

Managing Multiple tenants in Microsoft 365



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Partner/CTO

Working with SharePoint since 2007

Microsoft MVP, Office Apps and Services since 2017

Microsoft 365 PnP Team since 2019

Open-source project co-maintainer: PnPjs & hTWOo



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SYMPRAXIS
CONSULTING



Bob German

Cloud Developer Advocate

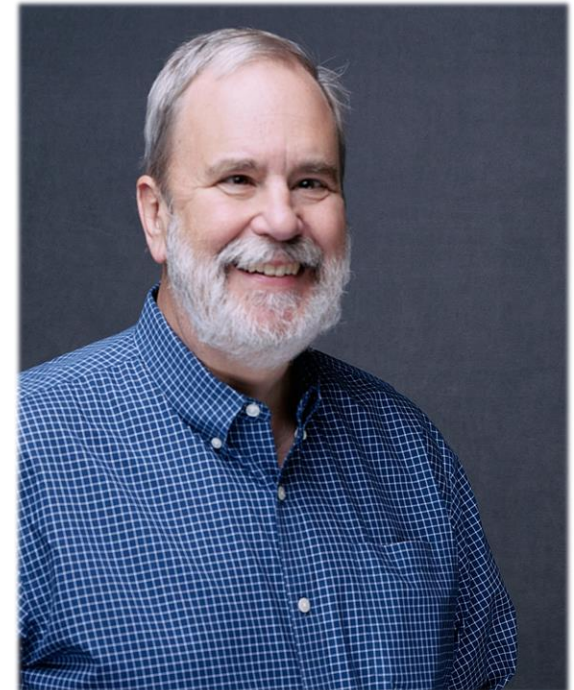
Working with SharePoint since 2003

Developer Advocate for Copilot, Teams and Microsoft Graph development

Microsoft 365 PnP Team – Curates community Copilot and Teams app samples



<https://aka.ms/BobGerman>



Agenda



What are tenants



How they're associated with Azure



What type of users exist (member, guest, external, anon)



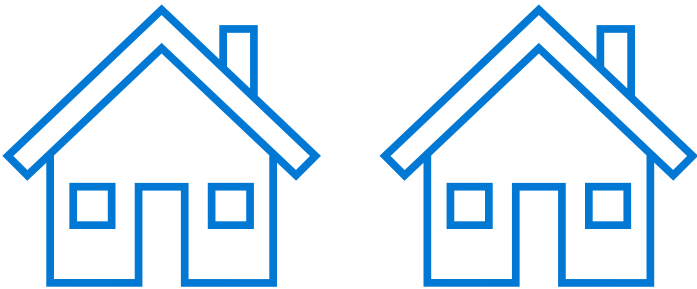
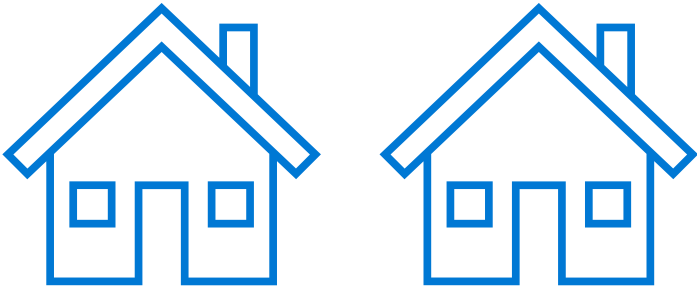
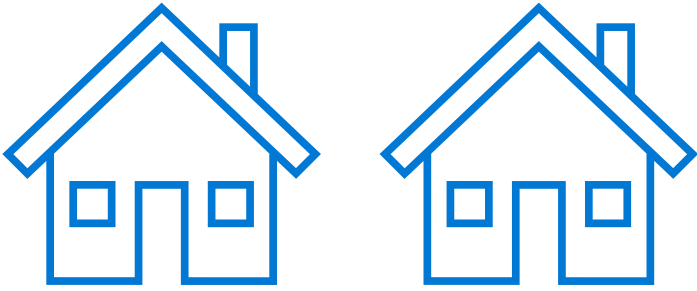
What is the new Multi-tenant feature



What's the experience for each user type - what apps can the various kinds of users use?



Demo: Single vs. Multi-tenant apps, Consents, and Service Principals



Single family homes

Each homeowner is responsible for:

- Plumbing
- Electrical
- Snow Removal
- Roof
- HVAC
- etc.

Each homeowner owns what's inside their house



Apartment building

**Landlord is responsible
for:**

- Plumbing
- Electrical
- Snow removal
- Roof
- HVAC
- etc.

**Each tenant owns what's inside
their apartment**

Microsoft 365



Word



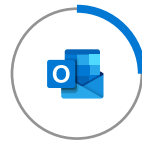
Excel



PowerPoint



Teams



Outlook



OneNote



ToDo



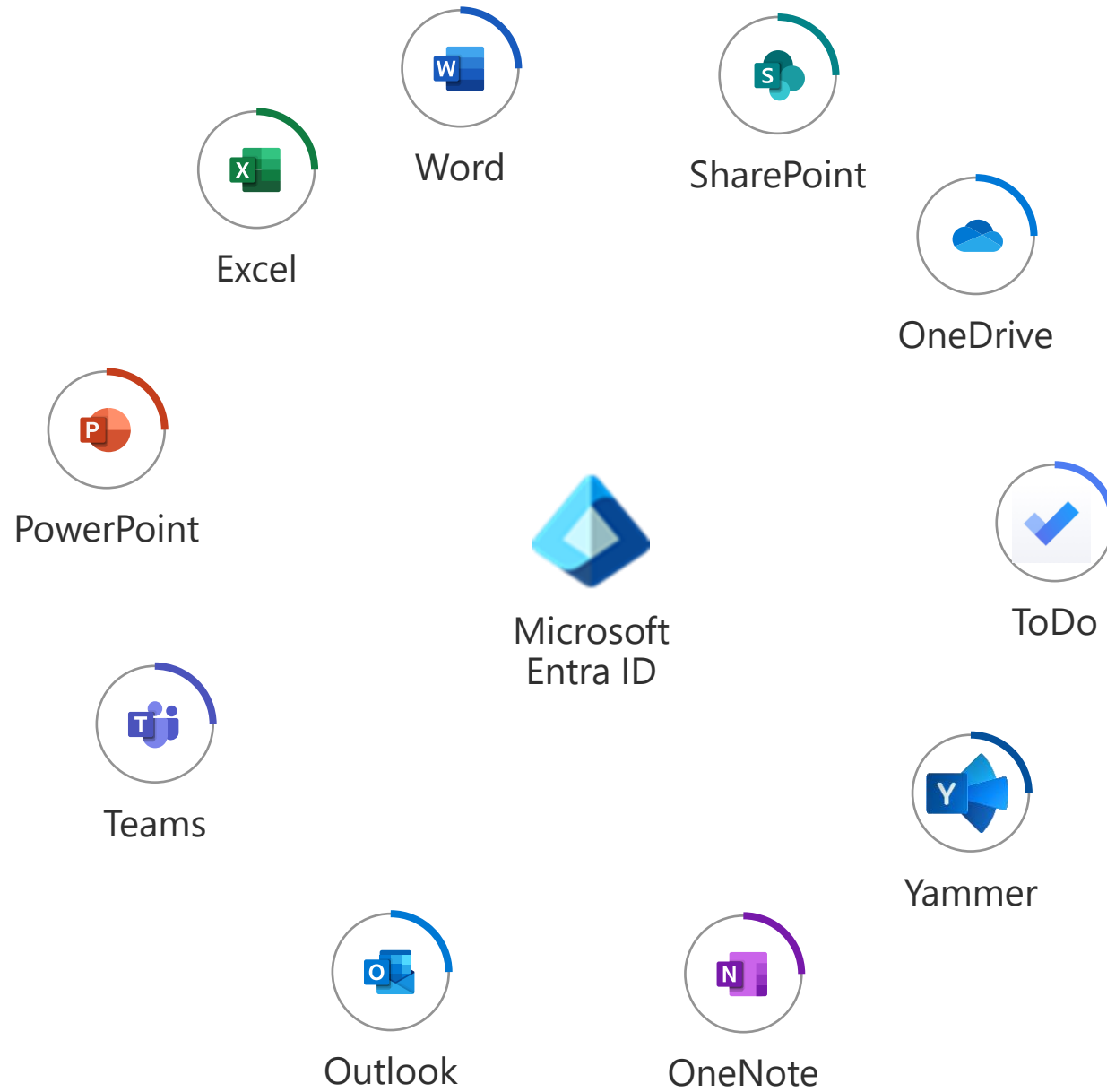
Yammer

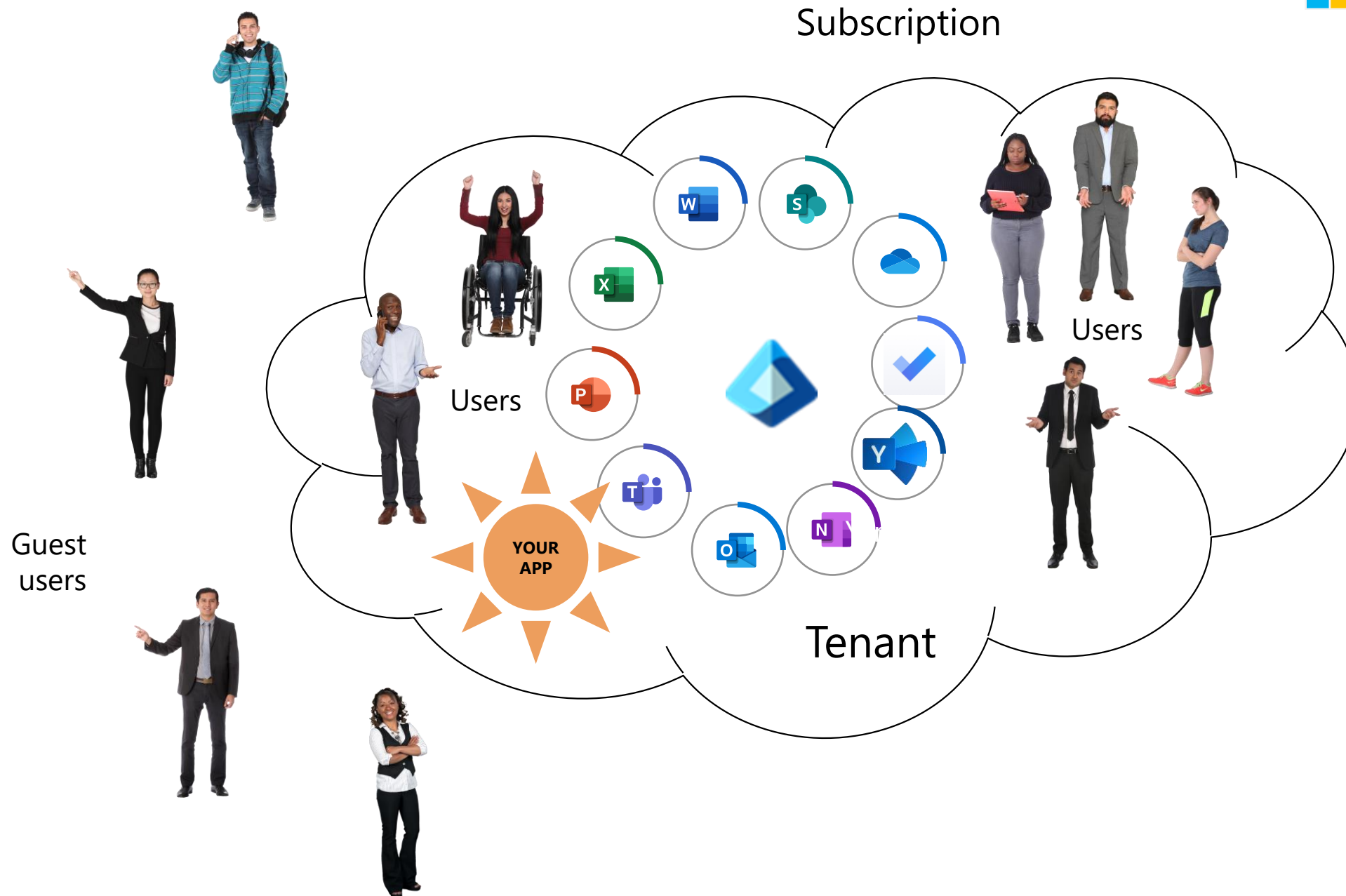


OneDrive



SharePoint





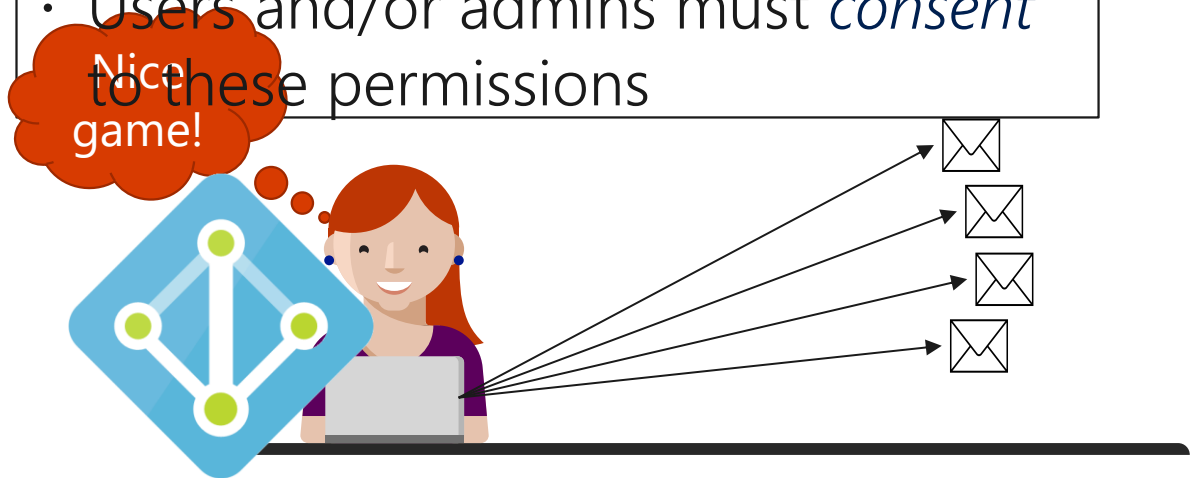
A better permission model

Old School OS

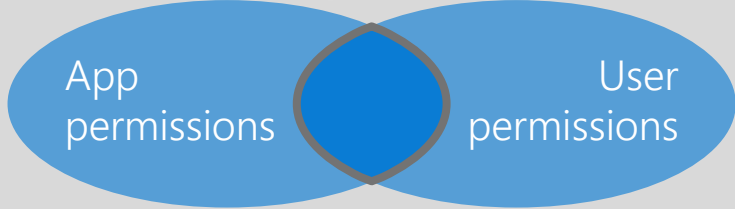
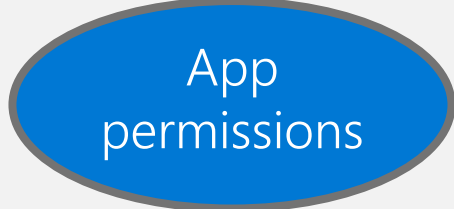
- Applications are just files in the filesystem; users can run any application they want
- Applications have 100% of permission of the user who runs it
- **Issue:** users have no way to know 100% what the application is doing

Modern OS

- Applications must be *registered*
- Applications need *permission* to access *resources*
- Users and/or admins must *consent* to these permissions

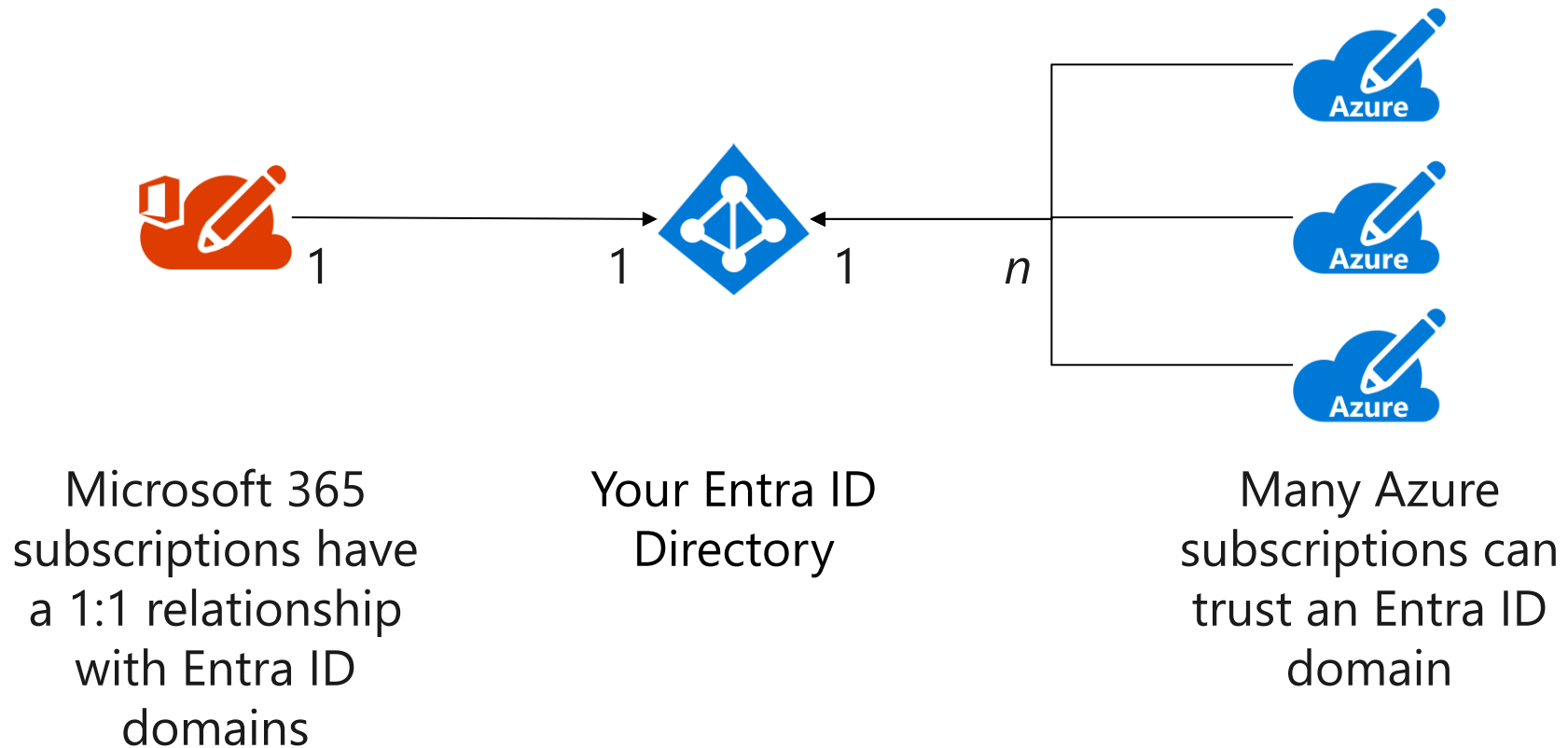


App types and permission types

	User Delegated Permissions (Get access on behalf of users)	App Permissions (Get access as a service)
App type	Mobile, Web and Single page app	Service and Daemon Elevate permissions
Permission type	Delegated permission (user permission)	Application permission
Effective Permissions	<div><div>Users can consent for their data</div><div>Admin can consent for them or for all users</div><p>A Venn diagram with two overlapping blue ovals. The left oval is labeled 'App permissions' and the right oval is labeled 'User permissions'. The intersection of the two ovals is shaded a darker blue. A vertical line separates the text 'Users can consent for their data' on the left from 'Admin can consent for them or for all users' on the right.</p></div>	<div><div>Only admin can consent*</div><p>A single blue oval labeled 'App permissions'.</p></div>

* Resource-specific consent allows Team owner to consent for just that Team

Entra ID and Subscriptions



Types of Users in Microsoft 365



Access level			
How user authenticates		Guest	Member
	External	Typical use: Collaborate with users not in your organization	Typical use: Multi-tenant organization
	Internal	Typical use: Legacy user from before Entra ID B2B	Typical use: Regular M365 user

Additional cases:

- External *access* – Teams user with Skype for Business federation (presence, chat, calls)
- Anonymous access – Teams meeting attendee with no authentication

Reference: <https://aka.ms/EntraExternalUsers>

Types of Users

+ New user ▾

↓ Download users

📄 Bulk operations ▾

🔄 Refresh

⚙️ Manage view ▾












🗑️ Delete

🔗 Per-user MFA

⋮

Create new user
Create a new internal user in your organization

Invite external user
Invite an external user to collaborate with your organization

		ID. 📄		
		principal name ↑↓	User type	Creation type
<input type="checkbox"/>	 Adele Vance	AdeleV@M365x73137819.OnMicrosoft.com 📄	Member	
<input type="checkbox"/>	 Alex Wilber	AlexW@M365x73137819.OnMicrosoft.com 📄	Member	
<input type="checkbox"/>	 Allan Deyoung	AllanD@M365x73137819.OnMicrosoft.com 📄	Member	
<input type="checkbox"/>	 Bianca Pisani	BiancaP_M365x56802222.OnMicrosoft.com#EXT#@M365x73137819.onm... 📄	Member	Invitation
<input type="checkbox"/>	 Bob German	bob_devpoint.live#EXT#@M365x73137819.onmicrosoft.com 📄	Guest	Invitation
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<input type="checkbox"/>	 MOD Administrator	admin@M365x73137819.onmicrosoft.com 📄	Member	

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





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ID.

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












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




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What is the multitenant organization scenario?

When an organization has more than one tenant instance of Microsoft Entra ID.



Conglomerates



Mergers and acquisitions



Divestiture activity



Multiple clouds



Multiple geographical boundaries

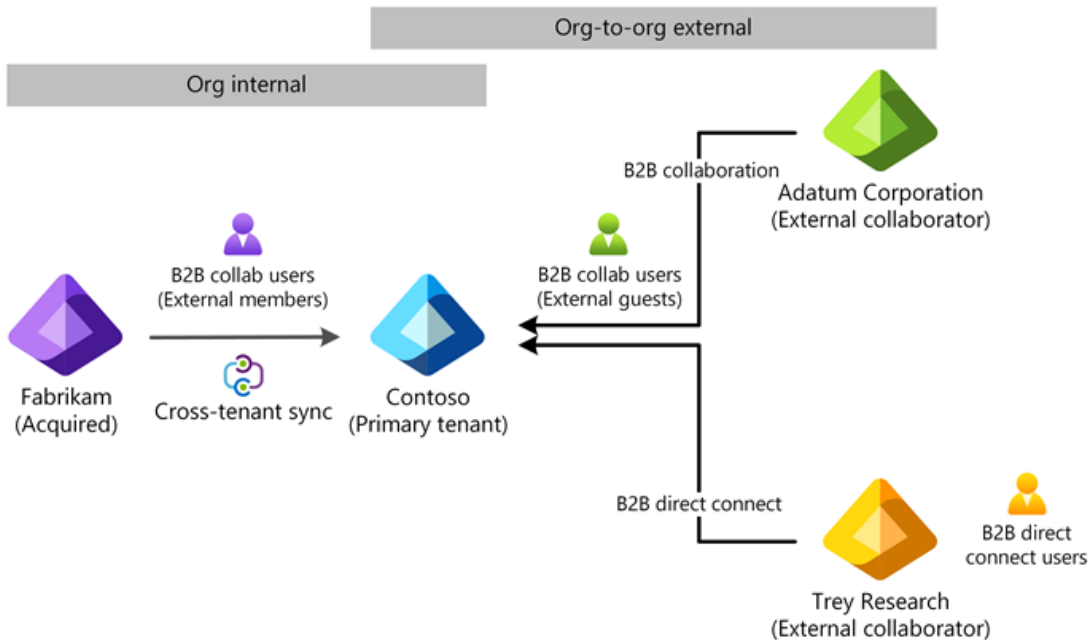


Test or staging tenants



Department or employee-created tenants

Multitenant collaboration scenario



B2B Direct Connect

aka "Teams Shared Channels"

B2B Collaboration

This is "Guest Access" that we think about today with relation to M365

Cross tenant synchronization

Same as B2B Collaboration except:

- no invitation emails
- no consent prompts
- automatically adds/removes users when the join/leave organization

Can be changed to "External Members"

Multitenant organization

Differentiate in-organization and out-of-organization external users

Improved collaborative experience in new Microsoft Teams and Viva Engage and SharePoint

Compare multitenant capabilities reference

	B2B direct connect (Org-to-org external or internal)	B2B collaboration (Org-to-org external or internal)	Cross-tenant synchronization (Org internal)	Multitenant organization (Org internal)
Purpose	Users can access Teams Connect shared channels hosted in external tenants.	Users can access apps/resources hosted in external tenants, usually with limited guest privileges. Depending on automatic redemption settings, users might need to accept a consent prompt in each tenant.	Users can seamlessly access apps/resources across the same organization, even if they're hosted in different tenants.	Users can more seamlessly collaborate across a multitenant organization in new Teams and Viva Engage.
Value	Enables external collaboration within Teams Connect shared channels only. More convenient for administrators because they don't have to manage B2B users.	Enables external collaboration. More control and monitoring for administrators by managing the B2B collaboration users. Administrators can limit the access that these external users have to their apps/resources.	Enables collaboration across organizational tenants. Administrators don't have to manually invite and synchronize users between tenants to ensure continuous access to apps/resources within the organization.	Enables collaboration across organizational tenants. Administrators continue to have full configuration ability using cross-tenant access settings. Optional cross-tenant access templates allow preconfiguration of cross-tenant access settings.
Primary administrator workflow	Configure cross-tenant access to provide external users inbound access to tenant the credentials for their home tenant.	Add external users to resource tenant by using the B2B invitation process or build your own onboarding experience using the B2B collaboration invitation manager .	Configure the cross-tenant synchronization engine to synchronize users between multiple tenants as B2B collaboration users.	Create a multitenant organization, add (invite) tenants, join a multitenant organization. Use existing B2B collaboration users or use cross-tenant synchronization to provision B2B collaboration users.
Trust level	Mid trust. B2B direct connect users are less easy to track, mandating a certain level of trust with the external organization.	Low to mid trust. User objects can be tracked easily and managed with granular controls.	High trust. All tenants are part of the same organization, and users are typically granted member access to all apps/resources.	High trust. All tenants are part of the same organization, and users are typically granted member access to all apps/resources.
Effect on users	Users access the resource tenant using the credentials for their home tenant. User objects aren't created in the resource tenant.	External users are added to a tenant as B2B collaboration users.	Within the same organization, users are synchronized from their home tenant to the resource tenant as B2B collaboration users.	Within the same multitenant organization, B2B collaboration users, particularly member users, benefit from enhanced, seamless collaboration across Microsoft 365.
User type	B2B direct connect user - N/A	B2B collaboration user - External member - External guest (default)	B2B collaboration user - External member (default) - External guest	B2B collaboration user - External member (default) - External guest

Simple Multitenant configuration

The screenshot displays the Microsoft 365 admin center interface for Contoso Electronics. The left-hand navigation pane lists various administrative areas, with 'Org settings' highlighted. A red arrow points from the 'Org settings' link in the sidebar to the 'Organization profile' tab in the main content area. Another red arrow points from the 'Organization profile' tab to the 'Multitenant collaboration' setting in the list of options.

Home > Org settings

Org settings

Services Security & privacy Organization profile

Name ↑	Description
Custom themes	Customize Microsoft 365 for your organization.
Custom tiles for Apps	Add tiles that open websites or SharePoint sites to Apps in the Microsoft 365 app.
Data location	See where Microsoft stores your data for each service you use.
Help desk information	Streamline user support by adding customized contact info to the Microsoft 365 help pane.
Keyboard shortcuts	Perform many common tasks using the keyboard. You can also see the full list of supported shortcuts by pressing Shift+? (question mark).
Multitenant collaboration	Enable users in your multitenant organization to collaborate seamlessly.
Organization information	Update your organization's contact info, such as your address, phone number, and technical contact.
Release preferences	Choose how your organization gets new features and service updates from Microsoft 365.
Send email notifications from your domain	Let Microsoft send notification messages from an email address within your organization instead of Microsoft's default external email address.

Simple Multitenant configuration - Parent

Multitenant collaboration > Get started

✓ Basics

● **Organization details**

● Sync settings

○ Review and finish

Name your organization and select tenants

To get started, name the multitenant organization you would like to create. Then select the tenants you would like to add.

Note: Your tenant [Contoso] will automatically be added to the multitenant organization.

Once this organization is created and other tenants have joined, you can select the users and groups of users you want to share across the organization. As other tenants join this group they can sync users into your tenant. This enables sharing of applications and resources across the organization and facilitates collaboration. [Learn more](#)

Organization name* ⓘ


Parent Tenant 19

Description

Parent Tenant 19

Tenants ⓘ

Enter Tenant ID(s) of participating tenants



Simple Multitenant configuration - Parent

Multitenant collaboration > Get started

✓ Basics

✓ Organization details

● Sync settings

○ Review and finish

Sync settings

As a member of this multitenant organization the following settings are required to ensure your tenant is ready for directory synchronization with other tenants in this organization. [Learn more about collaboration settings](#)

Sync settings (required)

ⓘ Checking these boxes will not start user synchronization. You will be able to share users once other active tenants join this organization.

☒ Allow users to sync into this tenant from the other tenants in this multitenant organization

☒ Suppress consent prompts for users from the other tenant when they access apps and resources in my tenant

Simple Multitenant configuration - Child

Create or join a multitenant organization


A multitenant organization is a group of mutually trusted Microsoft Entra ID tenants. Choose to define a new multitenant organization or join an existing one. Each tenant can only belong to one multitenant organization.

- ☐ Create a new multitenant organization
Invite tenants who are part of your organization to collaborate in this new organization.
- ☒ Join an existing multitenant organization
You will need to provide the tenant ID shared by organization owner.

Enter tenant ID (the organization owner can share it with you)

5484b6df-df06-4cdc-9bc4-0dc77b1b041e

Sync settings (required)

 Checking these boxes will not start user synchronization. You will be able to share users once other active tenants join this organization. [Learn more about collaboration settings](#)

☒ Allow users to sync into this tenant from the other tenants in this multitenant organization

☒ Suppress consent prompts for users from the other tenant when they access apps and resources in my tenant

Simple User Sync Setup

Home > Org settings > Multitenant collaboration

Multitenant collaboration

A multitenant organization is a group of mutually trusted Microsoft Entra ID tenants. Through multitenant collaboration, users can seamlessly access applications and resources across the same organization, even if they are hosted in different tenants. [Learn more about multitenant collaboration](#)

[Share users](#) [Manage settings](#) [Refresh](#)

Parent Tenant 19

	Associated tenants	Membership status	Outl
<input type="checkbox"/>	Contoso (your tenant)	Active	<input type="radio"/> Ne
<input type="checkbox"/>	Contoso	Active	<input checked="" type="radio"/> E

×

Share users

Details

Select users to share with all the active tenants in your multitenant organization through simplified or customized sync. Shared users will be listed as members in the other active tenants so they can collaborate better within those tenants. Syncing through the Microsoft admin center will create new cross-tenant synchronizations in Microsoft Entra ID, and won't affect existing syncs. Go to the Azure portal to change properties of your current syncs. [Learn more about configuring cross-tenant synchronization](#)

Simplified sync

Share a uniform set of users with the active tenants in Multitenant collaboration. This will create a new cross-tenant syncs in Microsoft Entra ID with a default set of attributes.

Customized sync

Share different users to different tenants creating a 1:1 sync with of users and groups with other multitenant collaboration members using [Go to Microsoft Entra ID to set up customized sync.](#)



Current user scope

Christie Cline, Cameron White, Bianca Pisani [and 1 more](#)

Share current user scope

Edit users for simplified sync

Simple User Sync Setup



Select users to share

Select the users you want to share with the active tenants in your multitenant organization. Users shared here from your tenant will be visible in the other active tenants as B2B collaboration users with a user type "member".
Once user sync has been configured, you can adjust the sync settings including user scope and attribute mapping in [Microsoft Entra ID](#).

Users

Save user scope for all active tenants?

Are you sure you want to apply your outbound directory settings to all active tenants?

This change will overwrite any previous configurations settings in Azure Active Directory.

Yes

Cancel

Simple User Sync Setup

Microsoft Azure

Search resources, services, and docs (G+)

Home > Contoso | Users >

Users ...

Contoso - Microsoft Entra ID

+ New user ▾ | Download users | Bulk operations ▾ | Refresh | Manage view ▾ | Delete | Per-user MFA | Got feedback?

»

📘 Azure Active Directory is now Microsoft Entra ID. 📄

🔍 Search | 🏠 Add filter

10 users found

<input type="checkbox"/>	Display name ↑	User principal name ↑↓		User type	On-premises sy...	Identities	Company name	Creation type
<input type="checkbox"/>	AV Adele Vance	AdeleV_M365x73137819.OnMicrosoft.com#EXT#@M365x56802222.onmicrosoft.com	📄	Member	No	ExternalAzureAD		Invitation
<input type="checkbox"/>	AW Alex Wilber	AlexW_M365x73137819.OnMicrosoft.com#EXT#@M365x56802222.onmicrosoft.com	📄	Member	No	ExternalAzureAD		Invitation
<input type="checkbox"/>	AD Allan Deyoung	AllanD_M365x73137819.OnMicrosoft.com#EXT#@M365x56802222.onmicrosoft.com	📄	Member	No	ExternalAzureAD		Invitation
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<input type="checkbox"/>	CW Cameron White	CameronW@M365x56802222.OnMicrosoft.com	📄	Member	No	M365x56802222.onmicrosoft.com		
<input type="checkbox"/>	👤 Christie Cline	ChristieC@M365x56802222.OnMicrosoft.com	📄	Member	No	M365x56802222.onmicrosoft.com		
<input type="checkbox"/>	JT Julie Turner 22	jt@M365x56802222.onmicrosoft.com	📄	Member	No	M365x56802222.onmicrosoft.com		
<input type="checkbox"/>	MA MOD Administrator	admin@M365x56802222.onmicrosoft.com	📄	Member	No	M365x56802222.onmicrosoft.com		

Advanced User Sync use Cross-tenant synchronization

The screenshot displays the Microsoft Azure portal interface for managing cross-tenant synchronization. The top navigation bar includes the Microsoft Azure logo, a search bar, and utility icons. The breadcrumb trail indicates the path: Home > Contoso | Cross-tenant synchronization > Cross-tenant synchronization. The main heading is "Cross-tenant synchronization | Configurations".

The specific configuration being viewed is "MTO_Sync_5484b6df-df06-4cdc-9bc4-0dc77b1b041e | Overview", identified as a "Contoso - Microsoft Entra ID" connection. A toolbar provides actions: Start provisioning (play icon), Stop provisioning (stop icon), Restart provisioning (refresh icon), Edit provisioning (pencil icon), Provision on demand (person icon), Refresh (circular arrow icon), and Got feedback? (speech bubble icon).

A left-hand navigation pane lists various options: Overview (selected), Provision on demand, Manage (expanded), Users and groups, Provisioning, Expression builder, Activity (expanded), Audit logs, Provisioning logs, Insights, Troubleshooting + Support (expanded), and New support request.

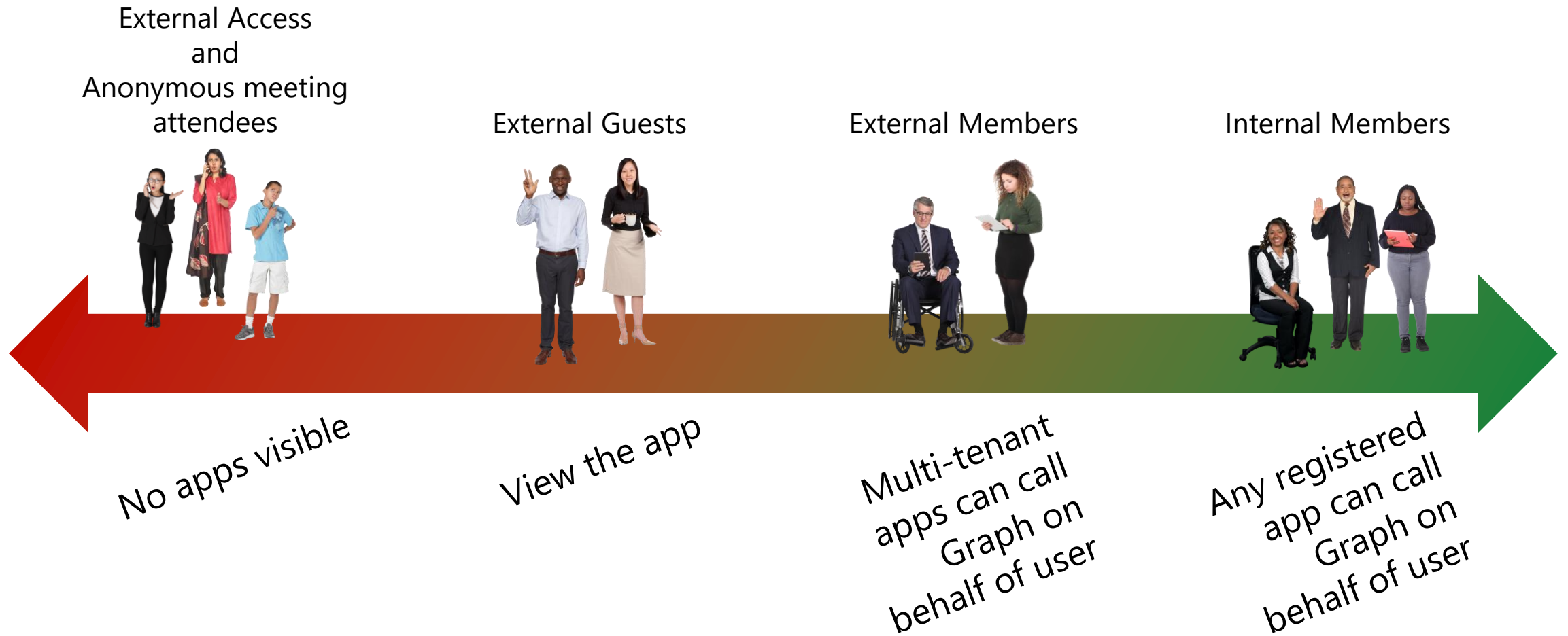
The main content area is divided into three sections:

- Current cycle status:** Shows "Incremental cycle completed." with a progress bar at "100% complete".
- Statistics to date:** Includes links for "View provisioning details" and "View technical information".
- Manage provisioning:** Includes links for "Update credentials", "Edit attribute mappings", "Add scoping filters", and "Provision on demand".

A "Users" section displays a large number "4" and a link to "View provisioning logs".

Teams and SharePoint Apps

What works where?



Access to SharePoint Framework Apps

App Type	User Type	App is displayed	App can call SharePoint REST API	App can call Graph API
SharePoint Framework	Internal Member	Yes	Yes	Yes
	External Member	Yes	Yes	Yes
	External Guest	Yes*	Yes*	No*
	External Access	No	No	No
	Anonymous meeting attendee	No	No	No

* - Only works if Tenant CDN is on or you add guest users to group that has read access to the Tenant app catalog.

All third-party SPFx solutions share a Multi-Tenant App Registration and service principal. Therefore, any permission granted to one SPFx solution is granted to all in you tenant.**

** - This relates to Microsoft Graph & third-party APIs. SharePoint REST APIs still allow for cookie based auth token

SharePoint Framework Permissions

Overview

Private Network connectors

User settings

App launchers

Custom authentication extensions

Security

Activity

Troubleshooting + Support

Devices

App registrations

Enterprise applications | All applications

+ New application

Refresh

Download (Export)

Preview info

Columns

View, filter, and search applications in your organization that are set up to use your Microsoft Entra tenant.

The list of applications that are maintained by your organization are in [application registrations](#).

Search

SharePoint Online Client Extensibility Web...

Application ID starts with

Add filters


2 applications found

Name	Application ID
SO SharePoint Online Client Extensibility Web Application Principal	6. 18216157-8505-4440
SO SharePoint Online Client Extensibility Web Application Principal Helper	e. 2c7cc7d0-e033-4cc3-

Application (client) ID

18216157-8505-4440

2c7cc7d0-e033-4cc3-



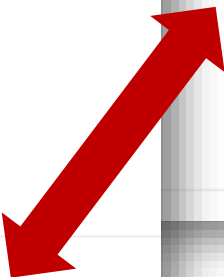
Permissions Claims Match

API access

Manage access to Azure AD-secured APIs from SharePoint Framework components and scripts.
[Learn about managing permission requests](#)


API name	Package	Permission
Pending requests (0)		
Approved requests (5)		
Organization-wide (5)		
Microsoft Graph	-	User.Read.All
Microsoft Graph	-	Group.Read.All
Microsoft Graph	-	Presence.Read
Microsoft Graph	-	Presence.Read.All
Orchestry	-	access_as_user

Claim value	Permission
User.Read.All	Read all users' full
Group.Read.All	Read all groups
Presence.Read	Read user's prese
Presence.Read.All	Read presence in
access_as_user	Teams can access



Access to Teams Apps

App Type	User Type	App is displayed	App can call Graph
Teams Single Tenant	Internal Member	Yes	Yes
	External Member	Yes	No
	External Guest	Yes	No
	External Access	No	No
	Anonymous meeting attendee	No	No
Teams Multi Tenant	Internal Member	Yes	Yes
	External Member	Yes	Yes
	External Guest	Yes	No
	External Access	No	No
	Anonymous meeting attendee	No	No



Demo

- Single vs. Multi-tenant apps
- Consents and Service Principals (aka Enterprise Apps)



Resources

Multitenant organization capabilities in Microsoft Entra ID

<https://aka.ms/multitenant-org>

Collaboration user properties (internal, external, member, guest)

<https://aka.ms/collab-user-properties>

Entra ID Application Management

<https://aka.ms/entra-app-mgmt>

Hands-on Graph lab used in the Single/Multitenant demo

<https://aka.ms/graph-scenarios>