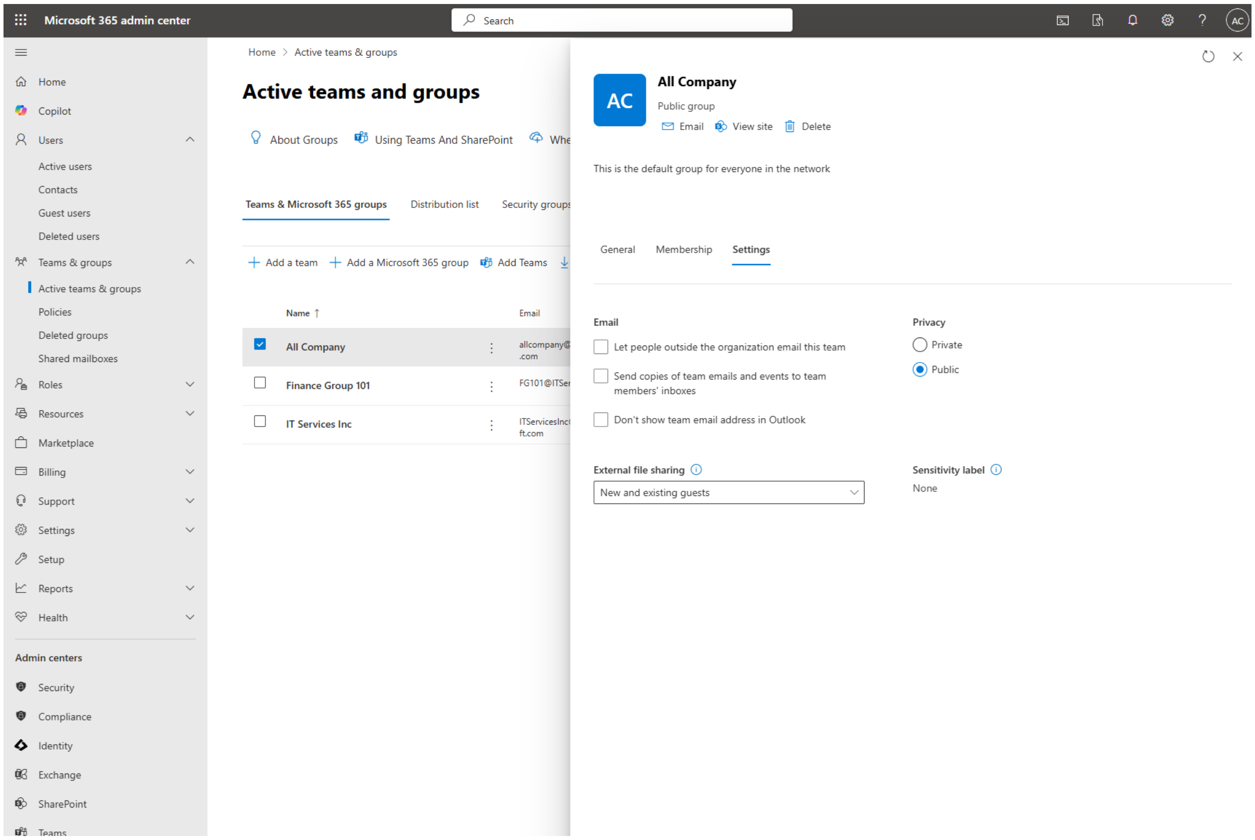
- Click **"Teams and groups,"** and you see all the groups you created. If you notice under "Teams status," there's an icon which means the group is connected to Microsoft Teams



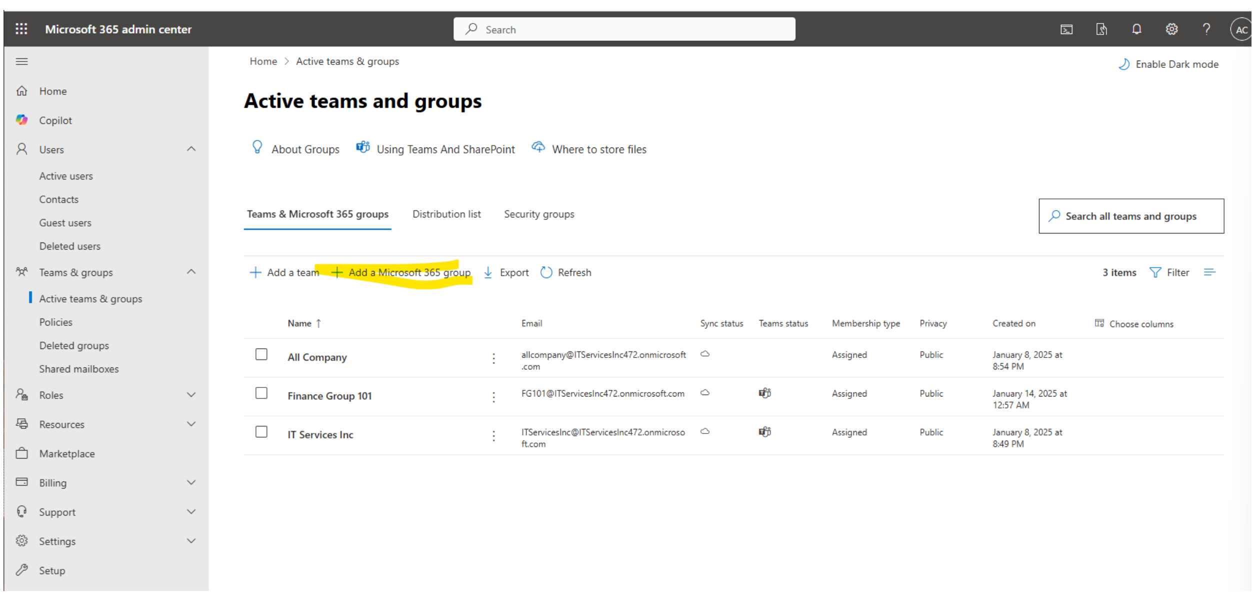
- Click on one of the groups that have Team connected, go to settings and you will see a section where you can connect or disconnect to Teams:



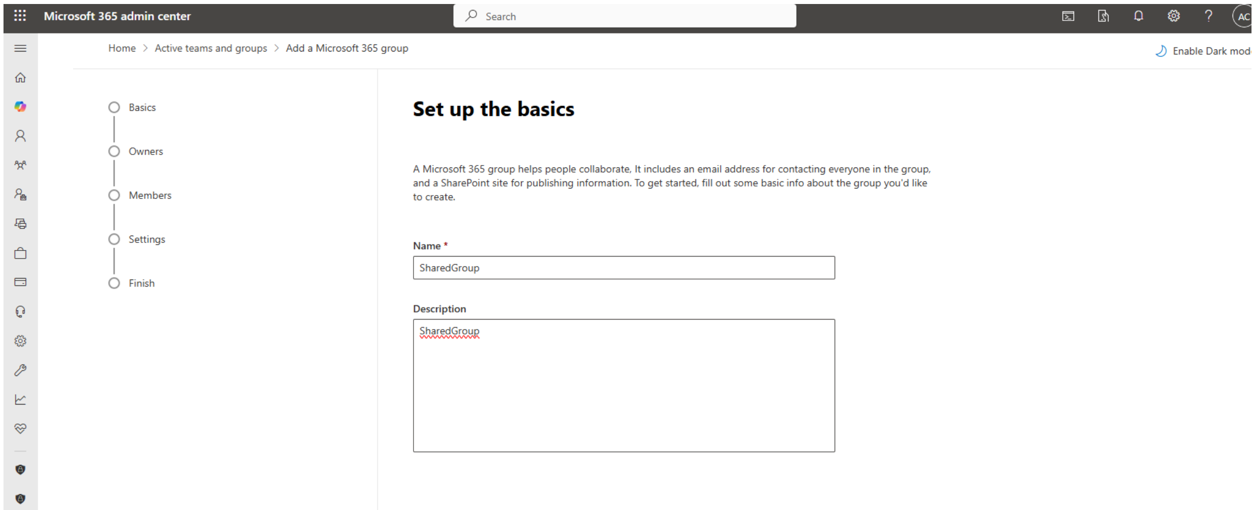
- If you click on the "All Company" group, you won't see Teams under the settings because it's a default group that excludes Teams settings. However, we can create a new group that's not connected to Teams and then manually connect it ourselves;



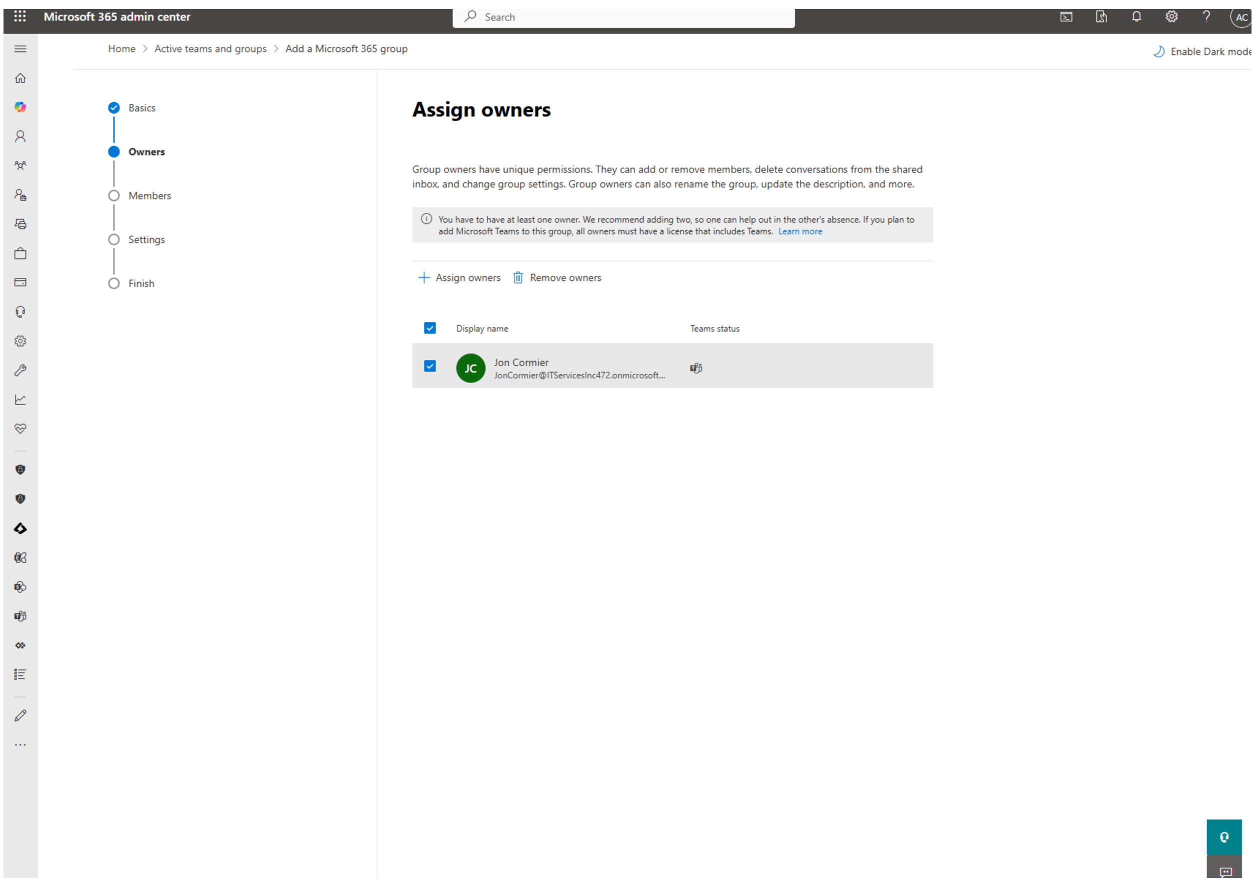
- We are going to create a group that is not connected to Microsoft Teams and then connect it to the Team afterward
- Click **"add a Microsoft 365 Group"**



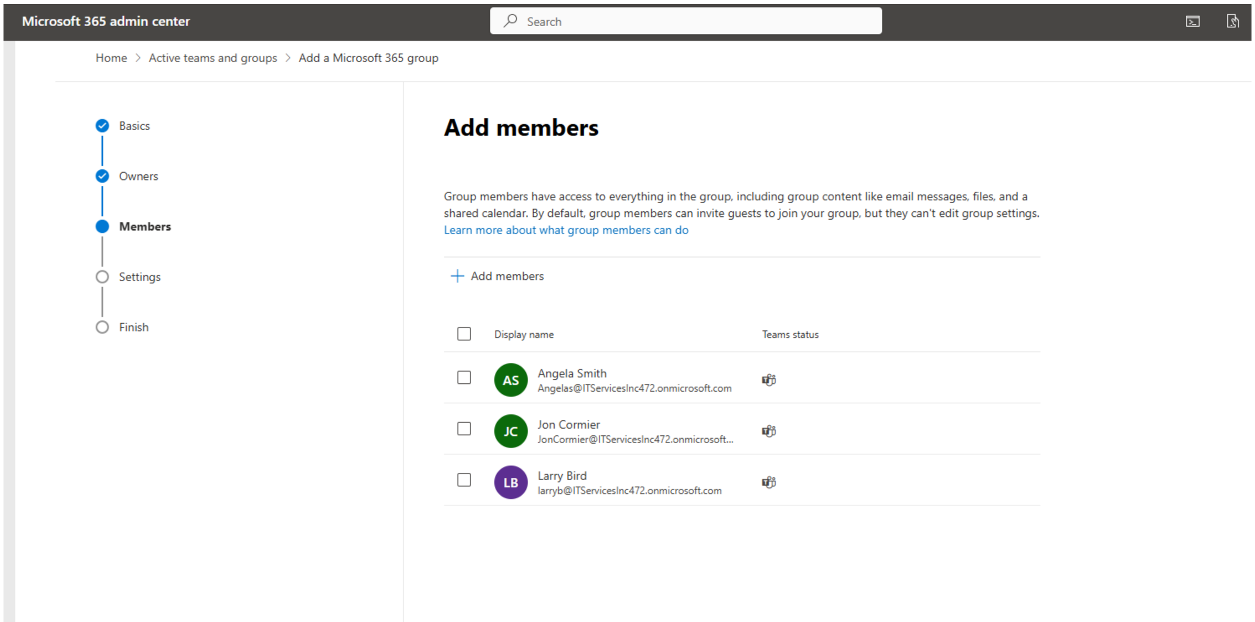
- Name the group



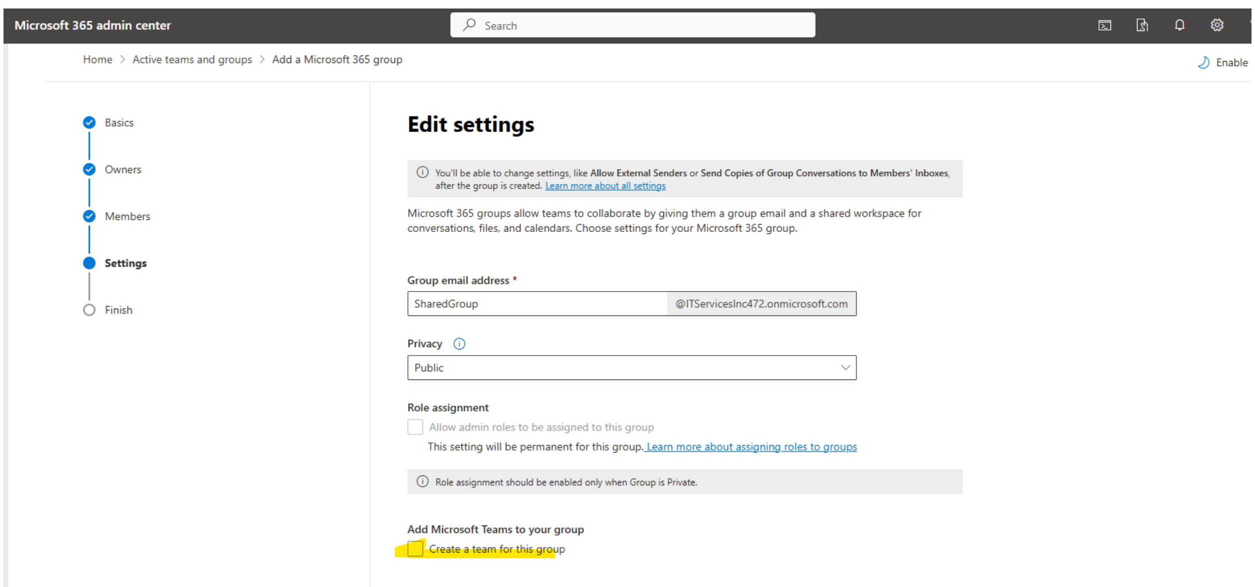
- Owner can make adjustments and changes, but can't view them unless they are added as a member



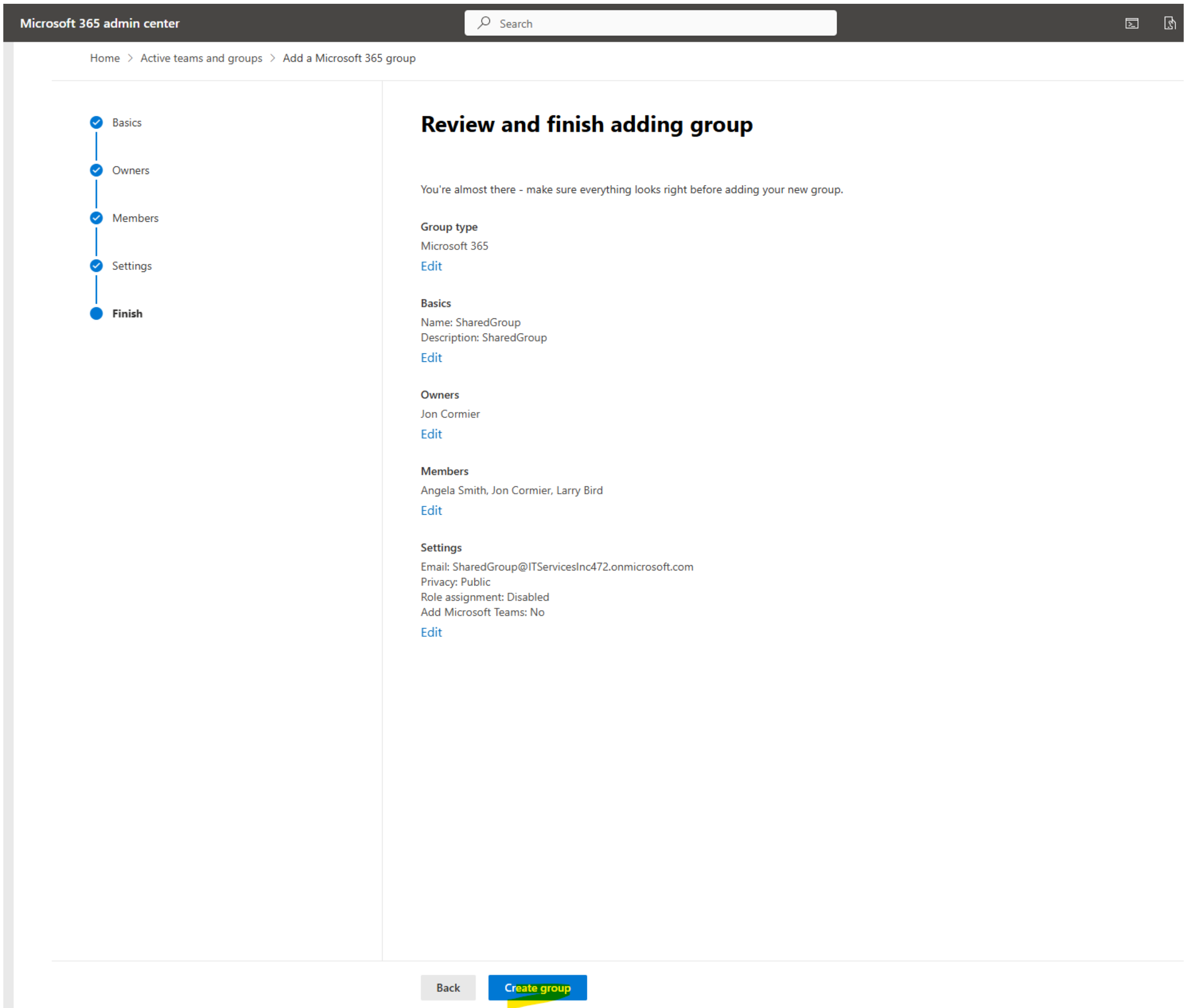
- Select members



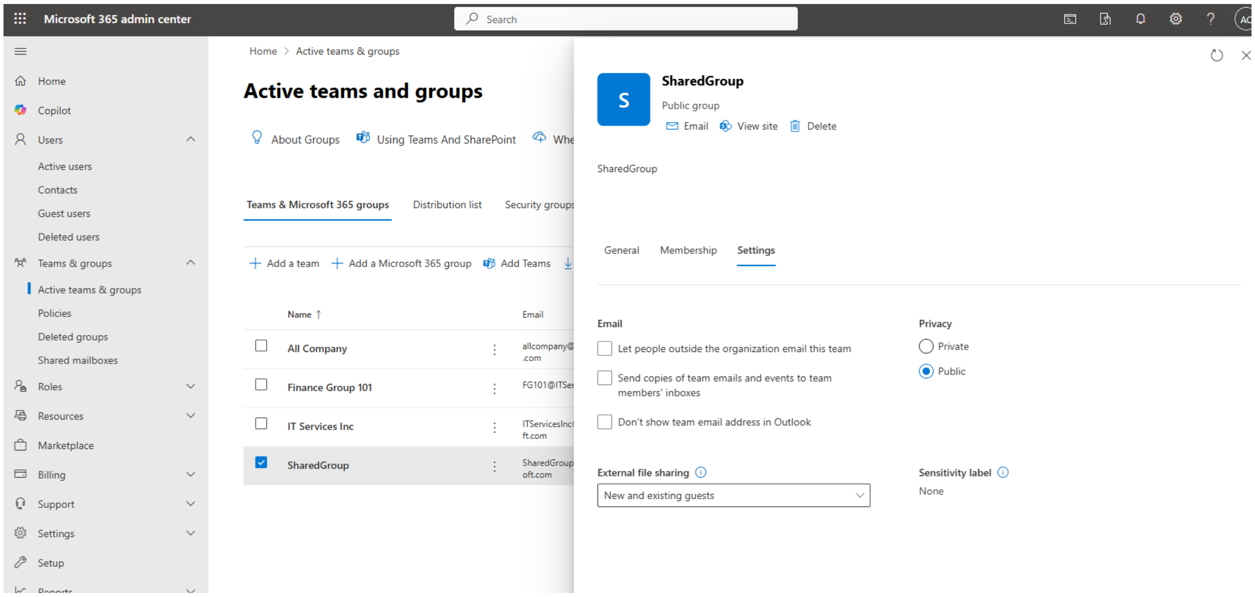
- Enter the email address and deselect "create a team for this group"



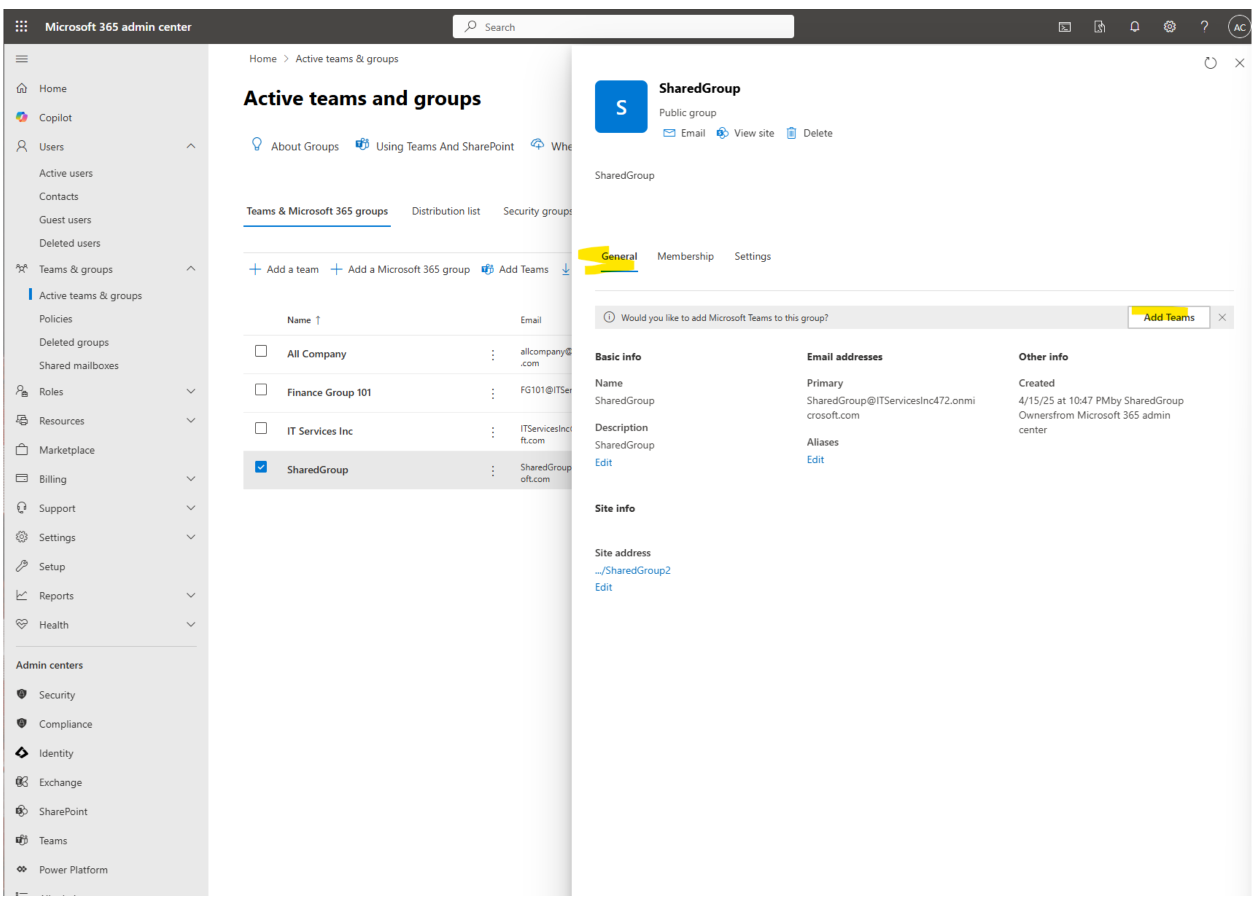
- Click "**Create Group**"



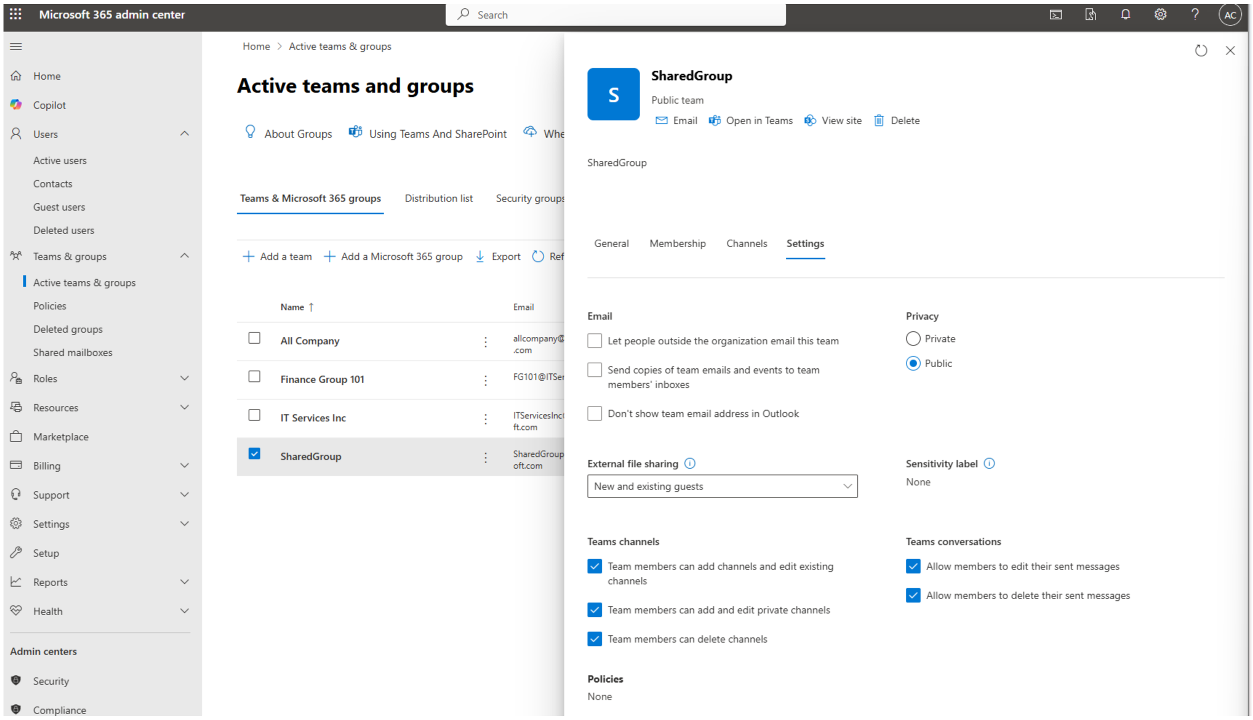
- Go to the settings of the group we just created and note that there are no settings related to Teams



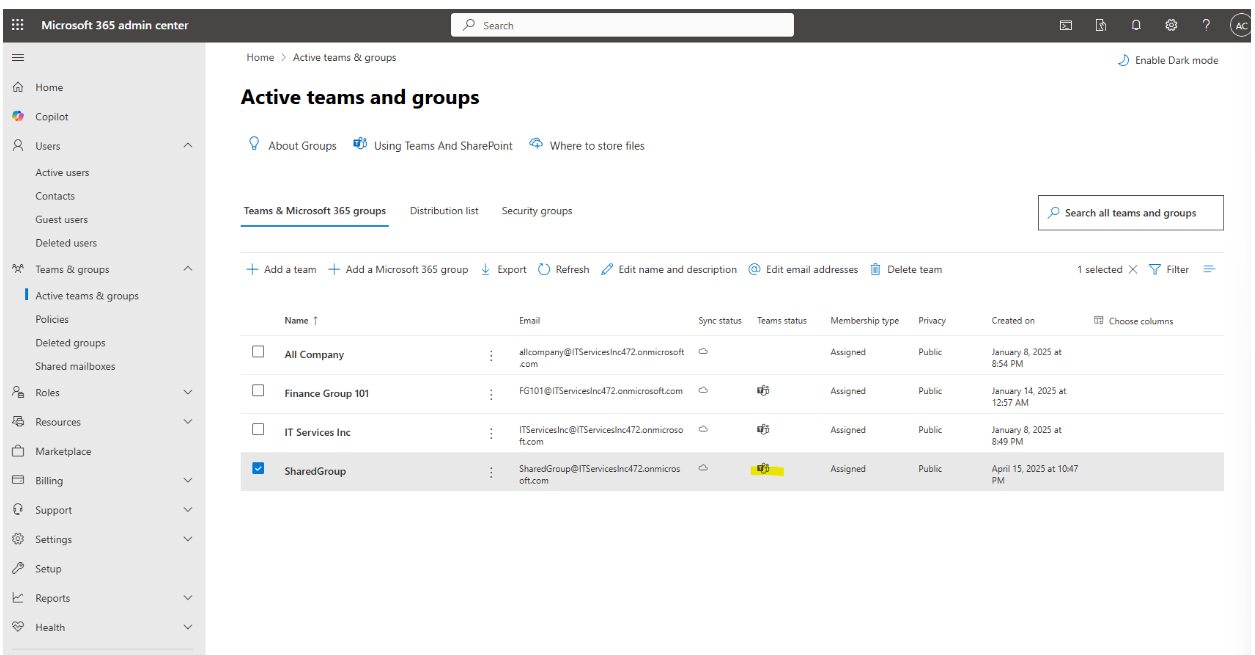
- To add Microsoft Teams, go to the General tab and select "**Add Teams**"



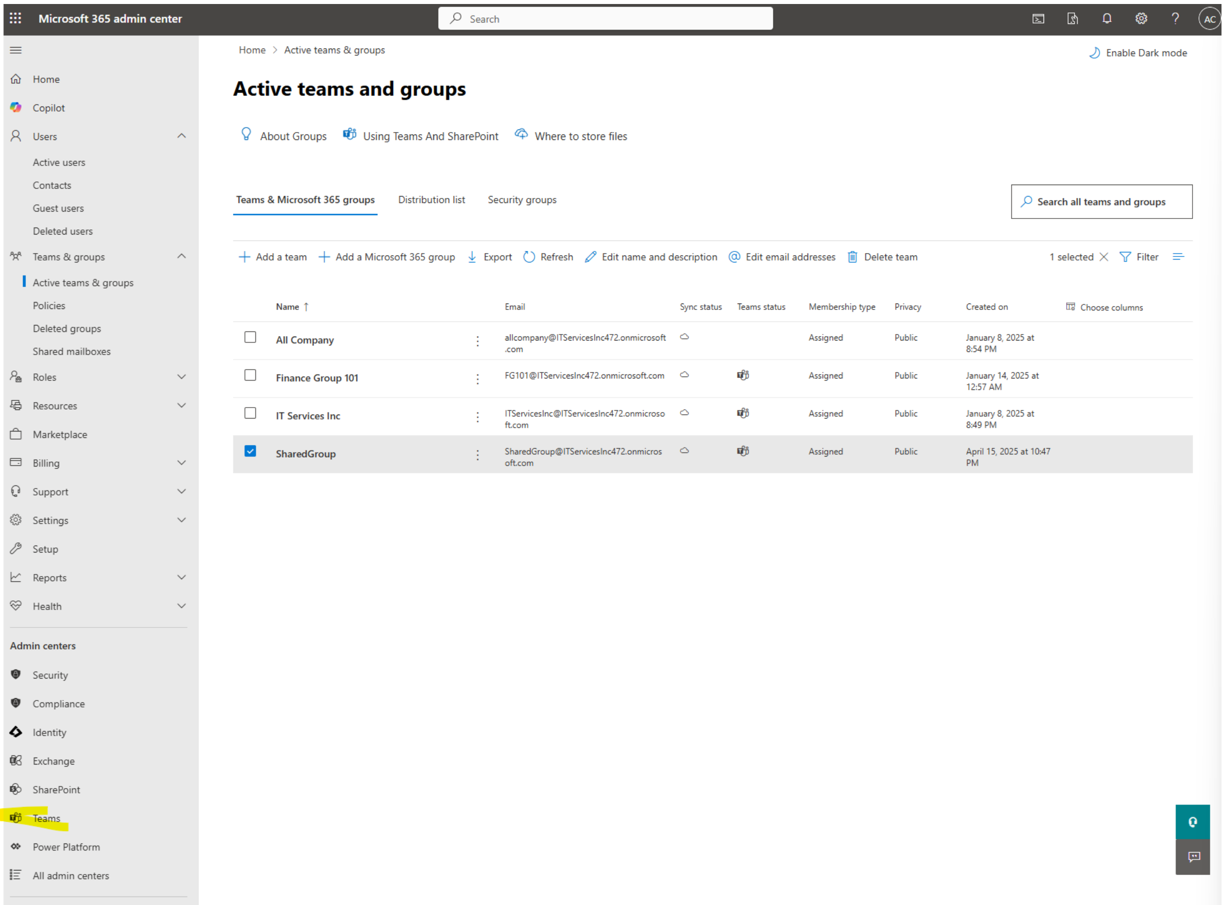
- Now go to settings and you can see Teams is connected



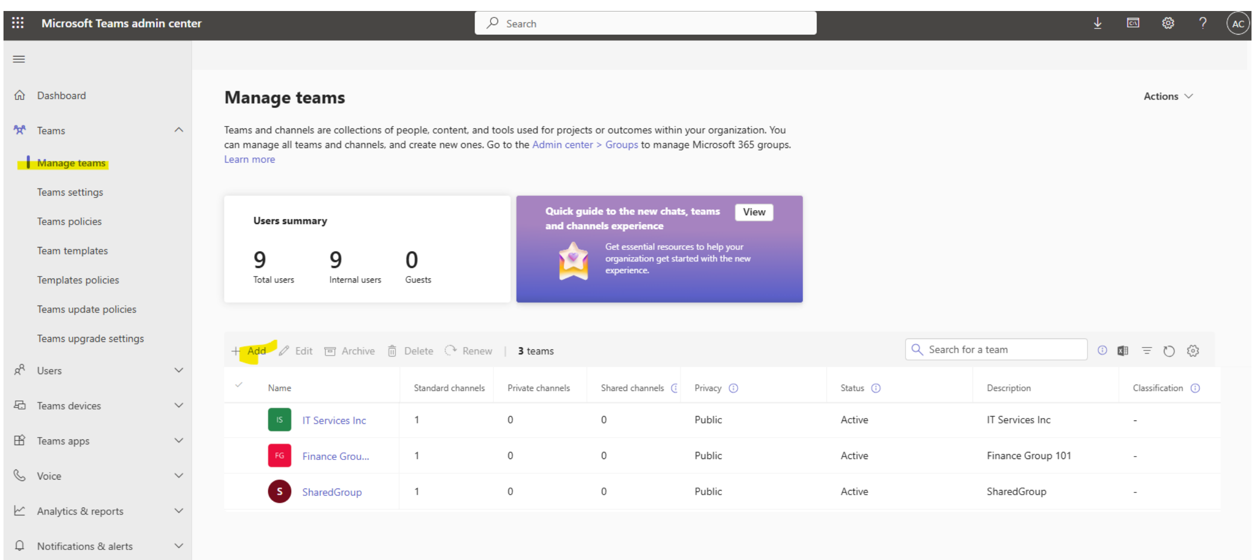
- You can also see the icon in Teams status



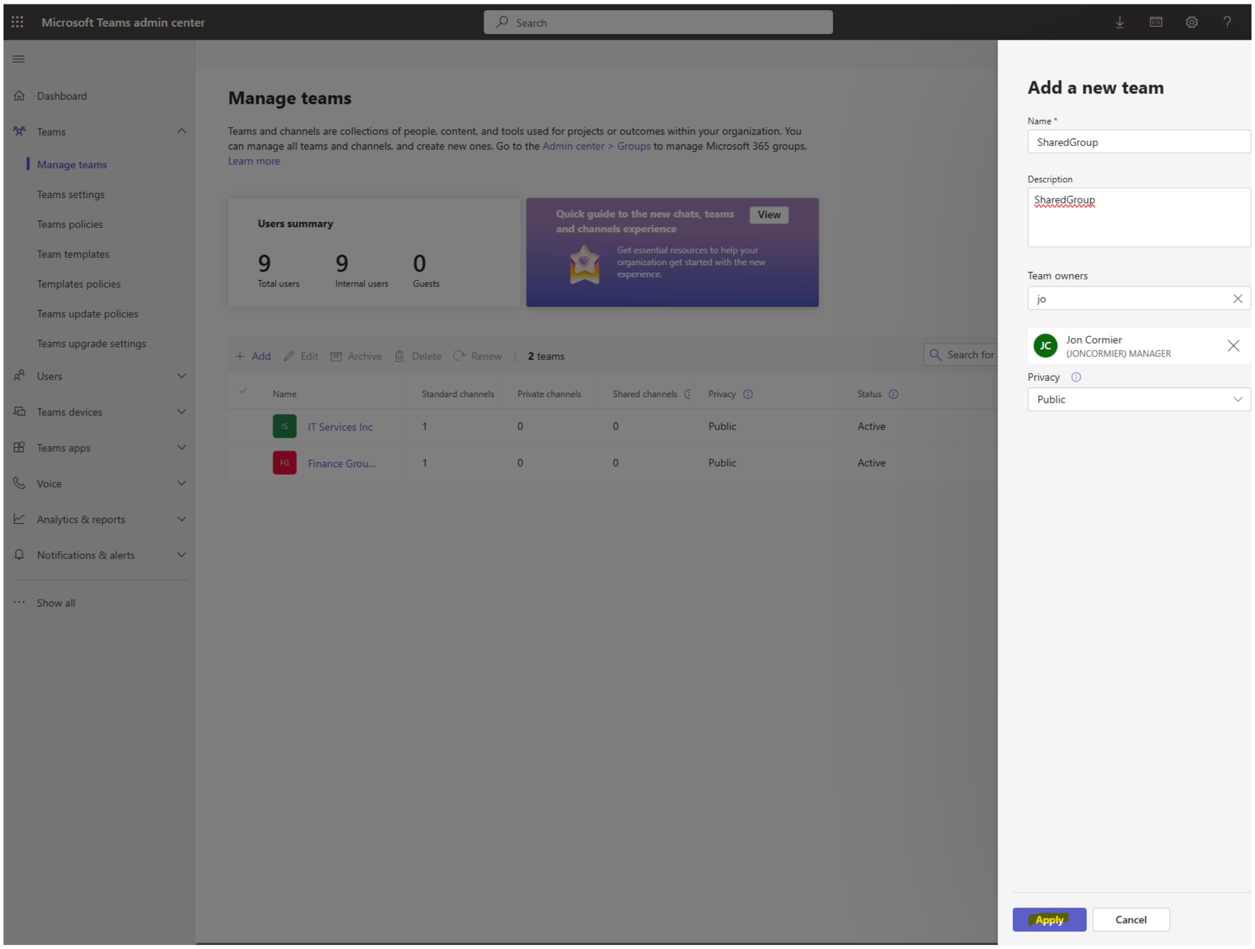
- You can create a Microsoft Team in the Microsoft Teams admin center, click **"Teams"** in the Microsoft 365 admin center



- Click "**Manage teams,"** and then "**add"**

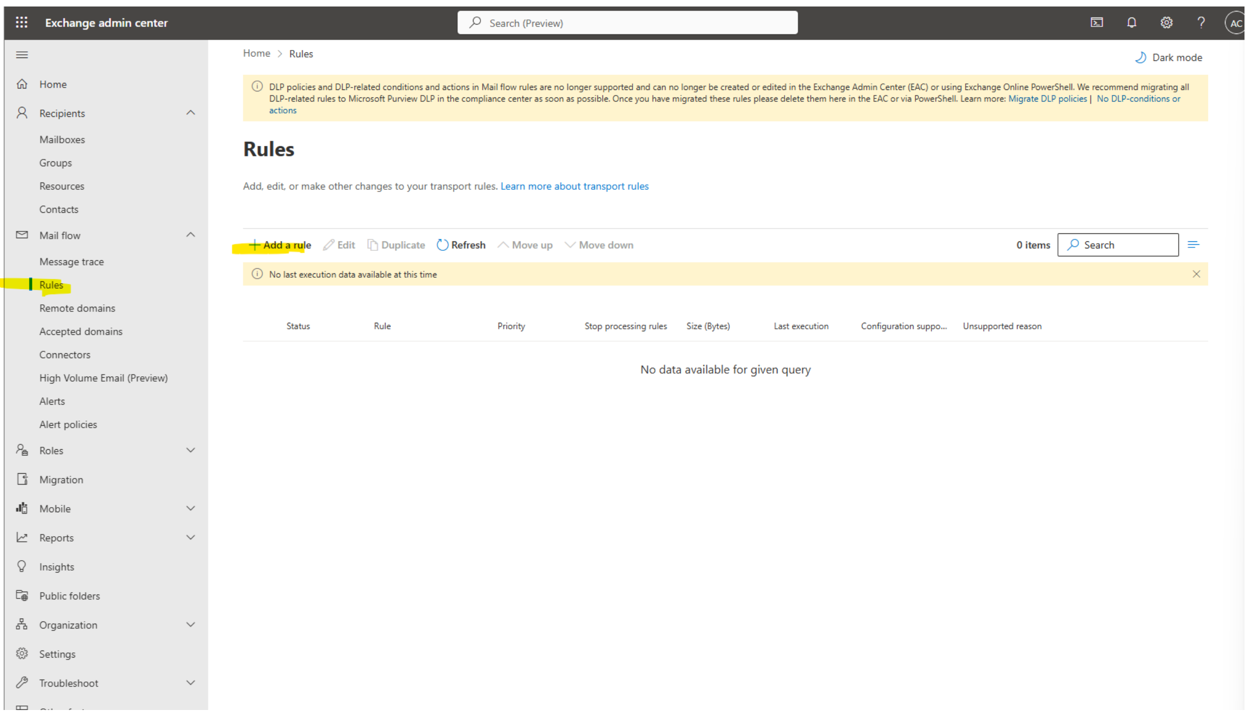


- Fill out the information and click **"apply"**

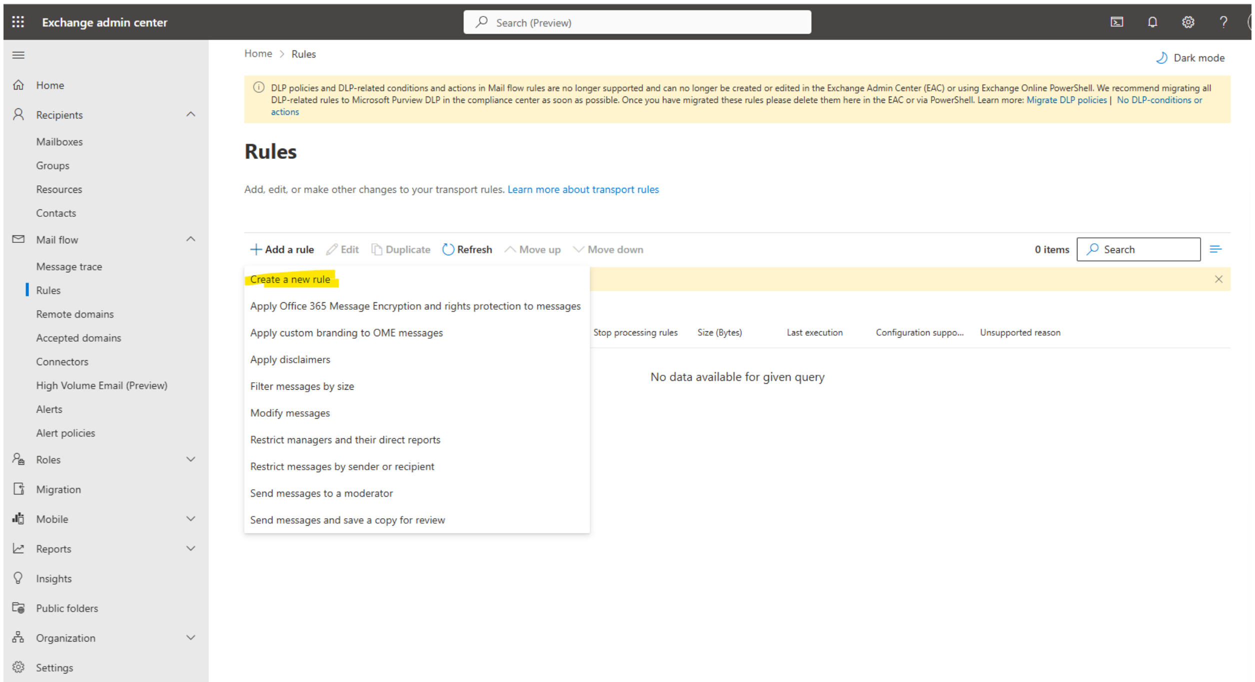

Microsoft Teams admin center
Search
Dashboard
Teams
Manage teams
Teams settings
Teams policies
Team templates
Templates policies
Teams update policies
Teams upgrade settings
Users
Teams devices
Teams apps
Voice
Analytics & reports
Notifications & alerts
Show all
Manage teams
Teams and channels are collections of people, content, and tools used for projects or outcomes within your organization. You can manage all teams and channels, and create new ones. Go to the Admin center > Groups to manage Microsoft 365 groups.
Learn more
Users summary
9 Total users
9 Internal users
0 Guests
Quick guide to the new chats, teams and channels experience
View
Get essential resources to help your organization get started with the new experience.
Add
Edit
Archive
Delete
Renew
2 teams
Name
Standard channels
Private channels
Shared channels
Privacy
Status
IT Services Inc 1 0 0 Public Active
Finance Grou... 1 0 0 Public Active
Add a new team
Name *
SharedGroup
Description
SharedGroup
Team owners
jo
Jon Cormier
(JONCORMIER) MANAGER
Privacy
Public
Apply
Cancel

Creating Rules in Exchange to Block Bad Emails

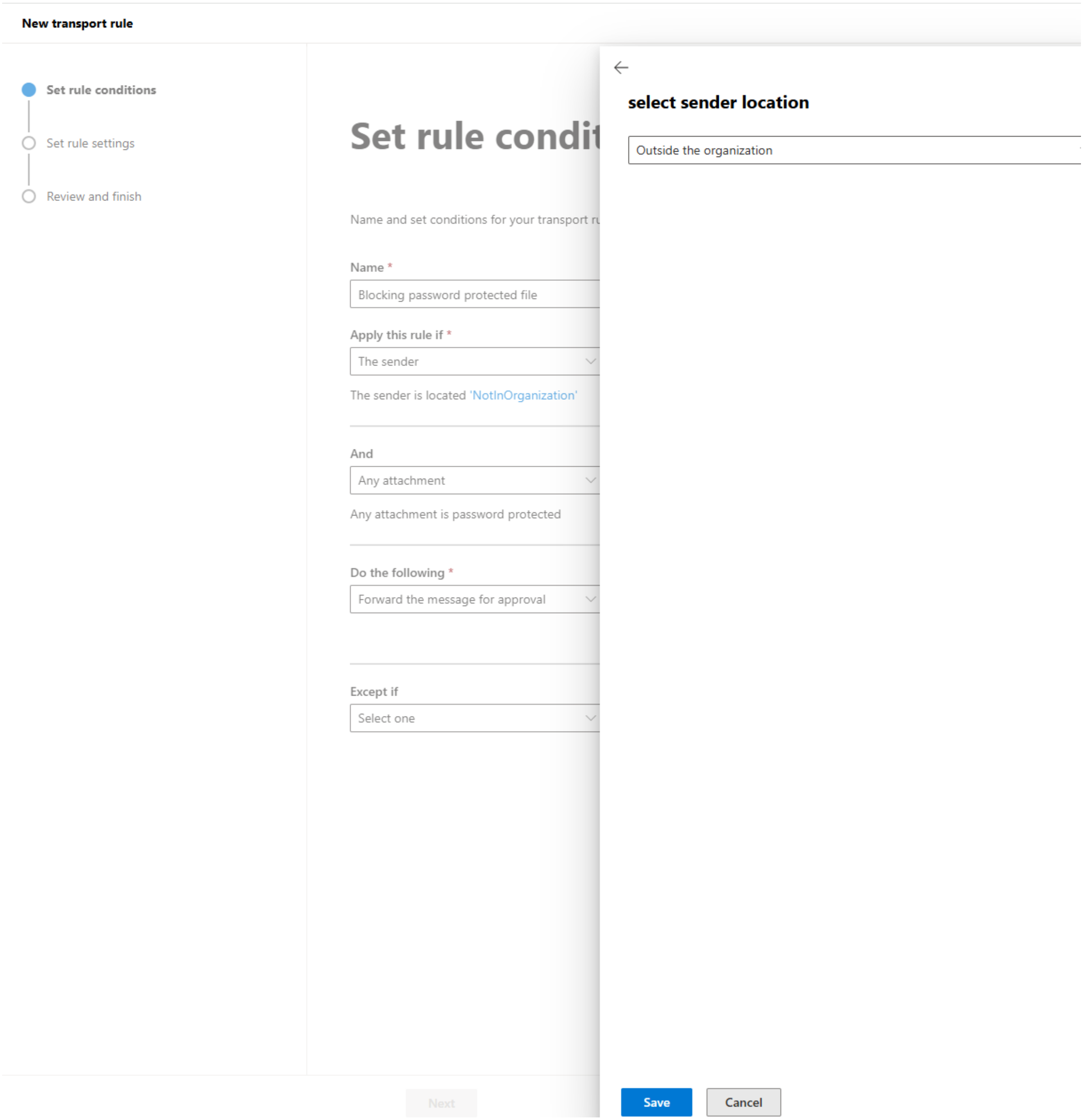
- We are going to create a rule that will re-route bad emails from outside the organization to an IT person. Bad emails include those containing viruses or other unwanted content. George Henry will be designated as the IT person
- In the exchange admin center, click **"Rules"** and then **"Add a rule"**



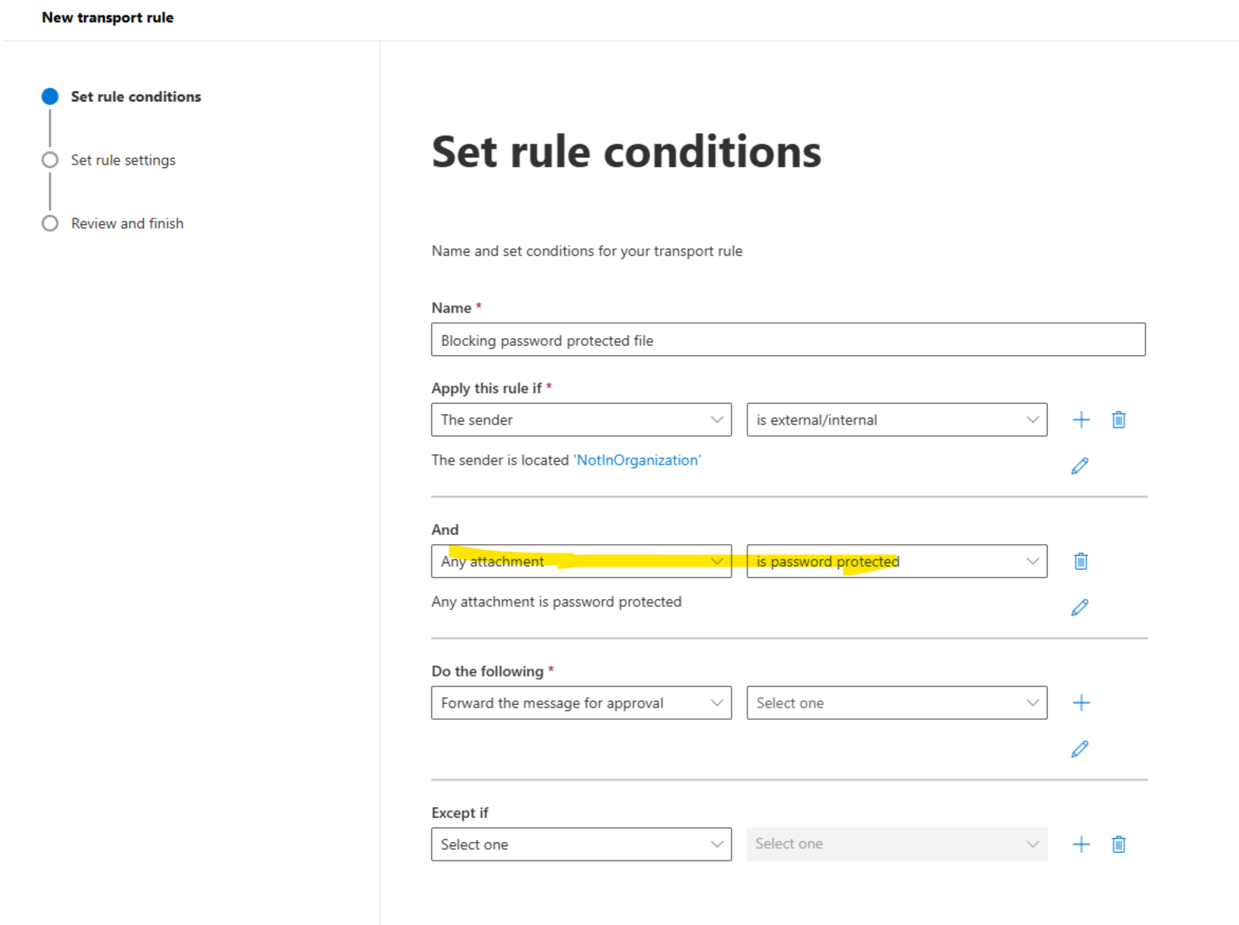
- Click "**Create a new rule**"



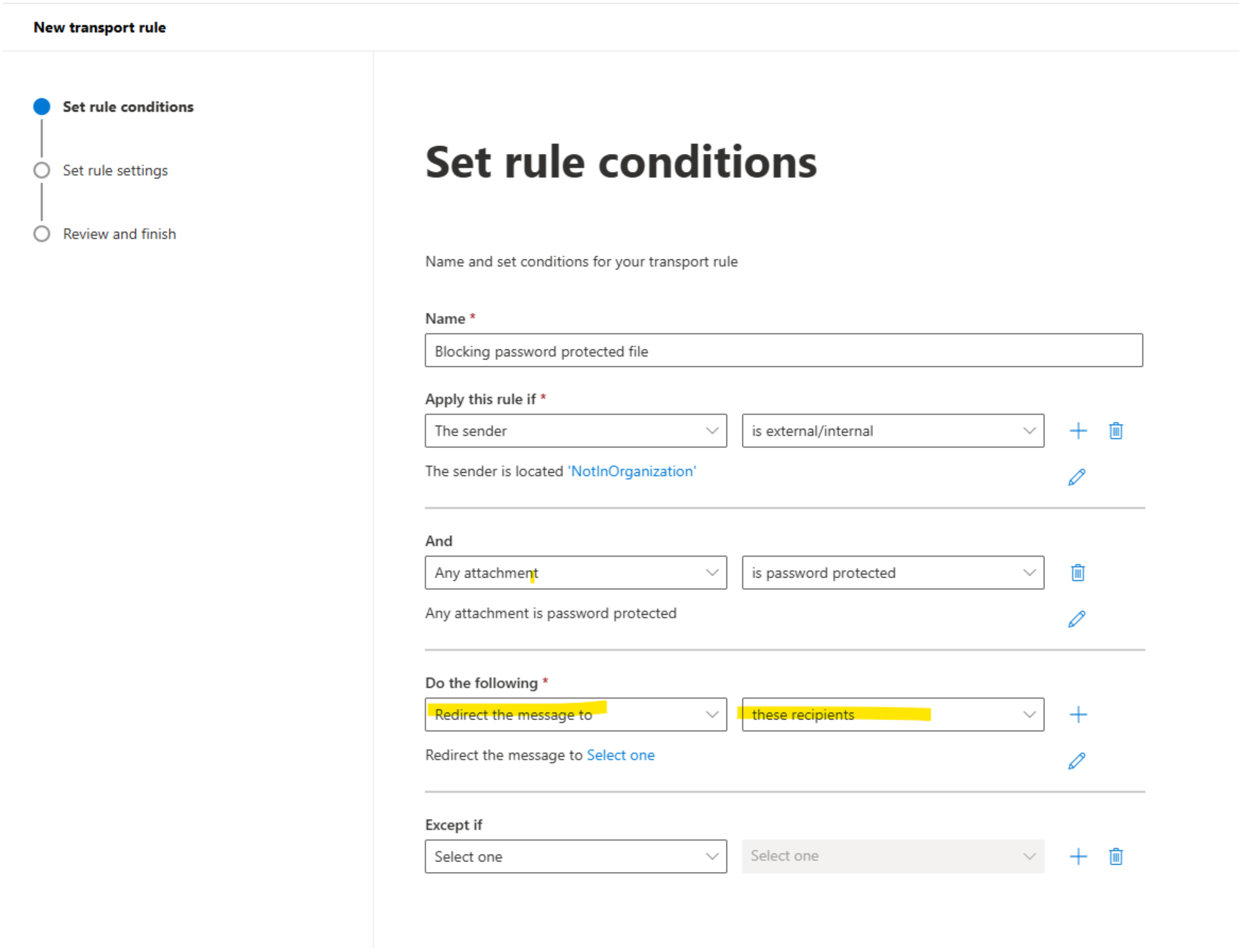
- The rule should include the sender from outside of the organization



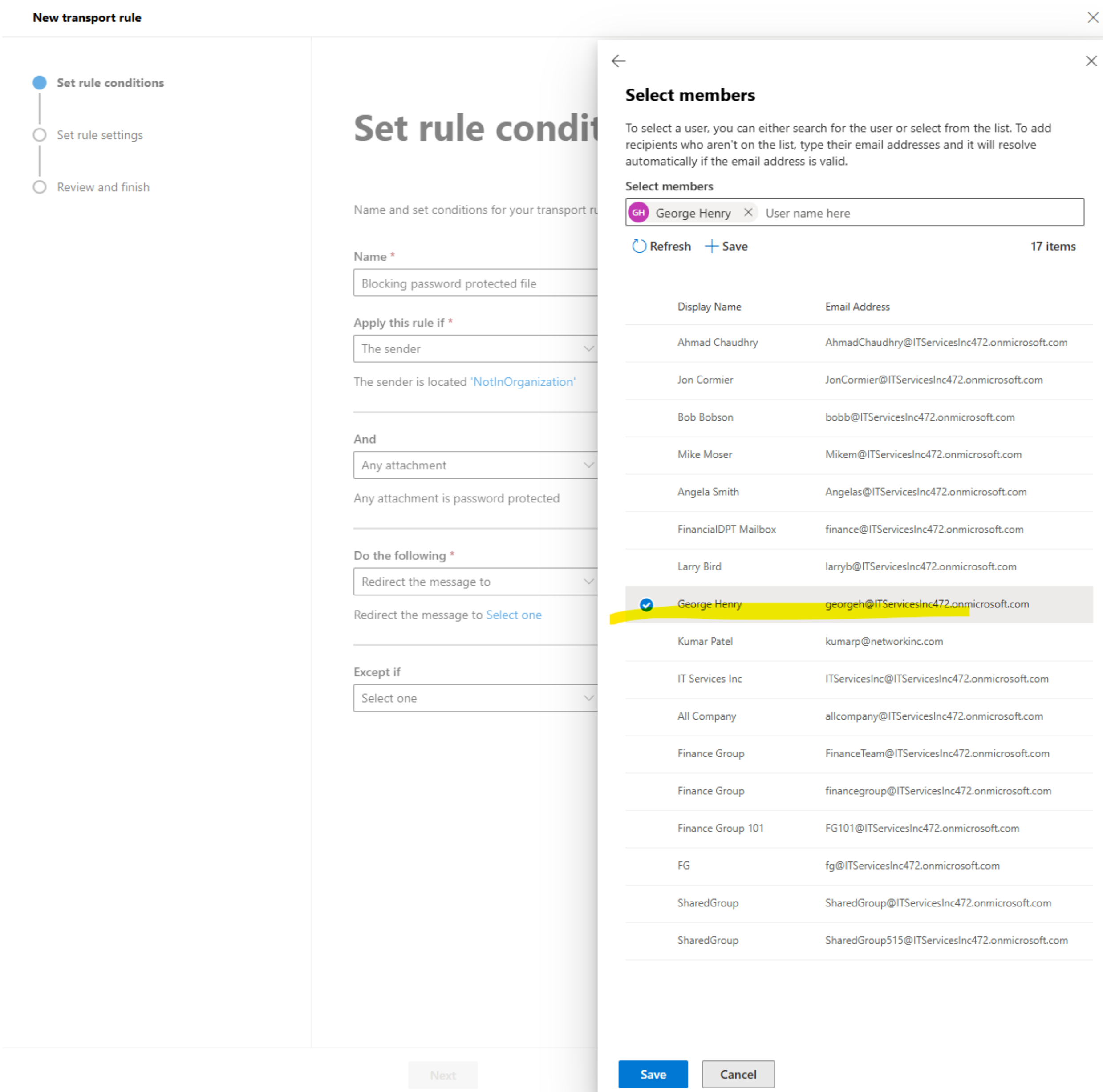
- Click on the plus symbol and add an attachment that is password-protected



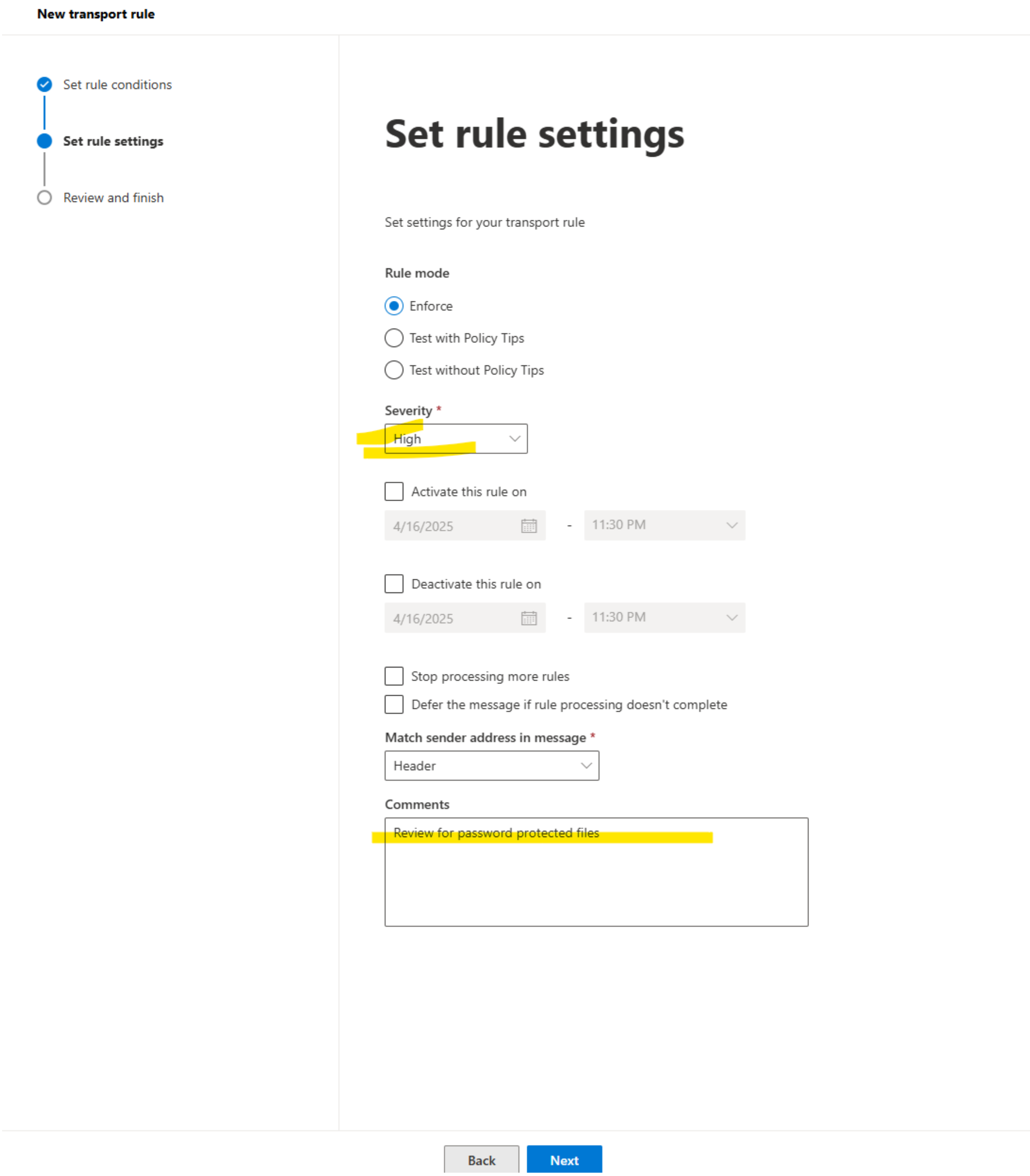
- Select the following for the action step:



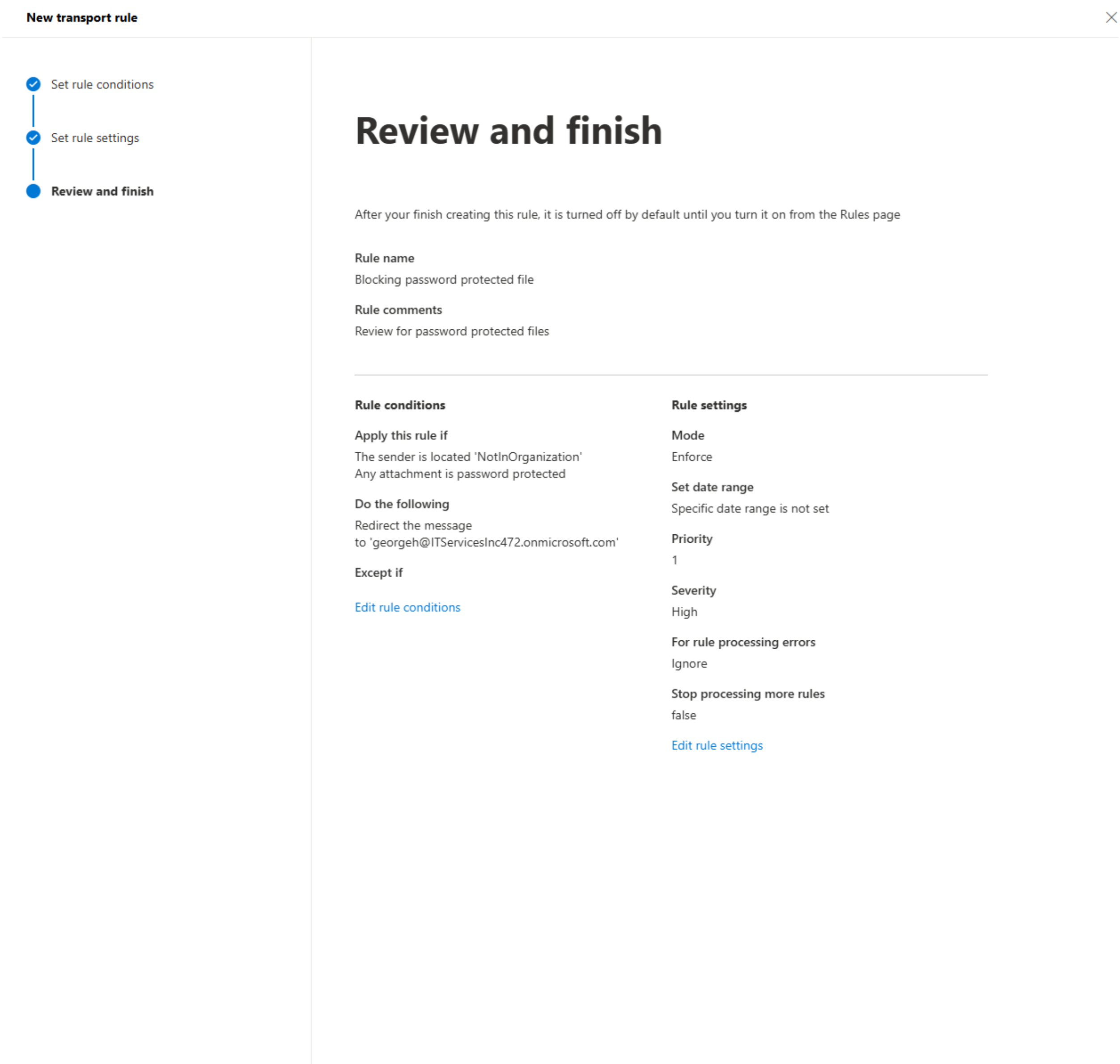
- It should populate the list of recipients. We will select George since he's in charge of the IT



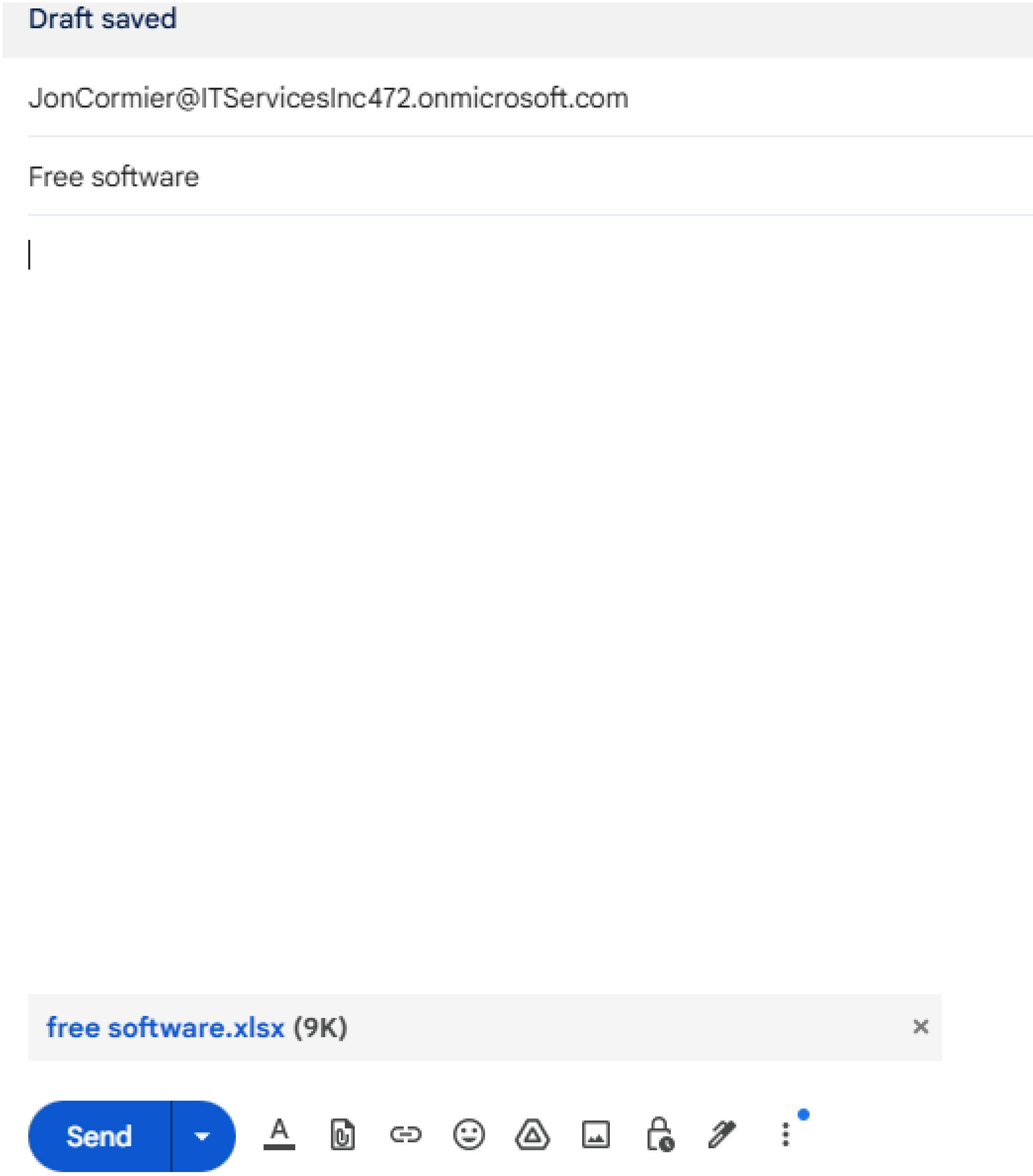
- I changed the audit severity to high and added comments, but left everything else in default:


New transport rule
Set rule conditions
Set rule settings
Review and finish
Set rule settings
Set settings for your transport rule
Rule mode
Enforce
Test with Policy Tips
Test without Policy Tips
Severity *
High
Activate this rule on
4/16/2025
11:30 PM
Deactivate this rule on
4/16/2025
11:30 PM
Stop processing more rules
Defer the message if rule processing doesn't complete
Match sender address in message *
Header
Comments
Review for password protected files
Back
Next

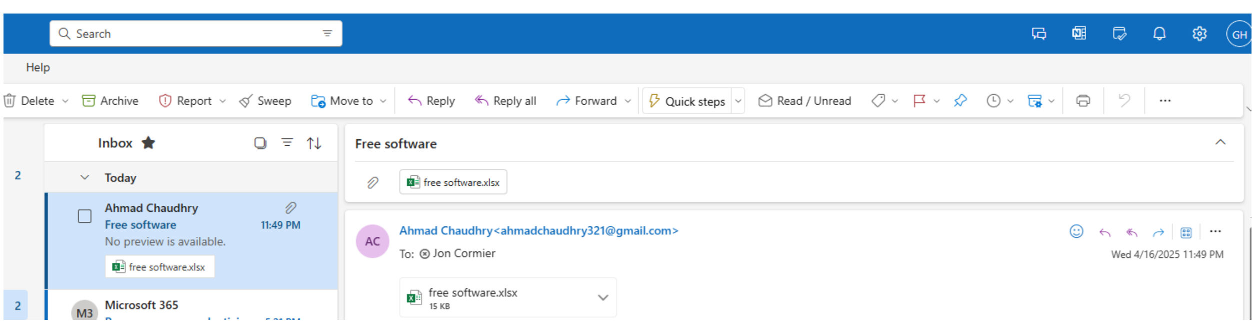
- Click Finish



- Now we will test it. I will send Jon Cormier an email with an attachment ;



- When we logged in as George in Outlook, we can see the email was successfully rerouted:



- George would send a suspicious email to the security and compliance team for further investigation