

# MS-900 Microsoft 365 Fundamentals



# Welcome

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We wish you a great learning experience and ongoing career success!

# Thomas Jäkel

*brainymotion*

Lead Trainer Cloud Infrastructure

Microsoft Certified Trainer since 1999

[github.com/www42/ms-900](https://github.com/www42/ms-900)



# About this course

- This course introduces Microsoft 365, an integrated cloud platform that delivers industry-leading productivity apps along with intelligent cloud services and world-class security.
- You'll learn foundational level knowledge of cloud concepts, Microsoft 365 apps and services, security and compliance capabilities, and pricing and support options.
- The Microsoft 365 Fundamentals course is designed for anyone looking to demonstrate foundational knowledge of the available options and benefits gained by implementing Microsoft 365 cloud service offerings.
- Students do not need to have any experience with Microsoft 365 before taking this course; however, a basic level of familiarity with computer technology and cloud computing is assumed.
- The content for this course aligns to the MS-900 exam objective domain and helps you prepare for the [MS-900 Microsoft 365 Fundamentals exam](#).

# Course Agenda

**Learning Path** – Describe cloud concepts

**Learning Path** – Describe Microsoft 365 apps and services

**Learning Path** – Describe Microsoft 365 security and compliance capabilities

**Learning Path** – Describe Microsoft 365 pricing, licensing, and support


# Hello! Student Introductions

Let's get acquainted:

- Your name
- Company affiliation
- Title/function
- Microsoft experience
- Your expectations for the course



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★ Expert certification title

🔒 This certification has prerequisites

MB-300 + MB-310 Exam requirements

	Azure	Dynamics 365	Microsoft 365	Power Platform	Security, Compliance, and Identity
<b>Fundamentals</b> Master the basics	<div>Azure Fundamentals AZ-900</div> <div>Azure AI Fundamentals AI-900</div> <div>Azure Data Fundamentals DP-900</div>	<div>Dynamics 365 Fundamentals (CRM) MB-910</div> <div>Dynamics 365 Fundamentals (ERP) MB-920</div>	<div>Microsoft 365 Fundamentals MS-900</div>	<div>Power Platform Fundamentals PL-900</div>	<div>Security, Compliance, and Identity Fundamentals SC-900</div>
<b>Role-based</b> Expand your technical skill set	<div>Azure Administrator Associate AZ-104</div> <div>Azure Developer Associate AZ-204</div> <div>Azure Security Engineer Associate AZ-500</div> <div>Azure Stack Hub Operator Associate AZ-600</div> <div>Azure Network Engineer Associate AZ-700</div> <div>Windows Server Hybrid Administrator Associate AZ-800 + AZ-801</div> <div>Azure AI Engineer Associate AI-102</div> <div>Azure Data Scientist Associate DP-100</div> <div>Azure Data Engineer Associate DP-203</div> <div>Azure Database Administrator Associate DP-300</div> <div>Azure Enterprise Data Analyst Associate DP-500</div> <div>DevOps Engineer Expert AZ-400</div> <div>Azure Solutions Architect Expert AZ-305</div>	<div>Dynamics 365 Sales Functional Consultant Associate MB-210</div> <div>Dynamics 365 Marketing Functional Consultant Associate MB-220</div> <div>Dynamics 365 Customer Service Functional Consultant Associate MB-230</div> <div>Dynamics 365 Field Service Functional Consultant Associate MB-440</div> <div>Dynamics 365 Finance Functional Consultant Associate MB-300 + MB-310</div> <div>Dynamics 365 Supply Chain Management, Manufacturing Functional Consultant Associate MB-300 + MB-320</div> <div>Dynamics 365 Supply Chain Management Functional Consultant Associate MB-300 + MB-330</div> <div>Dynamics 365 Commerce Functional Consultant Associate MB-300 + MB-340</div> <div>Dynamics 365 Finance and Operations Apps Developer Associate MB-300 + MB-500</div> <div>Dynamics 365 Finance and Operations Architect Expert MB-700</div> <div>Dynamics 365 Business Central Functional Consultant Associate MB-400</div>	<div>Teams Application Functional Consultant Associate MS-600</div> <div>Messaging Administrator Associate MS-203</div> <div>Modern Desktop Administrator Associate MD-100 + MD-101</div> <div>Security Administrator Associate MS-500</div> <div>Teams Administrator Associate MS-700</div> <div>Teams Voice Engineer Expert MS-720</div> <div>Enterprise Administrator Expert MS-100 + MS-101</div>	<div>Power Platform App Maker Associate PL-100</div> <div>Power Platform Functional Consultant Associate PL-200</div> <div>Power BI Data Analyst Associate PL-300</div> <div>Power Platform Developer Associate PL-400</div> <div>Power Automate RPA Developer Associate PL-500</div> <div>Power Platform Solution Architect Expert PL-600</div>	<div>Azure Security Engineer Associate AZ-500</div> <div>Identity and Access Administrator Associate SC-300</div> <div>Microsoft 365 Security Administrator Associate MS-500</div> <div>Information Protection Administrator Associate SC-400</div> <div>Security Operations Analyst Associate SC-200</div> <div>Cybersecurity Architect Expert SC-100</div>
<b>Specialty</b> Deepen your technical skills and manage industry solutions	<div>Azure for SAP Workloads Specialty AZ-120</div> <div>Azure Virtual Desktop Specialty AZ-140</div> <div>Azure Support Engineer for Connectivity Specialty AZ-720</div> <div>Azure IoT Developer Specialty AZ-220</div> <div>Azure Cosmos DB Developer Specialty DP-420</div>	<div>Customer Data Platform Specialty MB-260</div>	<div>Exchange Online Support Engineer Specialty MS-220</div> <div>Teams Support Engineer Specialty MS-740</div>		

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LEVEL 11



23125 / 71899 XP

## Welcome back, Thomas Jäkel

Some items for you since your last visit:



CERTIFICATION

Microsoft Certified: Azure Fundamentals

Next module: Describe cloud computing

Dismiss

Start



COLLECTION

Build 2022 Intro to Tech Skills Collection

Next module: [Develop a growth mindset](#)

Dismiss

Start



EXAM

Managing Microsoft Teams

Next module: [Explore Microsoft Teams](#)

Dismiss

Start

[Help us customize your path](#)

[See all activity](#)

## We think you might like these



LEARNING PATH

AZ-204: Create Azure App Service web apps



LEARNING PATH

AZ-204: Integrate caching and content delivery within



LEARNING PATH

AZ-204: Implement user authentication and authorization



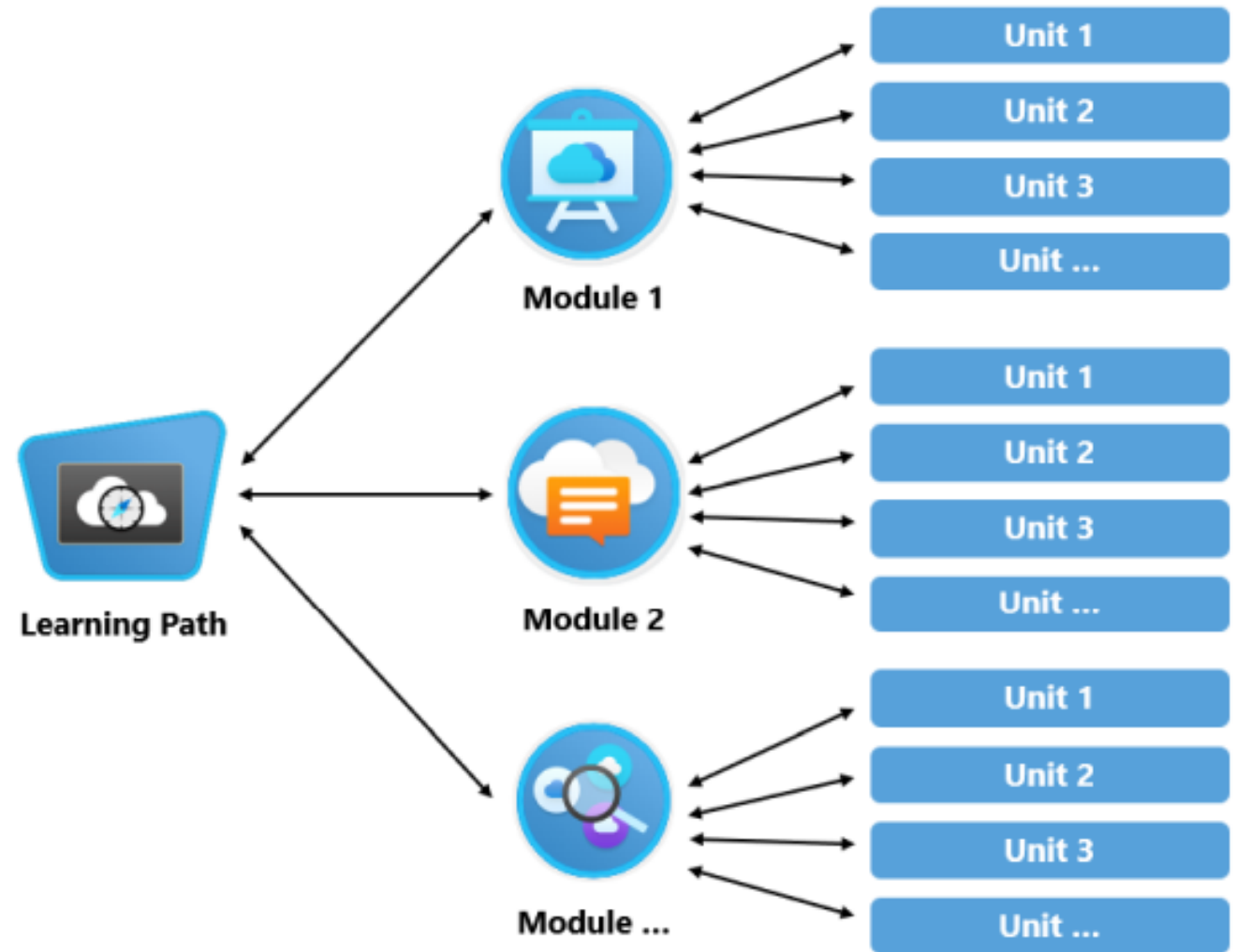
# Microsoft Learn

## Anonymous

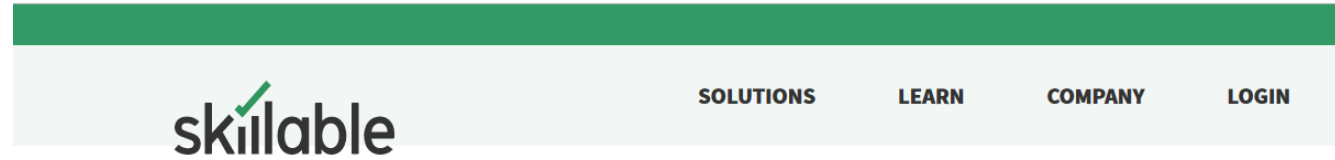
- All Learning Paths

## With Learn Account

- Sandboxes
- Exam Registration
- Transcript
- Collections
- Badges
- Level
- Renew Certifications



# Labs



[Admin](#) [My Dashboard](#) [My Calendar](#) [Contact](#) [Help](#)



Class

## MEWA: MS-100T00-A Microsoft 365 Identity and Services

[Roster](#) [Pre-Class Checklist](#) [Sign-In Sheet](#) [Manage Files](#) [Monitor Labs](#)

### Basic Information

When: **Monday, March 27, 2023 8:00 AM - Tuesday, March 28, 2023 5:00 PM (W. Europe Standard Time UTC01:00:00)** [Details](#)

Organization: [brainymotion AG](#)

Post Class Lab Access Expiration Date: **Sunday, September 24, 2023**

Rooms: 

1. **Virtual Classroom**
2. [brainymotion AG, Remote](#)

Instructor: [Thomas Jäkel](#)

Instructor Phone Support: **1 (855) 438-5953**

[Enter Classroom](#)

All Learning Paths: Microsoft 365 Identity and Services - Personal - Microsoft Edge

https://labclient.labondemand.com/LabClient/599e5c09-36a3-4f59-bf14-244c982a10e3?rc=10

LON-DC1

Recycle Bin

Microsoft Edge

LON-DC1

Logged on user: adatum\administrator

Microsoft Windows NT version 6.2 Datacenter Edition (Terminal server) (build 9200)

Windows Server 2019 Datacenter Evaluation  
Windows License valid for 179 days  
Build 17763.rs5\_release.180914-1434  
1:52 AM  
3/26/2023

All Learning Paths: Microsoft 365 Identity and Services

31 Hr 4 Min Remaining

InstructionsResourcesHelp

Learning Path 3 - Lab 2 - Exercise 2 - Monitor and Troubleshoot Microsoft 365

In this exercise you will be introduced to some troubleshooting tools in Microsoft 365 that enable you to troubleshoot mail flow issues. You will then analyze Adatum's Microsoft 365 service health by reviewing several of the key service health queries and reports that are available in Microsoft 365. You will conclude this exercise by reviewing how to submit a service request with the Microsoft Support team should you ever need assistance with a problem.

### Task 1 - Troubleshoot Mail Flow in Microsoft 365

Holly Dickson, Adatum's new Enterprise Administrator, wants to prepare herself for any potential mail flow problems that may occur within Adatum's Exchange environment. As part of her pilot project, she has decided to create two test scenarios to analyze some of the troubleshooting options available to her. One email will be sent to an email address with an invalid domain (@alt.none), and another will be sent to an address with an invalid mailbox in a valid domain (@outlook.com). This task guides Holly through a variety of tools that she can use to troubleshoot different mail conflict scenarios.

- ☐ 1. You should still be logged into **LON-DC1** after having completed the prior exercise, and you should still be logged into Microsoft 365 as Holly Dickson.
- ☐ 2. In your **Microsoft Edge** browser, select the **Microsoft Office Home** tab to display the Office 365 Home page, which should still be open (if not, navigate to <https://portal.office.com> and log in as **Holly.M365x19469767.onmicrosoft.com** and **User.pw1**).
- ☐ 3. In the **Office 365 Home** page, select the **Outlook** icon in the column of app icons on the left.
- ☐ 4. If a **Pick an account** window appears, select Holly's account of **Holly.M365x19469767.onmicrosoft.com**. Or, you may be automatically signed into Outlook using Holly's account. In either case, enter **User.pw1** in the **Enter password** window and select **Sign in**.

On the **Stay signed in?** window, select the **Don't show this again** check box and select **Yes**.
- ☐ 5. Holly's **Inbox** will be displayed in Outlook. If a **Welcome** window appears, select the **X** in the upper-right corner of the window to close it.

In Holly's mailbox, at the top of the navigation pane, select the **New Mail** button to create a new email.
- ☐ 6. In this email, you will send the mail to an email address in which the domain (alt.none) is an invalid domain. In the email pane that appears, enter **user@alt.none** in the **To** field. In the drop-down menu that appears, select **Use this address: user@alt.none**.
- ☐ 7. Enter a subject and some body text and then send the email.
- ☐ 8. Wait for the non-delivery report (NDR) message to appear in Holly's Inbox, then double-click the message to open it in a new window. This will make it easier to copy the text of the message in the next step.
- ☐ 9. In the message window, scroll down through the message until you reach the body of text that says **Diagnostic information for administrators**.

14% Tasks Complete

< PreviousNext >

# Facilities

- Class hours
- Building hours
- Parking
- Restrooms
- Meals
- Phones
- Messages
- Smoking
- Internet access
- Recycling
- Emergency procedures

