

From: SM-Defra-O365 Business Support Team
Sent: 18 November 2022 09:09
To: [REDACTED]
Subject: RE: OFFICIAL SENSITIVE Yammer

Thank you for contacting the DDTS 365 Business Support Team

This mailbox is monitored 09.00-16.30 Monday-Thurs, 9.00-16.00 Friday (excluding public holidays). We receive a large volume of emails and will endeavour to respond to your query within three working days.

Please note that this team does not resolve technical support issues relating to SharePoint Online. Please direct these queries via the MyIT portal or if your query is urgent contact the helpdesk on 0800 014 8255

General queries may be answered by visiting our help and guidance (H&G) area: [Please click here to go to the H&G page.](#)

Please see links below to our three most frequently asked questions:

- How to book/rebook training for SharePoint Online or MS Teams:
 - [Click here to go to the H&G page- to book training.](#)
- Which training course is right for me?:
 - Click the link for the BST training catalogue [BST training catalogue](#)
- Changes to SharePoint Access Permissions:
 - To add or remove a site user to/from a site, please contact your Site Owner.
 - To add or remove a Site Owner, add, or remove an external domain, or add or remove external sharing, please open myIT and sign in, then [click here for the SharePoint Online \(SPOL\) service catalogue in MyIT](#)

If your query has been answered by use of the info or links above, please let us know and we will consider the query closed.