# Lab Answer Key: Module 2: Managing Office 365 users and groups

# Lab A: Managing Office 365 users and passwords

## Exercise 1: Managing Office 365 users and licenses by using the Office 365 admin center

#### Task 1: Create Office 365 users

1. On LON-CL1, verify that you signed in as Adatum\Holly.
2. Open Microsoft Edge, and then browse to **https://portal.office.com/**.
3. Sign in as **Holly@GspAdatumvsxxxx.onmicrosoft.com**, where *xxxx* is your unique Adatum number, with the password ‘Pa55w.rd’.
4. On the Microsoft Office 365 portal, click **Admin**.
5. On the menu on the left side, point to **Users**, and then click **Active users**.
6. Click **Add a user**.
7. On the **New User** page, in the **First name** text box, type **Lindsey**.
8. In the **Last name** text box, type **Gates**.
9. Notice the **Display name** text box is automatically filled in as **Lindsey Gates**.
10. In the **Username** text box, type **Lindsey**.
11. Verify that **gsp.Adatumvsxxxx.virsoftlabs.com** is listed in the text box after the at sign (@), where *xxxx* is your unique Adatum number, and then click **Add**.
12. On the **User was added** page, note the temporary password here: ........................
13. Click **Send email and close**.
14. Repeat steps 6 to 13 to create the following users (for the **Username**, use the **Firstname**):

* Christie Thomas
* Amy Santiago
* Sallie McIntosh
* Francisco Chaves

1. Note their temporary passwords here:

* Christie Thomas \_\_\_\_\_\_\_\_\_\_\_\_\_
* Amy Santiago \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Sallie McIntosh \_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Francisco Chaves \_\_\_\_\_\_\_\_\_\_\_\_

#### Task 2: Edit Office 365 users

1. In the Office 365 admin center, in the **Active users** list, click the **Francisco Chaves** user object.
2. On the right side, beside **Display name**, click **Edit**.
3. On the **Edit contact information** page, expand **Contact information**, and in the **Department** text box, type **Accounts**, click **Save**, and then click **Close**.
4. On the right side menu, in the **Sign in status** section, click **Edit**.
5. Click **Sign-in blocked**, click **Save**, and then click **Close**.
6. Close the Francisco Chaves page.
7. In the **Active users** list, under **Display name**, click **Francisco Chaves**.
8. On the right side, beside **Display name**, click **Edit**.
9. Verify that the **Department** box displays **Accounts**, and then close the page.
10. Verify that **Sign-in status** is set to **Sign-in blocked**, and then close the Francisco Chaves page.
11. In the **Active users** list, click the **Lindsey Gates** user object.
12. On the right side menu, click **Delete user**.
13. On the **Delete user** page, click **Delete**, and then click **Close**.
14. In the left navigation pane, point to **Users**, and click **Deleted users**.
15. Verify that **Lindsey Gates** is in this list.
16. In the **Deleted users** list, select **Lindsey Gates**.
17. On the toolbar, click **Restore**, and then on the **Restore** page, click **Restore**.
18. Note the new temporary password, and then click **Send email and close**.
19. On the left navigation pane, point to **Users**, and click **Active users**.
20. Verify that **Lindsey Gates** is in this list.
21. Close Microsoft Edge.

#### Task 3: Verifying user settings

1. On LON-CL1, open Microsoft Edge, and then browse to **https://portal.office.com/**.
2. Sign in as **Lindsey@gsp.Adatumvsxxxx.virsoftlabs.com** with the temporary password that you noted in the previous task.
3. When you are prompted to change your password, on the **Update your password** page, in the **Current password** text box, type Lindsey's temporary password.
4. In the **New password** and **Confirm password** text boxes, type the password ’Pa55w.rd’, and then click **Update password and sign in**.
5. If prompted, enter your new password again, and then click **Sign in**.
6. Verify that you can access the Office 365 portal home page.
7. Close Microsoft Edge.
8. Open Microsoft Edge, and then browse to **https://portal.office.com/**.
9. Sign in as **Francisco@gsp.Adatumvsxxxx.virsoftlabs.com** with the temporary password that you noted in the previous task.
10. Verify that you cannot sign in and that the message states that your account has been locked.
11. Close Microsoft Edge.
12. Open Microsoft Edge, and then browse to **https://portal.office.com/**.
13. Sign in as **holly@gspAdatumvsxxxx.onmicrosoft.com** with the password ‘Pa55w.rd’
14. On the Office 365 portal, click **Admin**.
15. On the left menu, point to **Users**, and then click **Active users**.
16. In the **Active users** list, click **Francisco Chaves**.
17. On the right side, in the **Sign-in status** section, click **Edit**.
18. On the **Sign-in status** page, select **Sign-in allowed**, click **Save**, and then click **Close**.
19. Close Microsoft Edge.
20. Open Microsoft Edge, and then browse to **https://portal.office.com/**.
21. Sign in as **Francisco@gsp.Adatumvsxxxx.virsoftlabs.com** with the temporary password that you noted in the previous task.
22. On the **Update your password** page, in the **Current password** text box, type the temporary password.
23. In the **New password** and **Confirm password** text boxes, type the password ‘Pa55w.rd’ 1, and then click **Update password and sign in**.
24. On the Sign in again page, type ‘Pa55w.rd’ as the password and click **Sign in**.
25. Verify that you can access the Office 365 portal.
26. Close Microsoft Edge.

**Result**: After completing this exercise, you should have created and managed user accounts and licenses according to business needs.

## Exercise 2: Managing Office 365 password policies

#### Task 1: Configure the Office 365 password policy

1. Open Microsoft Edge, and then browse to **https://portal.office.com/**.
2. Sign in as **Holly@gspAdatumvsxxxx.onmicrosoft.com** with ‘Pa55w.rd’.
3. On the Office 365 portal, click **Admin**.
4. On the left side menu, point to **Settings**, and then click **Security & privacy**.
5. In the **Password policy** area, click **Edit**.
6. In the **Password policy** page, in the **Days before passwords expire** text box, type **14**.

**Note:** This setting does not correspond with a real-world scenario. Use it as a sample scenario to verify the policy applied in the next exercise task.

1. In the **Days before a user is notified about expiration** box, leave the default value of **14**, and then click **Save**.
2. Verify that the "Password policy has been updated" message appears at the top of the page and then click **Close**.
3. Close Microsoft Edge.

#### Task 2: Validate the password policy

1. Open Microsoft Edge, and then browse to **https://portal.office.com**.
2. Sign in as **Lindsey@gsp.Adatumvsxxxx.virsoftlabs.com**, where *xxxx* is your unique Adatum number, with the password ‘Pa55w.rd’ .
3. On the upper-right side of the window, verify that the notification appears with the following information: "Time to change your password. Your password will expire in 13 days."

**Note:** It might take a few minutes before the password change notification appears.

**Note:** You have now verified that your password policy is applied. In a real-world scenario, after you verify that the password policy is applied, you would need to increase the number of days before the password expires, according to your organizational policy.

1. Close Microsoft Edge.

#### Task 3: Enable multi-factor authentication

1. Open Microsoft Edge, and then browse to **https://portal.office.com**.
2. Sign in as **Holly@gspAdatumvsxxxx.onmicrosoft.com**, where *xxxx* is your unique Adatum number, with the password ‘Pa55w.rd’.
3. In the Microsoft Office 365 portal, click **Admin**.
4. On the **Home** page, on the left menu, point to **Settings**, and then click **Services & add-ins**.
5. On the **Services & add-ins** page, click **Azure multi-factor authentication**.
6. On the **Azure multi-factor authentication** page, click **Manage multi-factor authentication**.
7. On the **multi-factor authentication** page, select the **Amy Santiago** check box, and then click **Enable**.
8. In the **About enabling multi-factor auth** pop-up, click **enable multi-factor auth**, and then click **Close**.
9. On the **multi-factor authentication** page, click **service settings**.
10. Under **verification options**, clear the **Call to phone** check box, click **save**, and then click **Close**.
11. Close Microsoft Edge.

#### Task 4: To prepare for the next lab

* Keep the virtual machines running for the next lab in this module.

**Result**: After completing this exercise, you should have configured and validated an Office 365 password policy.

# Lab B: Managing Office 365 groups and administration

## Exercise 1: Managing Office 365 groups

#### Task 1: Creating Office 365 security groups

1. On LON-CL1, open Microsoft Edge, and then browse to **https://portal.office.com/**.
2. Sign in as **Holly@gspAdatumvsxxxx.onmicrosoft.com**, where *xxxx* is your unique Adatum number, with the password ‘Pa55w.rd’.
3. In the Office 365 admin center, click **Admin**.
4. On the left side menu, point to **Groups**, click **Groups**, and then click **Add a group**.
5. On the **New Group** page, in the **Type** drop-down box, click **Security group**, and in the **Name** text box, type **Sales**.
6. In the **Description** text box, type **Sales department users**, click **Add**, and then click **Close**.
7. Select the **Sales** group, and then on the **Sales** page, next to **Members**, click **Edit**.
8. Click **Add members**, click **Lindsey Gates**, click **Christie Thomas**, click **Save**, and then click **Close** three times.
9. Click **Add a group**.
10. On the **New Group** page, in the **Type** drop-down box, click **Security group**, and then in the **Name** text box, type **Accounts**.
11. In the **Description** text box, type **Accounts department users**, click **Add**, and then click **Close**.
12. Select the **Accounts** group, and then on the **Accounts** page, next to **Members**, click **Edit**.
13. Click **Add members**, click **Francisco Chaves**, click **Sallie McIntosh**, click **Save**, and then click **Close** three times.

#### Task 2: Manage security groups

1. In the Office 365 admin center, verify that you can see the following groups:

* Sales
* Accounts

1. In the **Groups** list, select the **Sales** group, and then on the **Sales** page, next to **Members**, click **Edit**.
2. Click **Add members**, click **Amy Santiago**, click **Save**, and then click **Close** three times.
3. Open **Sales** details page, and ensure that Amy Santiago now lists under the **Members** list.
4. Click **Delete group**.
5. On the **Delete group** page, click **Delete**, and then click **Close**.
6. On the left side menu, point to **Users**, and then click **Active users**.
7. Confirm that Amy Santiago's account still exists in the list of users.
8. Close Microsoft Edge.

**Result**: After completing this exercise, you should have created and managed security groups.

## Exercise 2: Managing Office 365 users and groups by using Windows PowerShell

#### Task 1: Installing Microsoft Azure Active Directory module for Windows PowerShell

1. On LON-CL1, open Microsoft Edge, and browse to [**http://aka.ms/t01i1o**](http://aka.ms/t01i1o)
2. Under Microsoft Online Services Sign-In Assistant for IT Professionals RTW, click **Download**.
3. Select the **en\msoidcl\_64.msi** check box, and then click **Next**.
4. When prompted, click **Save**.
5. When the download finishes, click **Run**.
6. In the Microsoft Online Services Sign-in Assistant Setup wizard, click **I accept the terms in the License Agreement and Privacy Statement**, and then click **Install**.
7. In the **User Account Control** dialog box, click **Yes**.
8. On the **Completed the Microsoft Online Services Sign-in Assistant Setup Wizard** page, click **Finish**.
9. In Microsoft Edge, browse to [**http://aka.ms/siqtee**](http://aka.ms/siqtee), and then click **Save**.
10. After **AdministrationConfig-en.msi** finishes downloading, click **Run**.
11. In the Microsoft Azure Active Directory Module for Windows PowerShell Setup wizard, click **Next**.
12. On the **License Terms** page, click **I accept the terms in the License Terms**, and click **Next**.
13. On the **Install Location** page, click **Next**.
14. On the **Ready to Install** page, click **Install**.
15. In the **User Account Control** dialog box, click **Yes**.
16. On the **Completing the Microsoft Azure Active Directory Module for Windows PowerShell Setup** page, click **Finish**.
17. Close Microsoft Edge.

#### Task 2: Create new users and assign licenses by using Windows PowerShell

1. On LON-CL1, on the desktop, right-click the **Windows Azure Active Directory Module for Windows PowerShell** shortcut, and then click **Run as administrator**.
2. If a **User Account Control** dialog box appears, click **Yes**.
3. At the command prompt, type the following command, and then press Enter:

Connect-MsolService

1. In the **Enter Credentials** dialog box, sign in as **Holly@gspAdatumvsxxxx.onmicrosoft.com**, where *xxxx* is your unique Adatum number, with the password ‘Pa55w.rd’.
2. At the command prompt, type the following command, and then press Enter; *xxxx* is your unique Adatum number:

New-MsolUser -UserPrincipalName Catherine@gsp.Adatumvsxxxx.virsoftlabs.com -DisplayName "Catherine Richard" -FirstName "Catherine" -LastName "Richard" -Password 'pa55w.rd' -ForceChangePassword $false -UsageLocation "CH"

1. At the command prompt, type the following command, and then press Enter; *xxxx* is your unique Adatum number

New-MsolUser -UserPrincipalName tameka@gsp.Adatumvsxxxx.virsoftlabs.com -DisplayName "Tameka Reed" -FirstName "Tameka" -LastName "Reed" -Password 'pa55w.rd' -ForceChangePassword $false -UsageLocation "CH"

1. To determine which users are unlicensed, at the command prompt, type the following command, and then press Enter:

Get-MsolUser -UnlicensedUsersOnly

1. To view the available licenses, at the command prompt, type the following command, and then press Enter:

Get-MsolAccountSku

1. To license Catherine Richard, at the command prompt, type the following command, and then press Enter; replace *xxxx* in the -AddLicenses attribute with the your unique Adatum number:

Set-MsolUserLicense -UserPrincipalName Catherine@gsp.Adatumvsxxxx.virsoftlabs.com -AddLicenses "gspAdatumvsxxxx:ENTERPRISEPREMIUM"

1. To license Tameka Reed, at the command prompt, type the following command, and then press Enter; replace xxxx in the -AddLicenses attribute with your unique Adatum number

Set-MsolUserLicense -UserPrincipalName Tameka@gsp.Adatumvsxxxx.virsoftlabs.com -AddLicenses "gspAdatumvsxxxx:ENTERPRISEPREMIUM"

1. To prevent a user from signing in, at the command prompt, type the following command, and then press Enter; *xxxx* is your unique Adatum number:

Set-MsolUser -UserPrincipalName Catherine@gsp.Adatumvsxxxx.virsoftlabs.com -BlockCredential $true

1. To delete a user, at the command prompt, type the following command, and then press Enter; *xxxx* is your unique Adatum number:

Remove-MsolUser -UserPrincipalName Catherine@gsp.Adatumvsxxxx.virsoftlabs.com -Force

1. To view the **Deleted users** list, at the command prompt, type the following command, and then press Enter:

Get-MsolUser -ReturnDeletedUsers

1. Verify that Catherine Richard is in the list of deleted users. Note that it specifies that she is still licensed.
2. To restore a deleted user, at the command prompt, type the following command, and then press Enter; *xxxx* is your unique Adatum number:

Restore-MsolUser -UserPrincipalName Catherine@gsp.Adatumvsxxxx.virsoftlabs.com

1. To view the deleted users list, at the command prompt, type the following command, and then press Enter:

Get-MsolUser -ReturnDeletedUsers

1. Verify that Catherine Richard is no longer in the list of deleted users.
2. To view the active users list, at the command prompt, type the following command, and then press Enter:

Get-MsolUser

1. Verify that Catherine Richard is in the active users list.
2. To allow a user to sign in, at the command prompt, type the following command, and then press Enter; *xxxx* is your unique Adatum number:

Set-MsolUser -UserPrincipalName Catherine@gsp.Adatumvsxxxx.virsoftlabs.com -BlockCredential $false

#### Task 3: Bulk-import of users by using Windows PowerShell

1. On LON-CL1, on the taskbar, click **File Explorer**.
2. Navigate to **C:\labfiles2**, right-click **O365users.csv**, point to **Open with**, and then click **Notepad**.
3. In Notepad, click **Edit**, and then click **Replace**.
4. In the **Find what** text box, type **xxxx**, where *xxxx* is your unique Adatum number.
5. In the **Replace with** text box, type your unique Adatum number, and then click **Replace All**.
6. Close O365users.csv, and then in the **Notepad** message box, click **Save**.
7. To bulk import several users from a comma-separated value (CSV) file, copy and paste this code into the Administrator: Windows Azure Active Directory Module for Windows PowerShell window on LON-CL1, and then press Enter:

Import-Csv -Path C:\labfiles\O365Users.csv | ForEach-Object { New-MsolUser -UserPrincipalName $\_."UPN" -AlternateEmailAddresses $\_."AltEmail" -FirstName $\_."FirstName" -LastName $\_."LastName" -DisplayName $\_."DisplayName" -BlockCredential $False -ForceChangePassword $False -LicenseAssignment $\_."LicenseAssignment" -Password $\_."Password" -PasswordNeverExpires $True -Title $\_."Title" -Department $\_."Department" -Office $\_."Office" -PhoneNumber $\_."PhoneNumber" -MobilePhone $\_."MobilePhone" -Fax $\_."Fax" -StreetAddress $\_."StreetAddress" -City $\_."City" -State $\_."State" -PostalCode $\_."PostalCode" -Country $\_."Country" -UsageLocation $\_."UsageLocation" }

1. To view the **Active users** list, at the command prompt, type the following command, and then press Enter:

Get-MsolUser

1. Switch back to Microsoft Edge, click **Admin**.
2. On the Home page, click **Users**.
3. Review the active users that you just imported.
4. On the Admin center menu, click **Exchange**.
5. Under recipients, click **mailboxes** and review the mailboxes and associated email addresses that were created.

#### Task 4: Configure groups and group membership by using Windows PowerShell

1. To create a Marketing group, at the command prompt, type the following command, and then press Enter:

New-MsolGroup -DisplayName "Marketing" -Description "Marketing department users"

1. To configure a variable for the group, at the command prompt, type the following command, and then press Enter:

$MktGrp = Get-MsolGroup | Where-Object {$\_.DisplayName -eq "Marketing"}

1. To configure a variable for the first user account, at the command prompt, type the following command, and then press Enter:

$Catherine = Get-MsolUser | Where-Object {$\_.DisplayName -eq "Catherine Richard"}

1. To configure a variable for the second user account, at the command prompt, type the following command, and then press Enter:

$Tameka = Get-MsolUser | Where-Object {$\_.DisplayName -eq "Tameka Reed"}

1. To add Catherine Richard to the Marketing group, at the command prompt, type the following command, and then press Enter:

Add-MsolGroupMember -GroupObjectId $MktGrp.ObjectId -GroupMemberType "User" -GroupMemberObjectId $Catherine.ObjectId

1. To add Tameka Reed to the Marketing group, at the command prompt, type the following command, and then press Enter:

Add-MsolGroupMember -GroupObjectId $MktGrp.ObjectId -GroupMemberType "User" -GroupMemberObjectId $Tameka.ObjectId

1. To verify the members of the Marketing group, at the command prompt, type the following command, and then press Enter:

Get-MsolGroupMember -GroupObjectId $MktGrp.ObjectId

#### Task 5: Configure user passwords by using Windows PowerShell

1. At the command prompt, type the following command, and then press Enter; *xxxx* is your unique Adatum number

Set-MsolPasswordPolicy -DomainName "gsp.Adatumvsxxxx.virsoftlabs.com" -ValidityPeriod "90" -NotificationDays "14"

1. At the command prompt, type the following command, and then press Enter; *xxxx* is your unique Adatum number:

Set-MsolUserPassword -UserPrincipalName "Tameka@gsp.Adatumvsxxxx.virsoftlabs.com" -NewPassword 'Pa55w.rd '

1. At the command prompt, type the following command, and then press Enter:

Get-MsolUser | Set-MsolUser -PasswordNeverExpires $false

**Result**: After completing this exercise, you should have created new users, assigned licenses, modified existing users, and configured groups and user passwords by using the Windows PowerShell command-line interface.

## Exercise 3: Configuring service administrators

#### Task 1: Assign service administrators in the Office 365 admin center

1. On LON-CL1, open Microsoft Edge, and then browse to **https://portal.office.com**.
2. Sign in as **Holly@gspAdatumvsxxxx.onmicrosoft.com**, where *xxxx* is your unique Adatum number, with the password ‘Pa55w.rd’.
3. In the Office 365 admin center, click **Admin**.
4. On the left-hand side, point to **Users**, click **Active users**, and then click **Francisco Chaves**.
5. On the **Francisco Chaves** page, in the Roles section, click **Edit.**
6. Under Edit user role, click **Customized administrator**, select **Billing administrator** from the list, click **Save**, and then click **Close** twice.
7. In the list view, click **Tameka Reed**.
8. On the **Tameka Reed** page, in the Roles section, click **Edit**.
9. Under Edit user role, click **Customized administrator**, and then select **Password administrator** from the list.
10. Click **Save**, and then click **Close** twice.
11. In the list view, click **Christie Thomas**.
12. On the **Christie Thomas** page, in the Roles section, click **Edit**.
13. Under Assign role, click **Customized administrator**, and then select **User management administrator** from the list.
14. Above the **Alternative email address** text box, click **Edit**, in the text box type **user@alt.none**, click **Save**, and then click **Close** twice.
15. Close Microsoft Edge.

#### Task 2: Manage service administration with Windows PowerShell

1. In the Windows PowerShell window, at the command prompt, type the following command, and then press Enter:

Add-MsolRoleMember -RoleName "Service Support Administrator" -RoleMemberEmailAddress "Sallie@gsp.Adatumvsxxxx.virsoftlabs.com"

1. At the command prompt, type the following command, and then press Enter:

Add-MsolRoleMember -RoleName "Company Administrator" -RoleMemberEmailAddress "Amy@gsp.Adatumvsxxxx.virsoftlabs.com"

1. At the command prompt, type the following command, and then press Enter:

$role = Get-MsolRole -RoleName "Service Support Administrator"

1. At the command prompt, type the following command, and then press Enter:

Get-MsolRoleMember -RoleObjectId $role.ObjectId

1. Verify that Sallie McIntosh is in the list of users who have the Service Support Administrator role.
2. At the command prompt, type the following command, and then press Enter:

$role = Get-MsolRole -RoleName "Billing Administrator"

1. At the command prompt, type the following command, and then press Enter:

Get-MsolRoleMember -RoleObjectId $role.ObjectId

1. Verify that Francisco Chaves is in the list of users who have the billing administrator role.
2. At the command prompt, type the following command, and then press Enter:

$role = Get-MsolRole -RoleName "Company Administrator"

1. At the command prompt, type the following command, and then press Enter:

Get-MsolRoleMember -RoleObjectId $role.ObjectId

1. Verify that Amy Santiago is in the list of users who have the Company Administrator role. You should also see Holly Spencer on the list.
2. Close the Windows PowerShell window.

#### Task 3: Verify service administration

1. On LON-CL1, open Microsoft Edge, and then browse to **https://portal.office.com**.
2. Sign in as **Tameka@gsp.Adatumvsxxxx.virsoftlabs.com**, where *xxxx* is your unique Adatum number, with the new password you created earlier.
3. On the **Update your password** page, in the **Current** **password** text box, type the password ‘Pa55w.rd’.
4. In the **New password** and **Confirm password** text boxes, type a new password as ‘Pa55w.rd’, and then click **Update password and sign in**.
5. On the Office 365 portal, click **Admin**.
6. If prompted, sign in again as **Tameka@gsp.Adatumvsxxxx.virsoftlabs.com** using the password ‘Pa55w.rd’.
7. On the Home page, click **Users**.
8. Click **Jessica Jennings**. Note that you cannot perform any administrative tasks.
9. Click **Reset passwords**.
10. On the **Reset password** page, click **Reset**.
11. Write down the temporary password here for future reference, and then click **Send email and close**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
12. Close and reopen Microsoft Edge, and then browse to **https://portal.office.com**.
13. Sign in as **Christie@gsp.Adatumvsxxxx.virsoftlabs.com**, where *xxxx* is your unique Adatum number, with the temporary password that you recorded in Lab A, Exercise 1.
14. Change Christie's password to ‘Pa55w.rd’.
15. In the Office 365 portal, click **Admin**.
16. If prompted, sign in again as **Christie@gsp.Adatumvsxxxx.virsoftlabs.com** using the password ‘pa55w.rd’.
17. In the Office 365 admin center, on the Home page, click **Users**, and then click **Jessica Jennings**.
18. On the **Jessica Jennings** page, in the **Display name** section, click **Edit**.
19. On the **Edit contact information** page, expand **Contact** information.
20. In the **Office Phone** text box, type **555-1234**, click **Save**, and then click **Close**.
21. In the **Sign-in status** section, click **Edit**, click **Sign-in blocked**, click **Save**, and then click **Close** twice.
22. In the Office 365 admin center, click **Add a user**.
23. In the **First name** text box, type **Chris**.
24. In the **Last name** text box, type **Breland**.
25. In the **User name** text box, type **Chris**, click **Add**, in Product licenses section, enable Office365 E5 license, and then click **Send email and close**.
26. In the **Active users** list, click **Chris Breland**.
27. On **Chris Breland** page, click the **Delete user**.
28. On the **Delete user** page, click **Delete**, and then click **Close**.
29. Close Microsoft Edge.

**Result**: After completing this exercise, you should have assigned service administrators in the Office 365 admin center, managed service administration with Windows PowerShell, and verified service administration.

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