

## W-1, D-5

1. What are the Admin Roles? Detailed descriptions and limitations of roles.

Admin Roles	Description	Limitation
1. Global Admin	<ul style="list-style-type: none"><li>✓ Access to most management features</li><li>✓ Reset passwords for all users</li><li>✓ Add and manage domains</li><li>✓ Signed up person automatically becomes a Global admin.</li></ul>	✓ Recommended maximum 2-4 Global Admins
2. Exchange Admin	<ul style="list-style-type: none"><li>✓ View and manage your user's -<ul style="list-style-type: none"><li>○ Mailboxes</li><li>○ Microsoft 365 groups</li><li>○ Exchange Online</li></ul></li><li>✓ Recover deleted items in a user's mailbox</li><li>✓ Set up "Send As" &amp; "Send on behalf" delegates</li></ul>	✓ Can't access as Admin to other Services
3. Global Reader	<ul style="list-style-type: none"><li>✓ View admin features and settings in admin centers that the global admin can view.</li></ul>	✓ The global reader admin can't edit any settings.
4. Group Admin	<ul style="list-style-type: none"><li>✓ Create, edit, delete and restore Microsoft 365 groups</li><li>✓ Create and update group creation, expiration, and naming policies</li><li>✓ Create, edit, delete and restore Azure Active Directory security groups</li></ul>	
5. HelpDesk Admin	<ul style="list-style-type: none"><li>✓ Reset passwords</li><li>✓ Force users to sign out</li><li>✓ Manage service requests</li><li>✓ Monitor service health</li></ul>	✓ Can only help non-admin users and users assigned these roles: Directory reader, Guest inviter, Helpdesk admin, Message center reader, and Reports reader.
6. Service Admin	<ul style="list-style-type: none"><li>✓ Open and manage service requests</li><li>✓ View and share message center posts</li></ul>	

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<b>7. SharePoint Admin</b>	<ul style="list-style-type: none"><li>✓ manage the SharePoint Online admin center.</li><li>✓ Create and delete sites</li><li>✓ Manage site collections and global SharePoint settings</li></ul>	✓ Limited to SharePoint Service only
<b>8. Teams Service Admin</b>	<ul style="list-style-type: none"><li>✓ Manage the Teams admin center</li><li>✓ Manage meetings</li><li>✓ Manage conference bridges</li><li>✓ Manage all org-wide settings, including federation, teams upgrade, and teams client settings</li></ul>	✓ Limited to Teams Service only
<b>9. User Admin</b>	<ul style="list-style-type: none"><li>✓ Add users and groups</li><li>✓ Assign licenses</li><li>✓ Manage most users' properties</li><li>✓ Create and manage user views</li><li>✓ Update password expiration policies</li><li>✓ Manage service requests</li><li>✓ Monitor service health</li><li>✓ Assigned the following roles: Directory reader, Guest inviter, Helpdesk admin, Message center reader, Reports reader.</li><li>✓ Manage usernames</li><li>✓ Delete and restore users</li><li>✓ Reset passwords</li><li>✓ Force users to sign out</li><li>✓ Update (FIDO) device keys</li></ul>	
<b>10. Office Apps Admin</b>	<ul style="list-style-type: none"><li>✓ Use the Office cloud policy service to create and manage cloud-based policies for Office</li><li>✓ Create and manage service requests</li><li>✓ Manage the What's New content that users see in their Office apps</li><li>✓ Monitor service health</li></ul>	✓ Limited to Office Apps

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### 2. What are the resources?

Resources	Description
Rooms & Equipment	<ul style="list-style-type: none"><li>✓ <b>Microsoft 365 Admin Center &gt; Resources &gt; Rooms &amp; Equipment</b></li><li>✓ Can create for specific room mailbox e.g. conference, meeting room.</li><li>✓ Can create for specific equipment mailbox e.g. printer, projector.</li><li>✓ Used for booking purpose for a specific time through outlook,</li><li>✓ Anyone can book the room or equipment.</li><li>✓ Delegates are dealing with all of that and admin can choose the delegates</li></ul>
Sites	<ul style="list-style-type: none"><li>✓ <b>Microsoft 365 Admin Center &gt; Resources &gt; Sites</b></li><li>✓ Used for SharePoint Access</li><li>✓ Can share files, make collaboration with the team members</li></ul>

### 3. A short overview of Billing & Payment methods. How to check how many subscriptions or licenses a tenant has?

Billing	Description
Billing & Payment Methods	<ul style="list-style-type: none"><li>✓ In the Billing section of Microsoft 365 Admin Center, we can see current services and licenses that we are using</li><li>✓ Possible to assign the license to the user</li><li>✓ Possible to add the payment method and auto transaction</li><li>✓ Add more licenses</li><li>✓ Check transaction history</li><li>✓ Receive Billing statement/notification</li></ul>
<ol style="list-style-type: none"><li>1. Microsoft 365 Admin &gt; <b>Billing &gt; Licenses</b></li><li>2. Assign/Unassign the licenses from here</li></ol>	

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4. What is the Password Expiration Policy?
5. How to set up password expiration policy?

<b>Password Expiration Policy</b>	✓ Policy for changing login password after a certain period due to security purpose.
<ul style="list-style-type: none"><li>✓ Microsoft 365 Admin Center &gt; ① <b>Settings</b> &gt; ② <b>Org Settings</b> &gt; ③ <b>Security &amp; Privacy</b> &gt; ④ <b>Password expiration policy</b> &gt; select ⑤ Set user password to expire after a number of days &gt; Fill up details &amp; ⑥ Save changes</li><li>✓ Days before password expires –</li><li>✓ Default = <b>90 days</b>, possible to set between <b>14 - 730 days</b></li><li>✓ Days before a user is notified about expiration – Default = <b>14 days</b>, possible to set between <b>1 - 30 days</b></li></ul>	

6. How to add/modify organization information?

<ul style="list-style-type: none"><li>✓ Please go to – Microsoft 365 Admin Center &gt;</li><li>✓ ① <b>Settings</b> &gt; ② <b>Org Settings</b> &gt; ③ <b>Organization Profile</b> &gt; ④ <b>Organization Information</b> &gt; Fill up detail &amp; ⑤ Save changes</li></ul>
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7. What is Partner Relationship?

<b>Partner Relationship</b>	<ul style="list-style-type: none"><li>✓ To manage a customer's service or subscription on their behalf, the customer must grant you administrator permissions for that service.</li><li>✓ To get administrator permissions from a customer, email them a reseller relationship request.</li><li>✓ After the customer approves your request, you'll be able to log on to the service's admin portal and manage the service on the customer's behalf.</li><li>✓ Your customers can find out which of their partners have admin privileges to their tenant from within the Office 365 admin portal.<ul style="list-style-type: none"><li>○ The customer needs to sign in to the Office 365 admin portal as a Global admin.</li><li>○ Select <b>Settings</b> &gt; <b>Partner relationships</b></li><li>○ On the Partner relationships page, the customer will see a list of the partners with whom they work and those that have been granted delegated administration privileges to their tenant.</li></ul></li></ul>
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### 8. What are the usage reports? How to check usage reports in Microsoft 365 Admin Center?

<ul style="list-style-type: none"><li>✓ How people in the business organization are using Microsoft 365 services. For example, you can identify who is using a service a lot and reaching quotas, or who may not need a Microsoft 365 license at all.</li><li>✓ Reports are available for the last 7 days, 30 days, 90 days, and 180 days. Data won't exist for all reporting periods right away. The reports become available within 48 hours.</li><li>✓ For example – if we consider about Email activity report we can see sent, received, read, meeting created, Meeting interacted, user mailbox. We can easily detect that the user behaviour and email responding criteria by looking at the reports.</li></ul>
<p>1. Please go to –</p> <ul style="list-style-type: none"><li>✓ Reports &gt; Usage to check the usage reports for the last 7 days, 30 days, 90 days, 180 days for different services.</li></ul>

### 9. How to check the Productivity score?

<ul style="list-style-type: none"><li>✓ Productivity Score</li></ul>	<ul style="list-style-type: none"><li>✓ Give insights that transform how work gets done.</li><li>✓ Provide you visibility into how your organization works</li><li>✓ Identify where you can enable improved experiences so people can reach their goals.</li><li>✓ Actions to update skills and systems so everyone can do their best work.</li><li>✓ This score reflects your organization's performance across measures of employee and technology experiences.</li></ul>
<p>2. Please go to – <a href="https://www.admin.microsoft.com">www.admin.microsoft.com</a> &gt; Reports &gt; Productivity Score</p>	

### 10. What is service health? How to check if there is any service incident is going on?

<ul style="list-style-type: none"><li>✓ Service Health</li></ul>	<ul style="list-style-type: none"><li>✓ Shows the current status of the service and details about service disruptions and outages.</li><li>✓ Planned maintenance information is available on the Message Center.</li></ul>
<ul style="list-style-type: none"><li>✓ Please go to – <a href="https://www.admin.microsoft.com">www.admin.microsoft.com</a> &gt; Health &gt; Service Health</li></ul>	

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11. How to check if there is any update/planned change for any products?

1. Please go to – [www.admin.microsoft.com](https://www.admin.microsoft.com) > Health > Message center
2. The primary way to inform about the update of the Microsoft 365 services though there are other ways.
3. Possible to get an email notification as a weekly digest

12. How many ways to assign admin roles?

You can assign users to a role in 2 different ways:

- ✓ Please go to the –
  - **Users > Active users > Select a user > Manage roles > Admin center access > Save changes**
- ✓ Please go to –
  - **Roles > select the role > Assign admins > Add > Select Members > Save**

13. After changing the role, how long it will take maximum to update the system?

- ✓ It will take maximum 24 hours but in most of the cases it works within a short time.

14. What is delegate for rooms & equipments?

- ✓ One of the people added to the Delegates will be responsible for accepting or declining meeting requests that are sent to the room mailbox.
- ✓ If you assign more than one resource delegate, only one of them has to act on a specific meeting request.

15. How to purchase a new service from the tenant?

- ✓ Please go to –
  - **Admin Center > Billing > Purchase Services > Choose your desired services**

16. How many ways to assign the license for the user?

There are 2 ways to assign the license –

- ✓ **Users > Active users > Select the user > Licenses and apps > Select licenses > Save changes**
- ✓ **Billing > Licenses > Select License > Select Users > Assign license**