

# Making sense of Microsoft 365 Guest & External access

@thomasvochten

# About me



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# Agenda

1. The what and why of external access
2. How to manage guests & external users
3. Enforcing security policies on guests
4. Microsoft 365 workload specific aspects



# External Access in M365: the what and why

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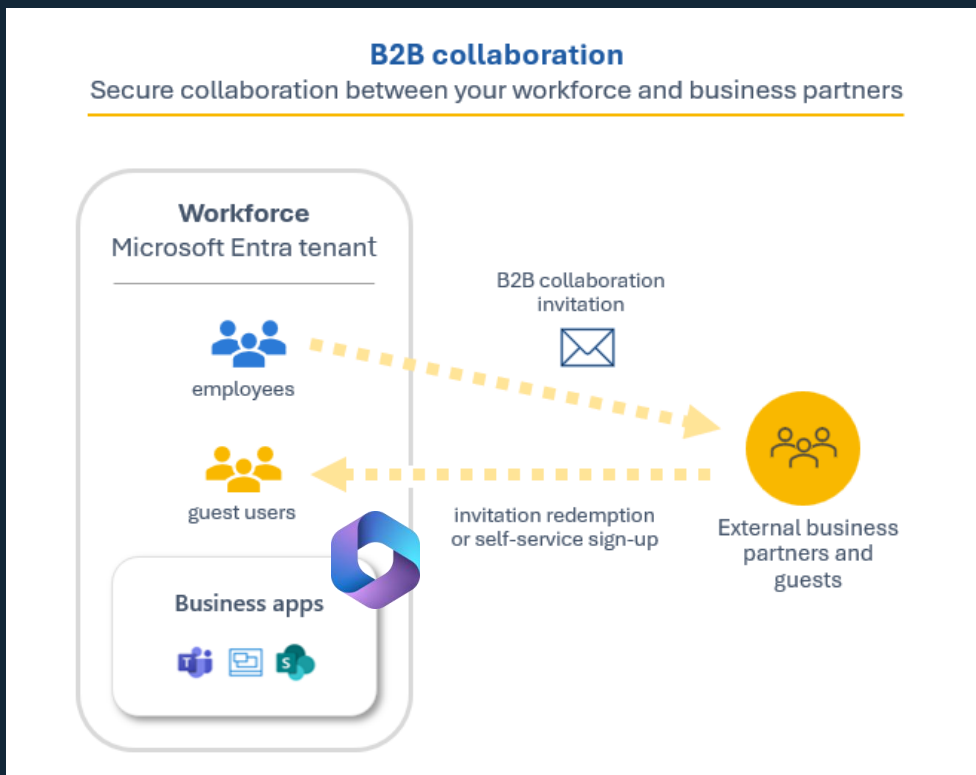


# Bring your own ID

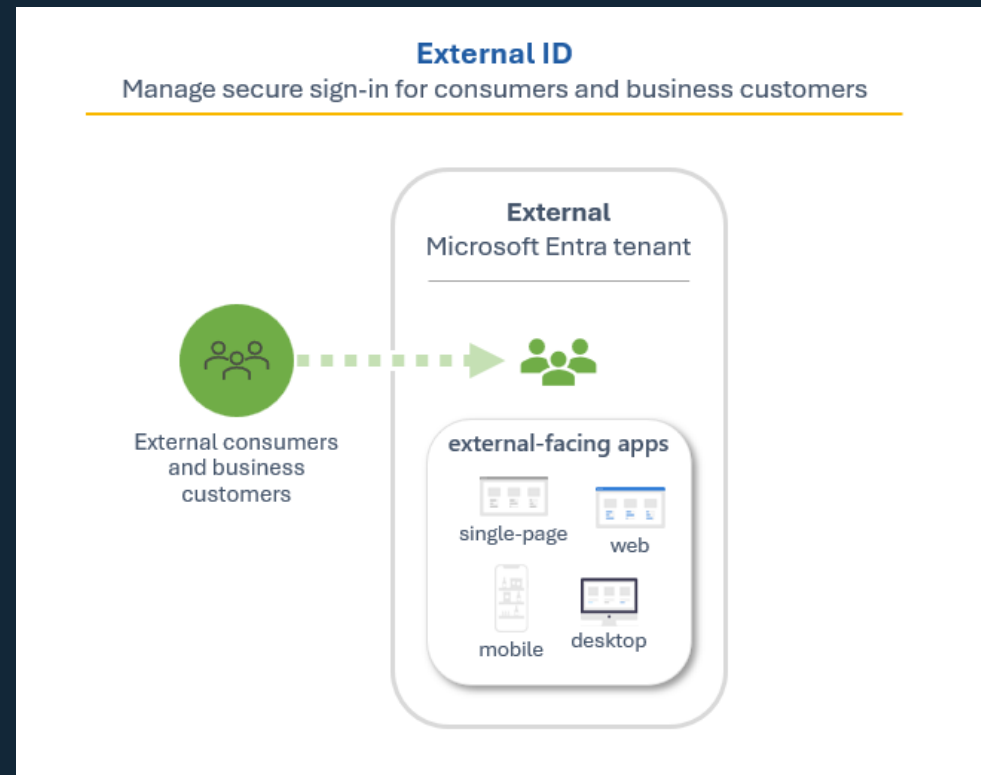
Grant users from outside your organization access to corporate resources in a controlled way.

# Meet Entra ID External ID

## Workforce tenant configuration

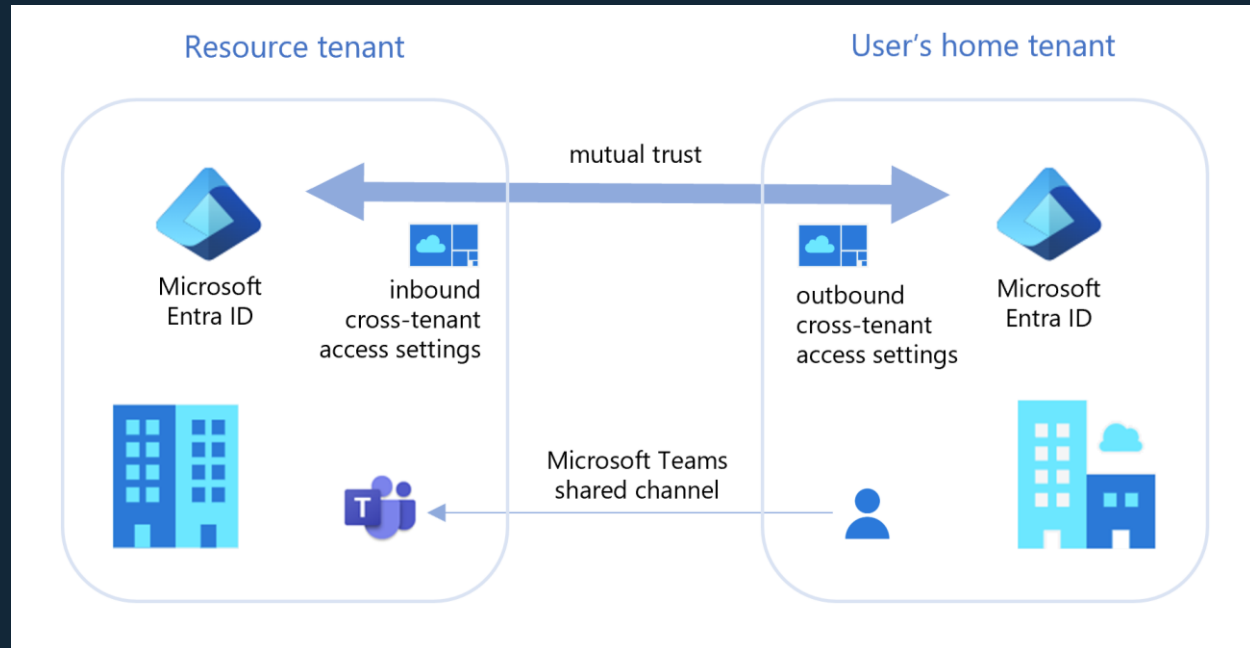
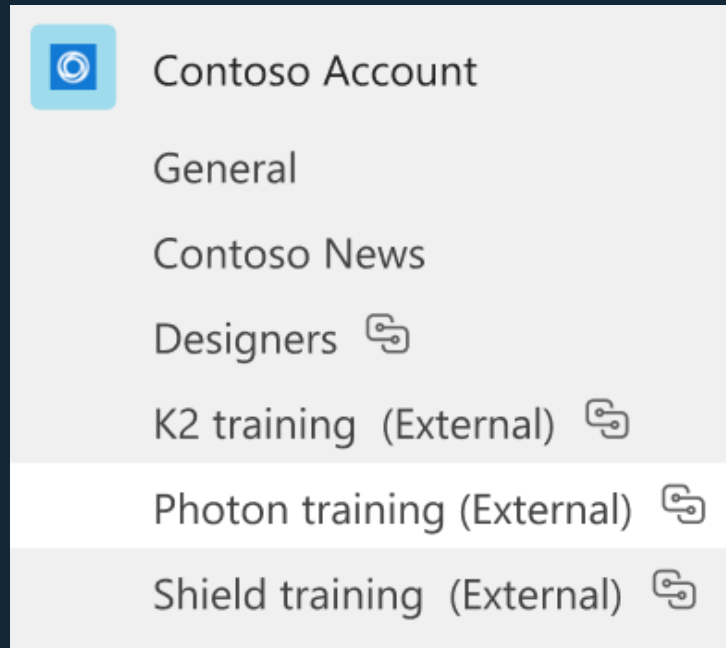


## External tenant configuration



# What about B2B Direct Connect?

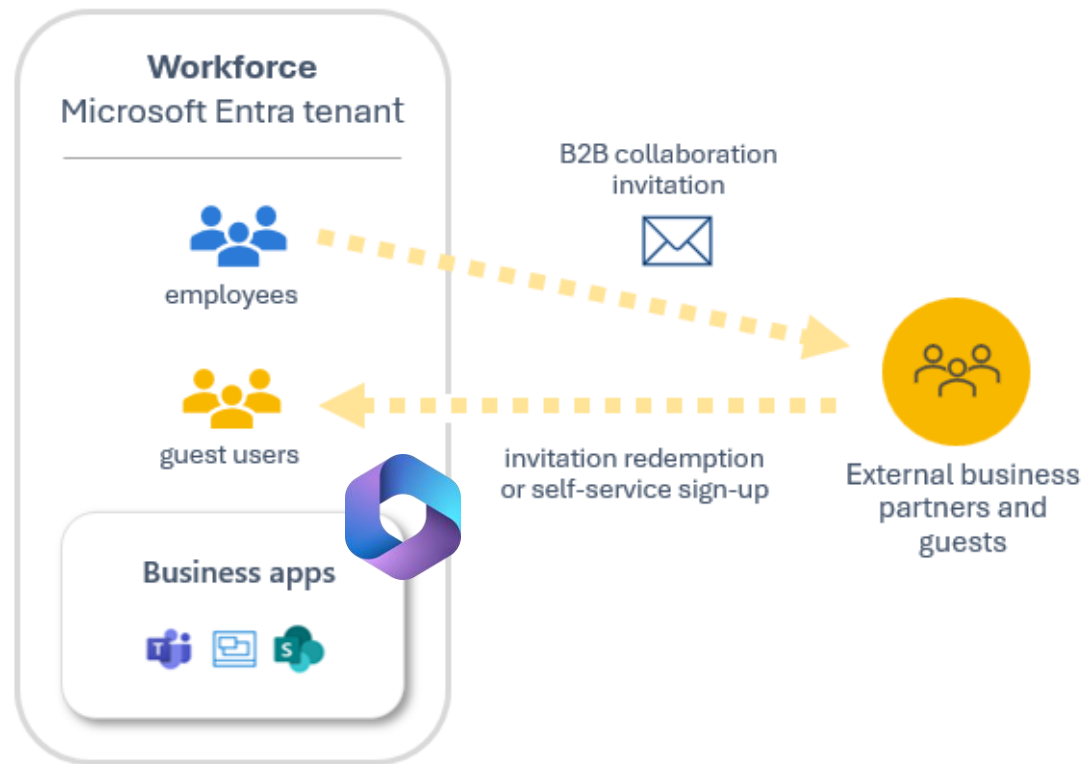
Currently only supports Teams Shared Channels



# B2B Collaboration

## B2B collaboration

Secure collaboration between your workforce and business partners







# How to manage guests & external users

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# Basic operations

- Entra ID portal or PowerShell
- You need at least the Guest Inviter role
- Invitations are sent through e-mail



<https://entra.microsoft.com>

Demo

Basic guest management

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# Noteworthy external user properties


- User Principal Name
- Identities

ExternalAzureAD  
Microsoft account  
google.com  
facebook.com  
mail  
[issuer URI]

# User Type confusion: guests vs members

- External guest
- External member
- Internal guest
- Internal member

# Convert an external user to an internal user


**B2B collaboration**

Current user is external



[Convert to internal user](#)


## Convert to internal user

×


[Learn more](#) 

New user principal name \*

@  
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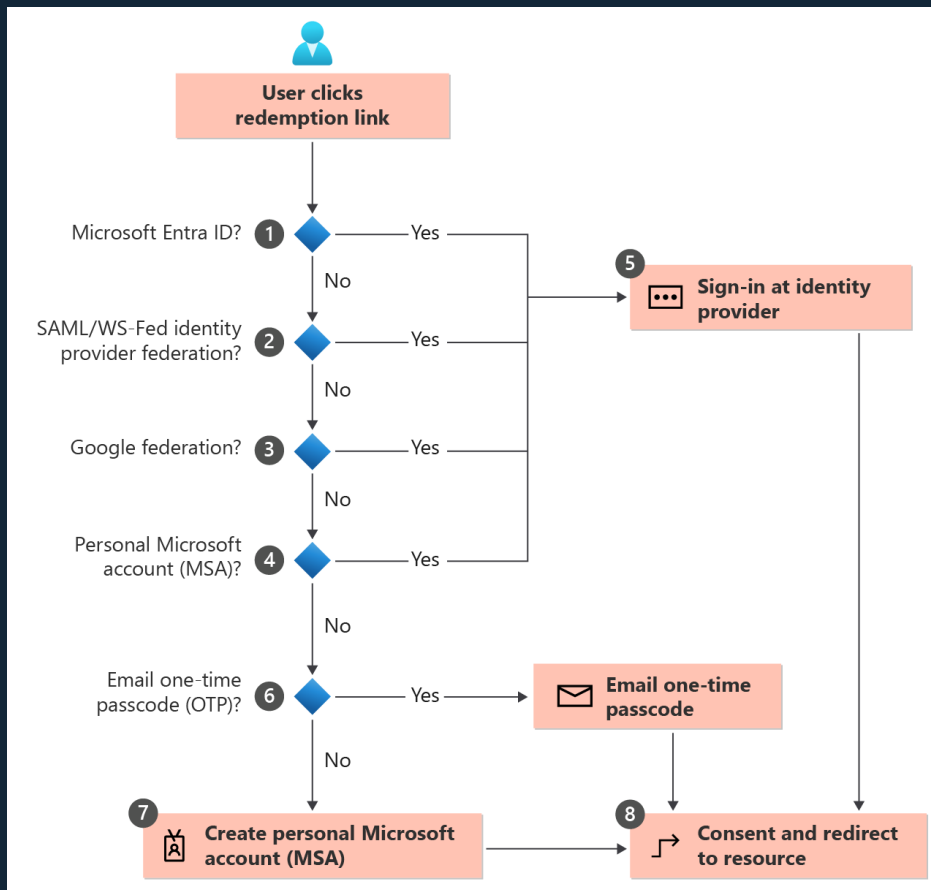
Domain not listed? [Learn more](#) 

☒ Auto-generate password

Password \*  

☐ Change email address

# Guest invitation & redemption process



# Supported Identity Providers

- Microsoft Entra ID
- Microsoft Account
- Email one-time passcode (OTP)
- SAML/WS-Fed
- Google
- Facebook



# Collaboration Settings

- Manage invitation settings
- Manage what guests can see
- Manage if guests can remove themselves from your org
- Specific settings for users *not* coming from another Entra ID tenant.

## Guest user access

Guest user access restrictions ⓘ

[Learn more](#)

- ☐ Guest users have the same access as members (most inclusive)
- ☐ Guest users have limited access to properties and memberships of directory objects
- ☒ Guest user access is restricted to properties and memberships of their own directory objects (most restrictive)

## Guest invite settings

Guest invite restrictions ⓘ

[Learn more](#)

- ☒ Anyone in the organization can invite guest users including guests and non-admins (most inclusive)
- ☐ Member users and users assigned to specific admin roles can invite guest users including guests with member permissions
- ☐ Only users assigned to specific admin roles can invite guest users
- ☐ No one in the organization can invite guest users including admins (most restrictive)

Enable guest self-service sign up via user flows ⓘ

[Learn more](#)

Yes No

## External user leave settings

Allow external users to remove themselves from your organization (recommended) ⓘ

[Learn more](#)

Yes No

## Collaboration restrictions

⚠ Cross-tenant access settings are also evaluated when sending an invitation to determine whether the invite should be allowed or blocked. [Learn more.](#)

- ☒ Allow invitations to be sent to any domain (most inclusive)
- ☐ Deny invitations to the specified domains
- ☐ Allow invitations only to the specified domains (most restrictive)

# Cross-tenant access settings


- Valid for guests coming from another Entra ID tenant
- Inbound & Outbound settings
- Organization-specific settings
- Enable or disable collaboration with other Microsoft clouds

## Inbound access settings

 Edit inbound defaults


Type	Applies to	Status
B2B collaboration	External users and groups	All allowed
B2B collaboration	Applications	All allowed
B2B direct connect	External users and groups	All blocked
B2B direct connect	Applications	All blocked
Trust settings	N/A	Enabled

## Outbound access settings

 Edit outbound defaults

Type	Applies to	Status
B2B collaboration	Users and groups	All allowed
B2B collaboration	External applications	All allowed
B2B direct connect	Users and groups	All blocked
B2B direct connect	External applications	All blocked

## Tenant restrictions (Preview)

 Edit tenant restrictions defaults

Applies to	Status
External users and groups	All blocked
External applications	All blocked

Demo

Settings & configuring alternative identity providers

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# Guests lifecycle management

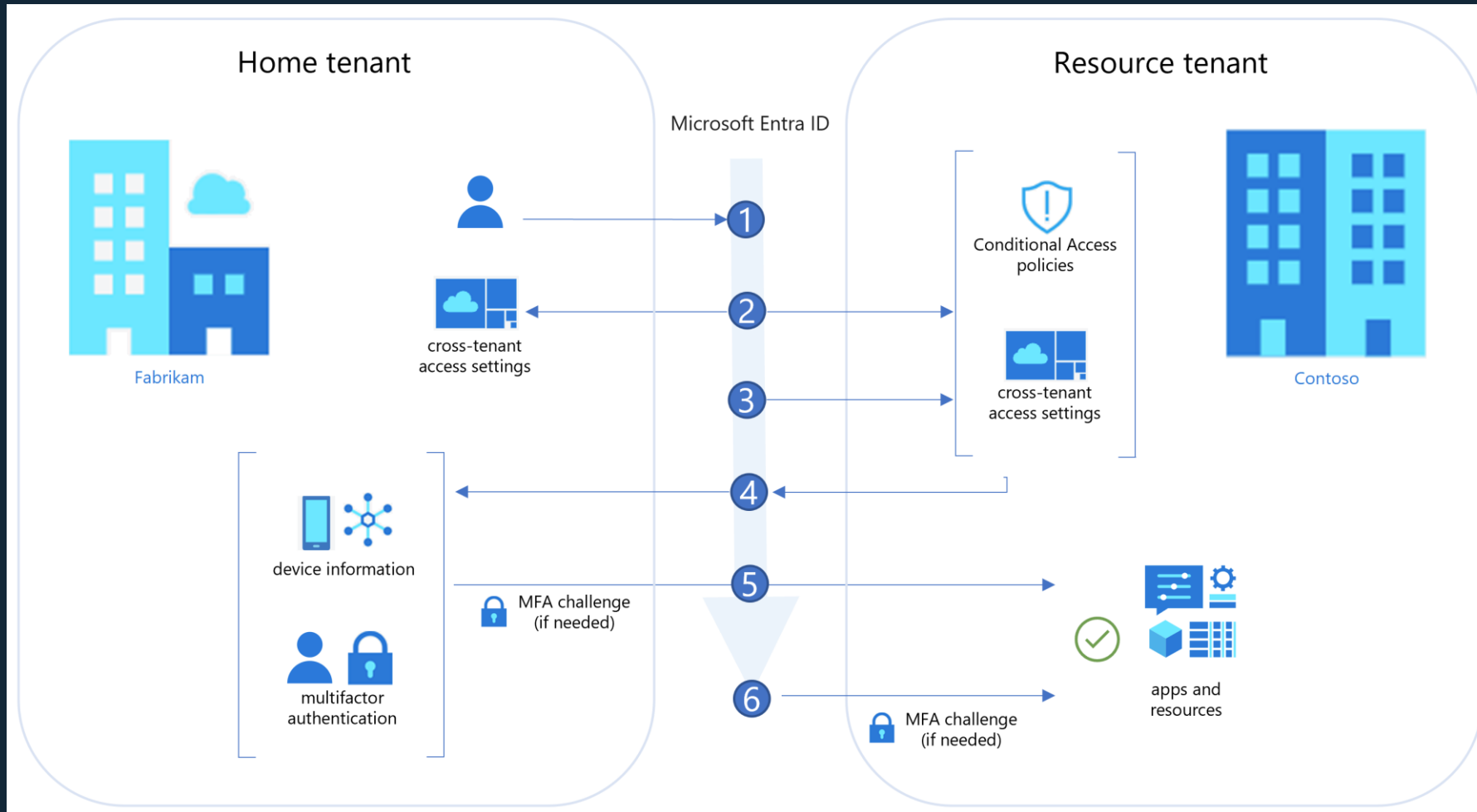
- Allow guests to remove themselves from your organization
- What about self-service capabilities?
- Basic capabilities included for free
- Microsoft Entra ID Governance (add-on 🙄)
  - Access reviews for guests
  - More advanced workflows



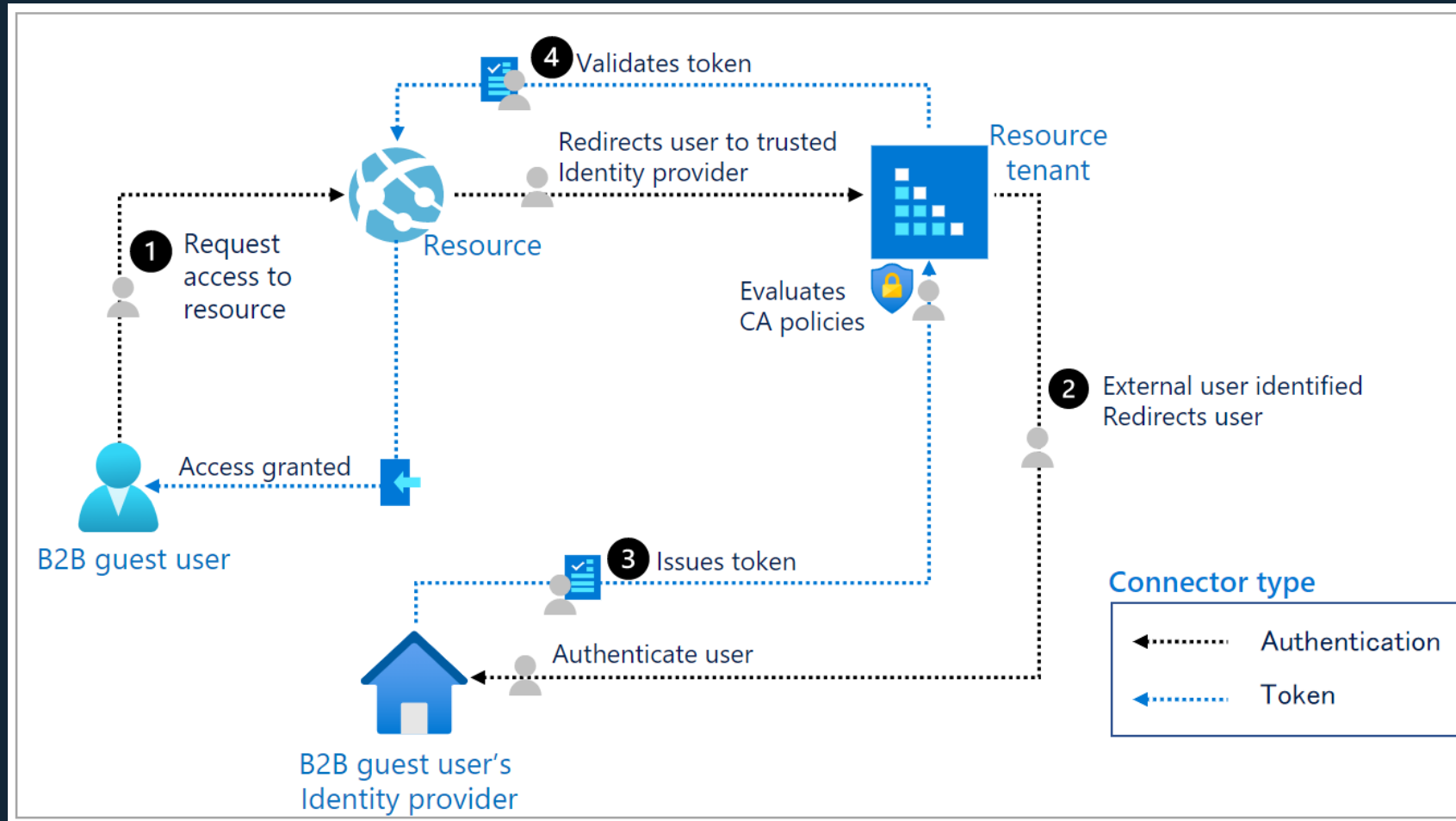
# Securing guest access

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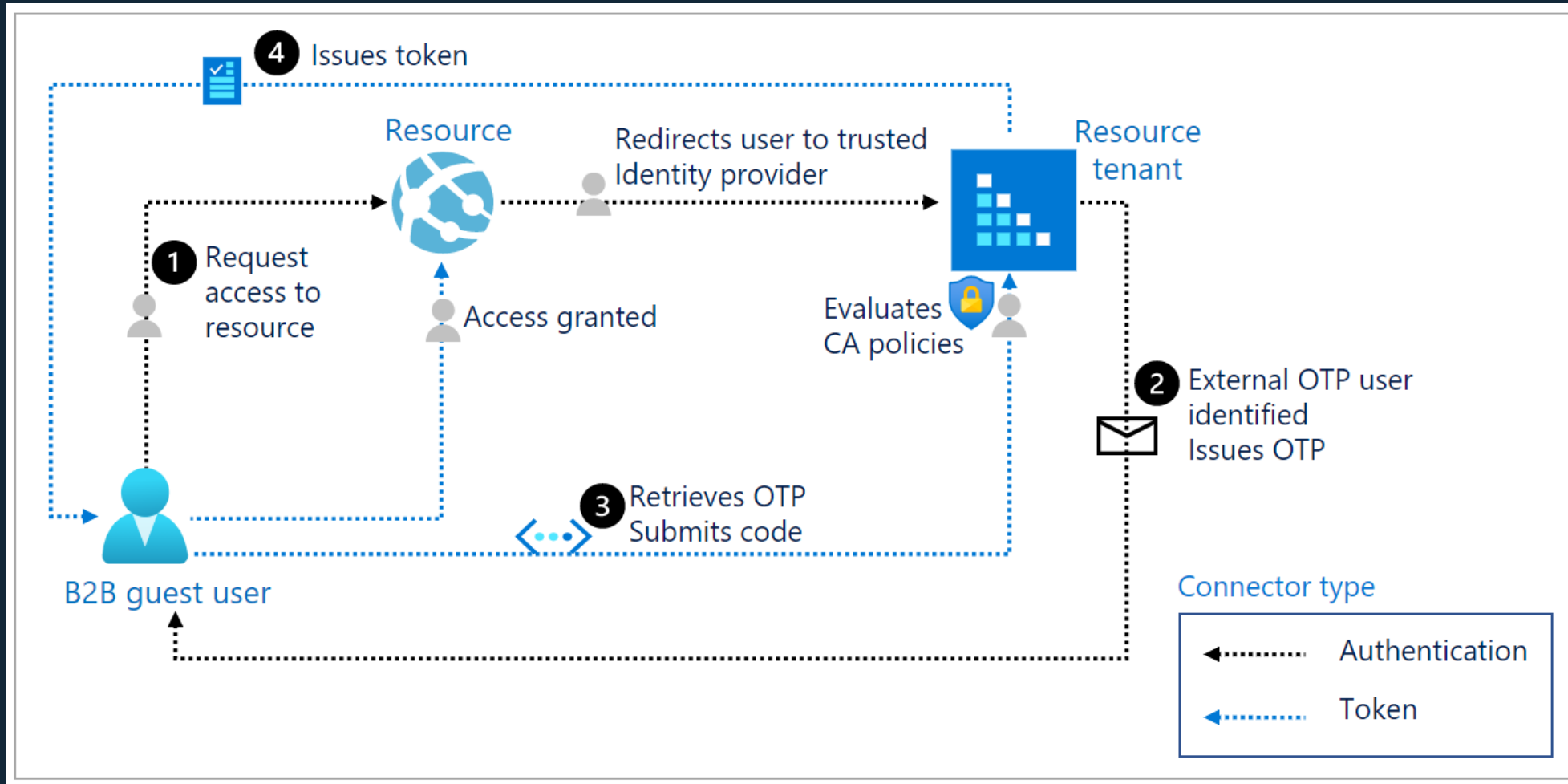
# AuthN for guests coming from another tenant



# AuthN for guests not using another tenant



# AuthN for guests using OTP





# Conditional access for guests

## Grant controls

- Block access
- Require MFA
- Require compliant device
- Require hybrid joined device
- Terms of use

## Session controls

- Use app enforced restrictions
- Use conditional access app control
- Sign-in frequency
- Persistent browser session

# Terms of use for guests

## New terms of use ...

Terms of use

Create and upload documents

Name \* ⓘ

Example: 'All users terms of use'

Terms of use document \* ⓘ

Upload required PDF

Select default language

Display name

+ Add language

Require users to expand the terms of use ⓘ

On

Off

Require users to consent on every device ⓘ

On

Off

Expire consents ⓘ

On

Off

Duration before re-acceptance required (days) ⓘ

Example: '90'

---

### Conditional access

Enforce with conditional access policy templates \* ⓘ

Policy templates

# Web-only access for guests

## Client apps

×

Control user access to target specific client applications not using modern authentication.  
[Learn more](#)

Configure ⓘ

YesNo

Select the client apps this policy will apply to

Modern authentication clients

☐ Browser

☒ Mobile apps and desktop clients

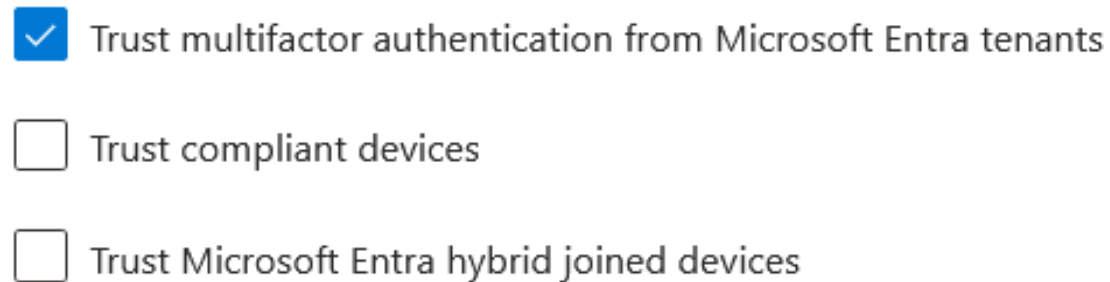
Legacy authentication clients

☒ Exchange ActiveSync clients ⓘ

☒ Other clients ⓘ

# What about MFA?

- Force guest users to register for MFA in your tenant or theirs
- Entra ID can honor compliancy status from other tenants:

- 
- A screenshot of a settings panel with a white background. It contains three items, each with a checkbox on the left and text on the right. The first item has a blue checkbox with a white checkmark and the text 'Trust multifactor authentication from Microsoft Entra tenants'. The second item has an empty white checkbox and the text 'Trust compliant devices'. The third item has an empty white checkbox and the text 'Trust Microsoft Entra hybrid joined devices'.
- ☒ Trust multifactor authentication from Microsoft Entra tenants
  - ☐ Trust compliant devices
  - ☐ Trust Microsoft Entra hybrid joined devices

# MFA Authentication methods for guests

Authentication method	Home tenant	Resource tenant
Text message as second factor	✓	✓
Voice call	✓	✓
Microsoft Authenticator push notification	✓	✓
Microsoft Authenticator phone sign-in	✓	
OATH software token	✓	✓
OATH hardware token	✓	
FIDO2 security key	✓	
Windows Hello for Business	✓	
Certificate-based Authentication	✓	

Demo

Conditional access & MFA

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# M365 Workloads


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# Sharing (links) in SharePoint & OneDrive

## External sharing

Content can be shared with:

 SharePoint

 OneDrive

	Most permissive		<b>Anyone</b> Users can share files and folders using links that don't require sign-in.
			<b>New and existing guests</b> Guests must sign in or provide a verification code.
			<b>Existing guests</b> Only guests already in your organization's directory.
	Least permissive		<b>Only people in your organization</b> No external sharing allowed.

You can further restrict sharing for each individual site and OneDrive. [Learn how](#)

**More external sharing settings** ▾

- ☐ Limit external sharing by domain
- ☐ Allow only users in specific security groups to share externally
- ☒ Guests must sign in using the same account to which sharing invitations are sent
- ☐ Allow guests to share items they don't own
- ☐ Guest access to a site or OneDrive will expire automatically after this many days
- ☐ People who use a verification code must reauthenticate after this many days [Learn more](#) ⓘ



# Microsoft Teams – Guest Access

## Guest access

Guest access lets you control how guests collaborate with people in your organization. You can invite people outside of your organization to have access to selected teams and allow them to join meetings and chat with your users. [Learn more](#) about guest access.

Guest access ⓘ

On

## Calling

Manage calling settings for guests.

ⓘ To manage calling settings for people in your organization, go to [Voice > Calling policies](#)

Make private calls ⓘ

☒ On

## Meeting

Manage what meeting features are available to guests during meetings hosted by people in your organization.

ⓘ To manage meeting settings for people in your organization, go to [Meetings > Meeting policies](#) and [Meetings > Meeting settings](#)

Video conferencing

☒ On

Screen sharing

Entire screen

Meet now in channels

☒ On

## Messaging

Manage messaging features for guests in channel conversations and chats.

ⓘ To manage messaging settings for people in your organization, go to [Messaging > Messaging policies](#)

Edit sent messages

☒ On

Delete sent messages

☒ On

Delete chat

☒ On

Chat ⓘ

☒ On

Giphy in conversations ⓘ

☒ On

Giphy content rating ⓘ

Moderate

Memes in conversations

☒ On

Stickers in conversations

☒ On

Immersive reader for messages

☒ On

# Microsoft Teams - External Access

## Teams accounts not managed by an organization

People in my organization can communicate with Teams users whose accounts aren't managed by an organization. [Learn more](#)



On



External users with Teams accounts not managed by an organization can contact users in my organization.



Restrict communication to the list of external user profiles added to extended directory. [i](#)



Manage external user profiles

# What about monitoring?

- Audit guests as you would with normal users (sign-in or audit logs, Sentinel,...)
- Try the “Cross-tenant activity workbook”

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## Activity Details: Sign-ins

Basic info	Location	Device info	Authentication Details	Conditional Access	Report-only
Date		4/19/2024, 7:29:44 AM			
Request ID		fa8422a7-ad56-41de-af3f-d04f08074700			
Correlation ID		84c20653-7d2f-46a8-b42e-4fd15fbe42ec			
Authentication requirement		Multifactor authentication			
Status		Failure			
Continuous access evaluation		No			
Sign-in error code		500141			
Failure reason		The user's redemption is complete but the request was not initiated by the target application.			
Additional Details		MFA completed in Azure AD			
		Follow these steps:			
Troubleshoot Event		<a href="#">Launch the Sign-in Diagnostic.</a> 1. Review the diagnosis and act on suggested fixes.			
User		<a href="#">Thomas Vochten</a>			
Username		thomas@thvo.net			
User ID		e3e2b538-b257-453b-ab3a-46273ae3c028			
Sign-in identifier		thomas@thvo.net			
User type		Guest			
Cross tenant access type		B2B collaboration			

# Licensing & costs

- Legacy: 1:5 Microsoft Entra ID to guest license ratio
- Switch to the “Monthly Active Users” settings  
first 50k guest users are free
- Tip: you can have one Entra ID P2 license to unlock P2 functionalities for all your guest users

# Takeaways

- Get familiar with “B2B Collaboration” options
- Evaluate authentication options such as login providers
- Learn about the cross-tenant access settings
- Force Multi Factor Authentication for guests too
- Apply additional conditional access settings
- Sharing links don't use Entra External ID

Thank you

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Get the slides

