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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**

The screenshot shows the Microsoft 365 Admin Center interface. The left sidebar is collapsed, showing options like Home, Copilot, Users (with Active users selected), Contacts, Guest users, Deleted users, Teams & groups, Marketplace, Billing, Setup, Customize navigation, and Show all. The main area is titled "Active users" and shows a list of recommended actions: Add a user, User templates, Add multiple users, Multi-factor authentication, Delete a user, Refresh, Reset password, Export users, and Filter. Below this is a table with columns for Display name, Username, and Licenses. One row is selected for "Ahmad Chaudhry" with the email "AhmadChaudhry@ITServicesInc472.onmicrosoft.com" and the license "Microsoft 365 Business Standard". There is also a "Choose columns" button.

- Fill in the details in each configuration stage

Add a user

The screenshot shows the "Set up the basics" step of the "Add a user" wizard. On the left, a vertical navigation bar lists steps: Basics (selected), Product licenses, Optional settings, and Finish. The main area is titled "Set up the basics" with the sub-instruction "To get started, fill out some basic information about who you're adding as a user." It contains fields for First name (Jon), Last name (Cormier), and Display name (Jon Cormier). Below these are fields for Username (JonCormier) and Domains (@ ITServicesInc472.onmicrosoft.com). At the bottom are two checkboxes: "Automatically create a password" (checked) and "Require this user to change their password when they first sign in".

- 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.

Add a user

The screenshot shows the 'Add a user' wizard with the following steps:

- Basics (Completed)
- Product licenses** (Selected)
- Optional settings
- Finish

Assign product licenses

Assign the licenses you'd like this user to have.

Select location *
Canada

Licenses (1) *

Assign user a product license
 Microsoft 365 Business Standard
23 of 25 licenses available

Create user without product license (not recommended)
They may have limited or no access to Microsoft 365 until you assign a product license.

Apps (39)

Show apps for:
All licenses

Select all

Avatars for Teams
Microsoft 365 Business Standard

Avatars for Teams (additional)
Microsoft 365 Business Standard

Common Data Service
Microsoft 365 Business Standard

Common Data Service for Teams
Microsoft 365 Business Standard

Exchange Online (Plan 1)
Microsoft 365 Business Standard

Graph Connectors Search with Index
Microsoft 365 Business Standard

Immersive spaces for Teams
Microsoft 365 Business Standard

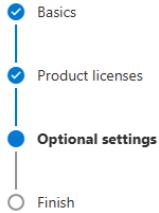
Insights by MyAnalytics
Microsoft 365 Business Standard

Microsoft 365 Apps for Business
Microsoft 365 Business Standard

Back **Next**

- 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**

Add a user



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 [\(i\)](#)
- Global Administrator [\(i\)](#)
- Global Reader [\(i\)](#)
- Helpdesk Administrator [\(i\)](#)
- Service Support Administrator [\(i\)](#)
- SharePoint Administrator [\(i\)](#)
- Teams Administrator [\(i\)](#)
- User Administrator [\(i\)](#)
- User Experience Success Manager [\(i\)](#)

[Show all by category](#)

Profile info

Back

Next

Cancel

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

Add a user



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 [\(1\)](#)

Global Administrator [\(1\)](#)

Global Reader [\(1\)](#)

Helpdesk Administrator [\(1\)](#)

Service Support Administrator [\(1\)](#)

SharePoint Administrator [\(1\)](#)

Teams Administrator [\(1\)](#)

User Administrator [\(1\)](#)

User Experience Success Manager [\(1\)](#)

[Show all by category](#)

Profile info

Back

Next

Cancel

Add a user

Basics

Product licenses

Optional settings

Finish

Service Support Administrator (i)

SharePoint Administrator (i)

Teams Administrator (i)

User Administrator (i)

User Experience Success Manager (i)

Show all by category ▼

Profile info ^

Job title
Manager

Department
EDU

Office
[empty input field]

Office phone Fax number

Mobile phone

Street address

City State or province

Zip or postal code Country or region ▼

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

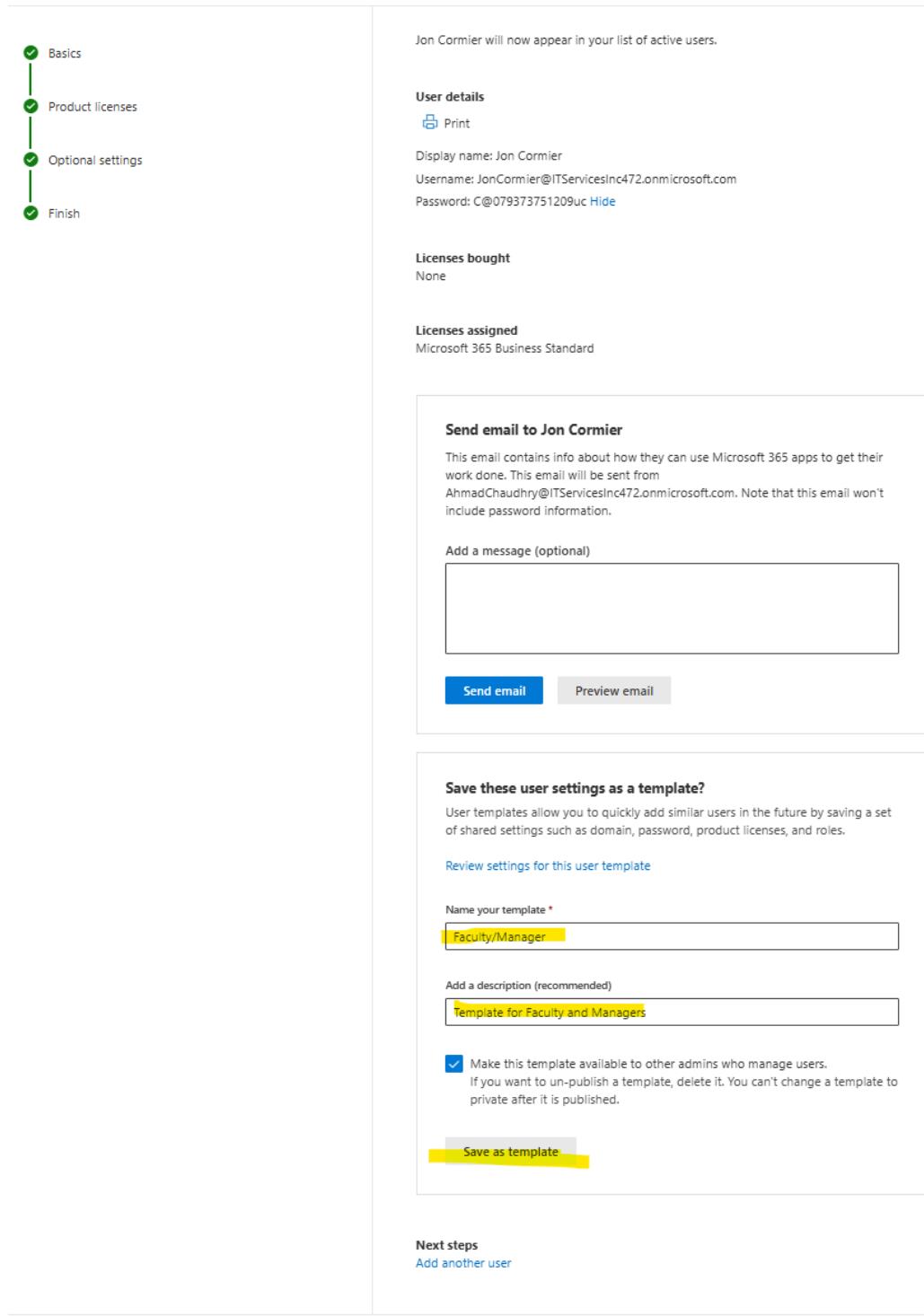
Make this template available to other admins who manage users.

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**.

Add a user



The screenshot shows the 'Add a user' wizard in the Microsoft 365 Admin Center. The left sidebar lists four steps: Basics (checkmark), Product licenses (checkmark), Optional settings (checkmark), and Finish (checkmark). The main pane displays the user details for Jon Cormier, including his display name, username, and password. It also shows that he has no assigned licenses. A modal window is open, titled 'Send email to Jon Cormier', which contains a message about sending usage information via email. Below the message is a text input field labeled 'Add a message (optional)' and two buttons: 'Send email' and 'Preview email'. Another modal window is partially visible below, titled 'Save these user settings as a template?', asking if the user wants to make the template available to other admins. It includes fields for naming the template ('Faculty/Manager') and adding a description ('Template for Faculty and Managers'), and a checkbox for publishing the template. The 'Save as template' button is highlighted with a yellow box.

Jon Cormier will now appear in your list of active users.

User details

Display name: Jon Cormier
Username: JonCormier@ITServicesInc472.onmicrosoft.com
Password: C@079373751209uc [Hide](#)

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 *

Add a description (recommended)

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](#)

Next steps

[Add another user](#)

[Close](#)

- Now I can see active users in the main panel

Display name ↑	Username	Licenses
Ahmad Chaudhry	AhmedChaudhry@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard
Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard

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

Active users

Recommended actions (1)

[Add a user](#) [User templates](#) [Add multiple users](#) [Multi](#)

Display name ↑	Username
Ahmad Chaudhry	AhmedChaudhry@ITServicesInc472.onmicrosoft.com
Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com

Jon Cormier

[Reset password](#) [Block sign-in](#) [Delete user](#)

[Change photo](#)

Account

Username and email
JonCormier@ITServicesInc472.onmicrosoft.com
[Manage username and email](#)

Aliases
[Manage username and email](#)

Last sign-in
[View last 7 days](#)

Sign-out ⓘ
Sign this user out of all Microsoft 365 sessions.
[Sign out of all sessions](#)

Alternate email address
None provided
[Add address](#)

Groups
IT Services Inc
[Manage groups](#)

Roles
No administrator access
[Manage roles](#)

Manager
None provided
[Add manager](#)

Contact information

Display name	First name
Jon Cormier	Jon
Phone number	Last name
555-555-5555	Cormier

Microsoft 365 activations ⓘ
[View Microsoft 365 activations](#)

Multifactor authentication
[Manage multifactor authentication](#)

- You can change license access

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a sidebar with 'Active users'. The main area is focused on 'Jon Cormier'. At the top, there's a photo placeholder with 'JC', a name 'Jon Cormier', and three actions: 'Reset password', 'Block sign-in', and 'Delete user'. Below that is a 'Change photo' button. A 'Recommended actions (1)' section suggests adding a user. The 'Licenses and apps' tab is selected, showing 'Select location' set to 'Canada'. Under 'Licenses (1)', 'Microsoft 365 Business Standard' is listed with '23 of 25 licenses available'. A collapsed section for 'Apps (39)' is shown below.

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

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a sidebar with 'Active users'. The main area is focused on 'Jon Cormier'. At the top, there's a photo placeholder with 'JC', a name 'Jon Cormier', and three actions: 'Reset password', 'Block sign-in', and 'Delete user'. Below that is a 'Change photo' button. A 'Recommended actions (1)' section suggests adding a user. The 'Mail' tab is selected, showing 'Mailbox storage' at 0% (1.145MB/50GB). Under 'Mailbox permissions', it lists 'Read and manage permissions (0)', 'Send as permissions (0)', and 'Send on behalf of permissions (0)'. Under 'Email apps', it shows 'Other email apps allowed' and 'Manage email apps'. Under 'Email forwarding', it shows 'None' and 'Manage email forwarding'. Under 'Automatic replies', it shows 'Off' and a link 'Manage automatic replies' which is highlighted with a yellow box. Other options like 'Convert to shared mailbox' and 'Edit Exchange properties' are also listed.

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

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a sidebar with 'Active users' and a list of users including Ahmad Chaudhry and Jon Cormier. The main area is titled 'OneDrive settings for your organization' for Jon Cormier. It includes sections for 'Get access to files', 'Storage used' (0% of 1024 GB), 'Sharing' (Manage external sharing), and 'OneDrive settings for your organization' (Data retention: 30 days, Storage space: 1024 GB per user). A yellow box highlights the URL: https://itservicesinc472-my.sharepoint.com/personal/joncormier_itservicesinc472_onmicrosoft_com.

The screenshot shows the Microsoft OneDrive web interface. The left sidebar shows 'Recent' files: 'Presentation' and 'Document'. The main area displays a table of files:

Name	Opened	Owner	Activity
Presentation My Files	13m ago	Jon Cormier	
Document My Files	20m ago	Jon Cormier	

- We created several more users

Microsoft 365 admin center

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 ...

<input type="checkbox"/>	Display name ↑	Username	Licenses	<input type="checkbox"/> Choose columns
<input type="checkbox"/>	Ahmad Chaudhry	: AhmadChaudhry@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard	
<input type="checkbox"/>	Angela Smith	: Angelas@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard	
<input type="checkbox"/>	Bob Bobson	: bobb@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard	
<input type="checkbox"/>	Jon Cormier	: JonCormier@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard	
<input type="checkbox"/>	Mike Moser	: Mikem@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard	

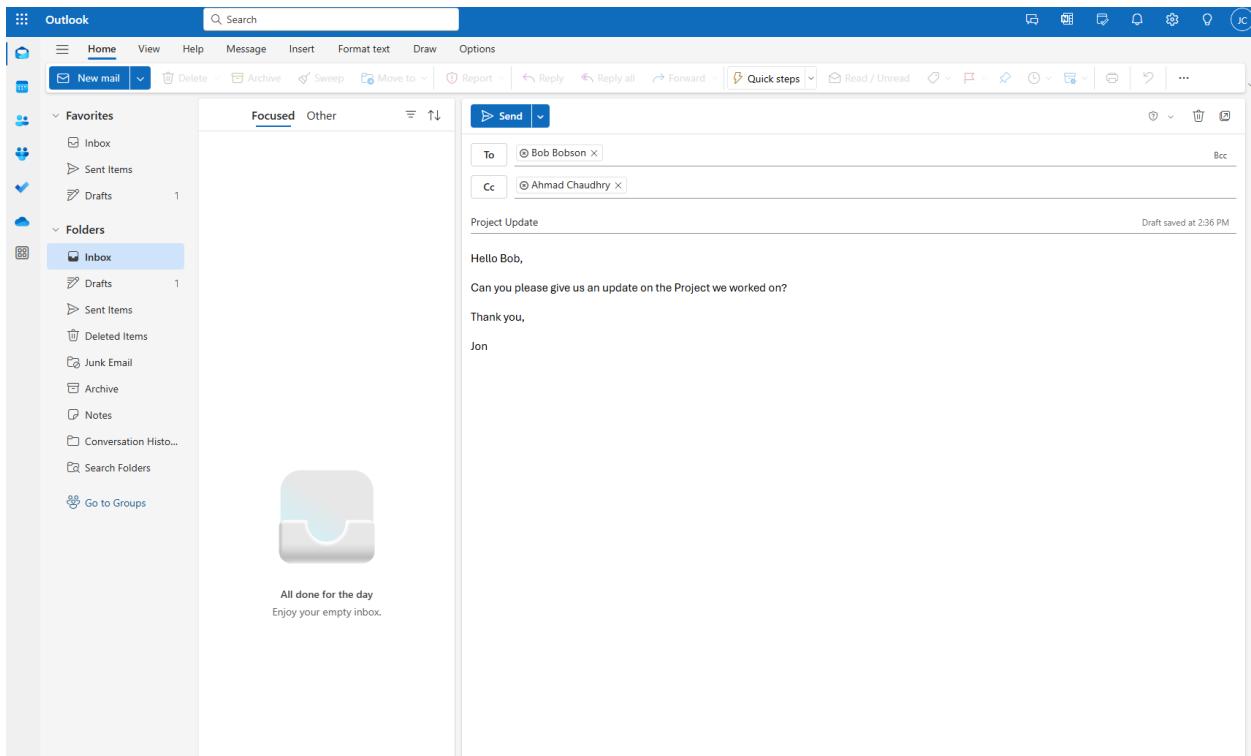
Customize navigation Show all

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a navigation sidebar with links like Home, Copilot, Users (which is selected), Active users, Contacts, Guest users, Deleted users, Teams & groups, Marketplace, Billing, and Setup. Below that are links for Customize navigation and Show all. The main content area is titled "Active users" and shows a list of users with their display names, email addresses, and license information. There are buttons for adding a user, using templates, adding multiple users, enabling multi-factor authentication, deleting a user, refreshing the page, resetting passwords, and exporting users. A search bar at the top right allows searching the active users list.

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**

Good afternoon, Ahmad Chaudhry

The simplified view helps you focus on the most common tasks for organizations like yours.

For organizations like yours [Show more](#)

- Stay in sync with calendar sharing** [Calendar sharing options to run your business.](#)
- Connect with more customers** [Let customers schedule virtual and in-person appointments with you.](#)
- Share training info about Microsoft Teams** [Help everyone learn to use Teams.](#)

Your organization

[Users](#) [Teams](#) [Subscriptions](#) [Upcoming changes \(5\)](#) [Learn](#) [Setup](#)

Manage who can access apps and services included in your Microsoft 365 subscriptions. Add or remove users, manage licenses, and reset passwords.

[+ Add user](#) [Reset password](#) [Search your users list](#)

Name ↑	Username for sign-in	Licenses
Ahmad Chaudhry	AhmadChaudhry@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard
Bob Bobson	bob@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard
Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard

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

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	Last modified time	Choose columns
Ahmad Chaudhry	AhmadChaudhry@ITServicesInc472.onmicrosoft.com	UserMailbox	None	1/10/2025, 12:50 AM	Edit
Bob Bobson	bob@ITServicesInc472.onmicrosoft.com	UserMailbox	None	1/11/2025, 2:32 PM	Edit
Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com	UserMailbox	None	1/10/2025, 1:07 AM	Edit

- Select **Start a trace**

The screenshot shows the Exchange admin center interface. The left sidebar is collapsed, showing navigation links like Home, Recipients, Mailboxes, Groups, Resources, Contacts, Mail flow (selected), Rules, Remote domains, Accepted domains, Connectors, High Volume Email (Preview), Alerts, Alert policies, Roles, Migration, Mobile, Reports, Insights, Public folders, Organization, Settings, Troubleshoot, and Other features. Below these is a link to the Microsoft 365 admin center.

The main content area is titled "Message trace". It includes a yellow banner at the top stating: "The new Message Trace is now available for Public Preview! The new Message Trace is turned on by default. You can switch back to the old Message Trace by toggling 'Off' on the Message Trace flyout." Below the banner are tabs for "Default queries", "Custom queries", "Autosaved queries", and "Downloadable reports". A note below the tabs says: "These are the commonly used queries used to track the flow of email messages in your organization. [Learn more about message trace](#)".

A prominent yellow button labeled "+ Start a trace" is located above a table of five pre-defined queries. The table has columns for "Name" and "Details". The queries listed are:

Name	Details
Messages sent from my primary domain in the last day	Summary report, Last 1 day(s). Sender: *@ITServicesInc472.onmicrosoft.com. Recipient: All
Messages received by my primary domain in the last day	Summary report, Last 1 day(s). Sender: All. Recipient: *@ITServicesInc472.onmicrosoft.com
Messages pending delivery to users in my organization	Summary report, Last 2 day(s). Pending. Sender: All. Recipient: *@ITServicesInc472.onmicrosoft.com
All quarantined messages for the last 7 days	Summary report, Last 7 day(s). Quarantined. Sender: All. Recipient: All
All failed messages for the last 7 days	Summary report, Last 7 day(s). Failed. Sender: All. Recipient: All

At the top right of the main content area, there are buttons for "Dark mode" and "Copilot". At the bottom right, there is a "5 items" button and a three-dot menu icon.

- 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

The screenshot shows the Exchange admin center interface. On the left, there's a navigation sidebar with various links like Home, Recipients, Mailboxes, Groups, Resources, Contacts, Mail flow, Message trace, Rules, Remote domains, Accepted domains, Connectors, High Volume Email (Preview), Alerts, Alert policies, Roles, Migration, Mobile, Reports, Insights, Public folders, Organization, Settings, Troubleshoot, and Other features. The main content area is titled "Message trace search results". It displays a table with one row of data:

Date (UTC-05:00)	Sender	Recipient
1/11/2025, 2:38 PM	JonCormier@ITServicesInc472.onmicrosoft.com	bobb@ITServicesInc472.onmicrosoft.com

Below the table, there's a "Project Update" section with a "Status" bar showing "Received" (green), "Processed" (yellow), and "Delivered" (green). A note says "The message was delivered to the recipient's Inbox folder." and a "Delivery time: 01/11/2025 19:38:57 (UTC)". There's also a "More Information" section with a tip about connectivity issues. At the bottom right, there's a "Report Message" button.

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

The screenshot shows the Exchange admin center interface. The left sidebar is titled "Exchange admin center" and includes sections for Home, Recipients, Mailboxes, Groups, Resources, Contacts, Mail flow (Message trace is selected), Rules, Remote domains, Accepted domains, Connectors, High Volume Email (Preview), Alerts, Alert policies, Roles, Migration, Mobile, Reports, Insights, Public folders, Organization, Settings, Troubleshoot, and Other features. At the bottom of the sidebar is a link to the Microsoft 365 admin center.

The main content area is titled "Message trace search results". It displays a message trace entry for a message sent from "JonCormier@ITServicesInc472.onmicrosoft.com" to "bobb@ITServicesInc472.onmicrosoft.com" on "1/11/2025, 2:38 PM". The status bar indicates "Received", "Processed", and "Delivered". Below the message details is a "Status" section stating "The message was delivered to the recipient's Inbox folder." and a "Delivery time: 01/11/2025 19:38:57 (UTC)".

A "Project Update" section includes links for "Copy report text", "Prepare and email extended report", "View message in Explorer", "Go Hunt for this message", "Sender" (JonCormier@ITServicesInc472.onmicrosoft.com), and "Recipient" (bobb@ITServicesInc472.onmicrosoft.com). A "Tip" section suggests checking Outlook on the web if the message is not found in the inbox.

The "Message events" section lists three events: "1/11/2025, 2:38 PM" (Receive, Message received by...), "1/11/2025, 2:38 PM" (Submit, The message was su...), and "1/11/2025, 2:38 PM" (Deliver, The message was su...). A "More information" section is also present.

At the bottom right of the main content area is a blue "Report Message" button.

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

The screenshot shows the Exchange admin center interface. The left sidebar includes sections like Home, Recipients, Mailboxes, Group, Resources, Contacts, Mail flow (Message trace, Rules, Remote domains, Accepted domains, Connectors, High Volume Email (Preview), Alerts, Alert policies, Roles, Migration, Mobile, Reports, Insights, Public folders, Organization, Settings, Troubleshoot, Other features, and Microsoft 365 admin center.

The main content area displays "Message trace search results". It shows a table with one row of data:

Date (UTC-05:00)	Sender	Recipient
1/11/2025, 2:38 PM	JonCormier@ITServicesInc472.onmicrosoft.com	bobb@ITServicesInc472.onmicrosoft.com

Below the table, there's a "Status" section stating "The message was delivered to the recipient's Inbox folder." and a "Delivery time: 01/11/2025 19:38:57 (UTC)".

The "More information" section contains a "Message ID" field with the value <Y12PR01MB9780ABEB203FF02F808ADE41AE1D2@Y12PR01MB9780.CANPRD01.PROD.OUTLOOK.COM>. It also shows "Message size: 31.92 KB" and "From IP: 2607:fea8:4b5f:0:119:ec:db:9" and "To IP: 0cd:4f83".

A blue "Report Message" button is located at the bottom right of the main content area.

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

The screenshot shows the Exchange admin center interface. On the left, there's a navigation sidebar with various categories like Home, Recipients, Mailboxes, Groups, Resources, Contacts, Mail flow, Message trace (which is selected), Rules, Remote domains, Accepted domains, Connectors, High Volume Email (Preview), Alerts, Alert policies, Roles, Migration, Mobile, Reports, Insights, Public folders, Organization, Settings, Troubleshoot, and Other features. At the bottom of the sidebar is a link to Microsoft 365 admin center.

The main content area is titled "Message trace search results". It displays a table with one row of data:

Date (UTC-05:00)	Sender	Recipient
1/11/2025, 2:38 PM	JonCormier@ITServicesInc472.onmicrosoft.com	bobb@ITServicesInc472.onmicrosoft.com

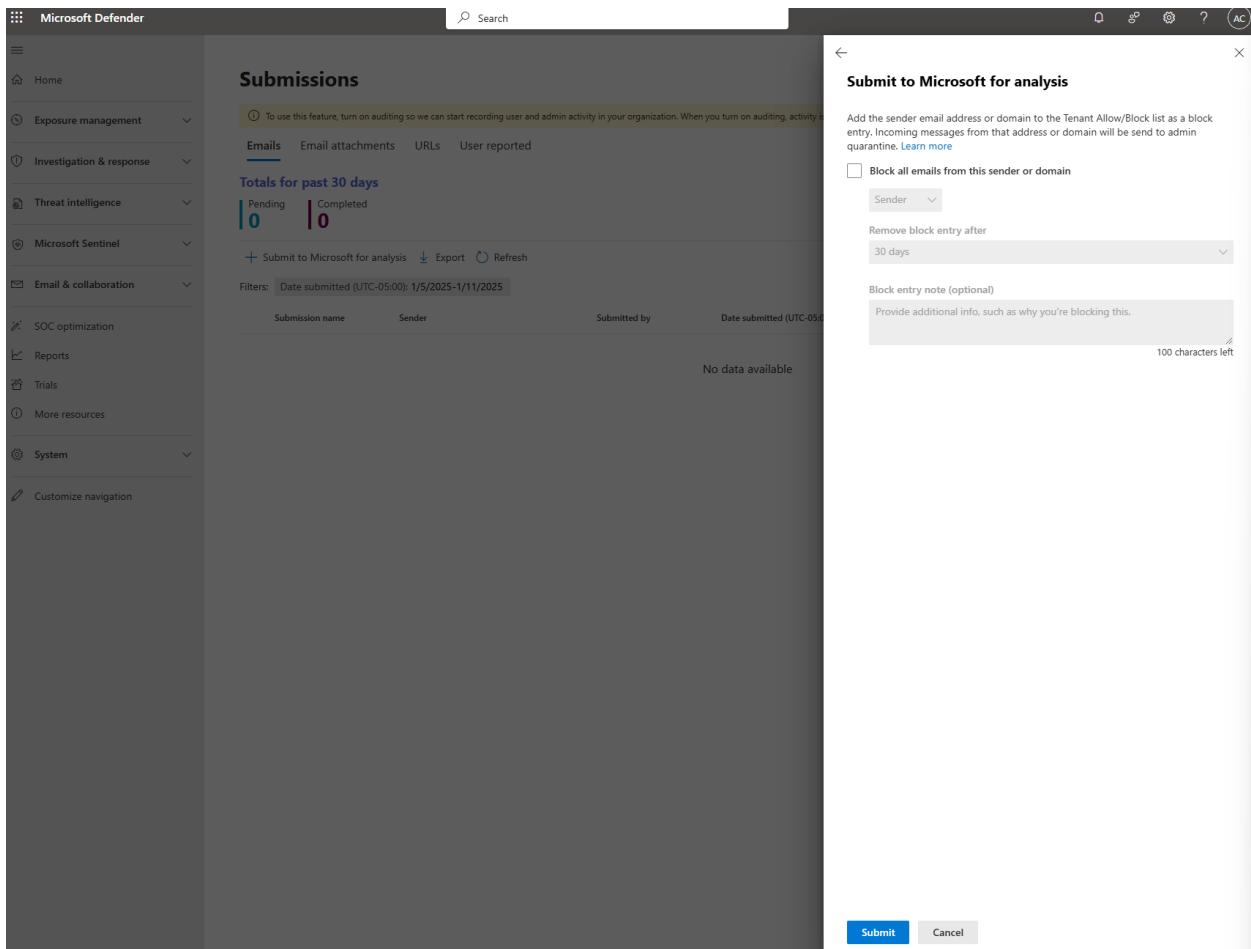
Below the table, there's a "Project Update" section with links for Copy report text, Prepare and email extended report, View message in Explorer, Go Hunt for this message, and a "Sender" link pointing to JonCormier@ITServicesInc472.onmicrosoft.com. There's also a "Status" section stating "The message was delivered to the recipient's Inbox folder" and a "Delivery time: 01/11/2025 19:38:57 (UTC)".

The "More information" section contains a "Message ID" field with the value <YT2PR01MB9780A8EB203FF02F808ADE41AE1D2@YT2PR01MB9780.CANPRD01.PRD.OUTLOOK.COM>. Below it is a table with columns "Message size", "From IP", and "To IP", showing values 31.92 KB, 2607fea8:4b5f0:119ecdb:9, and 0cd4f83 respectively.

A blue button at the bottom right of the main content area says "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

The screenshot shows the Microsoft Defender interface with the 'Submissions' page open. On the left, there's a navigation sidebar with various sections like Home, Exposure management, Investigation & response, Threat intelligence, Microsoft Sentinel, Email & collaboration, SOC optimization, Reports, Trials, More resources, System, and Customize navigation. The main area displays a 'Totals for past 30 days' section with counts for Pending (0) and Completed (0) submissions. Below this is a table header for Submission name, Sender, Submitted by, and Date submitted (UTC-05:00). A message at the top of the page says, "To use this feature, turn on auditing so we can start recording user and admin activity in your organization. When you turn on auditing, activity is recorded for 30 days." A modal window titled "Submit to Microsoft for analysis" is overlaid on the page. It contains fields for selecting the submission type (Email selected), adding the network message ID or uploading an email file (with a placeholder value "7c54dd5-cd0c-4965-18e2-08dd327795fc" and an option to upload an .msg or .eml file), choosing a recipient (bobb@itservicesinc472.onmicrosoft.com), and reasons for submission. The "I've confirmed it's a threat" option is selected. It also includes a category selection for Spam, Phish (selected), and Malware. At the bottom of the modal are "Next" and "Cancel" buttons.



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**

The screenshot shows the Microsoft 365 Admin Center interface. On the left, the navigation pane is open, showing 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". It displays a list of users with columns for Display name, Username, and various management actions. Bob Bobson is selected, and his user card is shown on the right. The card includes a profile picture, basic information (Bob Bobson, bobbb@ITServicesInc472.onmicrosoft.com), and sections for Account, Devices, Licenses and apps, Mail, and OneDrive. Under the Account tab, there are sections for Username and email, Aliases, Last sign-in, Alternate email address, Roles, Contact information, and Microsoft 365 activations. The "Manager" section is highlighted with a yellow box around the "Add manager" button.

- Select Jon to be his manager

The screenshot shows the Microsoft 365 admin center interface. On the left, there's a navigation sidebar with various options like Home, Copilot, Users, Active users, Contacts, Guest users, Deleted users, Teams & groups, Marketplace, Billing, Setup, and Customize navigation. The main area is titled 'Active users' and shows a list of users with columns for Display name and Username. A modal window titled 'Edit manager' is open, showing a list of users with checkboxes. The checkbox for 'Bob Bobson' is checked. Below the list is a note: 'When you add a manager, apps like Teams and Outlook will be able to show organizational charts to users. Note that each user can only have one manager at a time.' There's also a 'Save changes' button at the bottom of the modal.

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

The screenshot shows the Exchange Admin Center interface. The left sidebar includes options like Home, Recipients (which is highlighted), Groups, Resources, Contacts, Mail flow, Roles, Migration, Mobile, Reports, Insights, Public folders, Organization, Settings, Troubleshoot, Other features, and Microsoft 365 admin center. The main area is titled 'Manage mailboxes' and contains a note about managing shared mailboxes. At the top, there are buttons for 'Add a shared mailbox', 'Mailflow setting', 'Refresh', and 'Export mailboxes'. Below is a table listing six mailboxes with columns for Display name, Email address, Recipient type, Archive status, and Last modified time. The table includes a 'Choose columns' dropdown and a 'Search' bar. The 'Display name' column is currently sorted in ascending order.

Display name	Email address	Recipient type	Archive status	Last modified time
Ahmad Chaudhry	AhmadChaudhry@ITServicesInc472.onmicrosoft.com	UserMailbox	None	1/10/2025, 12:49 AM
Angela Smith	Angelas@ITServicesInc472.onmicrosoft.com	UserMailbox	None	1/11/2025, 4:10 PM
Bob Bobson	bobb@ITServicesInc472.onmicrosoft.com	UserMailbox	None	1/11/2025, 4:07 PM
Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com	UserMailbox	None	1/10/2025, 1:07 AM
Mike Moser	Mikem@ITServicesInc472.onmicrosoft.com	UserMailbox	None	1/11/2025, 4:08 PM

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

The screenshot shows the Exchange admin center interface. On the left, there's a navigation sidebar with various options like Home, Recipients, Mailboxes, Groups, Resources, Contacts, Mail flow, Roles, Migration, Mobile, Reports, Insights, Public folders, Organization, Settings, Troubleshoot, and Other features. The main area is titled "Manage mailboxes" and shows a list of existing mailboxes with columns for Display name, Email address, and Recipient type. A modal window titled "Add a shared mailbox" is open on the right. It has fields for "Display name" (set to "FinancialDPT Mailbox"), "Email address" (set to "finance@ITServicesInc472.onmicrosoft.com"), and "Alias" (empty). At the bottom of the modal is a blue "Create" button.

- 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)**

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
Ahmad Chaudhry	AhmadChaudhry@ITServicesInc472.onmicrosoft.com	UserMailbox
Angela Smith	Angelas@ITServicesInc472.onmicrosoft.com	UserMailbox
Bob Bobson	bobb@ITServicesInc472.onmicrosoft.com	UserMailbox
FinancialDPT Mailbox	finance@ITServicesInc472.onmicrosoft.com	SharedMailbox
Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com	UserMailbox
Mike Moser	Mikem@ITServicesInc472.onmicrosoft.com	UserMailbox

FinancialDPT Mailbox
Shared mailbox

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

General Organization **Delegation** Mailbox Others

Send as (0)

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) (0)

The Full Access permission allows a delegate to open this mailbox and behave as the mailbox owner.

Edit

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

Manage mailbox delegation

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.

Add members Delete(0) 0 items Search

User Principal Name

Display name	Email address	Recipient type
Ahmad Chaudhry	AhmadChaudhry@ITServicesInc472.onmicrosoft.com	UserMailbox
Angela Smith	Angelas@ITServicesInc472.onmicrosoft.com	UserMailbox
Bob Bobson	bobb@ITServicesInc472.onmicrosoft.com	UserMailbox
FinancialDPT Mailbox	finance@ITServicesInc472.onmicrosoft.com	SharedMailbox
Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com	UserMailbox
Mike Moser	Mikem@ITServicesInc472.onmicrosoft.com	UserMailbox

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

The screenshot shows the Exchange admin center interface. On the left, the navigation menu includes Home, Recipients, Mailboxes, Groups, Resources, Contacts, Mail flow, Roles, Migration, Mobile, Reports, Insights, Public folders, Organization, Settings, Troubleshoot, and Other features. Below these is a link to the Microsoft 365 admin center.

The main content area is titled "Manage mailboxes". It displays a table of existing mailboxes:

Display name	Email address	Recipient type
Ahmad Chaudhry	AhmadChaudhry@ITServicesInc472.onmicrosoft.com	UserMailbox
Angela Smith	Angelas@ITServicesInc472.onmicrosoft.com	UserMailbox
Bob Bobson	bobb@ITServicesInc472.onmicrosoft.com	UserMailbox
FinancialDPT Mailbox	finance@ITServicesInc472.onmicrosoft.com	SharedMailbox
Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com	UserMailbox
Mike Moser	Mikem@ITServicesInc472.onmicrosoft.com	UserMailbox

At the top right of the main screen is a search bar labeled "Search (Preview)". To the right of the search bar is a Copilot icon, a refresh icon, a help icon, and a user profile icon.

A modal window titled "Add send as permission" is open on the right. It contains the following text:
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.

The modal lists three recipients under "Added(3)":

Display Name
AC Ahmad Chaudhry AhmadChaudhry@ITServicesInc472.onmicrosoft.com
AS Angela Smith Angelas@ITServicesInc472.onmicrosoft.com
BB Bob Bobson bobb@ITServicesInc472.onmicrosoft.com
JC Jon Cormier JonCormier@ITServicesInc472.onmicrosoft.com
MM Mike Moser Mikem@ITServicesInc472.onmicrosoft.com

Below the list is a "Save" button.

- Click **Confirm**

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
Ahmad Chaudhry	AhmedChaudhry@ITServicesInc472.onmicrosoft.com	UserMailbox
Angela Smith	AngelaSmith@ITServicesInc472.onmicrosoft.com	UserMailbox
Bob Bobson	bob@ITServicesInc472.onmicrosoft.com	UserMailbox
FinancialDPT Mailbox	finance@ITServicesInc472.onmicrosoft.com	SharedMailbox
Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com	UserMailbox
Mike Moser	Mikem@ITServicesInc472.onmicrosoft.com	UserMailbox

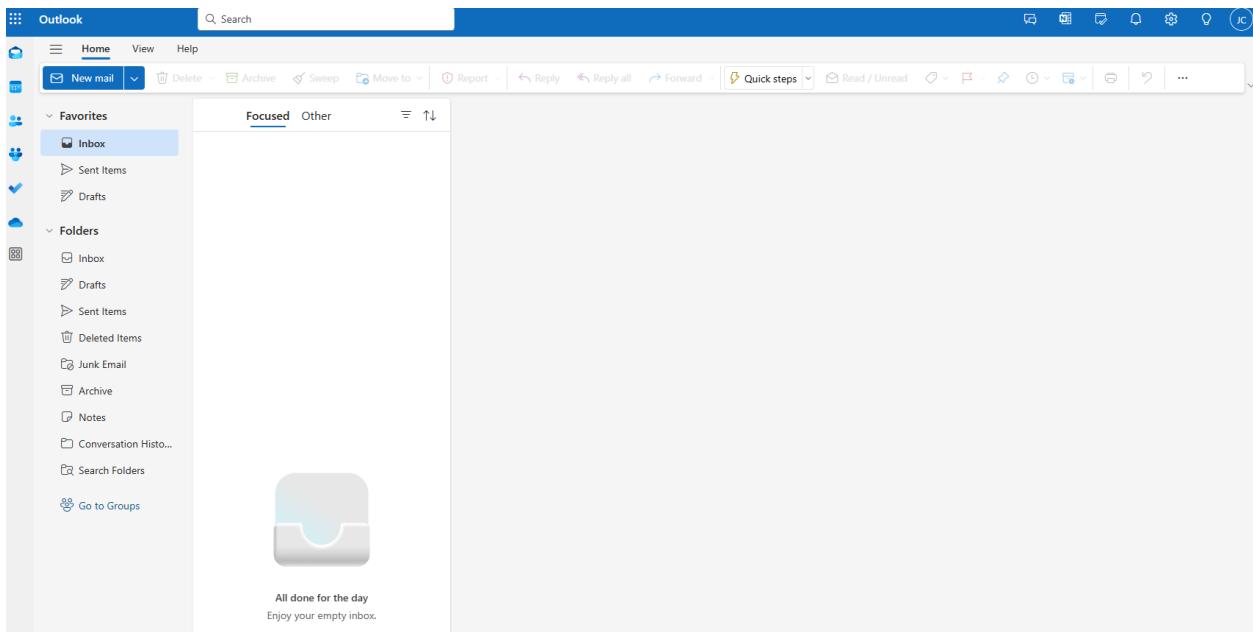
- Do the same thing for **Read and manage (Full Access) (0)**

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

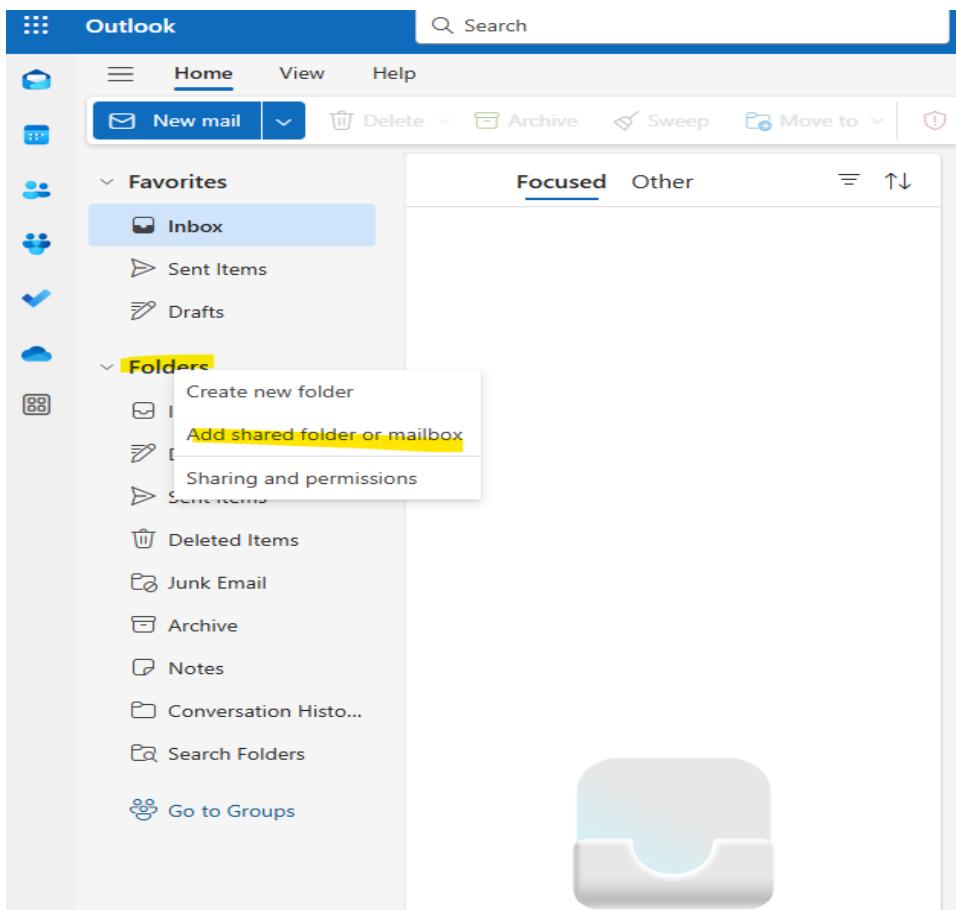
AS
Angela Smith
To: FinancialDPT Mailbox

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

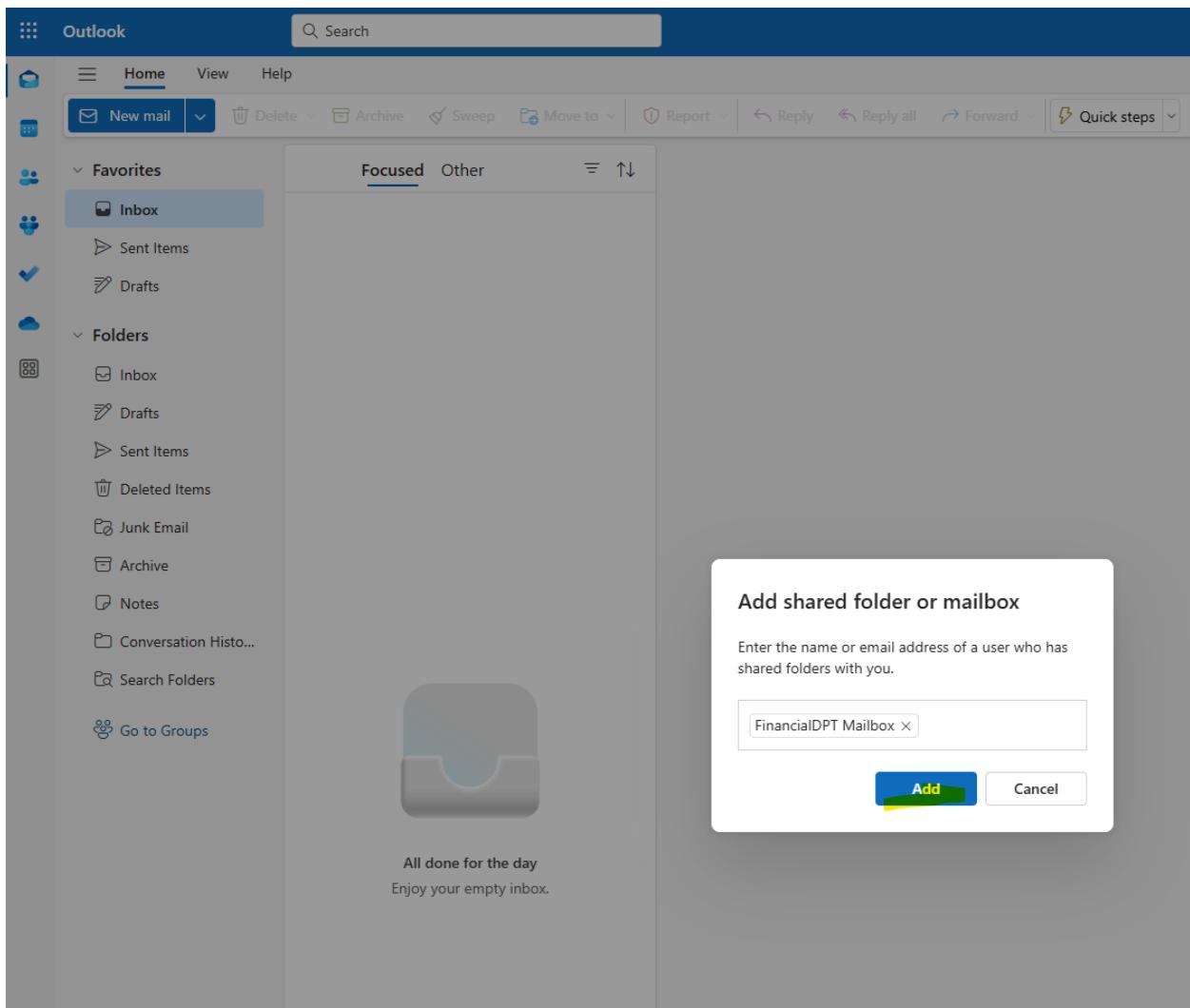
- We will check Jon's mailbox to see if he received the email. He didn't receive it because the shared mailbox is separate from the main inbox. In other words, employees in the finance department have both a personal mailbox and a shared mailbox. The shared mailbox has not been added to Outlook yet



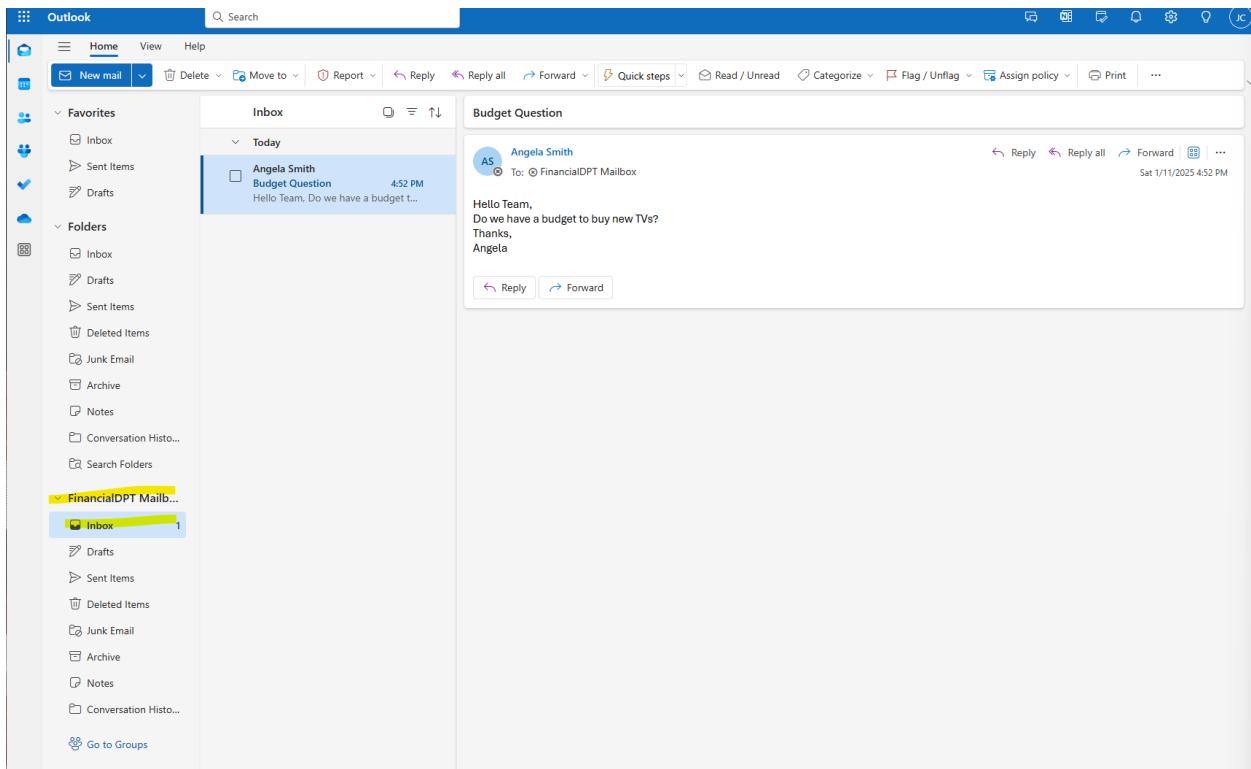
- To add shared mailbox, right click **Folders** and select **Add shared folder or mailbox**



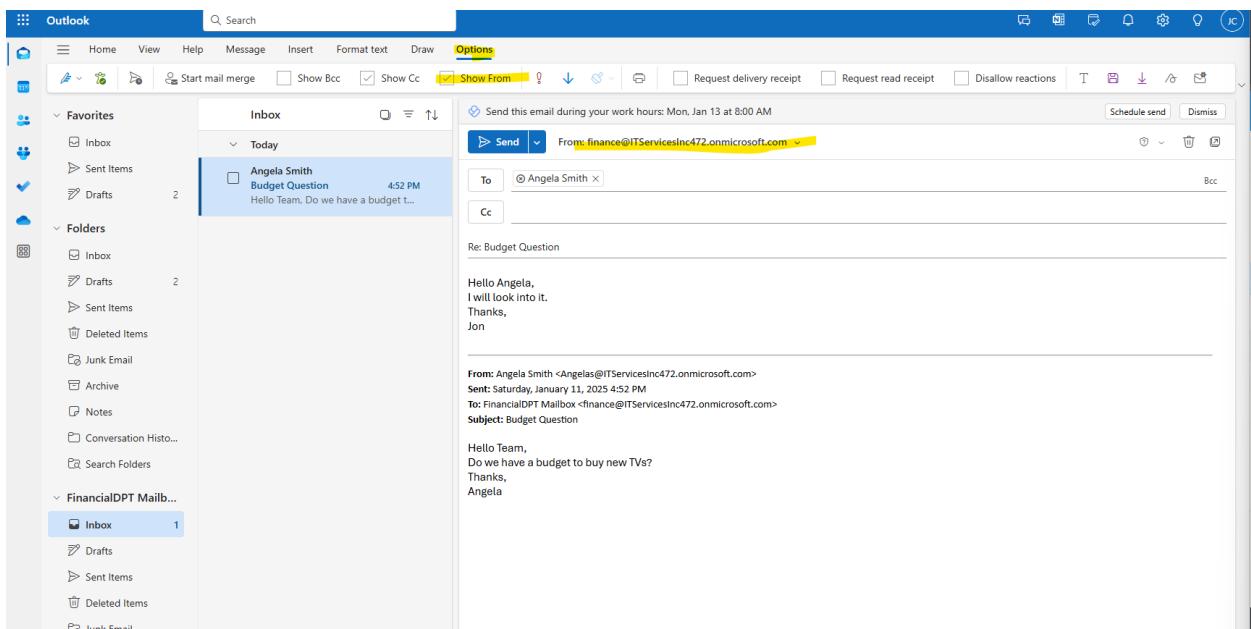
- Add the shared mailbox email address and select **add**



- 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**

The screenshot shows the Exchange admin center interface. The left sidebar has a 'Recipients' section with 'Groups' highlighted. The main content area is titled 'Groups' and shows the 'Distribution list' tab is selected. A message 'This page is empty' with the sub-instruction 'Add your first item to see it in this list' is displayed. There are buttons for 'Add a group', 'Export', and 'Refresh'.

- Select **Distribution**

The screenshot shows the 'Add a group' page within the Exchange admin center. The left sidebar shows the 'Recipients' section with 'Groups' selected. The main area is titled 'Choose a group type' and lists several options:

- Microsft 365 (recommended)**: Allows teams to collaborate by giving them a group email and a shared workspace for conversations, files, and calendars. In Outlook, these are called Groups.
- Distribution**: Creates an email address for a group of people. This option is currently selected.
- Why not create a Microsoft 365 Groups instead?**: Microsoft 365 Groups have more collaboration tools, like shared calendars, files, and notes.
- Mail-enabled security**: Sends messages to all members of the group and gives access to resources like OneDrive, SharePoint and admin roles.
- Dynamic distribution**: Sends email to all members of the list. The group's membership list is updated every 24 hours, based on the filters and conditions you set.

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

The screenshot shows the Exchange admin center interface. On the left, there's a navigation sidebar with various categories like Home, Recipients, Mailboxes, Groups, etc. The main area is titled 'Add a group' and shows a flowchart under 'Group type'. The first step, 'Basics', is selected (indicated by a blue circle with a checkmark). To its right, the title 'Set up the basics' is displayed, followed by the instruction 'To get started, fill out some basic info about the group you'd like to create.' Below this, there are fields for 'Name *' (containing 'Finance Group') and 'Description' (containing 'Finance Group').

- We will assigned the owner

This screenshot continues from the previous one, showing the 'Assign owners' step. The flowchart now has 'Owners' checked (blue circle with a checkmark). The main panel title is 'Assign owners' with the sub-instruction 'Group owners have unique permissions to manage the group settings, rename the group, update its description, and more...'. It also notes that 'You have to have at least one owner. We recommend adding two or more.' Below this, there's a section for 'Assign owners' with a search bar and a note that 'New owners will receive an email notification'. A list of users is shown on the right, with 'Jon Cormier' highlighted in green. Other users listed include Ahmad Chaudry, Angela Smith, Bob Bobson, and Mike Moser.

- 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

The screenshot shows the Exchange admin center interface. On the left, the navigation menu is open, showing categories like Home, Recipients, Mailboxes, Groups, Resources, Contacts, Mail flow, Roles, Migration, Mobile, Reports, Insights, Public folders, Organization, Settings, Troubleshoot, and Other features. The 'Groups' option under 'Recipients' is selected.

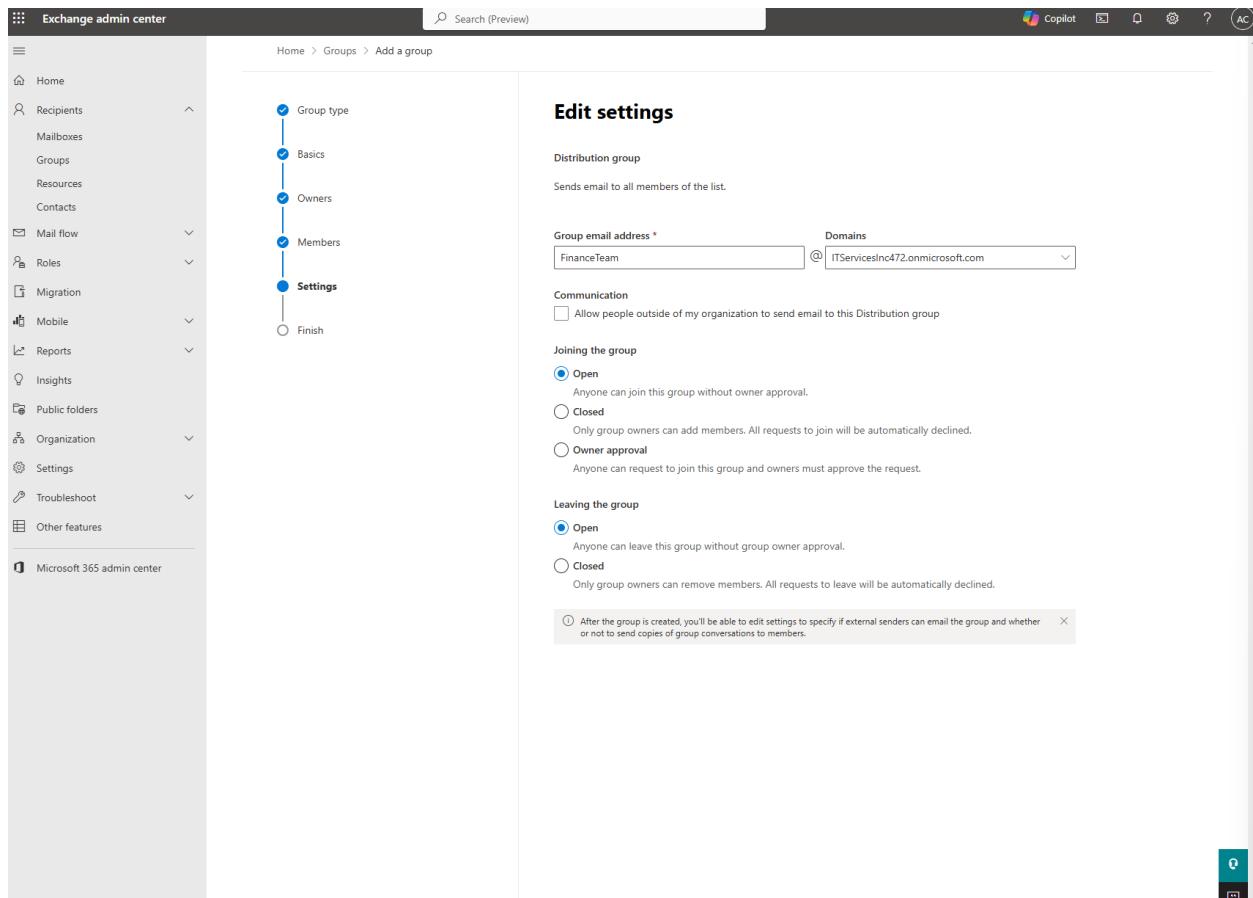
In the center, the 'Add a group' wizard is displayed. The current step is 'Add members'. A sidebar on the left of this step shows a flowchart: 'Group type' (checked) leads to 'Basics' (checked), which leads to 'Owners' (checked), which then leads to 'Members' (checked). Below this is a 'Settings' option and a 'Finish' option.

The main content area contains the 'Add members' section. It says: 'Select up to 20 people to join this group as members. You can add more later from Active teams & groups.' Below this is a search bar labeled 'Search for a name or email address'. A list of users is shown, each with a checkbox, a profile icon, and their name and email address:

- AC Ahmad Chaudhry AhmadChaudhry@ITServicesInc472.onmicrosoft.com
- AS Angela Smith Angela@ITServicesInc472.onmicrosoft.com
- BB Bob Bobson bobb@ITServicesInc472.onmicrosoft.com
- FM FinancialDPT Mailbox finance@ITServicesInc472.onmicrosoft.com
- JC Jon Cormier JonCormier@ITServicesInc472.onmicrosoft.com
- MM Mike Moser MikeM@ITServicesInc472.onmicrosoft.com

At the bottom of the 'Add members' section are 'Back' and 'Next' buttons. To the right are 'Add (3)' and 'Cancel' buttons.

- Assign an email address to the group email address



- Click **create group**

The screenshot shows the Exchange admin center interface. On the left, there's a navigation sidebar with various categories like Home, Recipients, Mailboxes, Groups, Resources, Contacts, Mail flow, Roles, Migration, Mobile, Reports, Insights, Public folders, Organization, Settings, Troubleshoot, and Other features. Below that is a link to the Microsoft 365 admin center. The main content area is titled "Review and finish adding group". It shows a progress flow: "Group type" (Basics), "Owners", "Members", "Settings", and finally "Finish". The "Finish" step is highlighted with a blue dot. To the right of the flow, there's a message: "You're almost there - make sure everything looks right before adding your new group." Below this, under "Group type", it says "Distribution" and has an "Edit" link. Under "Basics", it shows "Name: Finance Group" and "Description: Finance Group" with an "Edit" link. Under "Owners", it lists "Jon Cormier" with an "Edit" link. Under "Members", it lists "Bob Bobson, Jon Cormier, Mike Moser" with an "Edit" link. Under "Settings", it shows "Email: FinanceTeam@ITServicesInc472.onmicrosoft.com", "Communication: Disabled", "Joining the group: Open", and "Leaving the group: Open", each with an "Edit" link. At the bottom, there are "Back", "Create group" (which is highlighted in blue), and "Cancel" buttons.

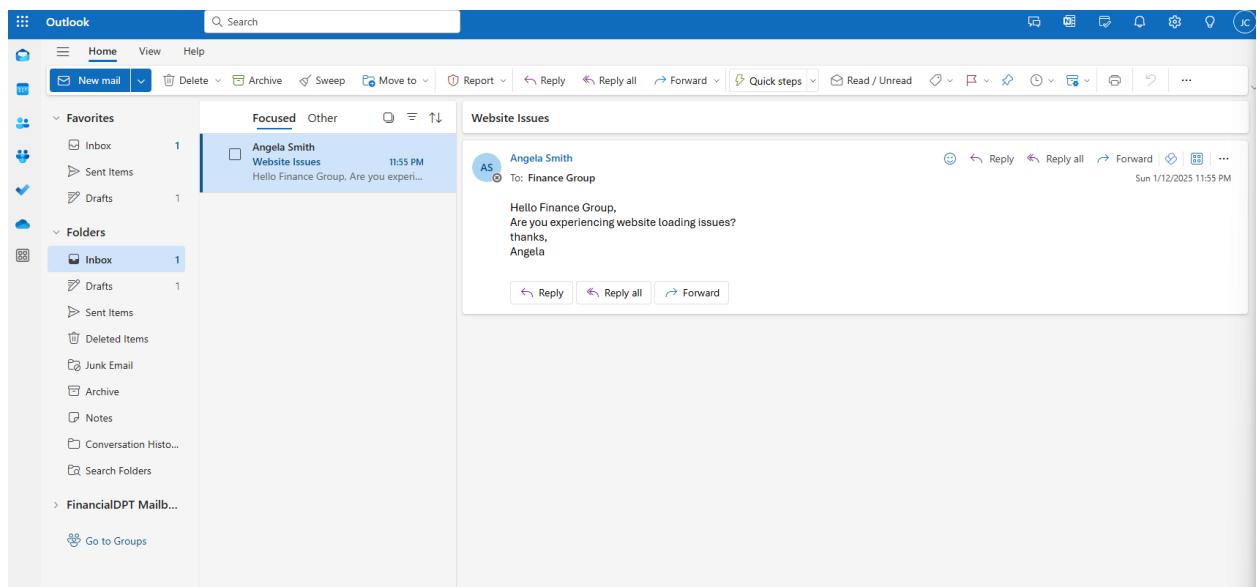
- To add or delete owners or members, click on the distribution list and select the **members** tab

The screenshot shows the Exchange admin center interface. On the left, there's a navigation sidebar with various options like Home, Recipients, Mailboxes, Groups, Resources, Contacts, Mail flow, Roles, Migration, Mobile, Reports, Insights, Public folders, Organization, Settings, Troubleshoot, and Other features. The main content area is titled 'Groups' and shows a list of distribution lists. One list, 'Finance Group', is highlighted. The right side provides detailed information about this group, including its name ('Finance Group'), email address ('FinanceTeam@ITServicesInc472.onmicrosoft.com'), sync status, and creation date ('January 12, 2025, 5:10 PM'). It also lists the 'Owners (1)' (Jon Cormier) and 'Members (3)' (Bob Bobson, Mike Moser, and Jon Cormier again).

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

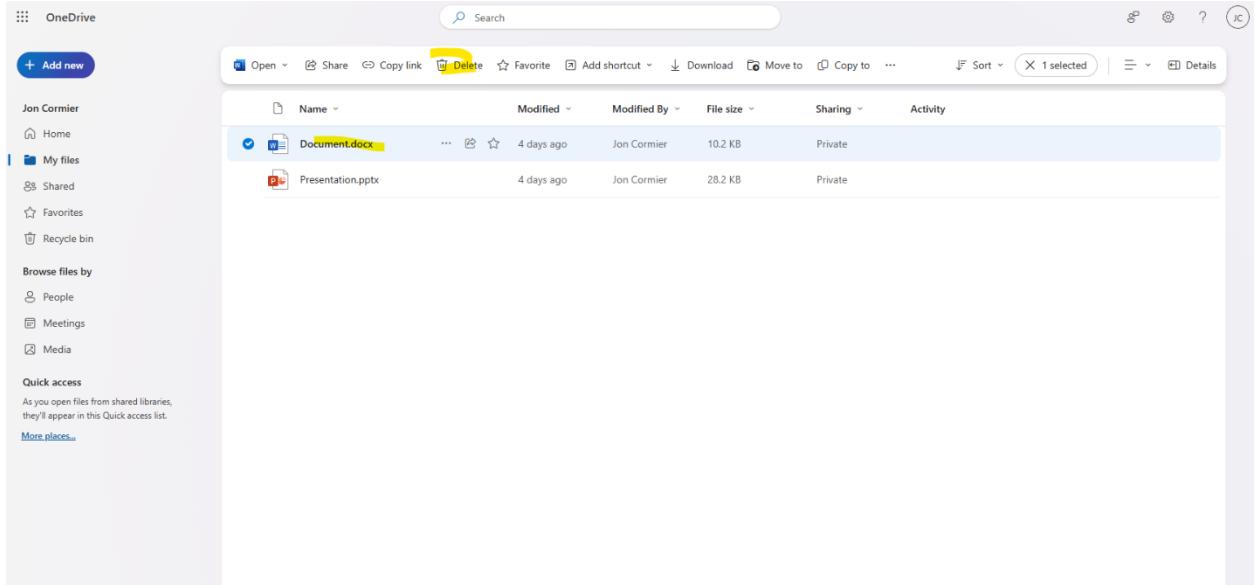
The screenshot shows the Microsoft Outlook inbox. A new message is being composed, addressed to the 'Finance Group'. The message body reads: 'Hello Finance Group, Are you experiencing website loading issues? thanks, Angela'. The message has been saved at 11:54 PM.

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



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**

The screenshot shows the Microsoft 365 Admin Center interface. The left sidebar is open, showing various administrative categories like Home, Copilot, Users, Teams & groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, Reports, and Health. Under the 'Users' category, 'Active users' is selected, indicated by a yellow box. The main content area is titled 'Active users' and shows a list of users: Ahmad Chaudhry, Angela Smith, Bob Bobson, FinancialDPT Mailbox, Jon Cormier (selected), and Mike Moser. Below the list, there's a 'Recommended actions (1)' section with a link to 'Add a user'. On the right side, there are sections for 'OneDrive' settings: 'Data retention' (30 days), 'Storage space' (1024 GB per user), 'Manage data retention', 'Storage used' (0% of 1024 GB), and 'Sharing' with a link to 'Manage external sharing'. At the top right, there are icons for search, refresh, and help.

- Click on the link

This screenshot is identical to the one above, showing the Microsoft 365 Admin Center with the 'Active users' page for Jon Cormier. The 'OneDrive' tab is selected. A yellow box highlights the URL 'https://itservicesinc472-my.sharepoint.com/personal/joncormier_itservicesinc472_onmicrosoft_com' under the 'Get access to files' section, which was previously mentioned as a click target.

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

The screenshot shows the OneDrive interface with the 'Recycle bin' selected. A single file, 'Document.docx', is listed in the recycle bin. The details for the file are as follows:

Name	Date deleted	Deleted by	Created by	Original location
Document.docx	1/13/2025 8:02 PM	Jon Cormier	Jon Cormier	personal:/oncormier_itservicesinc472_onmicrosoft_com/Documents

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

The screenshot shows the Microsoft 365 admin center with the 'Active users' page selected. The page displays a list of active users with the following information:

Display name	Username	Licenses
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
FinancialDPT Mailbox	finance@ITServicesInc472.onmicrosoft.com	Unlicensed
Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard
Mike Moser	Mikem@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard

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

- Click Manage User Profiles

User profiles

Profiles	
Number of User Profiles	7
Number of User Properties	113
Number of Organization Profiles	1
Number of Organization Properties	15
Audiences	
Number of Audiences	1
Uncompiled Audiences	0
Audience Compilation Status	Idle
Last Compilation Time	Ended at 1/11/2025 1:28 AM

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

User profiles

Use this page to manage the user profiles in this User Profile Service Application. From this page you can also manage a user's personal site.

Total number of profiles: 7

- Click Manage Personal Site

User profiles

Use this page to manage the user profiles in this User Profile Service Application. From this page you can also manage a user's personal site.

Total number of profiles: 7

The screenshot shows the 'User profiles' page with a search bar and a dropdown menu. The menu items include 'New Profile', 'Delete', 'View: Active Profiles', 'Manage Sub-types', 'Select a sub-type to filter the list of profiles: Default User Profile Subtype', 'Account name' (with value 'i:0#.fjmembership|joncormier@itservicesinc472.onmicrosoft.com'), 'Preferred name' (with value 'Jon Cormier'), and 'E-mail address' (with value 'JonCormier@ITServicesInc472.onmicrosoft.com'). A context menu is open over the account name, with 'Edit My Profile' and 'Delete' options visible. The 'Manage Personal Site...' option is highlighted with a yellow box.

- Click Recycle Bin under Site Collection Administration

The screenshot shows the 'Site Settings' page. In the left navigation pane, 'About Jon Cormier' is selected. Under 'Site Collection Administrators', 'Recycle bin' is highlighted with a yellow box. Other sections like 'Look and Feel', 'Site Actions', and 'Search' are also visible.

- Select the file we deleted and click Restore

The screenshot shows the 'Recycle bin' page in SharePoint. A file named 'Document.docx' is listed, with its status shown as 'Deleted'. Below the list, there are columns for Name, Date deleted, Deleted by, Created by, and Original location. The 'Restore' button is visible at the top of the list.

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

The screenshot shows the OneDrive interface for user 'Jon Cormier'. On the left, there's a sidebar with links like Home, My files, Shared, Favorites, and Recycle bin. The main area has a 'For you' section with cards for a Document (edited Fri) and a Presentation (recently opened Fri). Below this is a 'Recent' section with tabs for All, Word, Excel, PowerPoint, PDF, and More. A table lists recent files: 'Presentation My Files' (opened Fri at 12:59 AM, owner Jon Cormier), and 'Document My Files' (opened Fri at 12:55 AM, owner Jon Cormier, with a note 'You edited this - Fri'). A 'Filter by name or person' button is also present.

- 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

The screenshot shows the Microsoft 365 Admin Center with 'Active users' selected in the sidebar. It displays a list of users including Ahmad Chaudhry, Angela Smith, Bob Bobson, FinancialDPT Mailbox, Jon Cormier, and Mike Moser. For each user, there are options to Add a user, User templates, Add multiple users, and a 'More' menu. The 'OneDrive' tab is selected for Jon Cormier. The right pane shows 'Jon Cormier' with a blue 'JC' profile picture. It includes options to Reset password, Block sign-in, Delete user, Change photo, and a 'Create link to files' button. Below this, sections for Account, Devices, Licenses and apps, Mail, and OneDrive are shown. The OneDrive section shows 'Storage used' at 0% (0 MB of 1024 GB) and an 'Edit' button. At the bottom, 'OneDrive settings for your organization' are listed with Data retention (30 days, Manage data retention) and Storage space (1024 GB per user, Manage default storage).

- Click the link

The screenshot shows the Microsoft 365 admin center interface. On the left, the navigation menu is open, showing options like Home, Copilot, Users, Active users, Contacts, Guest users, Deleted users, Teams & groups, Marketplace, Billing, Setup, and Customize navigation. The main content area is titled "Active users" and shows a list of users. At the top right of the user card for "Jon Cormier" is a "OneDrive" tab. Below the user list, there's a section for "Get access to files" with a link to "https://itserVICESINC472-my.sharepoint.com/personal/joncormier_itserVICESINC472_onmicrosoft_com". Under "Storage used", it shows 0% (0 MB of 1024 GB). To the right, there's a "Sharing" section with a "Manage external sharing" link. At the bottom, there's a "OneDrive settings for your organization" section with "Data retention" (30 days) and "Storage space" (1024 GB per user).

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

The screenshot shows the OneDrive interface. The left sidebar includes links for Home, My files, Shared, Favorites, and Recycle bin. The main area is titled "Recycle bin" and displays a message "Your recycle bin is empty". There is a small graphic of a trash can.

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

The screenshot shows the OneDrive interface with the "Second stage recycle bin" selected. The left sidebar is identical to the previous screenshot. The main area lists a single file, "Document.docx", which was deleted on 1/13/2025 at 9:04 PM by Jon Cormier. The file is located in "personal/joncormier_itserVICESINC472_onmicrosoft_com/Documents". Above the list, there are buttons for "Delete" and "Restore". A status bar at the top right indicates "1 selected".

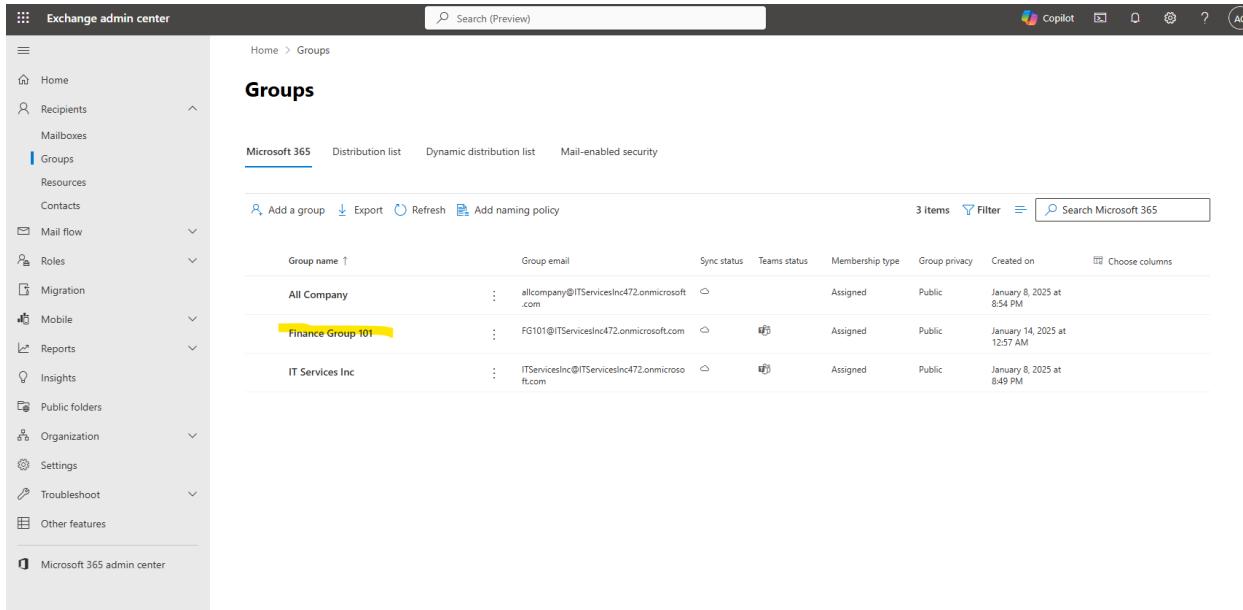
- The file is now restored

The screenshot shows the OneDrive web interface. On the left, a sidebar menu includes 'OneDrive' at the top, followed by 'Add new', 'My files' (which is selected and highlighted in blue), 'Home', 'Shared', 'Favorites', and 'Recycle bin'. Below these are sections for 'Browse files by' (People, Meetings, Media) and 'Quick access' (with a note about shared libraries). The main area is titled 'My files' and displays a table of files. The table has columns for Name, Modified, Modified By, File size, Sharing, and Activity. Two files are listed: 'Document.docx' (modified 4 days ago by Jon Cormier, 10.2 KB, Private) and 'Presentation.pptx' (modified 4 days ago by Jon Cormier, 28.2 KB, Private). A yellow arrow points to the 'Document.docx' row.

Name	Modified	Modified By	File size	Sharing	Activity
Document.docx	4 days ago	Jon Cormier	10.2 KB	Private	
Presentation.pptx	4 days ago	Jon Cormier	28.2 KB	Private	

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**



The screenshot shows the Exchange admin center interface. On the left, there is a navigation sidebar with various options like Home, Recipients, Mailboxes, Groups, Resources, Contacts, Mail flow, Roles, Migration, Mobile, Reports, Insights, Public folders, Organization, Settings, Troubleshoot, and Other features. The 'Groups' option is selected. The main content area is titled 'Groups' and shows a table of groups. The table columns are: Group name, Group email, Sync status, Teams status, Membership type, Group privacy, and Created on. There are three items listed: 'All Company' (group email: allcompany@ITServicesInc472.onmicrosoft.com), 'Finance Group 101' (group email: FG101@ITServicesInc472.onmicrosoft.com), and 'IT Services Inc' (group email: ITServicesInc@ITServicesInc472.onmicrosoft.com). The 'Finance Group 101' row is highlighted with a yellow background.

Group name	Group email	Sync status	Teams status	Membership type	Group privacy	Created on
All Company	allcompany@ITServicesInc472.onmicrosoft.com	Synced	Active	Assigned	Public	January 8, 2025 at 8:54 PM
Finance Group 101	FG101@ITServicesInc472.onmicrosoft.com	Synced	Active	Assigned	Public	January 14, 2025 at 12:57 AM
IT Services Inc	ITServicesInc@ITServicesInc472.onmicrosoft.com	Synced	Active	Assigned	Public	January 8, 2025 at 8:49 PM

- 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

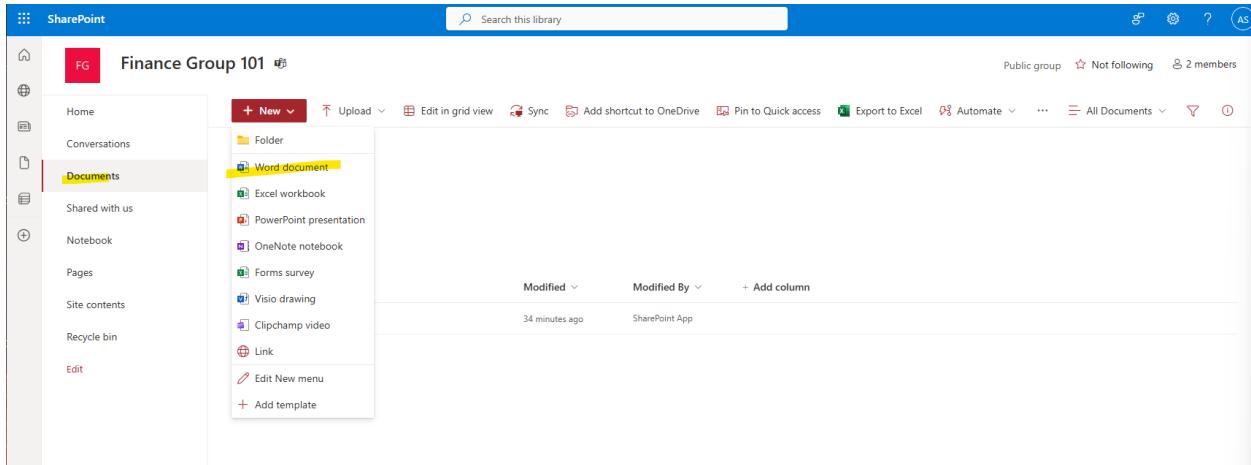
The screenshot shows the SharePoint site for 'Finance Group 101'. The left navigation bar has 'Conversations' selected. The main content area features a news section with a tablet icon and a 'Keep your team updated with news on your team site' message. Below it is an 'Activity' section displaying several items:

- SitePages Home:** Viewed 3 minutes ago by Angels Smith.
- Finance Group 101 - 1:** Sent 31 minutes ago by Finance Group 101 Owners.
- View and share files:** Collaborate on content with your team. Includes a 'Upload a document' button.
- Get organized:** Use lists to keep team activities organized. Includes a '+ Add a list' button.

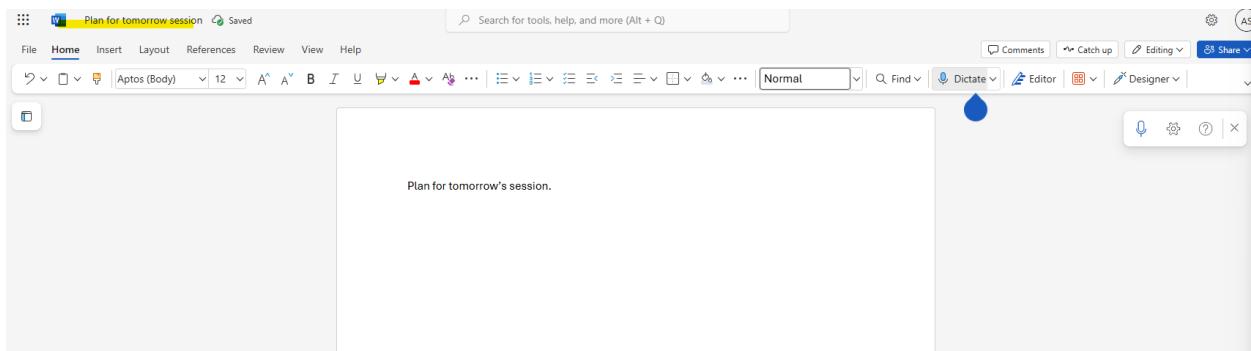
On the right, there are 'Quick links' for learning about a team site and adding a page, and a 'See all' document library with a 'General' folder.

The screenshot shows the Outlook inbox for 'Finance Group 101'. The left sidebar shows 'Inbox' selected. The inbox list displays one email from 'Finance Group 101' with the subject 'The new Finance Group 101 ...' and a timestamp of '12:57 AM'. The email preview shows 'Welcome to the Finance Group 101 gro...'. The bottom of the screen indicates 'Select an item to read' and 'Nothing is selected'.

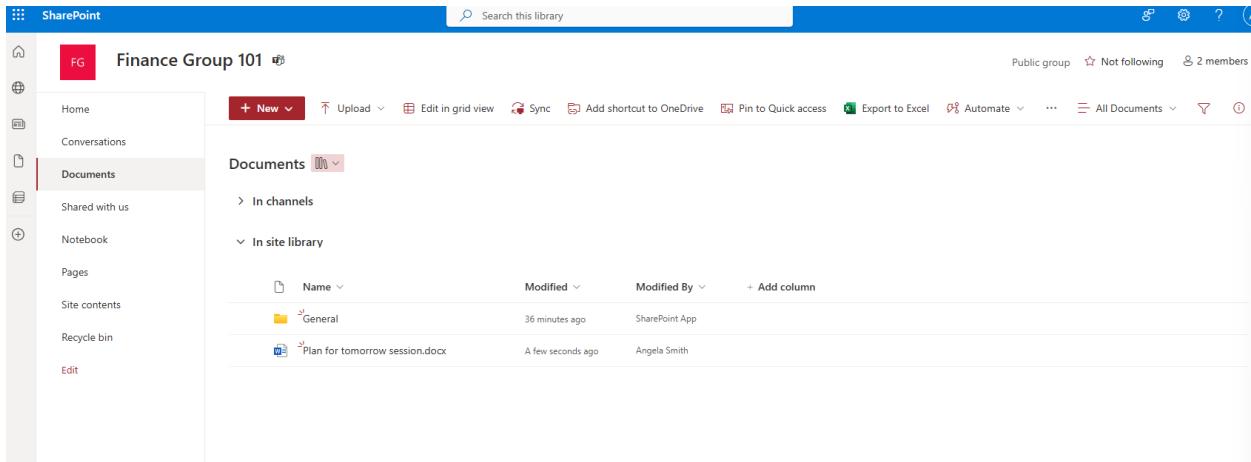
- In the **Document**, you can upload a new document. Click **New** and then click **Word document**



- 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

SharePoint

Search this library

FG Finance Group 101

Public group Not following 2 members

View options

Home Conversations Documents Shared with us Notebook Pages Site contents Recycle bin Edit

Shared With Us

Name Date shared Shared by Activity

Share files and folders

Let friends, family or colleagues view or even edit your files.

Paper airplane icon with files inside a cloud-like shape.

- **Notebook** will lead to OneNote

SharePoint

Search this library

FG Finance Group 101

Public group Not following 2 members

View options

Home Conversations Documents Shared with us Notebook Pages Site contents Recycle bin Edit

Shared With Us

Name Date shared Shared by Activity

Share files and folders

Let friends, family or colleagues view or even edit your files.

Paper airplane icon with files inside a cloud-like shape.

- We will make a quick note

Finance Group 101 Notebook

Editing Share

File Home Insert Draw View Help Tell me what you want to do

Calibri 11 B I U A A ...

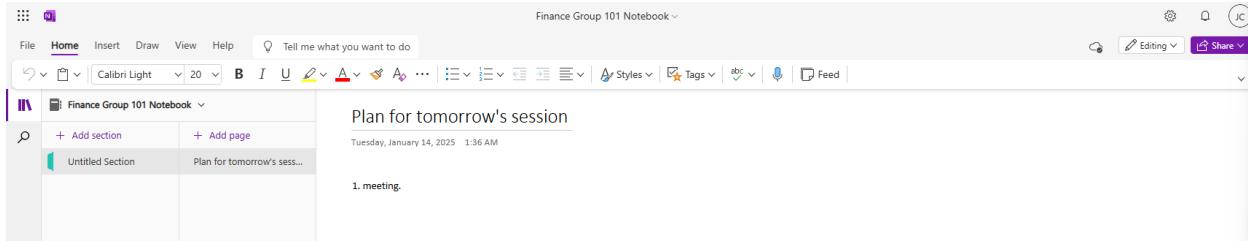
Untitled Section Plan for tomorrow's sess...

Plan for tomorrow's session

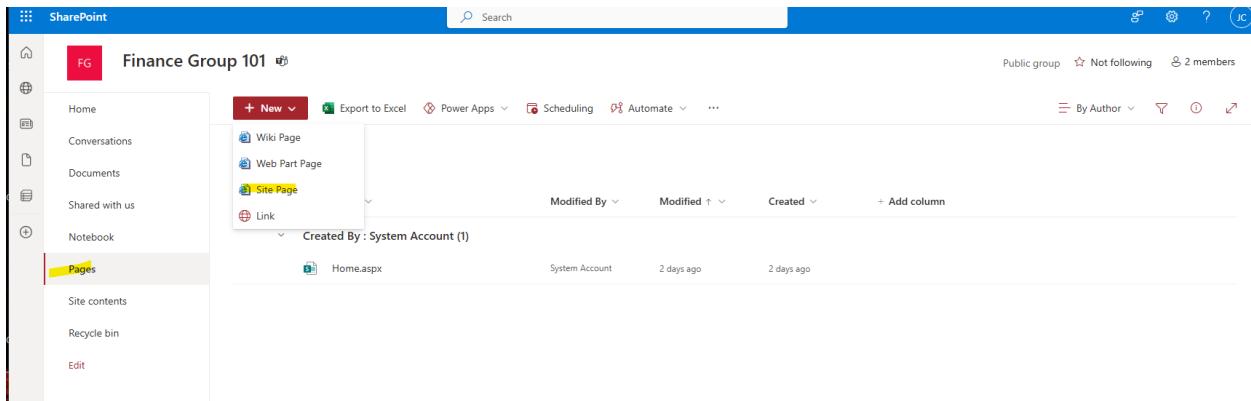
Tuesday, January 14, 2025 1:36 AM

1. meeting.

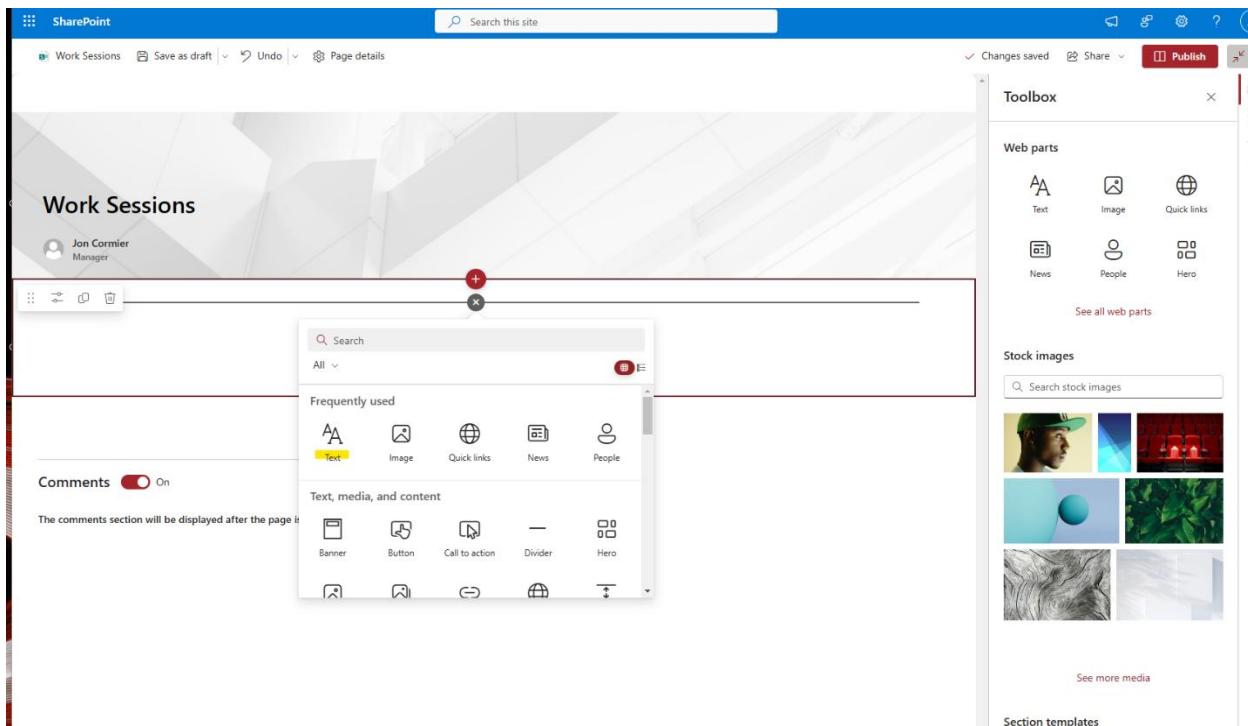
- We will sign in as Jon, who is associated with the same Microsoft group as Angela. He can see the note created by Angela



- 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

The screenshot shows a SharePoint page titled "Work Sessions" in edit mode. The page content includes a list item "1. meetings." which is highlighted with a red border. To the right, the "Toolbox" pane is open, displaying categories for "Web parts" (Text, Image, Quick links, News, People, Hero) and "Stock images".

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

The screenshot shows the "Pages" section of the "Finance Group 101" site. It lists two pages: "Work-Sessions.aspx" and "Home.aspx". The "Work-Sessions.aspx" page was created by Jon Cormier and modified by System Account.

Name	Modified By	Modified	Created
Work-Sessions.aspx	Jon Cormier	About a minute ago	2 minutes ago
Home.aspx	System Account	2 days ago	2 days ago

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

The screenshot shows the SharePoint Home page for the 'Finance Group 101' site. The left navigation bar includes links for Home, Conversations, Documents, Notebook, Pages, Site contents, and Recycle bin. The main content area features a 'News' section with a placeholder for a news post and a 'Keep your team updated with news on your team site' message. Below this is an 'Activity' section displaying recent items: 'Work-Sessions' (created by Jon Cormier 3 minutes ago), 'Home' (created by Jon Cormier 4 minutes ago), 'Untitled Section' (under Finance Group 101 Notebook), and 'Plan for tomorrow session' (Shared Documents, created by Finance Group 101 47 minutes ago). On the right, there's a 'Quick links' sidebar with links to learn about a team site and how to add a page, and a 'See all' button. The bottom right shows a document library with a 'General' folder containing 'Plan for tomorrow session.docx'. The top right indicates the site is a 'Public group'.

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

The screenshot shows the Site Pages list for the 'Finance Group 101' site. The left navigation bar has 'Pages' selected. The main content area displays two pages: 'Work-Sessions.aspx' (Created By: Jon Cormier, Modified By: Jon Cormier, Modified: A few seconds ago, Created: 8 minutes ago) and 'Home.aspx' (Created By: System Account, Modified By: System Account, Modified: 2 days ago, Created: 2 days ago). The top right shows site statistics: Public group, Not following, 2 members, and sorting options by Author.

- We posted a comment

The screenshot shows a SharePoint site group page for 'Finance Group 101'. The left navigation bar includes links for Home, Conversations, Documents, Notebook, Pages, Site contents, Recycle bin, and Edit. The main content area features a banner with the title 'Work Sessions' and a profile picture of 'Jon Cormier Manager'. Below the banner, there is a list item '1. meetings.' with a small description. At the bottom, there are interaction metrics: Like (1), Comment (1), Views (2), and Save for later. A comment section follows, showing a post from 'Angela Smith' a few seconds ago, saying 'Great Job Jon!', with options to Reply or Like.

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

The screenshot shows the 'Site contents' page for the 'Finance Group 101' site. The left navigation bar has 'Site contents' selected. The main content area displays a table of site items:

Name	Type	Items	Modified
Documents	Document library	2	1/13/2025 10:33 PM
Form Templates	Document library	0	1/13/2025 9:57 PM
Site Assets	Document library	4	1/13/2025 10:39 PM
Style Library	Document library	0	1/11/2025 11:04 PM
Site Pages	Page library	2	1/13/2025 10:48 PM

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

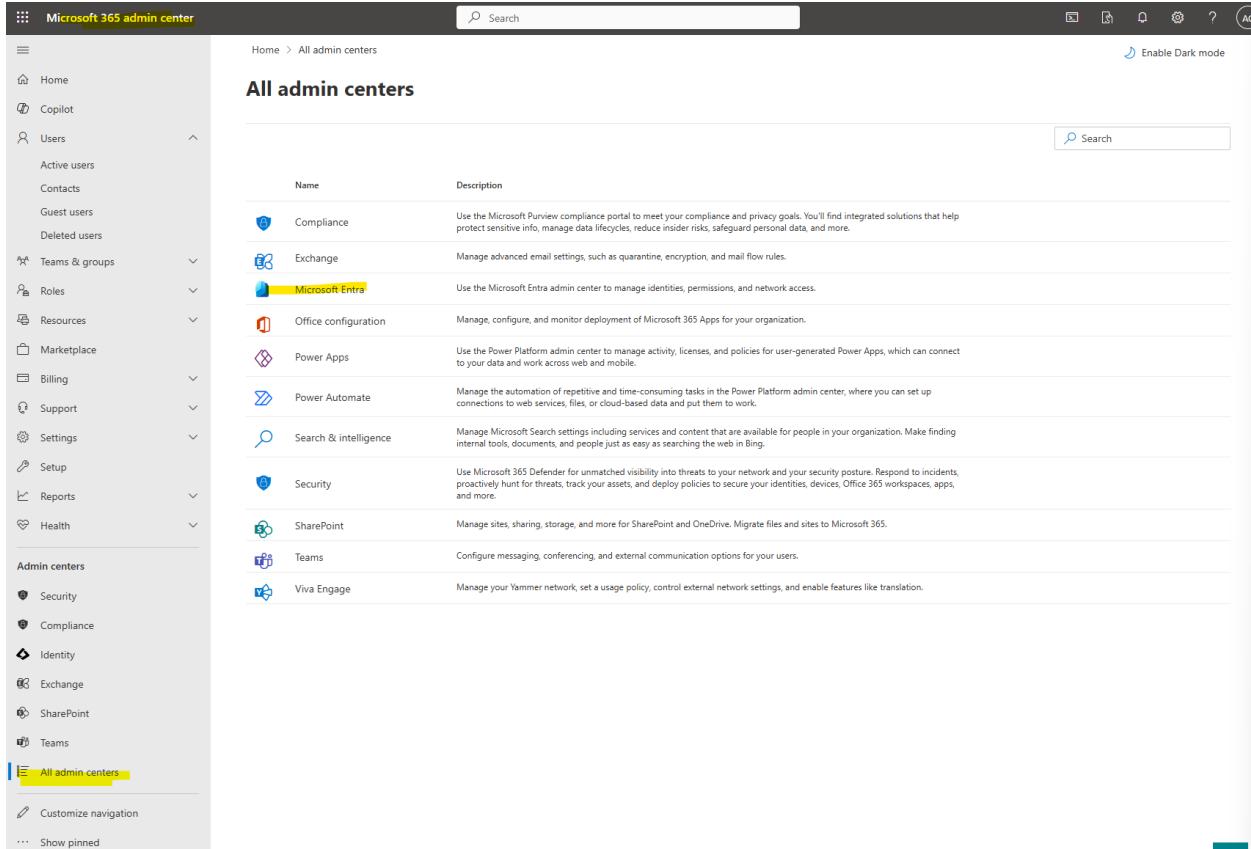
The screenshot shows a SharePoint document library titled "Finance Group 101". The left navigation bar has "Documents" selected. In the main area, there is a single item named "Plan for tomorrow session.docx" in the "General" folder. A context menu is open over this file, with the "Delete" option highlighted. Other options visible in the menu include Preview, Share, Copy link, Manage access, Automate, Add shortcut, Download, Rename, Pin to top, Move to, Copy to, Version history, Alert me, More, and Details.

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

The screenshot shows the SharePoint Recycle bin for the "Finance Group 101" site. The left navigation bar has "Recycle bin" selected. The main area displays a table with columns: Name, Date deleted, Deleted by, Created by, and Original location. There is one item listed: "Plan for tomorrow session.docx" was deleted on 1/13/2025 at 10:53 PM by Angela Smith, and it was created by Angela Smith in the "sites/FG101/Shared Documents" location. The "Restore" button in the header is highlighted.

Azure Active Directory User Management

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



The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a navigation sidebar with various links like Home, Copilot, Users, Teams & groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, Reports, Health, and Admin centers. Under Admin centers, 'Identity' is expanded, showing 'All admin centers' (which is also highlighted with a yellow box), 'Security', 'Compliance', 'Exchange', 'SharePoint', and 'Teams'. The main content area is titled 'All admin centers' and lists several services with their names and descriptions. The 'Microsoft Entra' service is highlighted with a yellow box. Other listed services include Compliance, Exchange, Office configuration, Power Apps, Power Automate, Search & intelligence, Security, SharePoint, Teams, and Viva Engage.

Name	Description
Compliance	Use the Microsoft Purview compliance portal to meet your compliance and privacy goals. You'll find integrated solutions that help protect sensitive info, manage data lifecycles, reduce insider risks, safeguard personal data, and more.
Exchange	Manage advanced email settings, such as quarantine, encryption, and mail flow rules.
Microsoft Entra	Use the Microsoft Entra admin center to manage identities, permissions, and network access.
Office configuration	Manage, configure, and monitor deployment of Microsoft 365 Apps for your organization.
Power Apps	Use the Power Platform admin center to manage activity, licenses, and policies for user-generated Power Apps, which can connect to your data and work across web and mobile.
Power Automate	Manage the automation of repetitive and time-consuming tasks in the Power Platform admin center, where you can set up connections to web services, files, or cloud-based data and put them to work.
Search & intelligence	Manage Microsoft Search settings including services and content that are available for people in your organization. Make finding internal tools, documents, and people just as easy as searching the web in Bing.
Security	Use Microsoft 365 Defender for unmatched visibility into threats to your network and your security posture. Respond to incidents, proactively hunt for threats, track your assets, and deploy policies to secure your identities, devices, Office 365 workspaces, apps, and more.
SharePoint	Manage sites, sharing, storage, and more for SharePoint and OneDrive. Migrate files and sites to Microsoft 365.
Teams	Configure messaging, conferencing, and external communication options for your users.
Viva Engage	Manage your Yammer network, set a usage policy, control external network settings, and enable features like translation.

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

The screenshot shows the Microsoft Entra admin center interface. The left sidebar is fully expanded, displaying a hierarchical menu of identity management features. The 'All users' section is currently selected, indicated by a yellow highlight. The main content area is titled 'Users' and shows a list of six users found. Each user entry includes a small profile icon, the display name, user principal name, user type (Member), on-premises sync status (No), identities (e.g., ITServicesinc472.onmicrosoft.com), company name (IT Services Inc.), and creation date. The users listed are Ahmad Chaudhry, Angela Smith, Bob Bobson, FinancialDPT Mailbox, Jon Cormier, and Mike Moser.

Display name	User principal name	User type	On-premises sync	Identities	Company name	Created
AC	AhmadChaudhry@ITServi...	Member	No	ITServicesinc472.onmicrosoft.com	IT Services Inc.	2023-09-01T12:00:00Z
AS	AngelaSmith@ITServi...	Member	No	ITServicesinc472.onmicrosoft.com	IT Services Inc.	2023-09-01T12:00:00Z
BB	BobBobson@ITServi...	Member	No	ITServicesinc472.onmicrosoft.com	IT Services Inc.	2023-09-01T12:00:00Z
FM	FinancialDPT Mailbox	Member	No	ITServicesinc472.onmicrosoft.com	IT Services Inc.	2023-09-01T12:00:00Z
JC	JonCormier@ITServi...	Member	No	ITServicesinc472.onmicrosoft.com	IT Services Inc.	2023-09-01T12:00:00Z
MM	MikeMoser@ITServi...	Member	No	ITServicesinc472.onmicrosoft.com	IT Services Inc.	2023-09-01T12:00:00Z

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

The screenshot shows the Microsoft Entra admin center interface. The left sidebar is titled "Microsoft Entra admin center" and contains a navigation tree with categories like Home, Favorites, Identity, Overview, Users, Groups, Devices, Applications, Roles & admins, Billing, Settings, Protection, Identity Governance, External identities, Hybrid management, Monitoring & health, and Learn & support. The main content area is titled "Home > Jon Cormier > Users > Jon Cormier". It displays basic user information: User principal name (JonCormier@ITServicesinc472.onmicrosoft.com), Object ID (641025be-ea85-465f-9cda-067ed5284750), Created date (Jan 10, 2025, 12:47 AM), User type (Member), and Identities (ITServicesinc472.onmicrosoft.com). It also shows Group memberships (3), Applications (0), Assigned roles (0), and Assigned licenses (1). Below this, there are sections for "My Feed" (Account status: Enabled, B2B invitation, Convert to external user) and "Quick actions" (Edit properties).

- 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

The screenshot shows the Microsoft Entra admin center interface. The left sidebar is titled "Microsoft Entra admin center" and contains a "Favorites" section with a star icon, followed by a tree view of categories: Identity, Overview, Users, Groups, Devices, Applications, Roles & admins, Billing, Settings, Protection, and a collapsed "Identity Governance" section. The main content area is titled "Jon Cormier" and shows the "Properties" tab selected. A search bar at the top of the content area has "accountEnabled" typed into it. Below the search bar, a message says "Showing 2 results under 'All'". There are two results listed: "Manager" (Angela Smith) and "Account enabled" (which is highlighted with a yellow background). Both results have an "Edit" link next to them. At the bottom of the content area, there are tabs for All, Identity, Job Information, Contact Information, Parental controls, Settings, and On-premises.

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

The screenshot shows the Microsoft Entra admin center interface. On the left, there's a navigation sidebar with sections like Home, What's new, Diagnose & solve problems, Favorites (Identity, Overview, Users, All users, Deleted users, User settings, Groups, Devices, Applications, Protection, Identity Governance, External identities, Show more), Protection, Identity Governance, Verified ID, Permissions Management, and Global Secure Access. Below that is a Learn & support section. The main content area is titled "Jon Cormier" and shows the "Properties" tab selected under the "Overview" section. The "Identity" tab is also visible. The "Properties" tab contains several tabs: Overview, Monitoring, Properties (which is active), Contact Information, Parental controls, Settings, and Job Information. The "Properties" tab displays detailed user information:

Category	Information
Identity	Display name: Jon Cormier, First name: Jon, Last name: Cormier, User principal name: JonCormier@ITServicesinc472.onmicrosoft.com, Object ID: 641025be-ea85-465f-9cda-057ed5284750, Identities: ITServicesinc472.onmicrosoft.com, User type: Member, Creation type: Normal, Created date time: Jan 10, 2025, 12:47 AM, Last password change date time: Jan 10, 2025, 12:47 AM, Invitation state: External user state change date: View, Assigned licenses: View, Password policies: View, Preferred language: Sign in sessions valid from date: Jan 10, 2025, 12:47 AM, Authorization info: View.
Contact Information	Street address: 8590 FairyLn, City: Toronto, State or province: ON, ZIP or postal code: 123fd12d, Country or region: Canada, Business phone: 555-555-5555, Mobile phone: , Email: JonCormier@ITServicesinc472.onmicrosoft.com, Other emails: , Proxy addresses: View, Fax number: , IM addresses: View, Mail nickname: JonCormier.
Parental controls	Age group: , Consent provided for minor: , Legal age group classification: View.
Settings	Account enabled: Yes, Usage location: Canada, Preferred data location: , On-premises: View, On-premises sync enabled: No, On-premises last sync date time: , On-premises distinguished name: , Extension attributes: , On-premises immutable ID: , On-premises provisioning errors: , On-premises SAM account name: , On-premises security identifier: , On-premises user principal name: , On-premises domain name: .
Job Information	Job title: Manager, Company name: visitor/contractor, Department: Finance, Employee ID: 0002, Employee type: , Employee hire date: , Employee org data: , Office location: , Manager: Angela Smith, Sponsors: .

- Click edit properties

The screenshot shows the Microsoft Entra admin center interface. The left sidebar contains a navigation tree with categories like All users, Groups, Applications, Roles & admins, Billing, Settings, Protection, Identity Governance, External identities, Hybrid management, and Monitoring & health. Below these are sections for Security Center, Identity Secure Score, Multifactor authentication, Authentication methods, Password reset, Custom security attributes, and Verified ID. At the bottom of the sidebar is a Permissions Management section. The main content area displays the user profile for 'Jon Cormier'. The top navigation bar includes links for Copilot, Home, Search resources, services, and docs (G+), and a user account for AhmadChaudhry@ITSer... IT SERVICES INC (ITSERVICESINC). The user profile card for 'Jon Cormier' (joncormier@ITServicesInc472.onmicrosoft.com) shows basic information such as User principal name, Object ID, Created date time (Jan 10, 2025, 12:47 AM), User type (Member), Identities, Group memberships (3), Applications (0), Assigned roles (0), and Assigned licenses (1). There are also sections for My Feed, Account status (Enabled), and B2B invitation. Quick actions include Edit properties and Convert to external user.

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

The screenshot shows the Microsoft Entra admin center interface. The left sidebar is collapsed, showing sections like All users, Deleted users, User settings, Groups, Devices, Applications, Roles & admins, Billing, Settings, Protection, Identity Governance, External identities, Hybrid management, Monitoring & health, and Show less. The main content area displays the properties for a user named "Jon Cormier". The navigation bar at the top includes Home, Jon Cormier, Users, Jon Cormier, IT Services Inc, Users, Jon Cormier | Sign-in logs, Users, Jon Cormier, Users, Jon Cormier, and a back arrow. The top right corner shows the user's name (AhmadChaudhry@ITSer...), the organization (IT SERVICES INC (ITSERVICESINC)), and a Copilot icon. The "Identity" tab is selected in the navigation bar. The page title is "Jon Cormier" with a "Properties" link. Below the title, there are links for Refresh and Got feedback?. A search bar for "Search 'identity' properties" is present. A message states "Showing 6 results under 'identity'". The displayed properties include:

Property	Value
Display name *	Jon Cormier
First name	Jon
Last name	Cormier
User principal name *	JonCormier @ ITServicesinc472.onmicrosoft.com
User type	Member

Below the properties, there is a link to "Edit Certificate user IDs".

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

Microsoft Entra admin center

Search resources, services, and docs (G+)

Copilot

Ahmadchaudhry@ITSer... IT SERVICES INC ITSERVICESINC...

Home > Jon Cormier > Users > Jon Cormier > IT Services Inc > Users > Jon Cormier | Sign-in logs > Users > Jon Cormier > Users > Jon Cormier >

Jon Cormier ...

Properties

Refresh Got feedback?

All Identity Job Information Contact Information Parental controls Settings On-premises

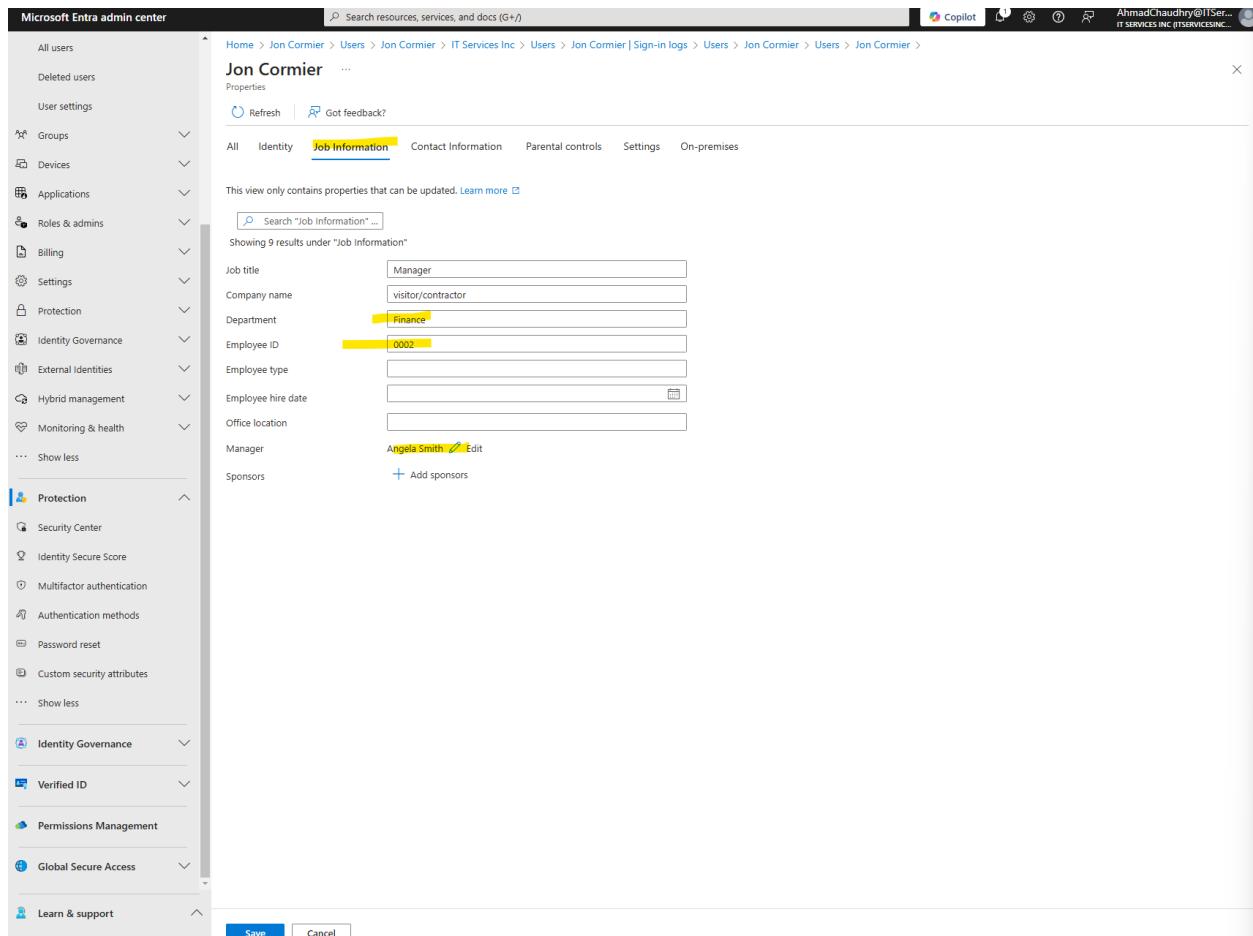
This view only contains properties that can be updated. [Learn more](#)

Search "Job Information" ...

Showing 9 results under "Job Information"

Property	Value
Job title	Manager
Company name	visitor/contractor
Department	Finance
Employee ID	00002
Employee type	
Employee hire date	
Office location	
Manager	Angela Smith Edit
Sponsors	+ Add sponsors

Save Cancel



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

Microsoft Entra admin center

Search resources, services, and docs (G+)

Copilot

AhmadChaudhry@ITServicesinc472.onmicrosoft.com

Jon Cormier ...

Properties

Refresh | Got feedback?

All Identity Job Information Contact information Parental controls Settings On-premises

This view only contains properties that can be updated. [Learn more](#)

Search "Contact information..."

Showing 11 results under "Contact Information"

Street address	8590 FairyLn
City	Toronto
State or province	ON
ZIP or postal code	123f012d
Country or region	Canada
Business phone	555-555-5555
Mobile phone	
Email	JonCormier@ITServicesinc472.onmicrosoft.com
Other emails	+ Add or edit other emails
Fax number	
Mail nickname	JonCormier

Save Cancel

- 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**

The screenshot shows the Microsoft Entra admin center interface. The left sidebar is collapsed, and the main content area is titled "Jon Cormier | Assigned roles". The top navigation bar includes links for Copilot, Home, Help, and Sign out. The breadcrumb trail shows the path: ... > Jon Cormier > Users > Jon Cormier > Roles and administrators | All roles > Administrative units > Delegated admin partners > Roles and administrators | All roles > Users > Jon Cormier.

The main content area displays the "Administrative roles" section, which states: "Administrative roles can be used to grant access to Microsoft Entra ID and other Microsoft services. Learn more". Below this is a search bar and a "Add filters" button. A table lists the assigned roles, with columns for "Role", "Description", "Resource Name", "Resource Type", "Assignment Path", and "Type". The table shows "No directory roles assigned."

The left sidebar is expanded and shows the following sections:

- Identity**: Overview, All users, Deleted users, User settings.
- Groups**: Groups, Applications, Licenses, Devices, Azure role assignments, Authentication methods, New support request.
- Billing**: Settings, Protection, Identity Governance, External Identities, Hybrid management, Monitoring & health.
- Protection**: Security Center, Identity Secure Score, Multifactor authentication, Authentication methods, Password reset.

- We will make him a billing administrator

The screenshot shows the Microsoft Entra admin center interface. On the left, there's a navigation sidebar with various sections like Favorites, Identity, Users, Groups, Applications, Roles & admins, Billing, Settings, Protection, Identity Governance, External identities, Hybrid management, Monitoring & health, and Learn & support. The 'Users' section is currently selected. In the main content area, the URL is 'Jon Cormier | Assigned roles'. It shows a search bar and buttons for 'Add assignments' and 'Remove assignments'. Below this, there's a list of administrative roles: Overview, Audit logs, Sign-in logs, Diagnose and solve problems, Custom security attributes, and Assigned roles. Under 'Assigned roles', there are categories for Administrative units, Groups, Applications, Licenses, Devices, Azure role assignments, Authentication methods, and a 'New support request' button. To the right, a large panel titled 'Directory roles' lists various roles with checkboxes for assignment. The roles include AI Administrator, Application Administrator, Application Developer, Attack Payload Author, Attack Simulation Administrator, Attribute Assignment Administrator, Attribute Assignment Reader, Attribute Definition Administrator, Attribute Definition Reader, Attribute Log Administrator, Attribute Log Reader, Attribute Provisioning Administrator, Attribute Provisioning Reader, Authentication Administrator, Authentication Extensibility Administrator, Authentication Policy Administrator, Azure DevOps Administrator, Azure Information Protection Administrator, B2C IEF Keyset Administrator, B2C IEF Policy Administrator, Billing Administrator (which is checked), Cloud App Security Administrator, Cloud Application Administrator, Cloud Device Administrator, Compliance Administrator, Compliance Data Administrator, Conditional Access Administrator, and Customer LockBox Access Approver. Each role has a detailed description below it.

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

The screenshot shows the Microsoft Entra admin center interface. The left sidebar is filled with various administrative categories like Home, Favorites, Identity, and Protection. The main content area is titled "Jon Cormier | Assigned roles". It displays a list of administrative roles assigned to the user, including "Billing Administrator". A detailed description for this role states: "Can perform common billing related tasks like updating payment information." The table has columns for Role, Description, Resource Name, Resource Type, Assignment Path, and Type.

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

This screenshot shows the "Groups" section for the same user, "Jon Cormier". The left sidebar remains the same. The main content area is titled "Jon Cormier | Groups". It lists three groups: "Finance Group", "Finance Group", and "IT Services Inc". The "IT Services Inc" group is highlighted with a yellow background. The table columns are Name, Object Id, Group Type, Membership Type, Email, and Source.

Name	Object Id	Group Type	Membership Type	Email	Source
Finance Group	9d55fe9a-0670-4232-9cf... (highlighted)	Distribution	Assigned	financegroup@ITServicesInc...	Cloud
Finance Group	f7b20302-37bc-4608-bced... (highlighted)	Distribution	Assigned	FinanceTeam@ITServicesInc...	Cloud
IT Services Inc	0f27f3ec-5a05-47ba-a8c0-7... (highlighted)	Microsoft 365	Assigned	ITServicesInc@ITServicesInc...	Cloud

- 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

The screenshot shows the Microsoft Entra admin center interface. On the left, there is a navigation sidebar with various categories like Home, What's new, Diagnose & solve problems, Favorites, Identity, Applications, Protection, and more. The main content area is titled 'IT Services Inc' and shows the 'Overview' tab selected. It displays basic information about the group, including its name ('IT Services Inc'), membership type ('Assigned'), source ('Cloud'), type ('Microsoft 365'), object ID ('0f27f3ec-5a05-47ba-a8c0-7b1596d6a31'), creation date ('1/8/2025, 8:49 PM'), email ('ITServicesInc@ITServicessinc472.onmicrosoft.com'), and direct members ('6'). Below this, there are sections for 'Group memberships' (0), 'Owners' (1), and 'Total members' (6). At the bottom, there are links to 'Outlook' and 'Teams'.

- **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

The screenshot shows the Microsoft Entra admin center interface. On the left, there's a navigation sidebar with sections like Home, What's new, Diagnose & solve problems, Favorites, Identity, Users, Groups, Devices, Applications, Protection, Identity Governance, External identities, and more. The main area is titled 'Jon Cormier | Licenses' and shows a list of assigned roles under 'Assigned roles'. Below that is a table for 'Products' with one row for 'Microsoft 365 Business Standard' (State: Active, Enabled Services: 35/35, Assignment Paths: Direct). A note at the top right says 'Adding, removing, and reprocessing licensing assignments is only available within the M365 Admin Center.' with a link to 'Go to M365 Admin Center'.

- Click on the name of the licence

The screenshot shows the Microsoft 365 admin center 'Licenses' page. The left sidebar includes Home, Copilot, Users, Teams & groups, Marketplace, Billing, Your products (with 'Licenses' selected), Bills & payments, Billing accounts, Payment methods, Billing notifications, Cost Management, Setup, Customize navigation, and Show all. The main content area is titled 'Licenses' and shows a table with one item: 'Microsoft 365 Business Standard'. The table columns are Name, Available licenses, Assigned licenses, and Account type. The product name is highlighted with a yellow background.

- Click on Jon's name

The screenshot shows the Microsoft 365 admin center interface. On the left, there's a navigation sidebar with options like Home, Copilot, Users, Teams & groups, Marketplace, Billing, and Setup. The main content area is titled "Microsoft 365 Business Standard" and shows "Licenses assigned" (5/25). Below this, there are tabs for "Users" and "Groups". A table lists users with their names and emails. The user "Jon Cormier" is highlighted in yellow.

- Let's turn off services for Microsoft Teams

This screenshot shows the "Manage apps & services" section for the user "Jon Cormier". The "Microsoft Teams" service is listed and has its toggle switch turned off. A modal window on the right provides more details about the service and other available options.

Name	Email
Ahmad Chaudhry	AhmadChaudhry@ITServicesInc472.onmicrosoft.com
Angela Smith	AngelaS@ITServicesInc472.onmicrosoft.com
Bob Bobson	bobb@ITServicesInc472.onmicrosoft.com
<input checked="" type="checkbox"/> Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com
Mike Moser	Mikem@ITServicesInc472.onmicrosoft.com

Turn apps and services on or off

- Avatars for Teams
- Avatars for Teams (additional)
- Common Data Service
- Common Data Service for Teams
- Exchange Online (Plan 1)
- Graph Connectors Search with Index
- Immersive spaces for Teams
- Insights by MyAnalytics
- Microsoft 365 Apps for Business
- Microsoft 365 Lighthouse (Plan 1)
This app is assigned at the organization level. It can't be assigned per user.
- Microsoft Azure Rights Management Service
This app is assigned at the organization level. It can't be assigned per user.
- Microsoft Bookings
- Microsoft Clippings
- Microsoft Forms (Plan E1)
- Microsoft Kaizala Pro
- Microsoft Loop
- Microsoft Planner
- Microsoft Search
This app is assigned at the organization level. It can't be assigned per user.
- Microsoft StaffHub
- Microsoft Teams
Mobile Device Management for Office 365
This app is assigned at the organization level. It can't be assigned per user.
- Nucleus
This app is assigned at the organization level. It can't be assigned per user.
- Office for the Web
- Places Core
- Power Apps for Office 365
- Power Automate for Office 365
- Power Virtual Agents for Office 365
- Power Virtual Agents for Office 365

Save

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

The screenshot shows the Microsoft Entra admin center interface. On the left, the navigation menu includes Home, What's new, Diagnose & solve problems, Favorites, Identity (with Overview selected), Users, Groups, Devices (selected), Applications, Protection, Identity Governance, External identities, and Global Secure Access. The main content area is titled 'Jon Cormier | Devices' and shows the 'User' details. It includes a search bar, filter options (Refresh, Manage view, Enable, Disable, Delete, Manage, Preview features, Got feedback?), and a table header with columns: Name, Enabled, OS, Version, Join type, MDM, Security settings m..., Compliant, and Register. A message '0 devices found' is displayed below the table. The 'Devices' section is highlighted in yellow.

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

The screenshot shows the Microsoft Entra admin center interface. The navigation menu is identical to the previous screenshot. The main content area is titled 'Jon Cormier' and shows the 'Overview' tab selected. It includes a search bar, filter options (Edit properties, Delete, Refresh, Reset password, Revoke sessions, Manage view, Got feedback?), and a table header with columns: Overview, Monitoring, Properties. The 'Overview' column is highlighted in yellow. The 'Basic info' section displays user details: User principal name (JonCormier@ITServicesInc472.onmicrosoft.com), Object ID (641025be-ea85-465f-9cda-067ed5284750), Created date time (Jan 10, 2025, 12:47 AM), User type (Member), Identities (ITServicesInc472.onmicrosoft.com), Group memberships (3), Applications (0), Assigned roles (1), and Assigned licenses (1). Below this is a 'My Feed' section with 'Account status' (Enabled) and 'B2B invitation' (Convert to external user). At the bottom, there is a 'Quick actions' section with an 'Edit properties' button. A 'Reset password' button is highlighted in yellow on the right side of the screen.

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

The screenshot shows the Microsoft 365 Admin Center interface. On the left, the navigation menu is open, showing 'Active users' as the selected option under 'Users'. The main content area is titled 'Active users' and lists several users: Ahmad Chaudhry, Angela Smith, Bob Bobson, FinancialDPT Mailbox, Jon Cormier (selected), and Mike Moser. The 'Account' tab is active. For the selected user, 'Jon Cormier', the following details are visible:

- Contact Information:** Display name (Jon Cormier), phone number (555-555-5555), and a link to 'Manage contact information'.
- Role:** Manager, assigned to Finance Group, Finance Group, IT Services Inc.
- Sign-out:** Options to sign out of all Microsoft 365 sessions or all sessions.
- Groups:** Finance Group, Finance Group, IT Services Inc.
- Aliases:** Manage username and email.
- Microsoft 365 activations:** View Microsoft 365 activations.
- Multifactor authentication:** Manage multifactor authentication.

- 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**

The screenshot shows the Microsoft Entra admin center interface. On the left, there is a navigation sidebar with various categories like Home, Favorites, Identity, Applications, Protection, and Global Secure Access. The main area displays the user profile for 'Jon Cormier'. At the top, there is a search bar and several action buttons: Edit properties, Delete, Refresh, Reset password, Revoke sessions, Manage view, and Got feedback?.

Overview

Basic info

My Feed

Quick actions

Edit properties

Revoke sessions

Jon Cormier
joncormier@ITServicesInc472.onmicrosoft.com
Member

User principal name: JonCormier@ITServicesInc472.onmicrosoft.com
Object ID: 641025be-ea85-465f-9cda-067ed5284750
Created date time: Jan 10, 2025, 12:47 AM
User type: Member
Identities: ITServicesInc472.onmicrosoft.com

Group memberships: 3
Applications: 0
Assigned roles: 1
Assigned licenses: 1

- Click "Yes" to revoke the session

The screenshot shows the Microsoft Entra admin center interface, similar to the previous one but with a modal dialog box centered over the user profile. The dialog asks, "Do you want to revoke all sessions for the user?" with "Yes" and "No" buttons. Below the dialog, the user profile for 'Jon Cormier' is visible, along with the same basic information and quick actions as in the first screenshot.

Do you want to revoke all sessions for the user?

This will revoke all sessions for the user 'Jon Cormier', requiring the user to re-sign in from all devices.

Yes **No**

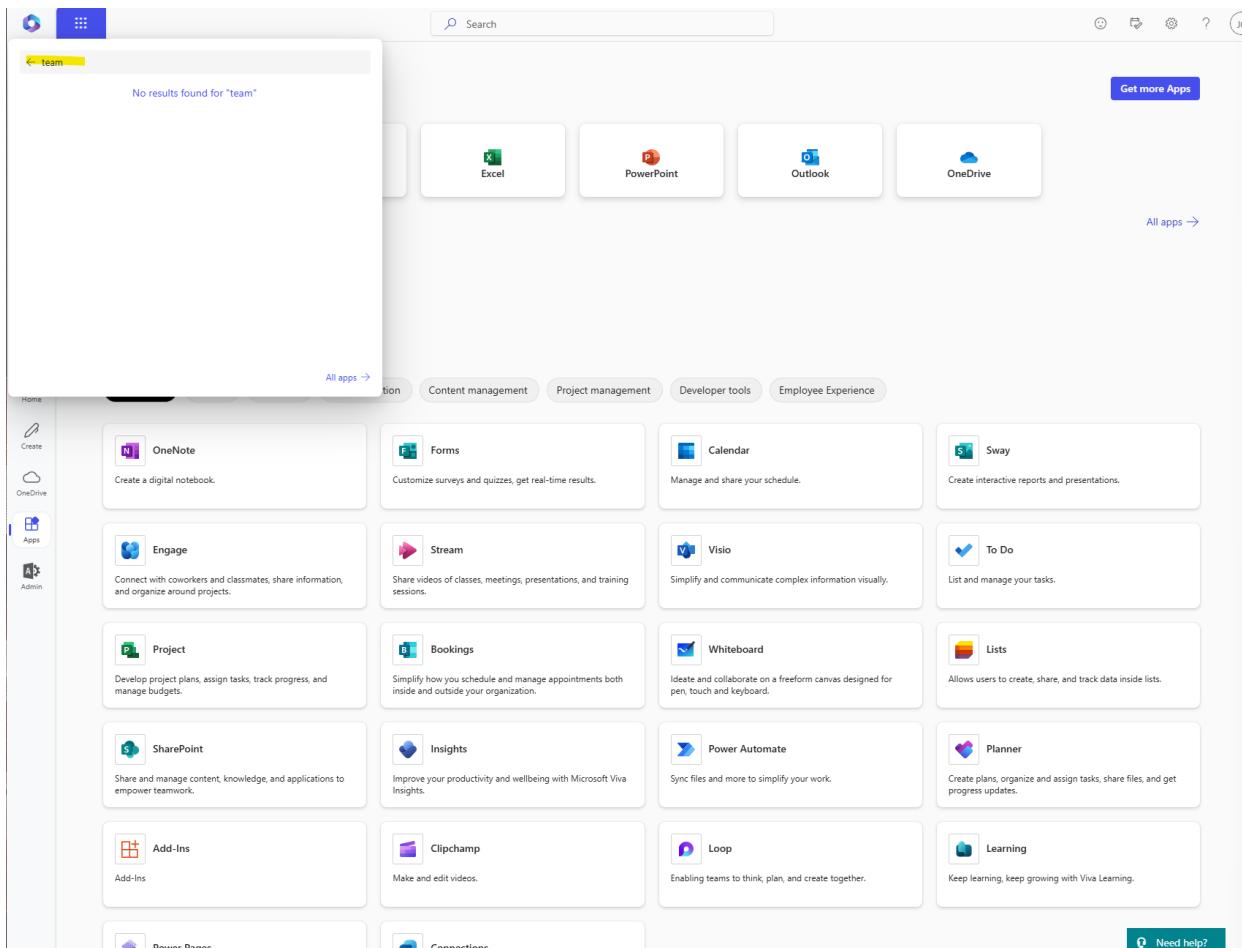
Jon Cormier
joncormier@ITServicesInc472.onmicrosoft.com
Member

User principal name: JonCormier@ITServicesInc472.onmicrosoft.com
Object ID: 641025be-ea85-465f-9cda-067ed5284750
Created date time: Jan 10, 2025, 12:47 AM
User type: Member
Identities: ITServicesInc472.onmicrosoft.com

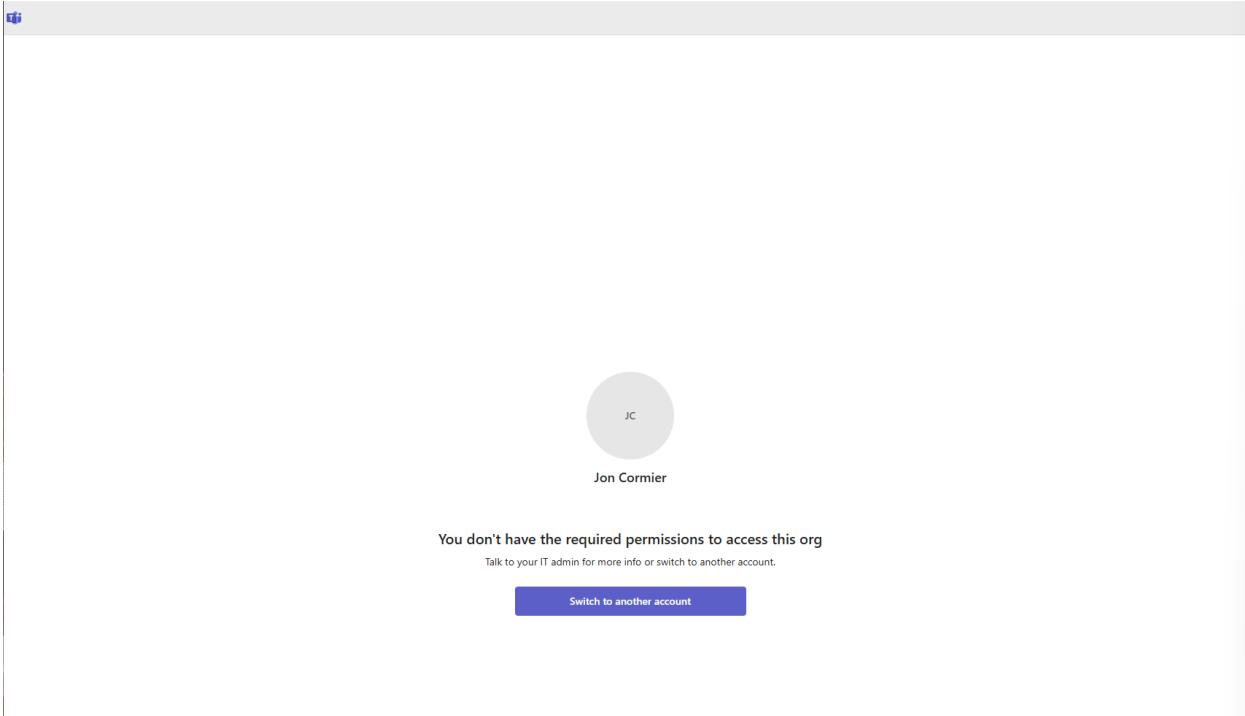
Group memberships: 3
Applications: 0
Assigned roles: 1
Assigned licenses: 1

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

Groups

IT Services Inc
Public group with Teams • 1 owner • 6 members

Group name	Group email	Sync status	Teams status
All Company	allcompany@ITServicesInc472.onmicrosoft.com	Synced	Active
Finance Group 101	FG101@ITServicesInc472.onmicrosoft.com	Synced	Active
IT Services Inc	ITServicesInc@ITServicesInc472.onmicrosoft.com	Synced	Active

Owners (1)
Ahmad Chaudhry
AhmadChaudhry@ITServicesInc472.onmicrosoft.com

Members (6)

Member Name	Role	Email
Ahmad Chaudhry	Owner	AhmadChaudhry@ITServicesInc472.onmicrosoft.com
Bob Bobson	FinancialDPT Mailbox	bobb@ITServicesInc472.onmicrosoft.com
Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com	JonCormier@ITServicesInc472.onmicrosoft.com
Angela Smith	AngelaS@ITServicesInc472.onmicrosoft.com	AngelaS@ITServicesInc472.onmicrosoft.com
Mike Moser	MikeM@ITServicesInc472.onmicrosoft.com	MikeM@ITServicesInc472.onmicrosoft.com
[Redacted]	[Redacted]	[Redacted]

- 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

The screenshot shows the Microsoft 365 Admin Center interface. On the left, the navigation menu includes Home, Copilot, Users (Active users selected), Contacts, Guest users, Deleted users, Teams & groups, Active teams & groups, Policies, Deleted groups, Shared mailboxes, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, Reports, and Health. Under Admin centers, there are links for Security, Compliance, Identity, Exchange, SharePoint, and Teams. At the bottom, there are links for All admin centers, Customize navigation, and Show pinned.

The main content area is titled "Active users" and shows a list of users: Ahmad Chaudhry, Angela Smith, Bob Bobson, FinancialDPT Mailbox, Jon Cormier (selected), and Mike Moser. Below this is a detailed view for Jon Cormier, showing his profile picture (JC), name, and various assigned apps:

- Graph Connectors Search with Index (Microsoft 365 Business Standard)
- Immersive spaces for Teams (Microsoft 365 Business Standard)
- Insights by MyAnalytics (Microsoft 365 Business Standard)
- Microsoft 365 Apps for Business (Microsoft 365 Business Standard)
 - Microsoft 365 Lighthouse (Plan 1) (Microsoft 365 Business Standard)
This app is assigned at the organization level. It can't be assigned per user.
 - Microsoft Azure Rights Management Service (Microsoft 365 Business Standard)
This app is assigned at the organization level. It can't be assigned per user.
 - Microsoft Bookings (Microsoft 365 Business Standard)
 - Microsoft Clipchamp (Microsoft 365 Business Standard)
 - Microsoft Forms (Plan E1) (Microsoft 365 Business Standard)
 - Microsoft Kaizala Pro (Microsoft 365 Business Standard)
 - Microsoft Loop (Microsoft 365 Business Standard)
 - Microsoft Planner (Microsoft 365 Business Standard)
- Microsoft Search (Microsoft 365 Business Standard)
This app is assigned at the organization level. It can't be assigned per user.
- Microsoft StaffHub (Microsoft 365 Business Standard)
- Microsoft Teams** (Microsoft 365 Business Standard)
This app is assigned at the organization level. It can't be assigned per user.
- Mobile Device Management for Office 365 (Microsoft 365 Business Standard)
This app is assigned at the organization level. It can't be assigned per user.
- Nucleus (Microsoft 365 Business Standard)
This app is assigned at the organization level. It can't be assigned per user.

A blue "Save changes" button is located at the bottom right of the modal.

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

The screenshot shows the Microsoft 365 Admin Center interface. On the left, the navigation menu is open, showing various admin centers like Security, Compliance, Identity, Exchange, SharePoint, and Teams. The 'Active users' section is selected. In the center, the 'Active users' list shows several users: Ahmad Chaudhry, Angela Smith, Bob Bobson, FinancialDPT Mailbox, Jon Cormier (selected), and Mike Moser. To the right of the list, the details for 'Jon Cormier' are displayed. A yellow box highlights the 'Microsoft Teams' assignment under the 'Assigned' section. The 'Save changes' button is visible at the bottom.

Jon Cormier

Reset password Block sign-in Delete user Change photo

Graph Connectors Search with Index Microsoft 365 Business Standard

Immersive spaces for Teams Microsoft 365 Business Standard

Insights by MyAnalytics Microsoft 365 Business Standard

Microsoft 365 Apps for Business Microsoft 365 Business Standard

Microsoft 365 Lighthouse (Plan 1)

Microsoft Azure Rights Management Service

Microsoft Bookings

Microsoft Clipchamp

Microsoft Forms (Plan E1)

Microsoft Kaizala Pro

Microsoft Loop

Microsoft Planner

Microsoft Search

Microsoft StaffHub

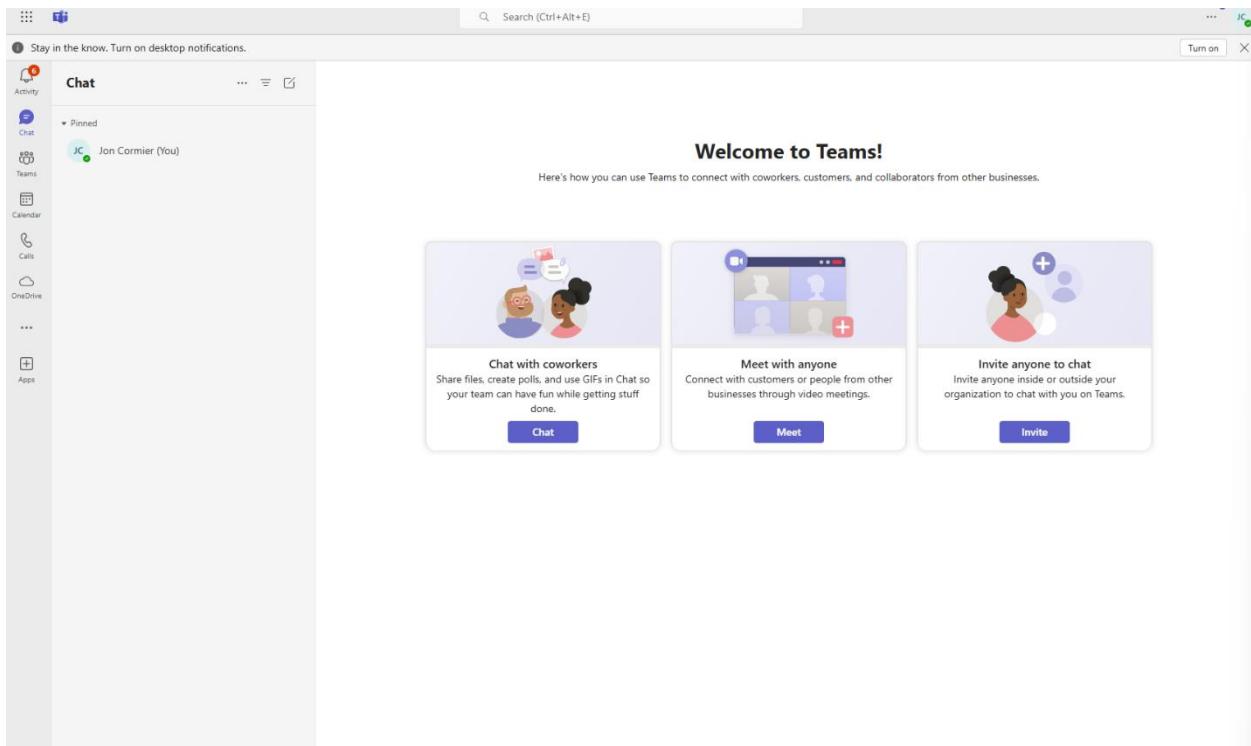
Microsoft Teams

Mobile Device Management for Office 365

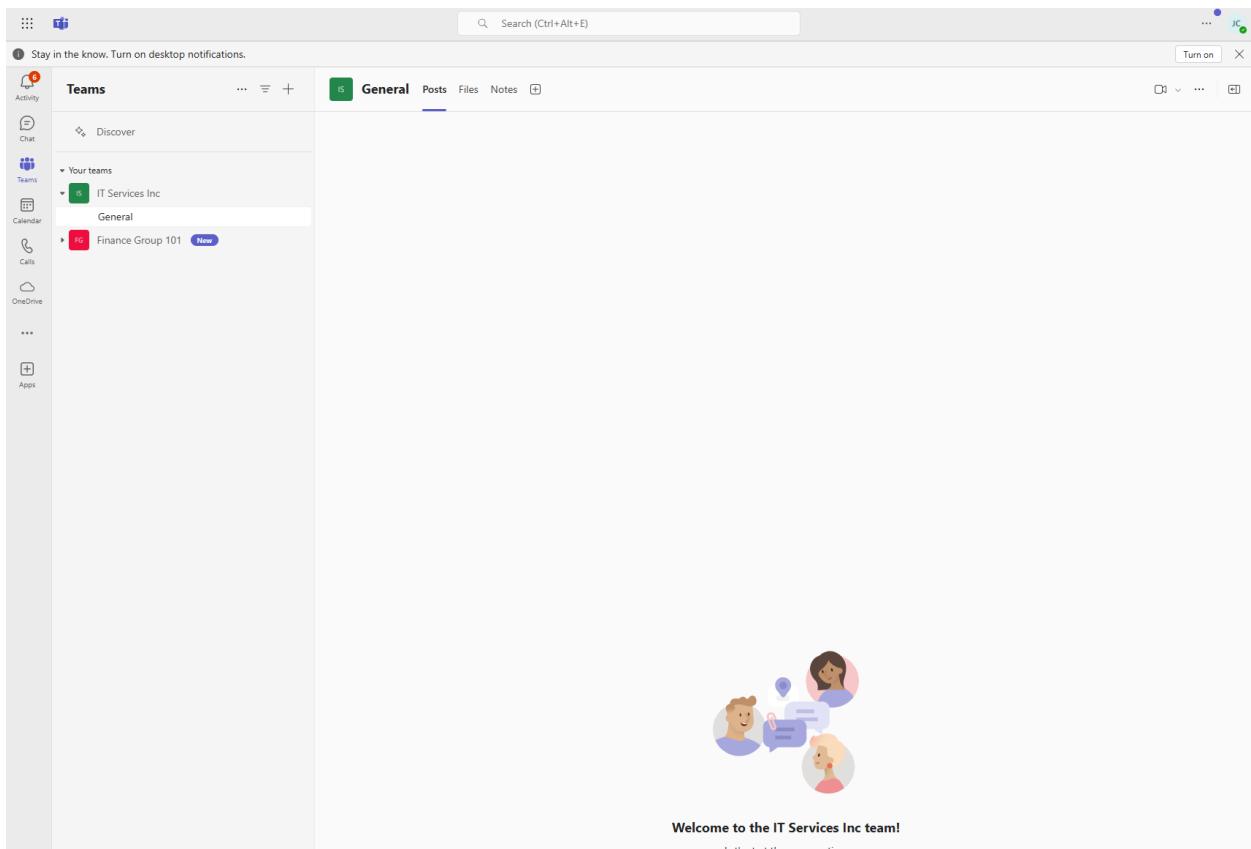
Nucleus

Save changes

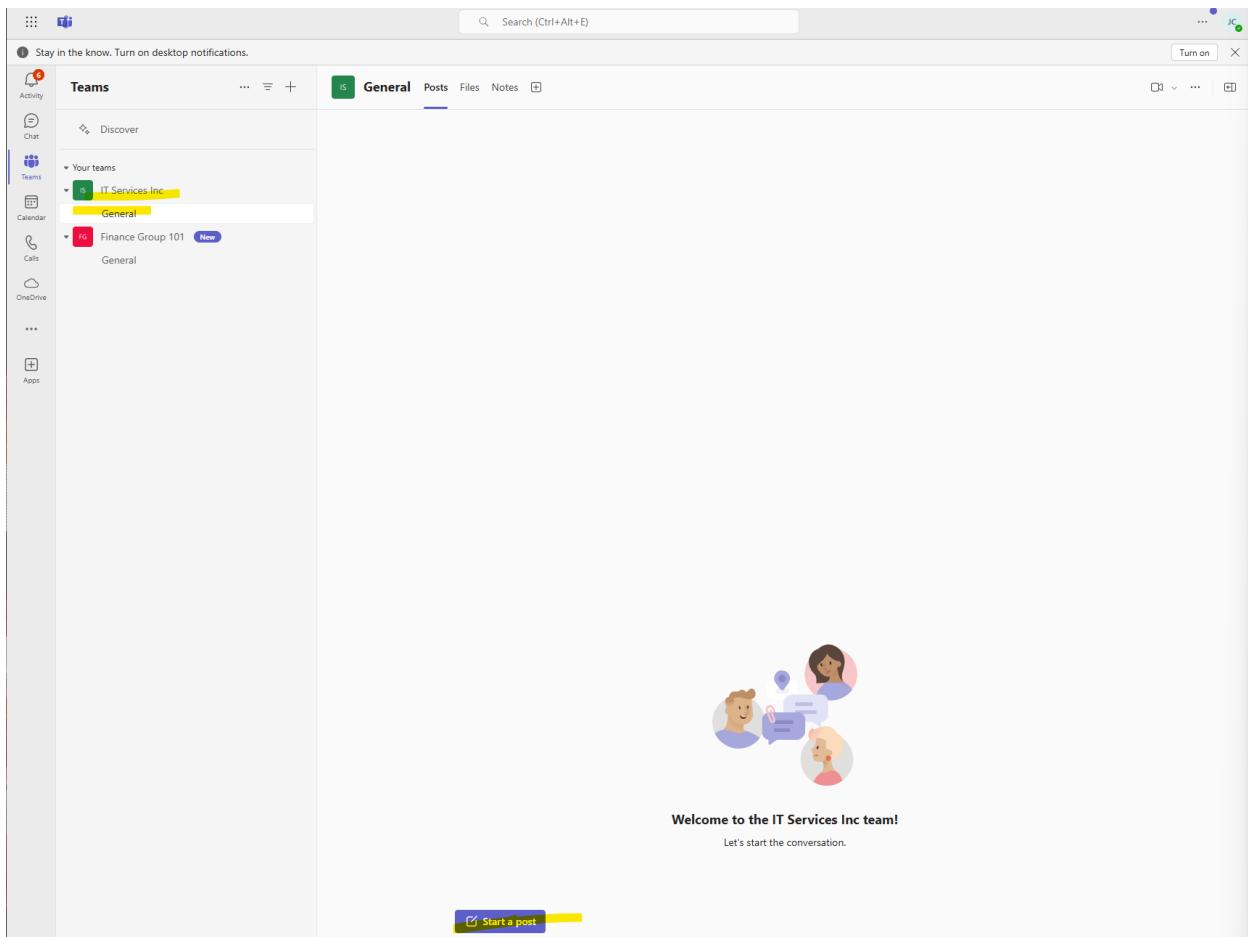
- Jon can now log in to Teams at teams.microsoft.com



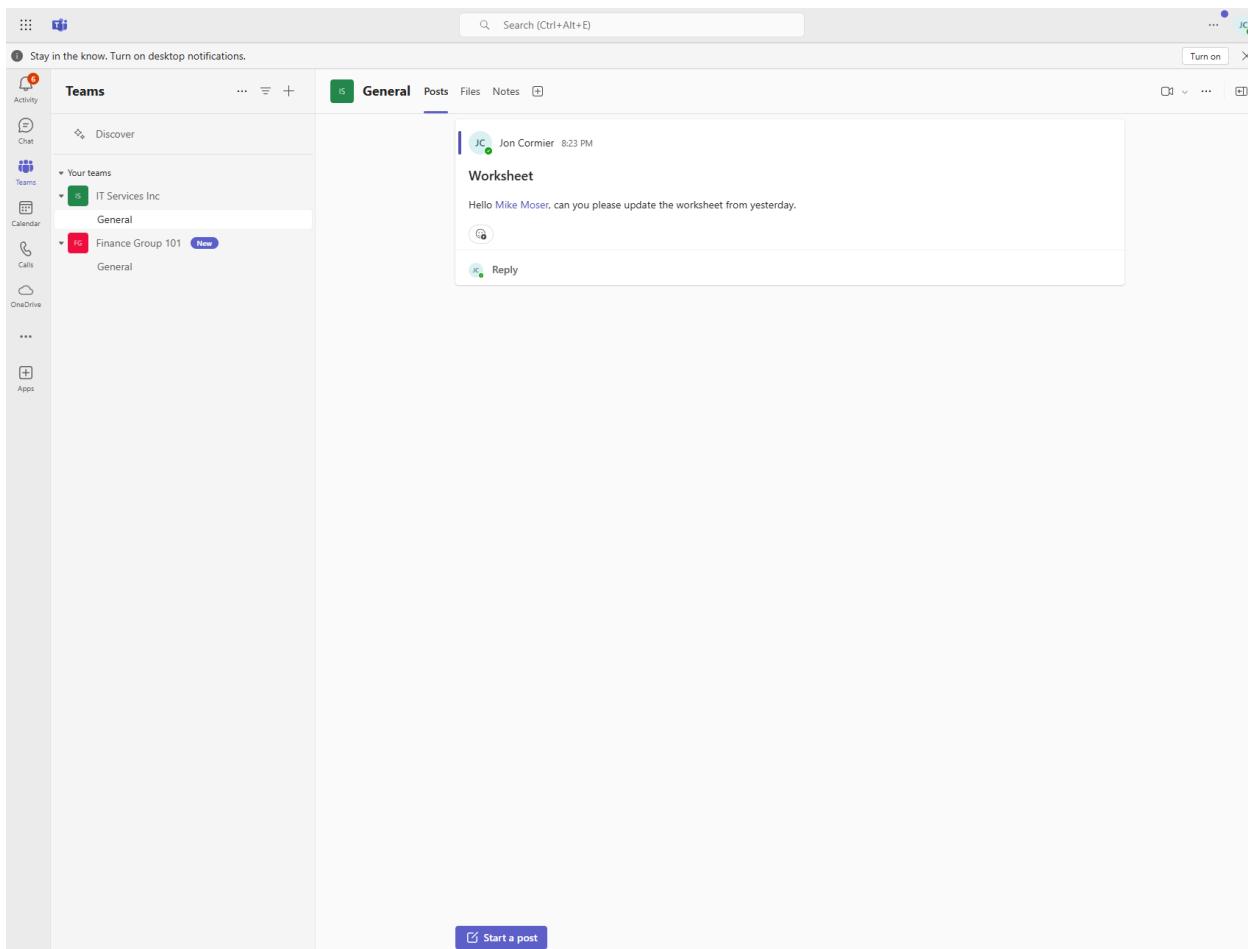
- Select **Teams** and Jon can see the groups that he is a part of



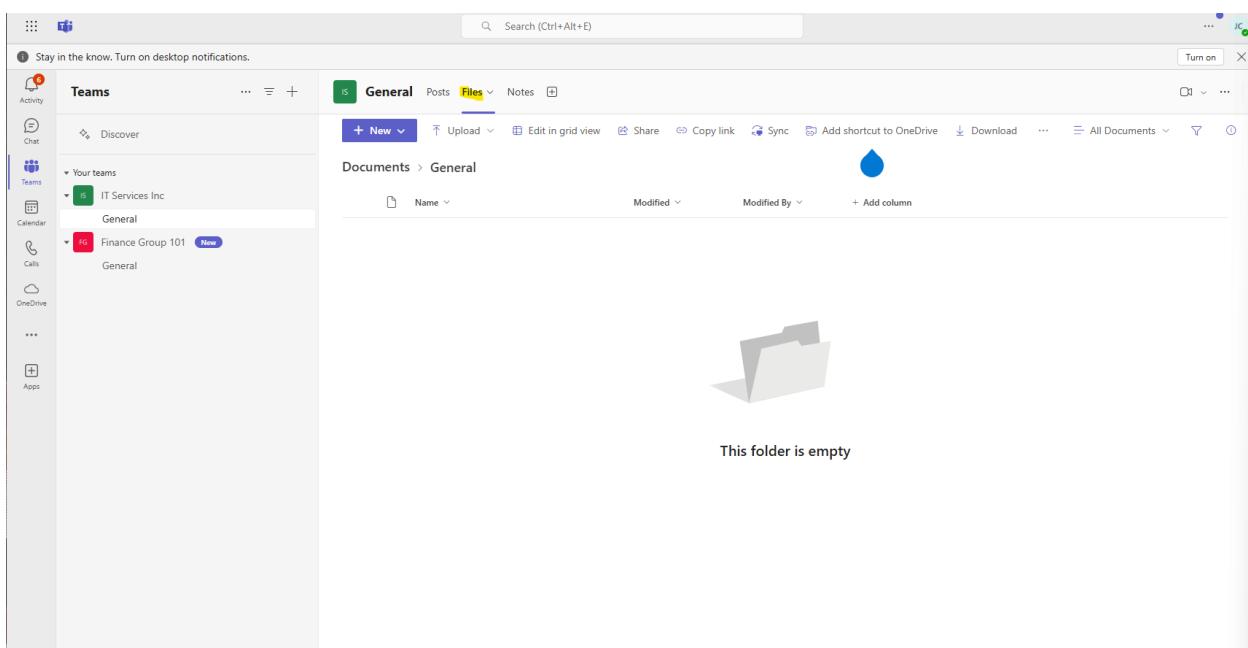
- Click **General** below **IT Services Inc** and select **Start a post** to initiate a group chat



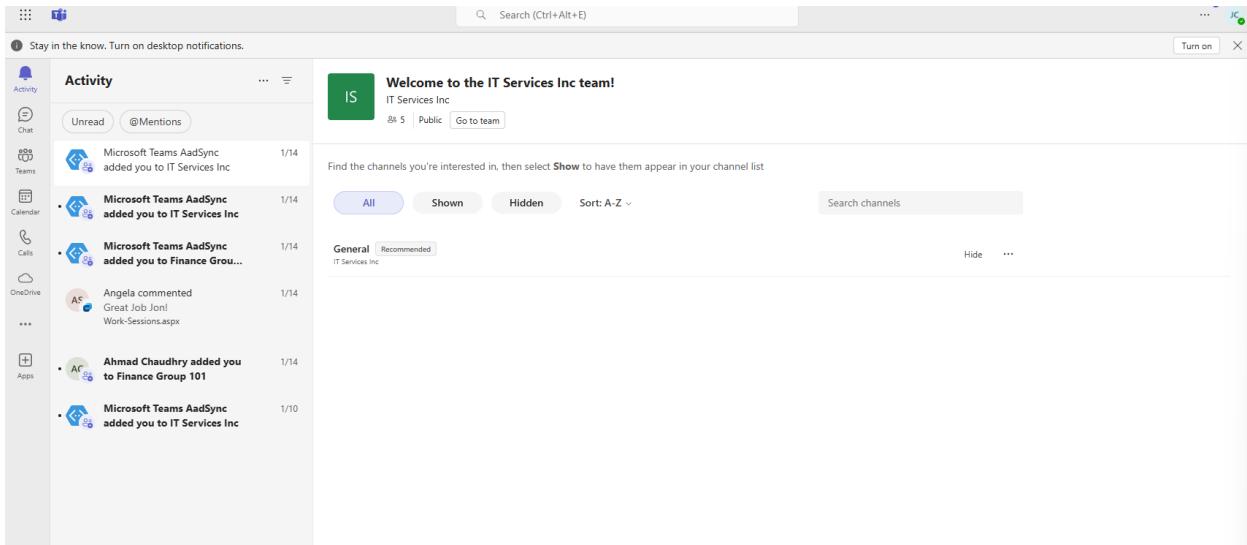
- Jon will post a message



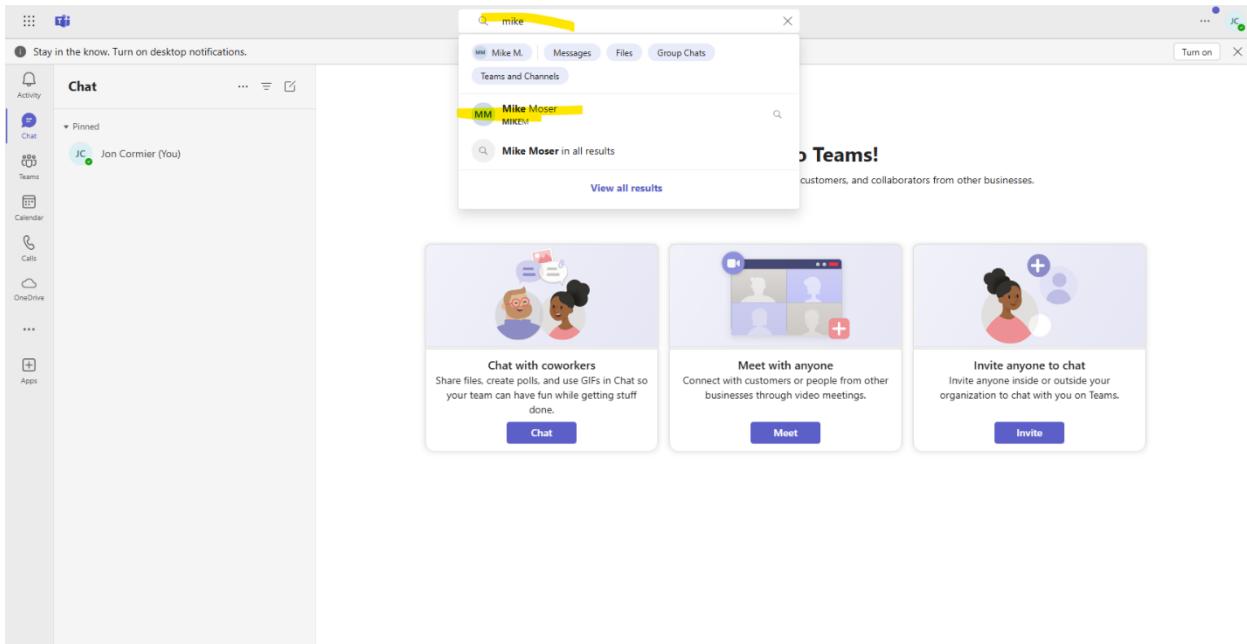
- You can also upload a file in the **Files** tab



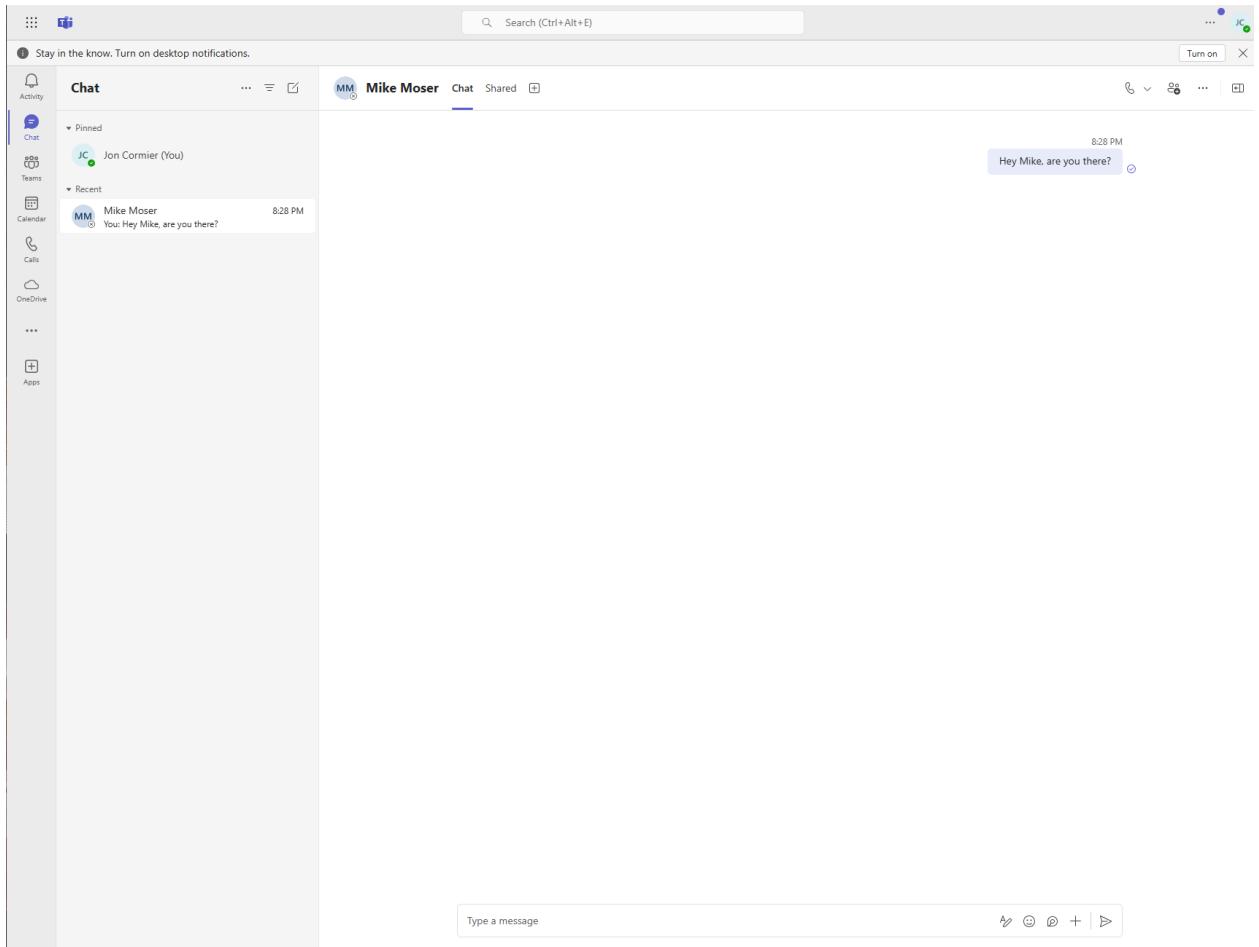
- **Activities** show what's happening



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



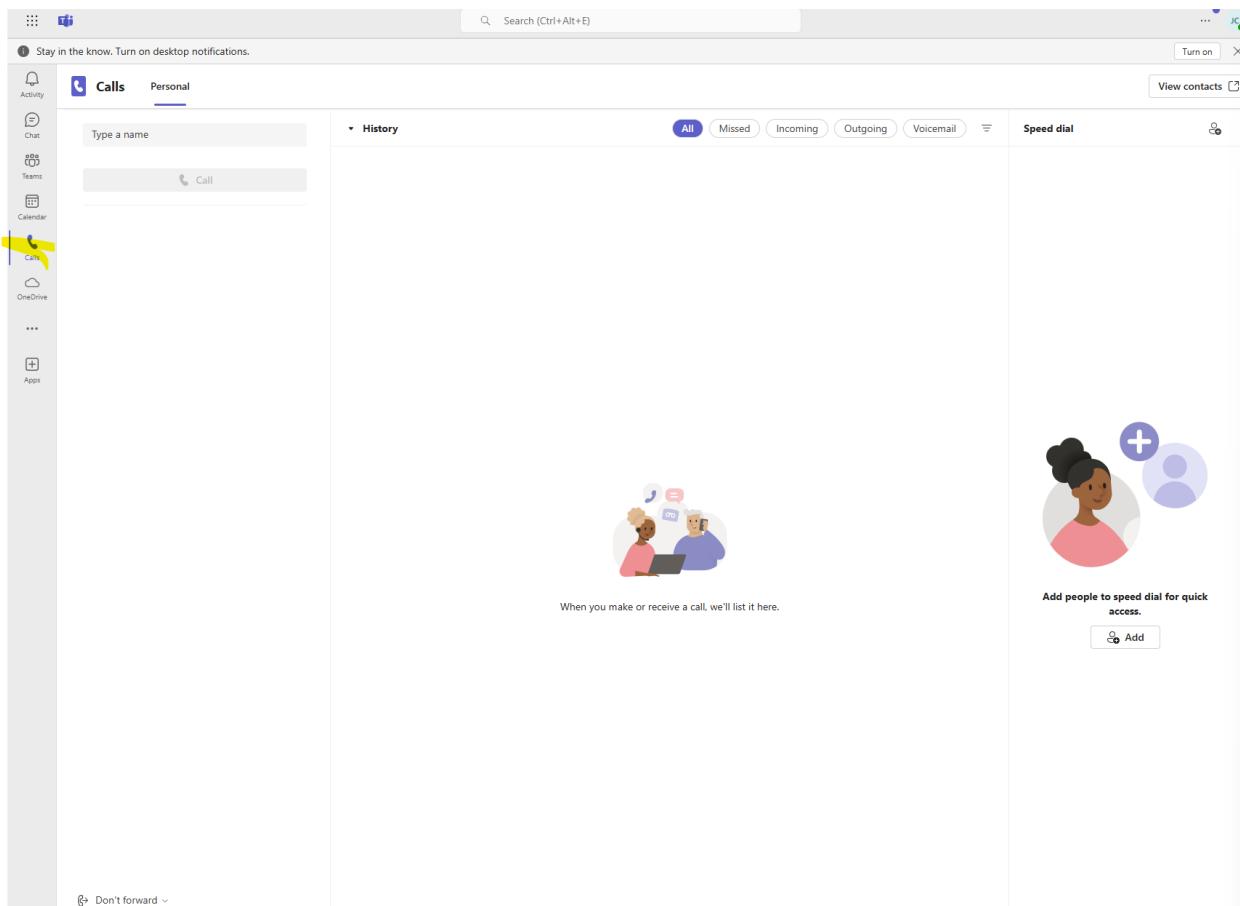
- We will message Mike



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

The screenshot shows the Microsoft Teams calendar interface for January 2025. The left sidebar includes links for Activity, Chat, Teams, Calls, OneDrive, and Apps, with 'Calendar' selected. The main view displays a grid of days from Monday, January 13, to Friday, January 17. The time axis ranges from 11 AM to 10 PM. A red dotted line marks 8 PM, and a solid red rectangle highlights the hour from 8 PM to 9 PM on Wednesday, January 15. At the top right, there are buttons for 'Join with an ID', 'Meet now', and 'New meeting'.

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



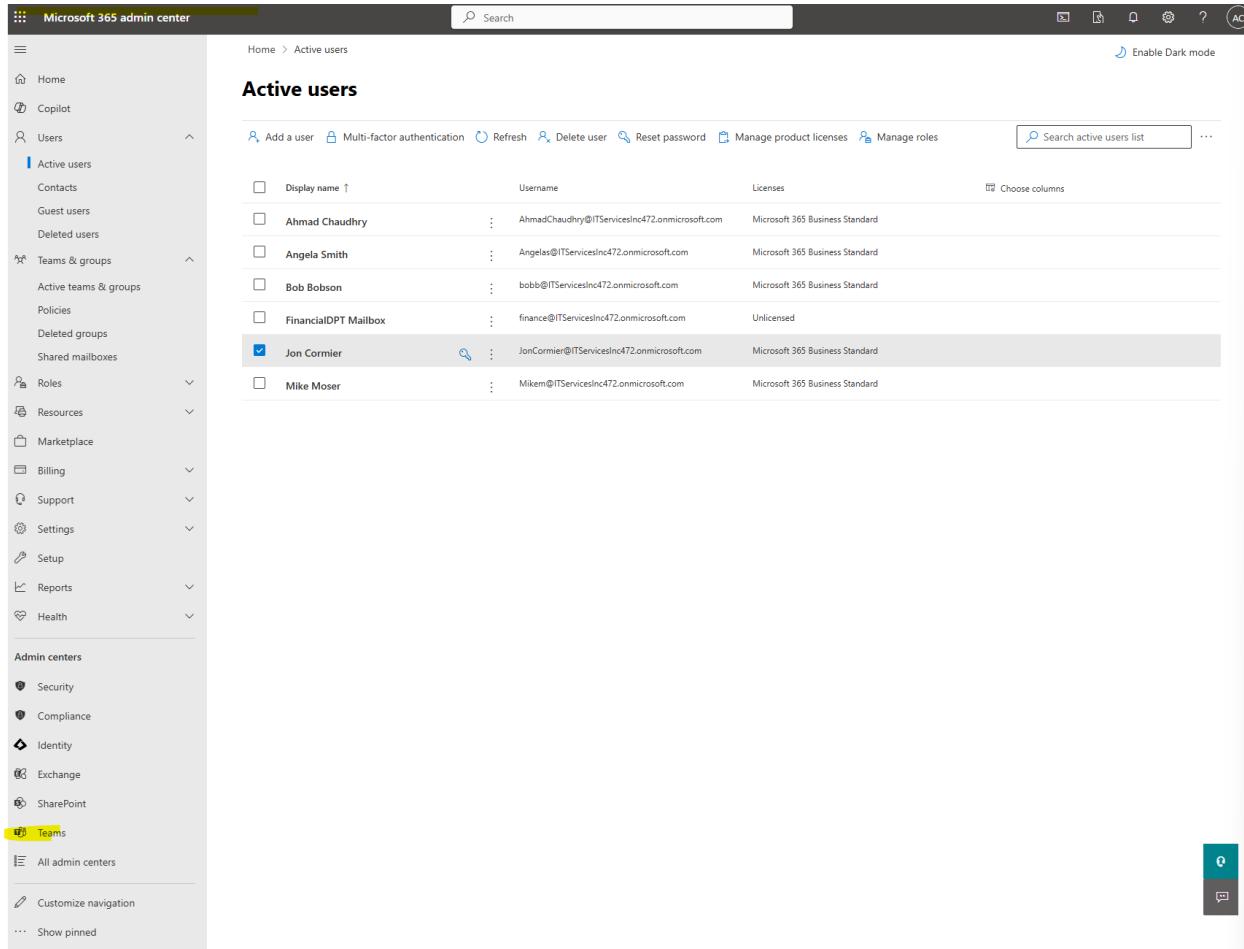
- You can see your files in the OneDrive section

The screenshot shows the Microsoft OneDrive application window. On the left, there's a sidebar with 'OneDrive' selected (highlighted with a yellow arrow). Other options include '+ Add new', 'Home', 'My files', 'Shared', 'Favorites', 'Recycle bin', 'Browse files by' (with People, Meetings, Media options), 'Quick access' (with Finance Group 101 and IT Services), and 'More places...'. The main area is titled 'For you' and shows two cards: 'Document' (You recently opened this Mon) and 'Presentation' (You recently opened this Fri). Below this is a 'Recent' section with tabs for 'All', 'Word', 'Excel', 'PowerPoint', 'PDF', and 'More'. A table lists recent files:

Name	Opened	Owner	Activity
Finance Group 101 Notebook	Yesterday at 1:39 AM	Ahmad Chaudhry	
Document My Files	Mon at 11:02 PM	Jon Cormier	
Presentation My Files	Fri at 12:59 AM	Jon Cormier	

 There's also a 'Filter by name or person' button.

- 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**



The screenshot shows the Microsoft 365 Admin Center interface. The left sidebar is collapsed, and the main content area is titled "Active users". The URL in the address bar is "Home > Active users". The top navigation bar includes a search bar, a "Search active users list" button, and various icons for dark mode, help, and account settings.

Active users

Add a user Multi-factor authentication Refresh Delete user Reset password Manage product licenses Manage roles

<input type="checkbox"/> Display name ↑	Username	Licenses	<input type="checkbox"/> Choose columns
<input type="checkbox"/> Ahmad Chaudhry	AhmadChaudhry@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard	
<input type="checkbox"/> Angela Smith	AngelaSmith@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard	
<input type="checkbox"/> Bob Bobson	bob@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard	
<input type="checkbox"/> FinancialDPT Mailbox	finance@ITServicesInc472.onmicrosoft.com	Unlicensed	
<input checked="" type="checkbox"/> Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard	
<input type="checkbox"/> Mike Moser	Mikem@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard	

Search active users list ...

Navigation:

- Home
- Copilot
- Users
 - Active users
 - Contacts
 - Guest users
 - Deleted users
- Teams & groups
 - Active teams & groups
 - Policies
 - Deleted groups
 - Shared mailboxes
- Roles
- Resources
- Marketplace
- Billing
- Support
- Settings
- Setup
- Reports
- Health

Admin centers:

- Security
- Compliance
- Identity
- Exchange
- SharePoint
- Teams** (highlighted)
- All admin centers

Customize navigation ... Show pinned

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

The screenshot shows the Microsoft Teams admin center interface. The left sidebar has a dark theme with white text. It includes sections for Dashboard, Teams (with Manage teams selected), Teams settings, Teams policies, Team templates, Templates policies, Teams update policies, Teams upgrade settings, Users, Teams devices, Teams apps, Voice, Analytics & reports, Notifications & alerts, and a Show all option. The main content area is titled "Manage teams" and contains a "Users summary" section with counts for Total users (7), Internal users (7), and Guests (0). Below this is a "Quick guide to the new chats, teams and channels experience" box. The main table lists two teams: "IT Services Inc" and "Finance Group...". The table columns are Name, Standard channels, Private channels, Shared channels, Privacy, Status, Description, and Classification. Both teams have 1 standard channel, 0 private channels, 0 shared channels, and are set to Public. Their status is Active, and they both belong to the "IT Services Inc" description. A search bar at the top right says "Search for a team".

- 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

The screenshot shows the Microsoft Teams admin center interface. On the left, there's a navigation sidebar with sections like 'Dashboard', 'Teams', 'Manage teams', 'Users', 'Teams devices', 'Teams apps', 'Voice', 'Analytics & reports', 'Notifications & alerts', and a 'Show all' option. The 'Manage teams' section is currently selected. The main content area displays the 'Finance Group 101' team details, including its name, a red icon with 'FG', and a preview of its members. It also shows privacy settings (Public), an email address (FG101@ITServic...), and buttons for 'Open in Teams' and 'Send email'. Below this, a table lists the team members:

Display name	Username	Title	Location	Role
Angela Smith	Angelas@ITServic...	-	-	Member
Bob Bobson	bobb@ITServic...	-	-	Member
Jon Cormier	JonCormier@ITServic...	Manager	-	Owner
Ahmad Chau...	AhmadChaudhry@ITSer...	-	-	Owner
FinancialDPT ...	finance@ITServic...	-	-	Owner

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

The screenshot shows the Microsoft Teams admin center interface. On the left, the navigation pane is visible with sections like Dashboard, Teams, Manage teams, Users, Teams devices, Teams apps, Voice, Analytics & reports, and Notifications & alerts. The 'Manage teams' section is expanded, showing options such as Teams settings, Teams policies, Team templates, Templates policies, Teams update policies, and Teams upgrade settings. The 'Users' section is also expanded, showing a list of users with their display names, usernames, titles, locations, and roles.

In the center, a modal window titled 'Finance Group 101' is open. It displays the team's logo (a red square with 'FG'), the number of team members (2), privacy settings (Public), and email information (FG101@ITServicesInc472.on...). Below this, there are tabs for Members, Channels, and Settings, with the Members tab selected. Under the Members tab, there are buttons for '+ Add owners', '+ Add members', and 'Remove'. A search bar shows the result 'larr' with a suggestion 'LB Larry Bird (LARRYB)'. A note below the search bar says: 'To add team members, search by display or username above. You can add up to 20 users at a time.' At the bottom of the modal are 'Apply' and 'Cancel' buttons.

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

Display name	Username	Title	Location	Role
Angela Smith	Angelas@ITServicesInc4...	-	-	Member
Bob Bobson	bobb@ITServicesInc472...	-	-	Owner
Larry Bird	larryb@ITServicesInc47...	-	-	Member
Jon Cormier	JonCormier@ITServicesI...	Manager	-	Owner
Ahmad Chaudhry	AhmadChaudhry@ITSer...	-	-	Owner
FinancialDPT ...	finance@ITServicesInc4...	-	-	Owner

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

Display name	Username	Title	Location	Role
Ahmad Chaudhry	AhmadChaudhry@ITSer...	-	-	Member
Angela Smith	Angelas@ITServicesInc4...	-	-	Owner
Bob Bobson	bobb@ITServicesInc472...	-	-	Member
FinancialDPT ...	finance@ITServicesInc4...	-	-	Member
Jon Cormier	JonCormier@ITServicesI...	Manager	-	Member
Larry Bird	larryb@ITServicesInc47...	-	-	Member

- 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

The screenshot shows the Microsoft Teams admin center interface. The left sidebar is titled 'Add' and includes sections for Dashboard, Teams (with 'Teams policies' selected), Manage teams, Teams settings, Team templates, Templates policies, Teams update policies, Teams upgrade settings, Users, Teams devices, Teams apps, Voice, Analytics & reports, Notifications & alerts, and Show all. The main content area is titled 'Teams policies' and contains a summary: '1 Default policy' and '0 Custom policies'. Below this is a table titled 'Manage policies' with one item listed:

Name	Description	Custom policy	Assigned to users	Assigned to groups	Discover private teams	Create private chan
Global (Org-wide default)	Default policy for users ...	No	No	Off	On	

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

The screenshot shows the Microsoft Teams admin center interface. On the left, the navigation menu includes options like Dashboard, Teams, Manage teams, Teams settings, **Teams policies** (which is selected), Team templates, Templates policies, Teams update policies, Teams upgrade settings, Users, Teams devices, Teams apps, Voice, Analytics & reports, Notifications & alerts, and Show all. The main content area is titled "Teams policies" and contains a summary section with "1 Default policy" and "0 Custom policies". Below this is a table with one item: "Global (Org-wide default)" with a description "Default policy for users ...". A modal window titled "New teams policy" is open on the right, prompting for a "Name" (set to "Finance DTP Policy") and a "Description" (set to "Finance DTP Policy"). It also lists several policy settings: "Discover private teams" (Off), "Create private channels" (On), "Create shared channels" (On), "Invite external users to shared channels" (On), and "Join external shared channels" (On). At the bottom of the modal are "Apply" and "Cancel" buttons.

- 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**

The screenshot shows the Microsoft Teams admin center interface. The left sidebar has a navigation menu with sections like Dashboard, Teams, Teams settings, Teams policies (which is selected), Team templates, Templates policies, Teams update policies, Teams upgrade settings, Users, Teams devices, Teams apps, Voice, Analytics & reports, Notifications & alerts, and Show all. The main content area is titled "Teams policies" and contains a summary box stating "Teams policies are used to control what settings or features are available to users when they are using teams and channels. You can use the Global (Org-wide default) policy and customize it or create one or more custom policies for those people that are members of a team or a channel within your organization. Learn more". Below this is a "Teams policies summary" box showing 1 Default policy and 1 Custom policy. A callout bubble says "Save time and manage your organization's settings and policies more efficiently Try the new experience". The main table lists two items: "Global (Org-wide default)" and "Finance DTP Policy". The "Assign users" button in the header of the table is highlighted with a yellow box. The table columns include Name, Description, Bulk unassign users, Assigned to users, Assigned to groups, Discover private teams, and Create private chan.

Name	Description	Bulk unassign users	Assigned to users	Assigned to groups	Discover private teams	Create private chan
Global (Org-wide default)	Default policy for users ...	No	No	No	Off	On
Finance DTP Policy	Finance DTP Policy	Yes	View users	No	Off	On

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

The screenshot shows the Microsoft Teams admin center interface. On the left, the navigation sidebar includes sections for Dashboard, Teams, Manage teams, Teams settings, **Teams policies** (which is selected), Team templates, Templates policies, Teams update policies, Teams upgrade settings, Users, Teams devices, Teams apps, Voice, Analytics & reports, Notifications & alerts, and Show all.

The main content area displays the "Teams policies" page. It features a "Teams policies summary" section with counts for Default policy (1) and Custom policy (1). Below this is a table listing policies:

Name	Description	Custom policy	Assigned to users	Assigned to groups
Global (Org-wide default)	Default policy for users ...	No		No
Finance DTP Policy	Finance DTP Policy	Yes	View users	No

A "Manage policies" tab is active. A "Group policy assignment" tab is open, showing an "Add" button highlighted with a yellow box. A search bar at the top right contains the text "jon". A modal window titled "Manage users" is open, showing a list with one item: "jon" (Jon Cormier) with a green checkmark icon. Buttons for "Apply" and "Cancel" are at the bottom of the modal.

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

This screenshot shows the same Microsoft Teams admin center interface as the previous one, but with a different focus. The "Group policy assignment" tab is now selected, indicated by a blue highlight. The "Add" button under this tab is also highlighted with a yellow box.

The rest of the interface remains consistent with the first screenshot, including the sidebar navigation and the "Teams policies summary" table.

- Select **Finance Group 101**

The screenshot shows the Microsoft Teams admin center interface. On the left, there's a navigation sidebar with various sections like Dashboard, Teams, Manage teams, etc., and 'Teams policies' is selected. The main area is titled 'Teams policies' and contains a summary section with '1 Default policy' and '1 Custom policy'. Below this is a table with columns 'Group name', 'Rank', 'Group email', and 'Assigned policy'. A note at the bottom says 'No data is available.' On the right, a modal window titled 'Assign policy to group' is displayed. It shows a list of groups: 'Finance Group' (red icon), 'Finance Group 101' (yellow icon, highlighted with a yellow box), and another 'Finance Group' (red icon). A note below says 'Select rank 1 if you want the selected policy to be effective for everyone in the selected group.' At the bottom of the modal are 'Apply' and 'Cancel' buttons.

- 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

The screenshot shows the Microsoft Teams admin center interface. On the left, there's a navigation sidebar with various options like Dashboard, Teams, Manage teams, Teams settings, **Teams policies** (which is selected), Team templates, Templates policies, Teams update policies, Teams upgrade settings, Users, Teams devices, Teams apps, Voice, Analytics & reports, Notifications & alerts, and Show all. The main content area is titled "Teams policies" and contains a summary section with "1 Default policy" and "1 Custom policy". Below this is a table header for "Manage policies" and "Group policy assignment". The "Group policy assignment" tab is selected. A modal window titled "Assign policy to group" is open, showing a list of users in "Finance Group 101" (6 users). A dropdown menu "Select a policy" has "Finance DTP Policy" highlighted. A note below says "Select rank 1 if you want the selected policy to be effective for everyone in the selected group." At the bottom right of the modal are "Apply" and "Cancel" buttons.

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

The screenshot shows the Microsoft Teams admin center interface. On the left, there's a navigation sidebar with various settings like Dashboard, Teams, Manage teams, Teams settings, **Teams policies** (which is selected), Team templates, Templates policies, Teams update policies, Teams upgrade settings, Users, Teams devices, Teams apps, Voice, Analytics & reports, Notifications & alerts, and a Show all option. The main content area is titled "Teams policies" and contains a summary box showing 1 Default policy and 1 Custom policy. Below this is a table header for "Manage policies" with columns: Group name, Rank ↑, Group email, and Assigned policy. A note below the table says "No data is available." To the right, a modal window titled "Assign policy to group" is open. It asks to "Select a group" and shows "Finance Group 101" with 6 users. It also asks to "Select a policy" and shows "Finance DTP Policy". A note says "Select rank 1 if you want the selected policy to be effective for everyone in the selected group." At the bottom of the modal are "Apply" and "Cancel" buttons.

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

Microsoft Teams admin center

Phones

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

Total	Online	Offline
0	0	0

Health summary

Healthy	Non-urgent	Critical
0	0	0

Software auto-updates

Can't load data. Try again?

Configuration profiles

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

Phones

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

Total	Online	Offline
0	0	0

Health summary

Healthy	Non-urgent	Critical
0	0	0

Software auto-updates

Can't load data. Try again?

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**

The screenshot shows the Microsoft Teams admin center interface for managing configuration profiles. The left sidebar navigation includes sections like Dashboard, Teams, Users, Teams devices, Store, Teams Rooms on Windows, Teams Rooms on Android, Surface Hubs (Legacy), Panels, Phones (selected), Displays, SIP devices, Teams apps, Voice, Analytics & reports, Notifications & alerts, and Show all.

The main content area is titled "IP Phone Settings". It contains a "General" section with the following settings:

- Set device lock:** On (switch is blue)
- Timeout:** 30 seconds
- Device lock PIN:** 123456
- Enforce device lock:** Off (switch is grey)
- When this is on, user on the phone device will be asked to set device lock PIN within a certain period.
- Language:** English (United States)
- Timezone:** (UTC-12:00) International Date Line West
- Date format:** DD/MM/YYYY
- Time format:** 12 Hours (AM/PM)
- Maintenance window:** Start time 01:00, End time 04:00, Duration 3hrs
- Update frequency (Minimum weekly once):** M T W T F S S (Sunday is blue)
- Restart Teams automatically:** When needed

Below the General section is a "Calling settings" section with the following settings:

- Advanced calling:** Off (switch is grey)
- This setting might not be applicable if the device isn't updated.
- Hotline:** Off (switch is grey)
- Call quality survey:** On (switch is blue)
- This setting might not be applicable if the device isn't updated.

The screenshot shows the Microsoft Teams admin center interface. The left sidebar is a navigation menu with sections like Dashboard, Teams, Users, Teams devices (selected), Store, Teams Rooms on Windows, Teams Rooms on Android, Surface Hubs (Legacy), Panels, Phones (selected), Displays, SIP devices, Teams apps, Voice, Analytics & reports, Notifications & alerts, and Show all. The main content area is titled 'Device settings' under 'Teams devices'. It contains several configuration options:

- Display call forwarding on home screen: Off (with a note that it applies only to common area phones and personal phones).
- Device settings section:
 - Display screen saver: On (Timeout: 30 seconds).
 - Display backlight brightness: A slider set to 15 minutes.
 - Display backlight timeout: 15 minutes.
 - Display high contrast: Off.
 - Silent mode: Off.
 - Office hours: Set from 08:00 to 17:00.
 - Power saving: Off.
 - Screen capture: Off.
- Network settings section:
 - DHCP enabled: On.
 - Logging enabled: Off.
 - Host name: host.
 - Domain name: domain.com.
 - IP address: 10.5.140.156.
 - Subnet mask: 255.255.255.0.
 - Default gateway: 10.5.140.1.
 - Primary DNS: 10.5.140.225.
 - Secondary DNS: 10.5.140.101.
 - Device's admin password: (password field).
 - Network PC port: Off.

At the bottom are 'Save' and 'Cancel' buttons.

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

Microsoft Teams admin center

Search

Actions

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

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](#)

Actions

Devices summary

Total	Online	Offline
0	0	0

Health summary

Healthy	Non-urgent	Critical
0	0	0

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

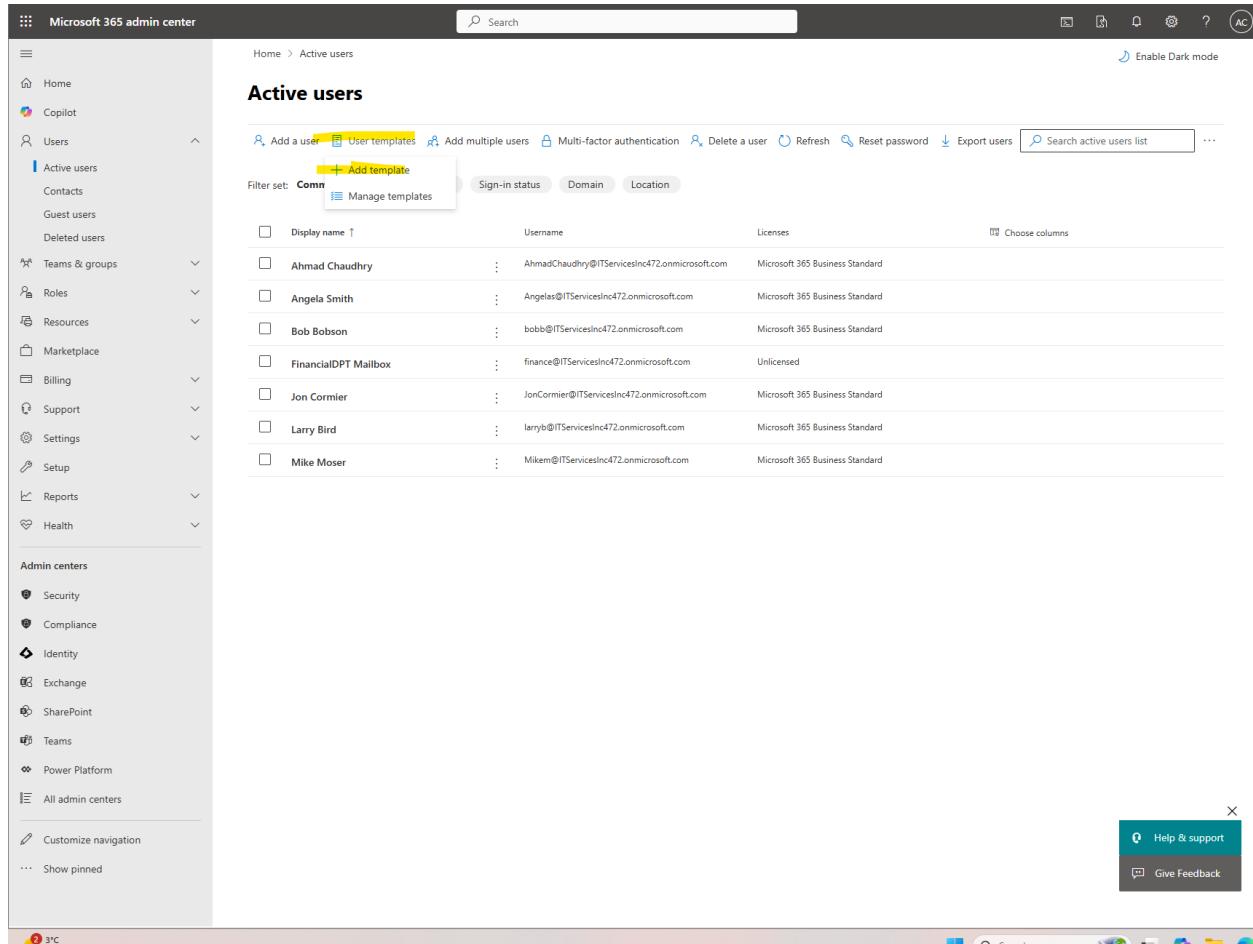
Configuration profiles

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"



The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a navigation sidebar with various admin centers like Security, Compliance, Identity, Exchange, SharePoint, Teams, and Power Platform. The main area is titled "Active users" and shows a list of users with columns for Display name, Username, and Licenses. At the top of this list, there are several buttons: "Add a user", "User templates" (which is highlighted in yellow), "Add multiple users", "Multi-factor authentication", "Delete a user", "Refresh", "Reset password", "Export users", and a search bar. Below these buttons are filter options for "Filter set: Comm", "Sign-in status", "Domain", and "Location". A "Manage templates" link is also visible. The user list contains entries for Ahmad Chaudhry, Angela Smith, Bob Bobson, FinancialDPT Mailbox, Jon Cormier, Larry Bird, and Mike Moser, all with Microsoft 365 Business Standard licenses.

- Fill out the details;

Microsoft 365 admin center

Home > Active users > Add user template

Add user template

Active users

Description

Basics

Licenses

Optional settings

Finish

Filter set: **Compliance**

Display

Ahmad

Angel

Bob

Finance

Jon

Larry

Mike

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

105

Microsoft 365 admin center

Home > Active users > Add user template

Add user template

Active users

Description

Basics

Licenses

Optional settings

Finish

Filter set: **Compliance**

Add a user

Display name

Ahmad

Angela

Bob B.

Finance

Jon C.

Larry D.

Mike E.

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

Home > Active users > Add user template

Add user template

Active users

Filter set: Company

Description

Basics

Licenses

Optional settings

Finish

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)

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

Microsoft 365 admin center

Home > Active users > Add user template

Add user template

Active users

Description

Basics

Licenses

Optional settings

Finish

Filter set: Company

Display name

Ahmad

Angela

Bob

Finance

Jon

Larry

Mike

Profile info

Job title

Department

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

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)

Microsoft 365 admin center

Home > Active users > Add user template

Add user template

Review and finish creating your template

Review the settings for your template. You can use this template immediately after you finish creating it.

Description

Basics

Licenses

Optional settings

Finish

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

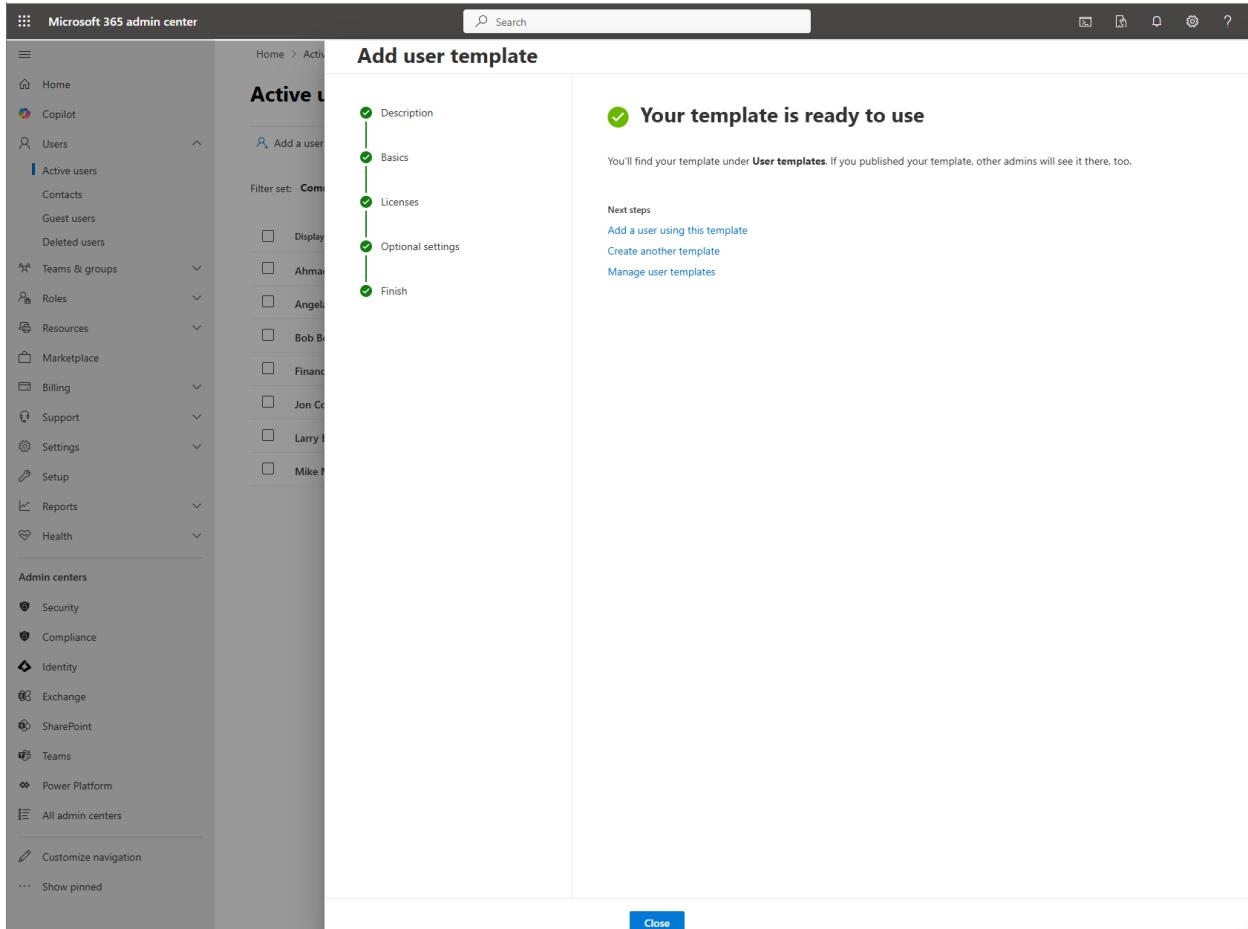
Edit

Back

Finish adding

Cancel

This screenshot shows the 'Add user template' wizard in the Microsoft 365 Admin Center. The left sidebar shows navigation options like Home, Copilot, Users, Active users, and so on. The main area shows a list of active users. The 'Optional settings' step is currently selected. The right pane displays the template configuration, including a summary of checked options (Description, Basics, Licenses, Optional settings) and detailed settings for each category. At the bottom, there are 'Back', 'Finish adding', and 'Cancel' buttons.



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

The screenshot shows the 'Active users' list in the Microsoft 365 Admin Center. The left sidebar includes 'Copilot' and 'Users' under 'Active users'. The main area displays a list of users with columns for Username, Licenses, and 'Choose columns'. A context menu is open over the first user, showing options like 'Add template', 'Sign-in status', 'Domain', and 'Location'. The 'Add template' option is highlighted with a yellow background. A search bar at the top right contains the placeholder 'Search active users list'.

- 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 Last name

Display name

Username * @ 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

Active users

Display name ↑	Username	Licenses
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
FinancialDPT Mailbox	finance@ITServicesInc472.onmicrosoft.com	Unlicensed
Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard
Larry Bird	larryb@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard
Mike Moser	Mikem@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard

- Click Add Multiple Users

Active users

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	
FinancialDPT Mailbox	finance@ITServicesInc472.onmicrosoft.com	Unlicensed	
George Henry	georgeh@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard	
Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard	
Larry Bird	larryb@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard	
Mike Moser	Mikem@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard	

- 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

Microsoft 365 admin center

Active users > Add multiple users

Basics

Licenses

Finish

Add list of users

Enter up to 249 users. All users are given temporary passwords.

+ Add row - Remove row

First name	Last name	Username	Domain
First name	Last name	Username	@ ITServicesInc472.onmicrosoft.com
First name	Last name	Username	@ ITServicesInc472.onmicrosoft.com
First name	Last name	Username	@ ITServicesInc472.onmicrosoft.com
First name	Last name	Username	@ ITServicesInc472.onmicrosoft.com
First name	Last name	Username	@ ITServicesInc472.onmicrosoft.com

I'd like to upload a CSV with user information

(i) Download one of the files below. Open the file in Excel or a similar app, add user info, save, and upload.

[Download a blank CSV file with the required headers.](#)

[Download a CSV file that includes example user info](#)

Upload CSV file with your user information *

Browse

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

Import_User_Template.csv

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	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		
2																		
3																		
4																		
5																		
6																		
7																		
8																		
9																		
10																		
11																		
12																		
13																		
14																		
15																		
16																		

- Basics
- Licenses
- Finish

Add list of users

Enter up to 249 users. All users are given temporary passwords.

[+ Add row](#) [Remove row](#)

First name	Last name	Username	Domain
First name	Last name	Username	@ ITServicesInc472.onmicr... ▾
First name	Last name	Username	@ ITServicesInc472.onmicr... ▾
First name	Last name	Username	@ ITServicesInc472.onmicr... ▾
First name	Last name	Username	@ ITServicesInc472.onmicr... ▾
First name	Last name	Username	@ ITServicesInc472.onmicr... ▾

I'd like to upload a CSV with user information

[\(i\) Download one of the files below. Open the file in Excel or a similar app, add user info, save, and upload.](#) ▾

[Download a blank CSV file with the required headers](#)

[Download a CSV file that includes example user info](#)

Upload CSV file with your user information *

[Browse](#)

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

Search resources, services, and docs (G+)

Copilot

AhmadChaudhry@ITSer... IT SERVICES INC (ITSERVICESINC...)

Home > Per-user multifactor authentication ...

Bulk update Got feedback?

Users Service settings

Use multifactor authentication (MFA) to protect your users and data. Our recommended approach to enforce MFA is to use adaptive Conditional Access policies. [Learn more](#)

Before you begin, take a look at the [multifactor authentication deployment guide](#).

Enable MFA Disable MFA Enforce MFA User MFA settings

Search Status : All View : Sign-in allowed users Reset filters

Name	UPN	Status
Ahmad Chaudhry	AhmadChaudhry@ITServicesinc472.onmicrosoft.com	disabled
Angela Smith	Angelas@ITServicesinc472.onmicrosoft.com	disabled
Bob Bobson	bobb@ITServicesinc472.onmicrosoft.com	disabled
FinancialDPT Mailbox	finance@ITServicesinc472.onmicrosoft.com	disabled
George Henry	georgeh@ITServicesinc472.onmicrosoft.com	disabled
Jon Cormier	JonCormier@ITServicesinc472.onmicrosoft.com	disabled
Larry Bird	larryb@ITServicesinc472.onmicrosoft.com	disabled
Mike Moser	Mikem@ITServicesinc472.onmicrosoft.com	disabled

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

Microsoft 365 admin center

Search

Enable Dark mode

Home > Contacts

Contacts

Contacts are people outside your organization that you'd like everyone to be able to find. Anyone listed here can be found in Outlook under People in Microsoft 365.

Add a contact Add multiple contacts Export contacts Refresh

Contact name Email Company Office phone Mobile phone

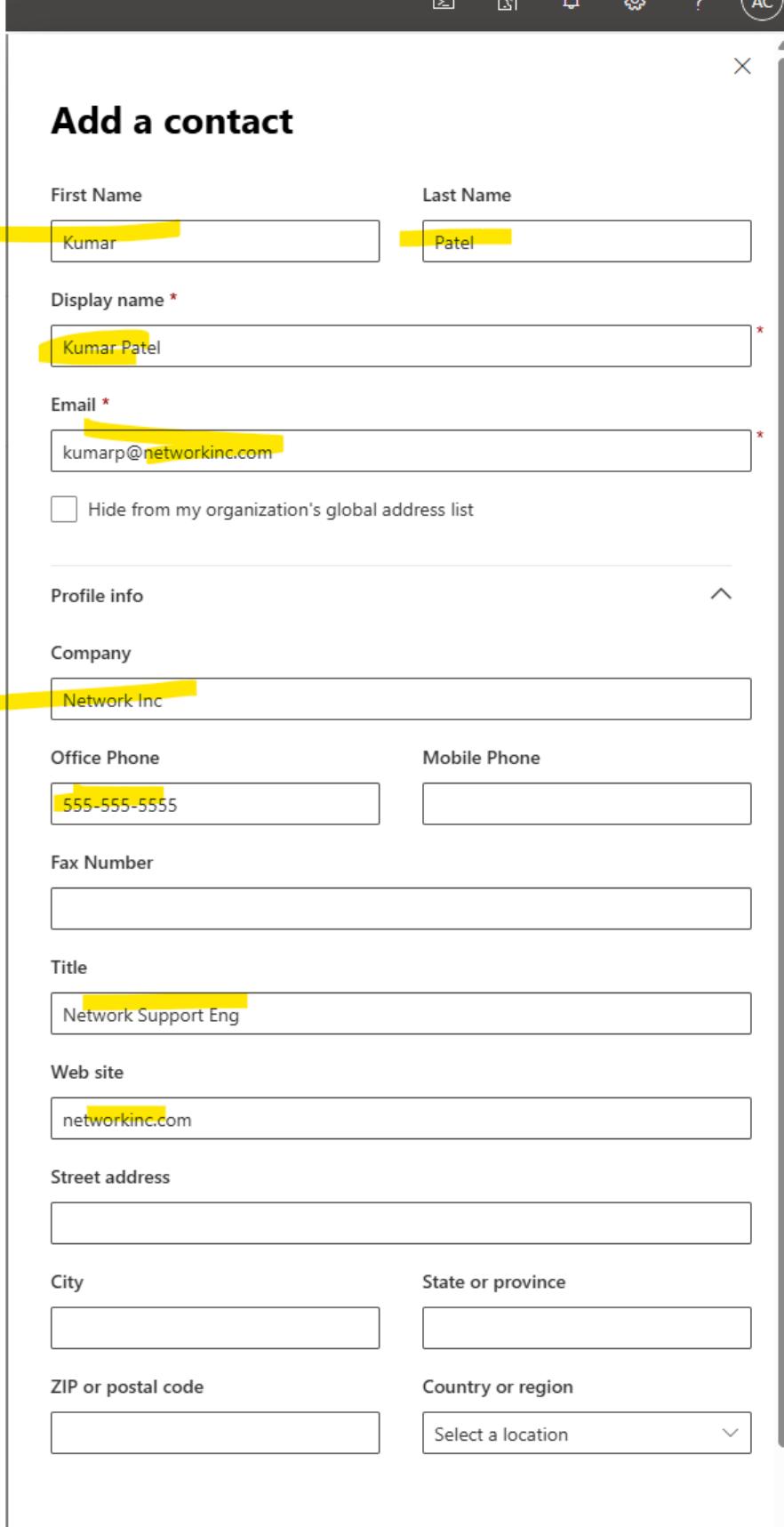
This page is empty
Add your first item to see it in this list

Home Copilot Users Active users Contacts Guest users Deleted users Teams & groups Active teams & groups Policies Deleted groups Shared mailboxes Roles Resources Marketplace Billing Support Settings

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

The screenshot shows the Microsoft 365 admin center interface. The left sidebar includes links for Home, Users (Active users, Contacts, Guest users, Deleted users), Teams & groups (Active teams & groups, Deleted groups), and Admins. The main content area is titled 'Contacts' and contains a brief description: 'Contacts are people outside your organization that you'd like everyone to be able to find. Anyone listed here can be found in Outlook under People in Microsoft 365.' Below this is a toolbar with buttons for 'Add a contact' (highlighted in yellow), 'Add multiple contacts', 'Export contacts', and 'Refresh'. A search bar labeled 'Search contacts list' is also present. The main table has columns for Contact name, Email, Company, Office phone, and Mobile phone.

- 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

A screenshot of a "Add a contact" dialog box. The form includes fields for First Name (Kumar), Last Name (Patel), Display name (Kumar Patel), Email (kumarp@networkinc.com), and a checkbox for Hide from my organization's global address list. A "Profile info" section contains fields for 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, and Country or region (Select a location). The entire dialog box has a dark gray header bar with standard window controls.

Add a contact

First Name

Last Name

Display name *

Email *

Hide from my organization's global address list

Profile info

Company

Office Phone Mobile Phone

Fax Number

Title

Web site

Street address

City State or province

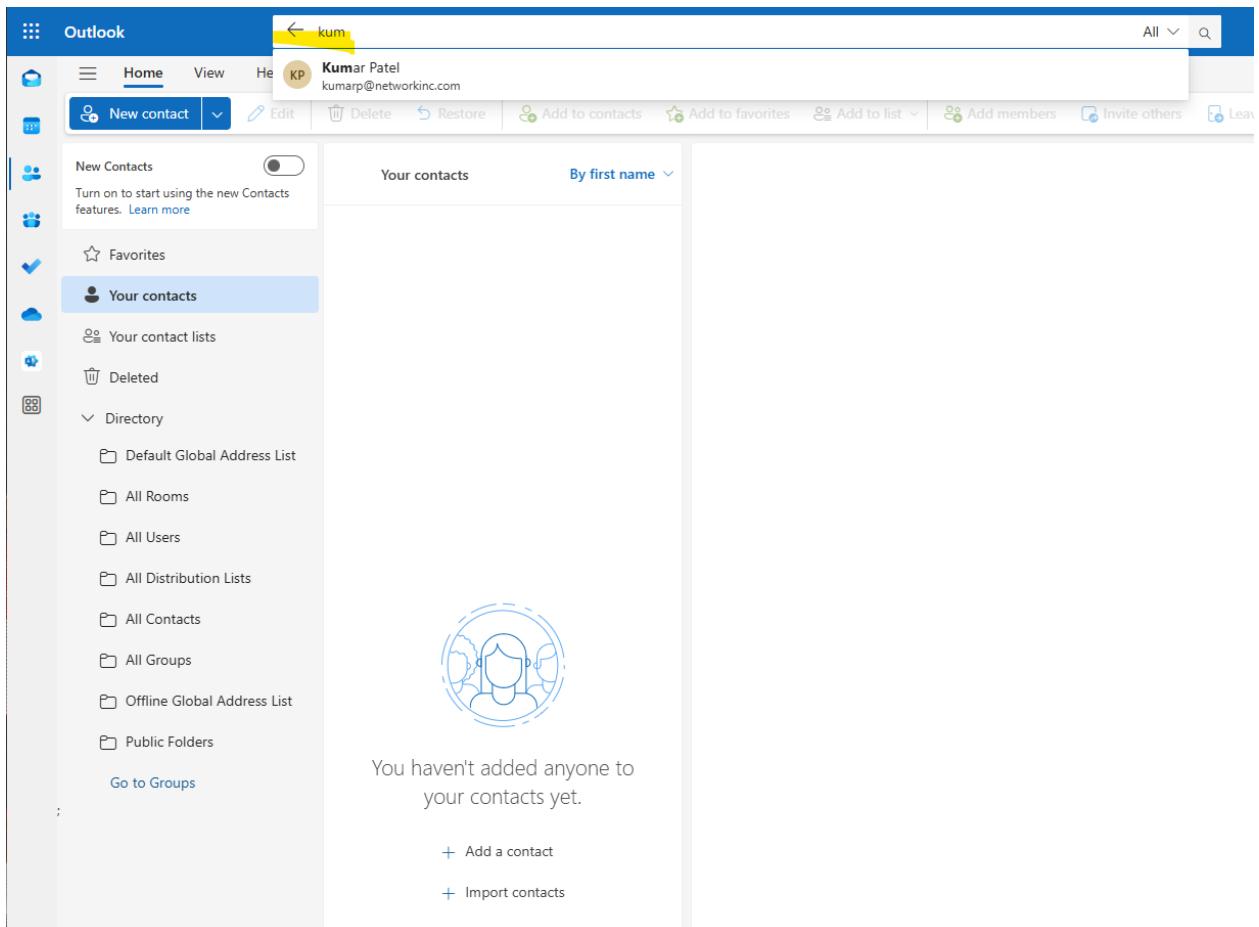
ZIP or postal code Country or region

Mail tip

Kumar is our network support contact. You can contact him in case of network outage.

Add

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



The screenshot shows the Microsoft Outlook web interface. At the top, there's a navigation bar with 'Outlook' and a search bar containing the text 'netwo'. Below the search bar, the user's name 'Kumar Patel' and email 'kumarp@networkinc.com' are displayed, along with a profile icon. The main menu includes 'Home', 'View', 'Help', and a 'New contact' button. To the right of the menu are buttons for 'Edit', 'Delete', 'Restore', 'Add to contacts', 'Add to favorites', 'Add to list', 'Add members', 'Invite others', and 'Leave group'. A 'All' dropdown and a search icon are also present.

The left sidebar has a 'New Contacts' section with a toggle switch and a link to learn more about new features. It also includes sections for 'Favorites', 'Your contacts' (which is selected), 'Your contact lists', 'Deleted', and 'Directory'. Under 'Directory', there are links for 'Default Global Address List', 'All Rooms', 'All Users', 'All Distribution Lists', 'All Contacts', 'All Groups', 'Offline Global Address List', and 'Public Folders'. There's also a link to 'Go to Groups'.

The main content area is titled 'Your contacts' and is sorted by 'By first name'. It displays a message: 'You haven't added anyone to your contacts yet.' with a blue circular icon of three people. Below this, there's a blue '+' button labeled 'Add a contact'.

- 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

The screenshot shows the Microsoft 365 Admin Center interface. On the left, the navigation menu is open, showing various admin centers like Security, Compliance, Identity, Exchange, SharePoint, Teams, and Power Platform. The 'Guest users' option under the 'Users' section is selected. The main content area is titled 'Guest users' and contains a table with columns for 'Display name' and 'Email Address'. A note at the top says 'Guests have access to Teams. Manage Teams settings'. Below the table, there's a section titled 'Guest access' with a note: 'Add people from outside your organization to your teams and channels in Microsoft Teams. You can invite anyone with a valid email address to participate as a guest in Teams with full access to team chats, meetings, and files.' A yellow callout box highlights the 'Allow guest access in Teams' checkbox, which is checked. Other options shown include 'Turn on Microsoft Teams for all users' and 'Go to Teams admin center to manage which features guests can use'.

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

This screenshot shows the same Microsoft 365 Admin Center interface as the previous one, but with a yellow highlight on the 'Add a guest user' button in the top navigation bar of the 'Guest users' page. The rest of the interface is identical to the first screenshot, showing the guest user list and the 'Guest access' section.

- 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

Name	Type	Details
All Company	Group	allcompany@ITServicesInc472.onmicrosoft.com
FG	Group	Distribution groups are not allowed.
Finance Group	Group	Distribution groups are not allowed.
Finance Group 101	Group	FG101@ITServicesInc472.onmicrosoft.com
IT Services Inc	Group	ITServicesInc@ITServicesInc472.onmicrosoft.com

Select manager

Try changing or adding filters if you don't see what you're looking for.

Search:

8 results found

All Users

Name	Type	Details
Ahmad Chaudhry	User	AhmadChaudhry@ITServicesInc472.onmicrosoft.com
Angela Smith	User	Angelas@ITServicesInc472.onmicrosoft.com
Bob Bobson	User	bobb@ITServicesInc472.onmicrosoft.com
FinancialDPT Mailbox	User	finance@ITServicesInc472.onmicrosoft.com
George Henry	User	georgeh@ITServicesInc472.onmicrosoft.com
Jon Cormier	User	JonCormier@ITServicesInc472.onmicrosoft.com
Larry Bird	User	larryb@ITServicesInc472.onmicrosoft.com
Mike Moser	User	Mikem@ITServicesInc472.onmicrosoft.com

Selected manager (1)

Reset

Jon Cormier
JonCormier@ITServicesInc472.onmicrosoft.com

- You can see the guest user in Microsoft Entra

Users

IT Services Inc

9 users found

Display name	User principal name	User type	On-premises sync	Identities	Company name	Created
AC	Ahmad Chaudhry	AhmadChaudhry@ITServicesInc472.onmicrosoft.com	Member	No	ITServicesInc472.onmicrosoft.com	
A	Alex	alex@ITServicesInc472.onmicrosoft.com	Member	No	ITServicesInc472.onmicrosoft.com	Sunshine Inc
AS	Angela Smith	Angelas@ITServicesInc472.onmicrosoft.com	Member	No	ITServicesInc472.onmicrosoft.com	
BB	Bob Bobson	bobb@ITServicesInc472.onmicrosoft.com	Member	No	ITServicesInc472.onmicrosoft.com	
FM	FinancialDPT Mailbox	finance@ITServicesInc472.onmicrosoft.com	Member	No	ITServicesInc472.onmicrosoft.com	
GH	George Henry	georgeh@ITServicesInc472.onmicrosoft.com	Member	No	ITServicesInc472.onmicrosoft.com	
JC	Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com	Member	No	ITServicesInc472.onmicrosoft.com	visitor/contractor
LB	Larry Bird	larryb@ITServicesInc472.onmicrosoft.com	Member	No	ITServicesInc472.onmicrosoft.com	
MM	Mike Moser	Mikem@ITServicesInc472.onmicrosoft.com	Member	No	ITServicesInc472.onmicrosoft.com	

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

The screenshot shows the Microsoft 365 admin center interface. On the left, there's a navigation sidebar with various options like Home, Copilot, Users, and Admin centers. The 'Users' section is expanded, showing Active users, Contacts, Guest users, and Deleted users. The main content area is titled 'Active users' and lists several users with their email addresses and license information. The user 'Larry Bird' is selected, indicated by a blue border around his row.

Display name	Username	Licenses
Ahmad Chaudhry	AhmadChaudhry@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard
Alex	alex@itsericesinc472.onmicrosoft.com	Unlicensed
Angela Smith	Angelas@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard
Bob Bobson	bobb@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard
FinancialDPT Mailbox	finance@ITServicesInc472.onmicrosoft.com	Unlicensed
George Henry	georgeh@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard
Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard
<input checked="" type="checkbox"/> Larry Bird	larryb@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard
Mike Moser	Mikem@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard

- 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

The screenshot shows the Microsoft 365 admin center interface with the 'Delete user' dialog open over the active users list. The user 'Larry Bird' is selected for deletion. The dialog contains several checkboxes with associated descriptions. One checkbox, 'Give another user access to this user's email', is checked and highlighted with a yellow box. At the bottom right of the dialog is a large blue 'Delete user' button.

Delete Larry Bird

After you delete this user's account, you'll be able to restore their account and their data for up to 30 days. Calendar items are immediately deleted and cannot be restored.

Microsoft 365 Business Standard will be unassigned and available for other users

Make their email aliases available immediately ⓘ No email aliases

Remove delegate access from their mailbox ⓘ No one else has permission to this user's email.

Give another user access to this user's OneDrive files for 30 days after the user is deleted ⓘ This user does not have OneDrive provisioned.

Give another user access to this user's email ⓘ Required: Give email access to another user

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

The screenshot shows the Microsoft 365 admin center interface. On the left, the navigation menu is visible with various sections like Home, Copilot, Users, Active users, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, Reports, Health, Admin centers, Security, Compliance, Identity, Exchange, SharePoint, Teams, Power Platform, and All admin centers. The 'Active users' section is currently selected.

The main content area is titled 'Give access to the email of Larry Bird'. It displays a list of users under a 'Filter set: Company' heading. The users listed are Ahmad, Alex, Angel, Bob, Finance, George, Jon, Larry (selected), and Mike. The 'Larry' entry is highlighted with a blue selection bar and has a checked checkbox next to it.

To the right of the user list, there is a step-by-step wizard titled 'Give email access to another user'. The first step, 'Mailbox access', is selected. Below it are three other options: 'Display name', 'Automatic replies', and 'Aliases', each with an associated radio button. A 'Finish' button is also present. To the right of the options, there is explanatory text: 'Their email will be saved as a shared mailbox and available to the user you select. You can manage shared mailboxes at Groups > Shared mailboxes.' and 'You'll select a single user to get email access, but you can add more people later. Users must have a license that includes email (Exchange). The user you select will get an email with instructions to access the shared mailbox, and then they can read and send email from it.'

At the bottom of the wizard, there are 'Next' and 'Cancel' buttons. The 'Next' button is highlighted with a blue border, indicating the next step in the process.

Give access to the email of Larry Bird

Active users

Display name

Automatic replies

Aliases

Finish

Use the current display name Larry Bird for the shared mailbox

Create a new display name

Larry Bird (Shared)

Back Next Cancel

- We can set up an automatic response

Microsoft 365 admin center

Home > Active users

Give access to the email of Larry Bird

Active users

Add a user

Filter set: **Compliance**

Mailbox access

Display name

Automatic replies

Aliases

Finish

Display name

Ahmad

Alex

Angela

Bob

Finance

George

Jon Cormier

Larry Bird

Mike

Send automatic replies

Message preview

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

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

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.

Back Next Cancel

Turn on automatic replies

Reply automatically to

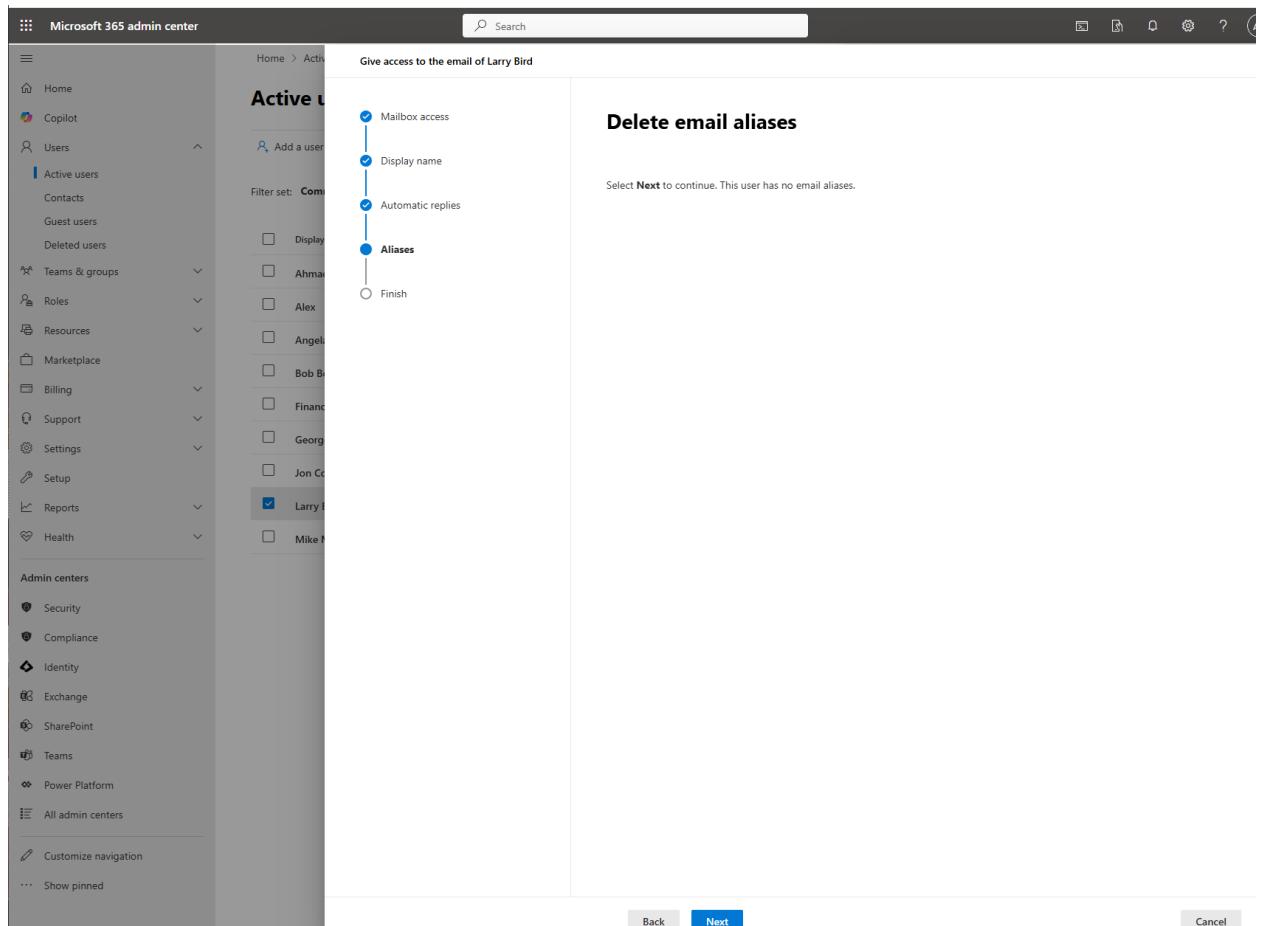
Email from people inside and outside your organization

Reply with a different message to people outside your organization

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.



- Click "transfer ownership"

The screenshot shows the Microsoft 365 admin center interface. On the left, there's a navigation sidebar with various links like Home, Copilot, Users, Active users, Contacts, Guest users, Deleted users, Teams & groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, Reports, and Health. Below that is a section for Admin centers with links to Security, Compliance, Identity, Exchange, SharePoint, Teams, Power Platform, and All admin centers. At the bottom of the sidebar are links for Customize navigation and Show pinned.

The main content area has a title "Give access to the email of Larry Bird". It shows a list of checkboxes for Mailbox access, Display name, Automatic replies, and Aliases, all of which are checked. A blue arrow points from the "Aliases" checkbox down to a "Finish" button. To the right, under "Review and finish mailbox access", it says "The new mailbox owner will get an email with instructions to access the shared mailbox." It then lists the configuration for Mailbox access (set to Jon Cormier), Display name (Larry Bird), and Automatic replies (on). It also shows that no aliases are to be removed. At the bottom right are "Back", "Transfer ownership" (which is highlighted in blue), and "Cancel" buttons.

- It's completed now

Larry Bird has been converted

It will take few minutes for the changes to appear. To view details for this user's shared mailbox, go to [Groups > Shared mailboxes](#).

- Licenses unassigned
 - Microsoft 365 Business Standard
- Converted to shared mailbox and access granted to Jon Cormier
- Automatic replies have been turned on for senders inside and outside your organization

Active users

Display name	Username	Licenses
Ahmad Chaudhry	AhmadChaudhry@ITServicesInc472.onmicrosoft.com	Microsoft 365 Bus
Alex	alex@ITServicesInc472.onmicrosoft.com	Unlicensed
Angela Smith	AngelaS@ITServicesInc472.onmicrosoft.com	Microsoft 365 Bus
Bob Bobson	bob@ITServicesInc472.onmicrosoft.com	Microsoft 365 Bus
FinancialDPT Mailbox	finance@ITServicesInc472.onmicrosoft.com	Unlicensed
George Henry	georgeh@ITServicesInc472.onmicrosoft.com	Microsoft 365 Bus
Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com	Microsoft 365 Bus
Larry Bird	larryb@ITServicesInc472.onmicrosoft.com	Unlicensed
Mike Moser	Mikem@ITServicesInc472.onmicrosoft.com	Microsoft 365 Bus

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

The screenshot shows the Microsoft 365 admin center interface. On the left, the navigation sidebar is open, showing various administrative sections like Home, Copilot, Users, Active users (which is selected), and others. The main content area is titled "Active users". A search bar at the top right has the placeholder "Search". Below the title, there are several filter buttons: "Add a user", "Multi-factor authentication", "Refresh", "Delete user" (which is highlighted with a yellow box), "Reset password", and "Manage product lic...". The table below lists active users, with columns for "Display name", "Username", and "Licenses". The "Delete user" button is located at the bottom right of the table.

Display name	Username	Licenses
Ahmad Chaudhry	AhmadChaudhry@ITServicesInc472.onmicrosoft.com	Microsoft 365 Bus...
Alex	alex@ITServicesInc472.onmicrosoft.com	Unlicensed
Angela Smith	Angelas@ITServicesInc472.onmicrosoft.com	Microsoft 365 Bus...
Bob Bobson	bobb@ITServicesInc472.onmicrosoft.com	Microsoft 365 Bus...
FinancialDPT Mailbox	finance@ITServicesInc472.onmicrosoft.com	Unlicensed
George Henry	georgeh@ITServicesInc472.onmicrosoft.com	Microsoft 365 Bus...
Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com	Microsoft 365 Bus...
Larry Bird	larryb@ITServicesInc472.onmicrosoft.com	Unlicensed
Mike Moser	Mikem@ITServicesInc472.onmicrosoft.com	Microsoft 365 Bus...

Delete this user?

Are you sure you want to delete Larry Bird as a user? You can restore deleted users, and recover their data except for calendar items and aliases, for up to 30 days.

Delete user

- Now the user is deleted:

The screenshot shows the Microsoft 365 admin center interface. On the left, the navigation menu is open, showing categories like Home, Copilot, Users, Active users (which is selected), Contacts, Guest users, Deleted users, and others. Under Admin centers, there are links for Security, Compliance, Identity, Exchange, SharePoint, Teams, and Power Platform. At the bottom of the sidebar, there are links for Customize navigation and Show pinned.

The main content area is titled "Active users". It includes a search bar and several filter buttons: "Add a user", "User templates", "Add multiple users", "Multi-factor authentication", "Delete a user", and "Refresh". Below these are buttons for "Filter set: Commonly used", "Licenses", "Sign-in status", "Domain", and "Location".

A success message "Larry Bird has been deleted" is prominently displayed with a green checkmark icon. Below it, a note states: "You can restore deleted users, and recover their data except for calendar items and aliases, for up to 30 days from the deleted users list."

The user list table has columns for Display name, Username, and Licenses. The table contains the following data:

Display name	Username	Licenses
Ahmad Chaudhry	AhmadChaudhry@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard
Alex	alex@ITServicesInc472.onmicrosoft.com	Unlicensed
Angela Smith	Angelas@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard
Bob Bobson	bobb@ITServicesInc472.onmicrosoft.com	Microsoft 365 Business Standard
FinancialDPT Mailbox	finance@ITServicesInc472.onmicrosoft.com	Unlicensed
George Henry	georgeh@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

A "Close" button is located at the bottom right of the message area.

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

This screenshot shows the "Deleted users" page in the Microsoft 365 admin center. The navigation sidebar is identical to the previous screenshot, with the "Deleted users" option selected under the "Users" category.

The main content area is titled "Deleted users". It includes a search bar and buttons for "Refresh", "Restore user", and "Export deleted users". A note indicates "1 selected" and provides a "Search deleted users list" input field.

The user list table has columns for "Display name", "Username", and "Deleted on". The table contains one row for "Larry Bird":

Display name	Username	Deleted on
Larry Bird	4306951b4994f4addcd1c42c4ca1a@ITServicesInc472.onmicrosoft.com	4/15/2023, 4:09 AM

A "Choose columns" button is located at the top right of the table. The "Restore user" button is positioned above the table.

- Click "**restore**"

The screenshot shows the Microsoft 365 admin center interface. On the left, the navigation sidebar includes Home, Copilot, Users (Active users, Contacts, Guest users, Deleted users), Teams & groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, Reports, and Health. Under Admin centers, there are links for Security, Compliance, Identity (Exchange, SharePoint, Teams, Power Platform), and All admin centers. At the bottom of the sidebar are links for Customize navigation and Show pinned.

The main content area displays the "Deleted users" page with a title "Deleted users". Below the title are buttons for Refresh, Restore user, and Export deleted users. A table lists a single user: Larry Bird, with columns for Display name, Username, and Deleted on. The "Deleted on" column shows 4/15/2025, 4:09 AM. The "Username" column shows 4306951b494ff4addcd1c42c4ca1larryb@ITServicesin472.onmicrosoft.com. To the right of the table is a "Restore Larry Bird" dialog box. It contains instructions: "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." It features two radio buttons: "Auto-generate password" (selected) and "Let me create the password". There is also a checked checkbox for "Make this user change their password when they first sign in". At the bottom of the dialog is a large blue "Restore" button.

The screenshot shows the Microsoft 365 admin center interface. On the left, the navigation menu is open, showing various categories like Home, Users, Active users, Contacts, Guest users, Deleted users (which is selected), Teams & groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, Reports, and Health. Below these are Admin centers for Security, Compliance, Identity, Exchange, SharePoint, Teams, Power Platform, and All admin centers. At the bottom of the sidebar are links for Customize navigation and Show pinned.

The main content area shows the "Deleted users" page. The breadcrumb navigation indicates "Home > Deleted users". Below the title "Deleted users", there are three buttons: Refresh, Restore user, and Export deleted users. A table lists a single user: "Larry Bird" (Display name), "4306951b4994f4abbd2dc1c42c4ca1@ITServicesInc472.onmicrosoft.com" (Username), and "4/15/2025, 4:09 AM" (Deleted on). The "Restore user" button is highlighted with a blue outline.

A modal dialog box is displayed on the right, titled "Larry Bird has been restored". It contains the message: "The user Larry Bird has been restored and their password has been reset." Below this are sections for "Display name" (Larry Bird), "Username" (larryb@ITServicesInc472.onmicrosoft.com), and "Password" (RI353143816450an). At the bottom of the dialog is a "Close" button.

- 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

Home > Active users

Active users

Add a user Multi-factor authentication Refresh Delete

Filter set: Commonly used Licenses Sign-in status

Display name	Username
Ahmad Chaudhry	AhmadChaudhry
Alex	alex@itservic
Angela Smith	AngelaS@ITS
Bob Bobson	bobb@ITSe
FinancialDPT Mailbox	finance@ITSe
George Henry	georgeh@ITS
Jon Cormier	JonCormier@I
Larry Bird	larryb@ITSe
Mike Moser	Mikem@ITSe

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

Customize navigation Show pinned

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

The screenshot shows the Microsoft 365 admin center interface. On the left, the navigation sidebar is open, showing various categories like Home, Copilot, Users, and Teams & groups. Under Teams & groups, 'Active teams & groups' is selected. The main content area is titled 'Active teams and groups'. At the top of this section, there are links for 'About Groups', 'Using Teams And SharePoint', and 'Where to store files'. Below these are tabs for 'Teams & Microsoft 365 groups', 'Distribution list', and 'Security groups'. A search bar at the top right says 'Search all teams and groups'. The main table lists three items:

Name	Email	Sync status	Teams status	Membership type	Privacy	Created on
All Company	allcompany@ITServicesInc472.onmicrosoft.com	Synced		Assigned	Public	January 8, 2025 at 8:54 PM
Finance Group 101	FG101@ITServicesInc472.onmicrosoft.com	Synced		Assigned	Public	January 14, 2025 at 12:57 AM
IT Services Inc	ITServicesInc@ITServicesInc472.onmicrosoft.com	Synced		Assigned	Public	January 8, 2025 at 8:49 PM

- 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:

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a navigation sidebar with sections like Home, Copilot, Users, Active users, Contacts, Guest users, Deleted users, Teams & groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, Reports, and Health. Under Admin centers, there are links for Security, Compliance, Identity, Exchange, SharePoint, and Teams. The main content area is titled 'Active teams and groups'. It shows a list of teams: 'All Company' (selected), 'Finance Group 101' (highlighted with a yellow box), and 'IT Services Inc'. The 'Finance Group 101' card shows it's a 'Public team' with options to 'Email', 'Open in Teams', 'View site', and 'Delete'. Below this, the 'Settings' tab is selected in the 'Finance Group 101' settings page. The settings include:

- Email**: Options include letting people outside the organization email the team, sending copies of team emails and events to team members' inboxes, and not showing the team email address in Outlook.
- Privacy**: Set to 'Public'.
- External file sharing**: Set to 'New and existing guests'.
- Sensitivity label**: Set to 'None'.
- Teams conversations**: Options include allowing members to edit their sent messages and delete their sent messages.
- Teams channels**: Options include allowing members to add channels and edit existing channels, add and edit private channels, and delete channels.
- Policies**: Shows 'Teams policy' and 'Finance DTP Policy' with a 'View details' link.

- 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;

The screenshot shows the Microsoft 365 admin center interface. The left sidebar is open, showing various administrative categories like Home, Copilot, Users, and Teams & groups. Under Teams & groups, 'Active teams & groups' is selected. The main content area is titled 'Active teams and groups'. It shows a list of existing teams: 'All Company', 'Finance Group 101', and 'IT Services Inc'. The 'All Company' team is highlighted with a blue box. To the right of the list, there's a detailed view of the 'All Company' team's settings. The 'Settings' tab is currently selected. It includes sections for 'Email', 'Privacy' (set to 'Public'), 'External file sharing' (set to 'New and existing guests'), and 'Sensitivity label' (set to 'None').

- 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"

This screenshot shows the same Microsoft 365 admin center interface as the previous one, but with a specific action highlighted. The 'Add a Microsoft 365 group' button in the top navigation bar is highlighted with a yellow box. The rest of the interface is identical to the first screenshot, showing the 'Active teams and groups' list and the detailed view of the 'All Company' team.

- Name the group

The screenshot shows the Microsoft 365 admin center interface. On the left, there's a sidebar with various icons. The main area has a breadcrumb navigation path: Home > Active teams and groups > Add a Microsoft 365 group. The title "Set up the basics" is displayed. A description text states: "A Microsoft 365 group helps people collaborate. It includes an email address for contacting everyone in the group, and a SharePoint site for publishing information. To get started, fill out some basic info about the group you'd like to create." Below this, there are two input fields: "Name *" containing "SharedGroup" and "Description" containing "SharedGroup". To the left of the main content area, a vertical navigation pane shows a tree structure with "Basics" expanded, revealing "Owners", "Members", "Settings", and "Finish".

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

The screenshot shows the Microsoft 365 admin center interface. The breadcrumb path is identical to the previous screenshot. The title "Assign owners" is displayed. A description text states: "Group owners have unique permissions. They can add or remove members, delete conversations from the shared inbox, and change group settings. Group owners can also rename the group, update the description, and more." A note below says: "You have to have at least one owner. We recommend adding two, so one can help out in the other's absence. If you plan to add Microsoft Teams to this group, all owners must have a license that includes Teams. [Learn more](#)". Below this, there are buttons for "+ Assign owners" and "Remove owners". Under "Display name", a user named "Jon Cormier" is listed with the email "JonCormier@ITServicesInc472.onmicrosoft...". There are checkboxes for "Display name" and "Teams status". The vertical navigation pane on the left shows "Owners" selected in the tree structure.

- Select members

Add members

Group members have access to everything in the group, including group content like email messages, files, and a shared calendar. By default, group members can invite guests to join your group, but they can't edit group settings. [Learn more about what group members can do](#)

+ Add members

Display name	Teams status
Angela Smith Angelas@ITServicesInc472.onmicrosoft.com	
Jon Cormier JonCormier@ITServicesInc472.onmicrosoft...	
Larry Bird larryb@ITServicesInc472.onmicrosoft.com	

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

Edit settings

You'll be able to change settings, like Allow External Senders or Send Copies of Group Conversations to Members' Inboxes, after the group is created. [Learn more about all settings](#)

Microsoft 365 groups allow teams to collaborate by giving them a group email and a shared workspace for conversations, files, and calendars. Choose settings for your Microsoft 365 group.

Group email address *

SharedGroup @ITServicesInc472.onmicrosoft.com

Privacy [○](#)

Public

Role assignment

Allow admin roles to be assigned to this group
This setting will be permanent for this group. [Learn more about assigning roles to groups](#)

[○](#) Role assignment should be enabled only when Group is Private.

Add Microsoft Teams to your group

Create a team for this group

- Click "Create Group"

Microsoft 365 admin center

Search

Home > Active teams and groups > Add a Microsoft 365 group

Review and finish adding group

You're almost there - make sure everything looks right before adding your new group.

Group type
Microsoft 365
[Edit](#)

Basics
Name: SharedGroup
Description: SharedGroup
[Edit](#)

Owners
Jon Cormier
[Edit](#)

Members
Angela Smith, Jon Cormier, Larry Bird
[Edit](#)

Settings
Email: SharedGroup@ITServicesInc472.onmicrosoft.com
Privacy: Public
Role assignment: Disabled
Add Microsoft Teams: No
[Edit](#)

Back [Create group](#)

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

The screenshot shows the Microsoft 365 admin center interface. On the left, there's a navigation sidebar with various admin tools like Home, Copilot, Users, and Teams & groups. Under 'Teams & groups', 'Active teams & groups' is selected. The main content area is titled 'Active teams and groups' and shows a list of existing teams. A modal window is open for a team named 'SharedGroup', which is described as a 'Public group'. The modal has tabs for General, Membership, and Settings. The General tab is active, displaying the team's name ('SharedGroup'), email address ('SharedGroup@contoso.com'), and a note about external file sharing ('New and existing guests'). It also includes sections for Email, Privacy (set to Public), and Sensitivity label (None). The 'Add Teams' button is visible at the bottom right of the modal.

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

This screenshot is similar to the one above, showing the 'Active teams and groups' page in the Microsoft 365 admin center. A modal window for 'SharedGroup' is open, and the 'General' tab is selected. The 'Add Teams' button is highlighted with a yellow box. Below the table, there are sections for 'Basic info', 'Email addresses', 'Other info', and 'Site info'. The 'Basic info' section shows the name 'SharedGroup' and its primary email address 'SharedGroup@ITServicesInc472.onmicrosoft.com'. The 'Other info' section shows it was created on 4/15/25 at 10:47 PM by SharedGroup, and it has owners from Microsoft 365 admin center. The 'Site info' section shows the site address as '.../SharedGroup2'.

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

The screenshot shows the Microsoft 365 admin center interface. On the left, there's a navigation sidebar with various administrative sections like Home, Copilot, Users, Active users, Contacts, Guest users, Deleted users, Teams & groups, Admin centers, Security, and Compliance. The 'Teams & groups' section is expanded, showing options for Active teams & groups, Policies, Deleted groups, Shared mailboxes, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, Reports, and Health.

The main content area is titled 'Active teams and groups'. It shows a list of existing teams: All Company, Finance Group 101, IT Services Inc, and SharedGroup. The 'SharedGroup' team is currently selected. On the right, the 'SharedGroup' settings page is open, showing details like Name (SharedGroup), Email (SharedGroup@ITServicesInc472.onmicrosoft.com), and Privacy (Public). It also includes sections for Email, External file sharing (set to 'New and existing guests'), Teams channels (with checkboxes for adding channels and editing existing ones), Teams conversations (with checkboxes for editing and deleting messages), and Policies (None).

- You can also see the icon in Teams status

This screenshot is similar to the one above, showing the 'Active teams and groups' page in the Microsoft 365 admin center. The 'SharedGroup' team is selected. A modal dialog box is overlaid on the page, providing more detailed information about the team. The dialog includes sections for Name (SharedGroup), Email (SharedGroup@ITServicesInc472.onmicrosoft.com), Sync status (Synced), Teams status (Active), Membership type (Assigned), Privacy (Public), and Created on (April 15, 2025 at 10:47 PM). There are also buttons for Edit name and description, Edit email addresses, Delete team, and Choose columns.

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

Active teams and groups

Teams & Microsoft 365 groups Distribution list Security groups

Name ↑	Email	Sync status	Teams status	Membership type	Privacy	Created on	Choose columns
All Company	allcompany@ITServicesInc472.onmicrosoft.com	Syncing	Active	Assigned	Public	January 8, 2025 at 8:54 PM	
Finance Group 101	FG101@ITServicesInc472.onmicrosoft.com	Syncing	Active	Assigned	Public	January 14, 2025 at 12:57 AM	
IT Services Inc	ITServicesInc@ITServicesInc472.onmicrosoft.com	Syncing	Active	Assigned	Public	January 8, 2025 at 8:49 PM	
SharedGroup	SharedGroup@ITServicesInc472.onmicrosoft.com	Syncing	Active	Assigned	Public	April 15, 2025 at 10:47 PM	

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

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.

Users summary

Total users	Internal users	Guests
9	9	0

Quick guide to the new chats, teams, and channels experience

Get essential resources to help your organization get started with the new experience.

Search for a team

Name	Standard channels	Private channels	Shared channels	Privacy	Status	Description	Classification
IT Services Inc	1	0	0	Public	Active	IT Services Inc	-
Finance Grou...	1	0	0	Public	Active	Finance Group 101	-
SharedGroup	1	0	0	Public	Active	SharedGroup	-

- Fill out the information and click "apply"

Microsoft Teams admin center

Search

Manage teams

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

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
IS IT Services Inc	1	0	0	Public	Active
FG Finance Grou...	1	0	0	Public	Active

Search for

Add a new team

Name * SharedGroup

Description SharedGroup

Team owners jo

Jon Cormier (JONCORMIER) MANAGER

Privacy Public

Apply Cancel

The screenshot shows the Microsoft Teams admin center interface. On the left, there's a navigation sidebar with various sections like Dashboard, Teams, Manage teams, Users, etc. The 'Manage teams' section is currently selected. The main area is titled 'Manage teams' and contains a 'Users summary' section with counts for total users (9), internal users (9), and guests (0). Below this is a 'Quick guide to the new chats, teams and channels experience'. The central part of the screen shows a table of existing teams: 'IT Services Inc' and 'Finance Grou...'. The 'Finance Grou...' entry is partially cut off. At the bottom right, a modal window titled 'Add a new team' is open, prompting for a name ('SharedGroup'), description ('SharedGroup'), team owner ('jo'), and privacy settings ('Public'). There are 'Apply' and 'Cancel' buttons at the bottom of the modal.

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**"

The screenshot shows the Exchange Admin Center interface. The left sidebar has a 'Rules' section selected, which is highlighted with a yellow box. The main content area is titled 'Rules' and contains a message about DLP policies and actions being deprecated. Below this, there's a toolbar with buttons for '+ Add a rule', 'Edit', 'Duplicate', 'Refresh', and sorting options. A search bar shows '0 items'. The main table area is currently empty, displaying the message 'No data available for given query'.

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

The screenshot shows the Exchange Admin Center interface with the 'Rules' section selected. The left sidebar includes links for Home, Recipients, Mailboxes, Groups, Resources, Contacts, Mail flow (Message trace, Rules, Remote domains, Accepted domains, Connectors, High Volume Email (Preview), Alerts, Alert policies), Roles, Migration, Mobile, Reports, Insights, Public folders, Organization, and Settings. The main content area displays a list of rules with columns for Stop processing rules, Size (Bytes), Last execution, Configuration suppo..., and Unsupported reason. A message at the top states: 'DLP policies and DLP-related conditions and actions in Mail flow rules are no longer supported and can no longer be created or edited in the Exchange Admin Center (EAC) or using Exchange Online PowerShell. We recommend migrating all DLP-related rules to Microsoft Purview DLP in the compliance center as soon as possible. Once you have migrated these rules please delete them here in the EAC or via PowerShell. Learn more: Migrate DLP policies | No DLP-conditions or actions'. A search bar at the top right shows '0 items'.

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

New transport rule

The screenshot shows the 'Set rule conditions' step of a 'New transport rule' wizard. On the left, a vertical navigation bar lists three steps: 'Set rule conditions' (selected), 'Set rule settings', and 'Review and finish'. The main panel title is 'Set rule conditions' with a back arrow. A sub-section titled 'select sender location' shows a dropdown menu set to 'Outside the organization'. Below this, a large text area says 'Name and set conditions for your transport rule'. The configuration area contains several sections: 'Name *' with input 'Blocking password protected file'; 'Apply this rule if *' with dropdown 'The sender' and note 'The sender is located 'NotInOrganization''; 'And' with dropdown 'Any attachment' and note 'Any attachment is password protected'; 'Do the following *' with dropdown 'Forward the message for approval'; and 'Except if' with dropdown 'Select one'. At the bottom are 'Next', 'Save' (highlighted in blue), and 'Cancel' buttons.

Set rule conditions

select sender location

Outside the organization

Name and set conditions for your transport rule

Name *

Blocking password protected file

Apply this rule if *

The sender

The sender is located 'NotInOrganization'

And

Any attachment

Any attachment is password protected

Do the following *

Forward the message for approval

Except if

Select one

Next

Save

Cancel

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

New transport rule

- Set rule conditions
- Set rule settings
- Review and finish

Set rule conditions

Name and set conditions for your transport rule

Name *

Blocking password protected file

Apply this rule if *

The sender

is external/internal



The sender is located 'NotInOrganization'



And

Any attachment

is password protected



Any attachment is password protected



Do the following *

Forward the message for approval

Select one



Except if

Select one

Select one



- Select the following for the action step:

New transport rule

```

graph TD
    A[Set rule conditions] --> B[Set rule settings]
    A --> C[Review and finish]
    style A fill:#0078d4,color:#fff
    style B fill:#e0e0e0
    style C fill:#e0e0e0
    
```

Set rule conditions

Name and set conditions for your transport rule

Name *

Apply this rule if *

The sender	is external/internal	+	-
------------	----------------------	-------------------	-------------------

The sender is located 'NotInOrganization'

And

Any attachment	is password protected	-
----------------	-----------------------	-------------------

Any attachment is password protected

Do the following *

Redirect the message to	these recipients	+
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Redirect the message to [Select one](#)

Except if

Select one	Select one	+	-
------------	------------	-------------------	-------------------

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

New transport rule

- Set rule conditions
- Set rule settings
- Review and finish

Set rule conditions

Name and set conditions for your transport rule.

Name *
Blocking password protected file

Apply this rule if *
The sender
The sender is located 'NotInOrganization'

And
Any attachment
Any attachment is password protected

Do the following *
Redirect the message to
Redirect the message to [Select one](#)

Except if
[Select one](#)

[Next](#) [Save](#) [Cancel](#)

Select members

To select a user, you can either search for the user or select from the list. To add recipients who aren't on the list, type their email addresses and it will resolve automatically if the email address is valid.

Select members

George Henry X User name here

[Refresh](#) [Save](#) 17 items

Display Name	Email Address
Ahmad Chaudhry	AhmadChaudhry@ITServicesInc472.onmicrosoft.com
Jon Cormier	JonCormier@ITServicesInc472.onmicrosoft.com
Bob Bobson	bobb@ITServicesInc472.onmicrosoft.com
Mike Moser	Mikem@ITServicesInc472.onmicrosoft.com
Angela Smith	Angelas@ITServicesInc472.onmicrosoft.com
FinancialDPT Mailbox	finance@ITServicesInc472.onmicrosoft.com
Larry Bird	larryb@ITServicesInc472.onmicrosoft.com
George Henry	georgeh@ITServicesInc472.onmicrosoft.com
Kumar Patel	kumarp@networkinc.com
IT Services Inc	ITServicesInc@ITServicesInc472.onmicrosoft.com
All Company	allcompany@ITServicesInc472.onmicrosoft.com
Finance Group	FinanceTeam@ITServicesInc472.onmicrosoft.com
Finance Group	financegroup@ITServicesInc472.onmicrosoft.com
Finance Group 101	FG101@ITServicesInc472.onmicrosoft.com
FG	fg@ITServicesInc472.onmicrosoft.com
SharedGroup	SharedGroup@ITServicesInc472.onmicrosoft.com
SharedGroup	SharedGroup515@ITServicesInc472.onmicrosoft.com

- 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

New transport rule

Review and finish

After you finish creating this rule, it is turned off by default until you turn it on from the Rules page

Rule name	Rule settings
Blocking password protected file	Mode Enforce
Rule comments Review for password protected files	Set date range Specific date range is not set
	Priority 1
Rule conditions	Severity High
Apply this rule if The sender is located 'NotInOrganization' Any attachment is password protected	For rule processing errors Ignore
Do the following Redirect the message to 'georgeh@ITServicesInc472.onmicrosoft.com'	Stop processing more rules false
Except if	Edit rule settings
Edit rule conditions	

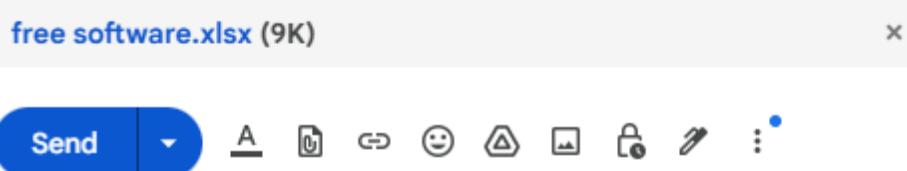
- Now we will test it. I will send Jon Cormier an email with an attachment ;

Draft saved

JonCormier@ITServicesInc472.onmicrosoft.com

Free software

|



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

The screenshot shows the Microsoft Outlook inbox. At the top, there's a search bar and a ribbon with various icons. Below the ribbon, the inbox list shows two items: one from "Ahmad Chaudhry" with the subject "Free software" and another from "Microsoft 365". The "Free software" email is selected, revealing its details: it was sent at 11:49 PM on Wednesday, April 16, 2025, to "Jon Cormier". The file "free software.xlsx" is attached, which is 15 KB in size. The message body is empty.

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