M365 Administration Introduction

This is a part of our Digital Foundations training series.

superhighways
harnessing **technology** for **community** benefit

What we'll cover today

- ✓ Subscriptions & licenses
- ✓ Administration roles
- ✓ Groups
- ✓ Admin Centre Intro
- ✓ Setting up new users

- ✓ Billing & licences admin
- ✓ User administration
- ✓ Shared mailboxes
- ✓ Resetting passwords
- ✓ Closing & blocking accounts

** This is not a 'How to set up M365' session **

Please introduce yourselves and your organisation

&

What one thing would you like to learn today?

Looking at your accounts

✓Licenses

✓Subscriptions

Microsoft Non-Profit Licensing
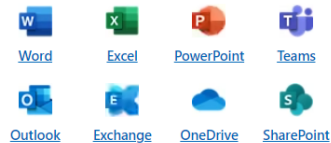
Microsoft 365 Business Basic (Nonprofit Staff Pricing)	Microsoft 365 Business Standard (Nonprofit Staff Pricing)	Best value
		Microsoft 365 Business Premium (Nonprofit Staff Pricing)

Microsoft 365 Business Basic (Nonprofit Staff Pricing)

Grant

Free for up to 300 users

[Get started]

Learn more ›

✓ Chat, call, and meet up to 300 attendees with Microsoft Teams

✓ Web and mobile versions of Microsoft 365 apps[8]

✓ 1 TB of cloud file storage

✓ Business-class email

✓ Standard security

✓ Anytime phone and web support

Apps and services included [2, 3]

Word	Excel	PowerPoint	Teams
Outlook	Exchange	OneDrive	SharePoint

Microsoft 365 Business Standard (Nonprofit Staff Pricing)

£2.50 user/month
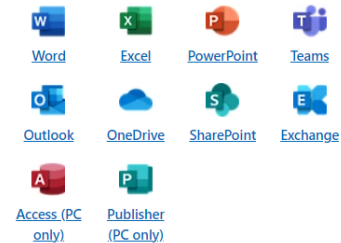
(Annual commitment)

Price does not include VAT.

[Get started]

Learn more ›

Everything in Business Basic, plus:

✓ Desktop versions of Microsoft 365 apps with premium features

✓ Webinar hosting in Teams

✓ Attendee registration and reporting tools

✓ Manage customer appointments

Apps and services included

Word	Excel	PowerPoint	Teams
Outlook	OneDrive	SharePoint	Exchange
Access (PC only)	Publisher (PC only)		

Best value

Microsoft 365 Business Premium (Nonprofit Staff Pricing)

Grant

Free for up to 10 users

£4.50 user/month
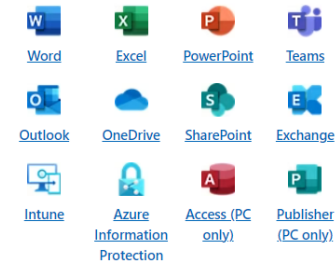
(Annual commitment)

Price does not include VAT.

[Get started]

Learn more ›

Everything in Business Standard, plus:

✓ Advanced security

✓ Cyberthreat protection

✓ Advanced device management

Apps and services included

Word	Excel	PowerPoint	Teams
Outlook	OneDrive	SharePoint	Exchange
Intune	Azure Information Protection	Access (PC only)	Publisher (PC only)

Microsoft 365 Business Basic

✓ Free for up to 300 users (**not volunteers**)

✓ Web and mobile versions of Microsoft 365 apps

✓ 1 TB of cloud file storage per user

Microsoft 365 Business Standard

✓ £2.50 per user/per month (min 1 year commitment)

✓ Web, mobile & desktop versions of M365 apps

✓ 1 TB of cloud file storage per user

✓ License to use for **volunteers**

Microsoft 365 Business Premium

✓ Free for up to 10 users (**not volunteers**)

✓ Costs £4.50 per user per month for additional users.

✓ Web, mobile and desktop versions of M365 apps

✓ Plus advanced security features, cyber threat protection, and advanced device management.

M365 subscriptions & licences

Subscription Name	Type	Max Licenses	Cost per month (ex Vat)	Included Features
M365 Business Basic	Granted	300	£0.00	Email, SharePoint, OneDrive, Teams, Office Online Web Apps
M365 Business Premium	Granted	**10**	£0.00	as Business Standard plus Advanced security, Access & Data Control, Cyberthreat protection, Windows 10 Business
Cost incurred				
M365 Business Standard	Discounted	300	**£2.50**	as Business Basic plus Office Desktop apps (on 5 Devices)
M365 Business Premium	Discounted	290	**£4.50**	as Business Standard plus Advanced security, Access & Data Control, Cyberthreat protection, Windows 10 Business
Office 365 E1	Discounted	Unlimited	**£2.10**	as Business Basic

Licence subscription info

Which M365 Licences do I have?

After your organisation signs up for Microsoft 365, the Admin can assign different Microsoft 365 licenses to each user account.

- 300 Business Basic are granted/free

- 10 Business Premium are granted/free

How to view licensing info

✓ To see how many licenses you have assigned and unassigned, in the admin centre, go to the Billing > Licenses page.

✓ To see who is licensed, unlicensed, or guest, in the admin centre, go to the Users > Active users page.

Microsoft 85% policy for nonprofits

✓ Nonprofits must use 85% of granted licenses

✓ Licenses must be assigned to active users

   ✓ Active users must use cloud services in 90 days

✓ Non-compliance may result in subscription loss

✓ Microsoft do monitor usage and will contact you if you fall below 85% usage

Administration roles

- ✓ Global Admin
- ✓ User Admin
- ✓ Helpdesk Admin
- ✓ Billing Admin
- ✓ License Admin
- ✓ Report Reader

- ✓plus more!

Administration roles information sheet

Microsoft's What is an Admin info

Admin centre introduction

[Microsoft Admin portal simplified video](#)

Groups – 4 types

1. Microsoft 365 Groups

2. Distribution lists

3. Security group

4. Mail enabled security group

1. Microsoft 365 Groups

Used to collaborate across different M365 apps and are created automatically e.g. when you add users to a Team

- ✓ Create and manage groups from any app or admin center
- ✓ Use groups for projects, committees, events, etc.
- ✓ Share files, calendars, conversations, etc.
- ✓ Sync groups with Outlook and Teams
- ✓ Customise group settings and membership

2. Distribution lists

✓ Send emails to multiple recipients easily

✓ Create and manage lists from Outlook or Admin center

✓ Use lists for newsletters, announcements, feedback, etc.

✓ Add or remove members as needed

✓ Set moderation and delivery options

✓ Convert lists to M365 Groups if needed

Data storage

As a rule of thumb

✓Don't save files locally to your laptop (if your laptop fails or is lost or stolen – your files are lost)

✓Create and store all organisational docs in SharePoint or Teams

  ✓These are then available to everyone (with permissions)

✓Only create and store 'in progress' or personal files in your One Drive

  ✓These are by default private to you so not accessible to others – you have to share at an individual File level

✓If you leave the organisation – OneDrive files are deleted with your account (although a warning is given and you can assign access to someone else)

3. Security groups

✓ Control access to SharePoint resources

✓ Create and manage groups from SharePoint or admin center

✓ Use groups for departments, roles, levels, etc.

✓ Assign permissions to groups instead of individuals

✓ Nest groups within other groups

✓ Sync groups with Active Directory

4. Mail enabled security groups

✓ Combine security groups and distribution lists

✓ Create and manage groups from Outlook or admin center

✓ Use groups for cross-functional teams, external partners, hybrid environments, etc.

✓ Control access to SharePoint resources and send emails to group members

✓ Manage group properties and email settings

✓ Avoid duplication and confusion of separate groups

Adding a new user

✓See Zoom recording for demo

Multifactor authentication (MFA)
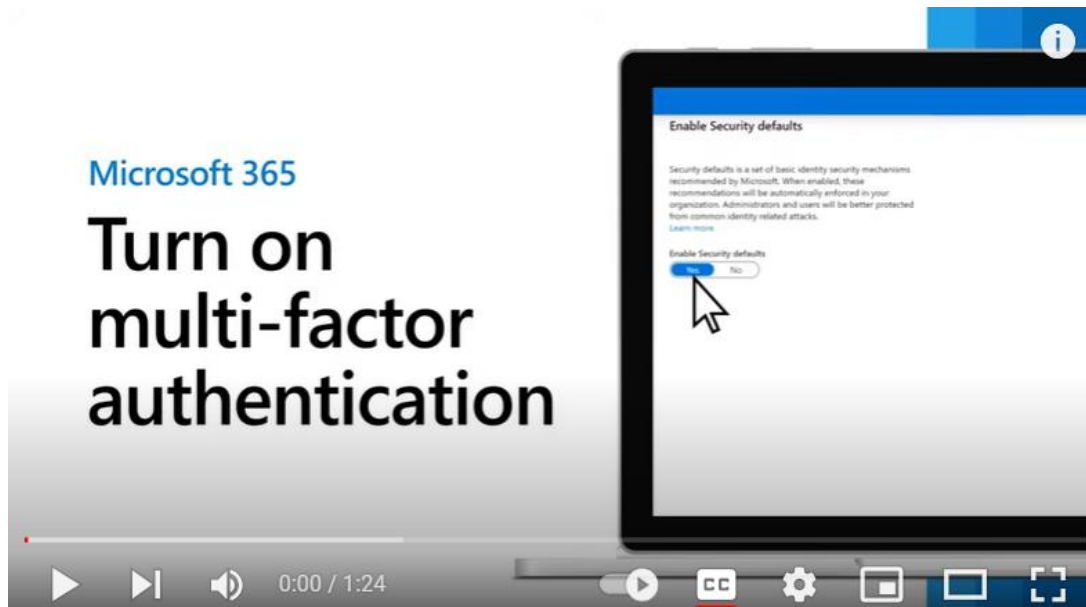
[How to turn on multi-factor authentication in M365 Business Premium](#)
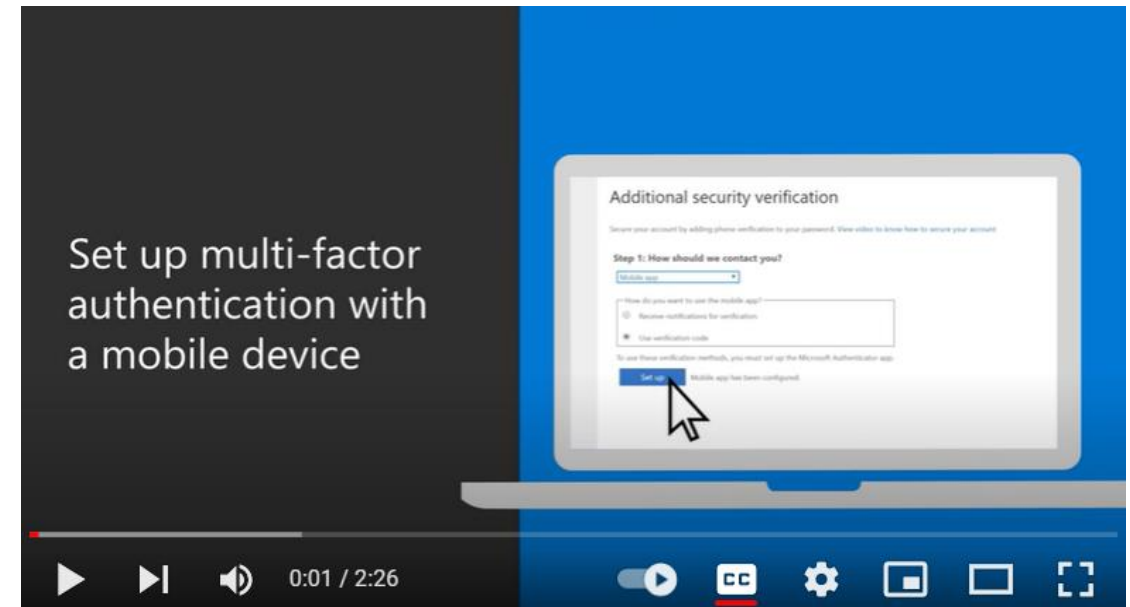
[Set up multi-factor authentication with a mobile device in M365 Business](#)

New users – other tasks

Microsoft 365 for business
Employee quick setup
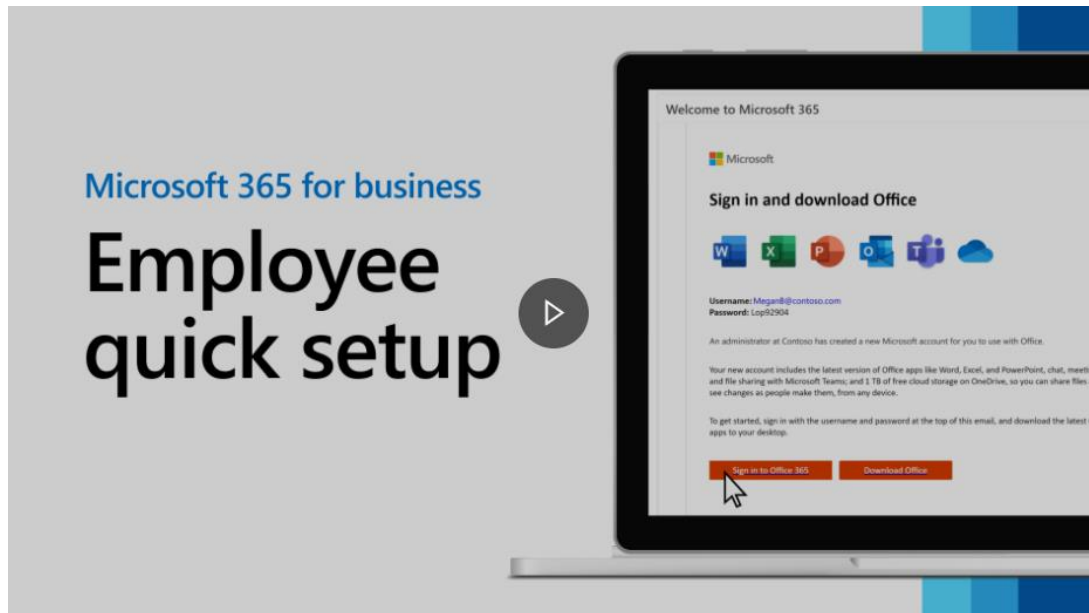
- ✓ Installing M365 apps
- ✓ Set up and use Outlook
- ✓ Collaborate and meet with Teams
- ✓ Save or copy files to OneDrive
- ✓ Using the Authenticator app for MFA

Employee quick setup in Microsoft 365

Billing & licences admin

✓ [Microsoft's business subscriptions and billing documentation](#)

✓ See Zoom recording for demo

User admin

Lifelong Learner 01
Sign-in blocked
Reset password   Unblock sign-in   Delete user

Account   Devices   Licenses and apps   Mail   OneDrive

Username and email
lll1@communityconnected.org.uk
Manage username and email

Aliases
training1@communityconnected.org.uk
Manage username and email

Last sign-in
View last 30 days

Alternate email address
None provided
Add address

Groups
All Users
Anniversary Party
AYILTK
7 more
Manage groups

Roles
No administrator access
Manage roles

Manager
None provided
Add manager

Priority monitoring
No
Manage priority monitoring

Contact information

Display name
Lifelong Learner 01

First name
Lifelong Learning

✓Microsoft's User Admin landing page

✓See Zoom recording for demo

Assigning access to other mailboxes

✓Go into the Mail tab and click to add permissions and select the users you'd like to add (or remove):

  ✓Read and Manage

  ✓Send as (for the reply to come from that Mailboxes email address)

  ✓Send on behalf of (sent email address will show as the users own)

✓**See Zoom recording for demo**

Shared mailboxes

✓Consider setting up for generic email accounts which need more than one person checking them e.g. info@ and for which no one needs to log in (avoids issues with the 85% usage rule)

✓Convert a user account to a Shared mailbox when they have left, but you don't want to delete their account yet, and to comply with the 85% usage rule

Set up via Teams & groups admin

✓Add a Shared mailbox

✓Add members to a
Shared mailbox

✓Delete members and
Shared mailboxes

✓Change other settings
(see next slide)
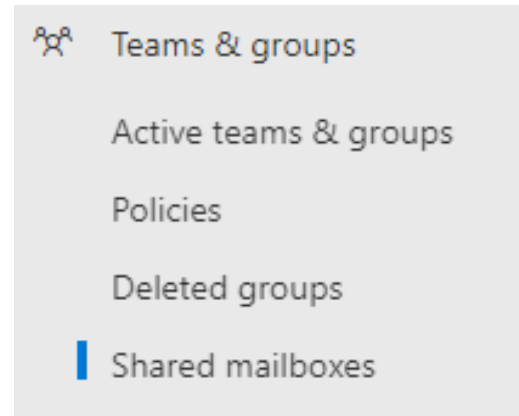
Shared Mailbox sent items settings

✓If you'd like all members to see emails sent by others, you need to change the settings, as by default emails aren't saved in the Sent box.

Manage sent items

Copy items sent as this mailbox, or on behalf of this mailbox, to the mailbox's Sent Items folder. This lets shared mailbox members see the email other members have sent.

If you don't copy sent items to the mailbox, they will only be saved to the sender's Sent Items folder.

☑ Copy items sent as this mailbox

☑ Copy items sent on behalf of this mailbox

Resetting passwords

✓ You may need to Reset a password because:
   1. A User has forgotten it
   2. You suspect a data breach or hack
   3. Someone is leaving your organisation and you need to revoke access to their Office 365 account

✓ If for reasons 2 & 3, you will also need to Block sign-in to the account. We recommend you first reset the password of the account as this takes immediate effect and so will stop any access whilst the Block sign-in takes effect (could be up to 60 mins to sign out and block access to all Office 365 services)

✓ If you have implemented Multi Factor Authentication, you can set up Self-Service Password Reset for your users.

Reset password

✓ Go to Users and Active users and search or scroll to find the account

✓ Click on the Display name to open the edit window

✓ Click on Reset password at the top of the right hand pane

✓ If you want to set the password for the user – uncheck the Automatically create a password option and a box will appear for you to type in a new password

✓ Choose a robust password – the National Cyber Security Centre recommend 3 random words and then include a symbol & a number

✓ Then click on Reset password

Reset password

lll1@communityconnected.org.uk

☐ Automatically create a password

Password *

| •••••••| | Weak ⊙ |

A strong password is required. Strong passwords are 8 to 256 characters and must combine at least three of the following: uppercase letters, lowercase letters, numbers and symbols.

☐ Require this user to change their password when they first sign in

☐ Email the sign-in info to me

Reset password

Reset password

lll1@communityconnected.org.uk

☐ Automatically create a password

Password *

| •••••••••| | Strong ⊙ |

☐ Require this user to change their password when they first sign in

☐ Email the sign-in info to me

Reset password

- ✓ If you want instead to create a temporary password for the user to change when next logging in – click the options below
- ✓ Copy the temporary password to share with the user in an encrypted email or over the phone and Close. The password will expire after 90 days

Reset password

lll2@communityconnected.org.uk

- ☑ Automatically create a password
- ☑ Require this user to change their password when they first sign in
- ☐ Email the sign-in info to me

Reset password

✅ **Password has been reset**

You've successfully reset the password for this user.

User	Password
lll2@communityconnected.org.uk	Puf17462

Close

Blocking sign in

✓ If you suspect a hack or data breach, or someone is leaving your organisation and should no longer have access to organisational data, you can Block sign into the account.

✓ This can take a little while to come into effect, so we'd always recommend you first Reset their password and Sign them out of all Office 365 sessions to revoke immediate access.

✓Click on the User's Display name to open the edit window and click Block sign-in

✓Now Select the Block this user from signing in box and Save changes

← ✕

Block sign-in

lll1@communityconnected.org.uk

Blocking someone prevents anyone from signing in as this user, and is a good idea when you think their password or username may have been compromised. When you block someone, it immediately stops any new sign-ins for that account, and if they're signed in, they'll be automatically signed out from all Microsoft services within 60 minutes.

This won't stop the account from receiving mail, and doesn't delete any data.
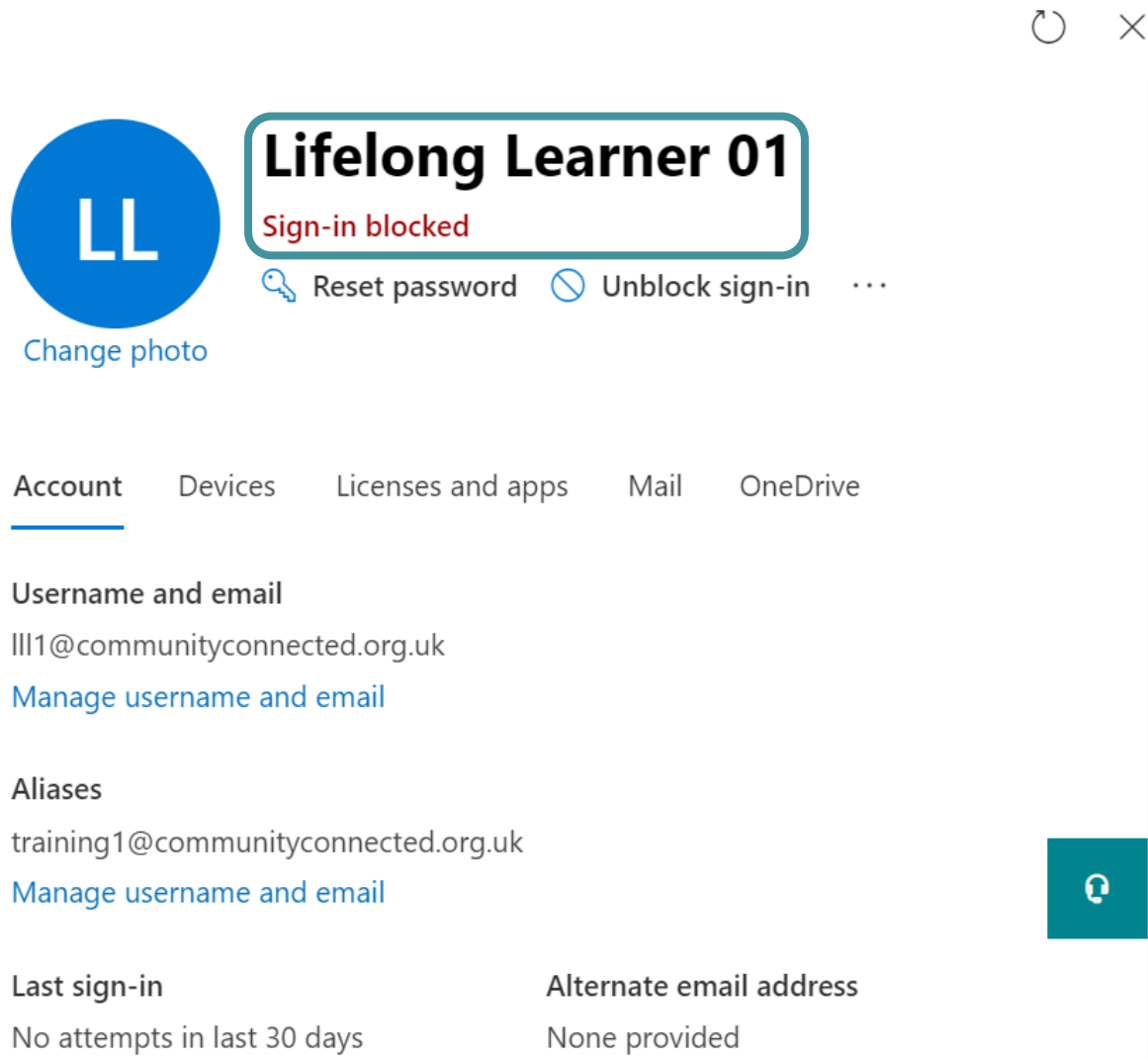
☑ Block this user from signing in

Save changes   Cancel

✓Now you should see confirmation that the User is now blocked from signing in.

✓ And on closing the Block sign in window, you should see Sign-in blocked in red under the User account name at the top

Microsoft Small Business help
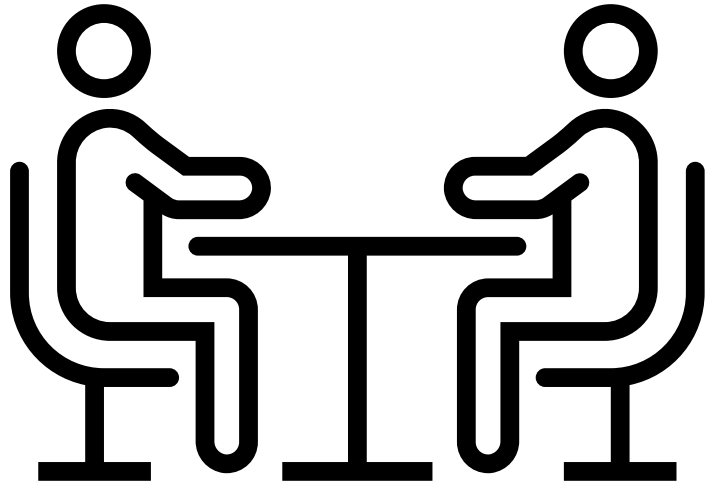

[M365 small business YouTube channel](#)

Get the help you need

Book some 1-1 time with us or [sign up for our regular e-news](#) to find out about new opportunities and training.

Thanks for listening

Paul Firby
paulfirby@superhighways.org.uk
Kate White
katewhite@superhighways.org.uk

www.superhighways.org.uk