

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)

Grant

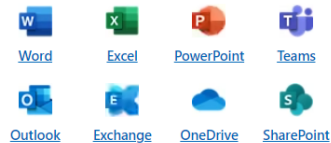
Free for up to 300 users

[Get started](#)

[Learn more >](#)

- ✓ Chat, call, and meet up to 300 attendees with Microsoft Teams
- ✓ Web and mobile versions of Microsoft 365 apps²
- ✓ 1 TB of cloud file storage
- ✓ Business-class email
- ✓ Standard security
- ✓ Anytime phone and web support

Apps and services included ^{2, 3}



Microsoft 365 Business Standard (Nonprofit Staff Pricing)

£2.50 user/month
(Annual commitment)

Price does not include VAT.

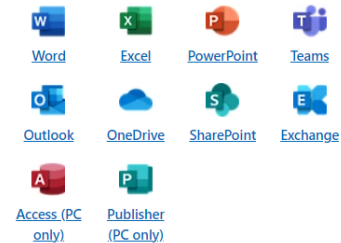
[Get started](#)

[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



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.

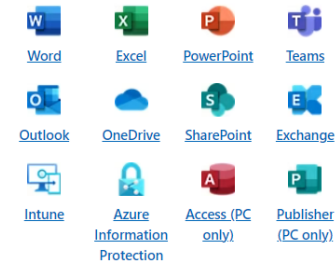
[Get started](#)

[Learn more >](#)

Everything in Business Standard, plus:

- ✓ Advanced security
- ✓ Cyberthreat protection
- ✓ Advanced device management

Apps and services included



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](#)

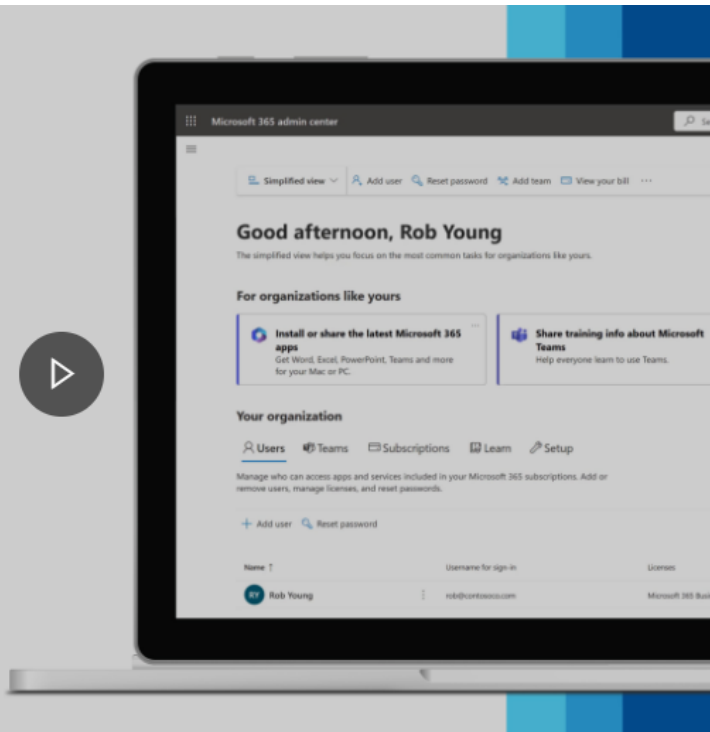
[Microsoft's What is an Admin info](#)



Admin centre introduction

Microsoft 365

The admin center in simplified view



[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

Add a user

- Basics
- Product licenses
- Optional settings
- Finish

Set up the basics

To get started, fill out some basic information about who you're adding as a user.

First name

Last name

Display name

Username *

Domain

Automatically create a password

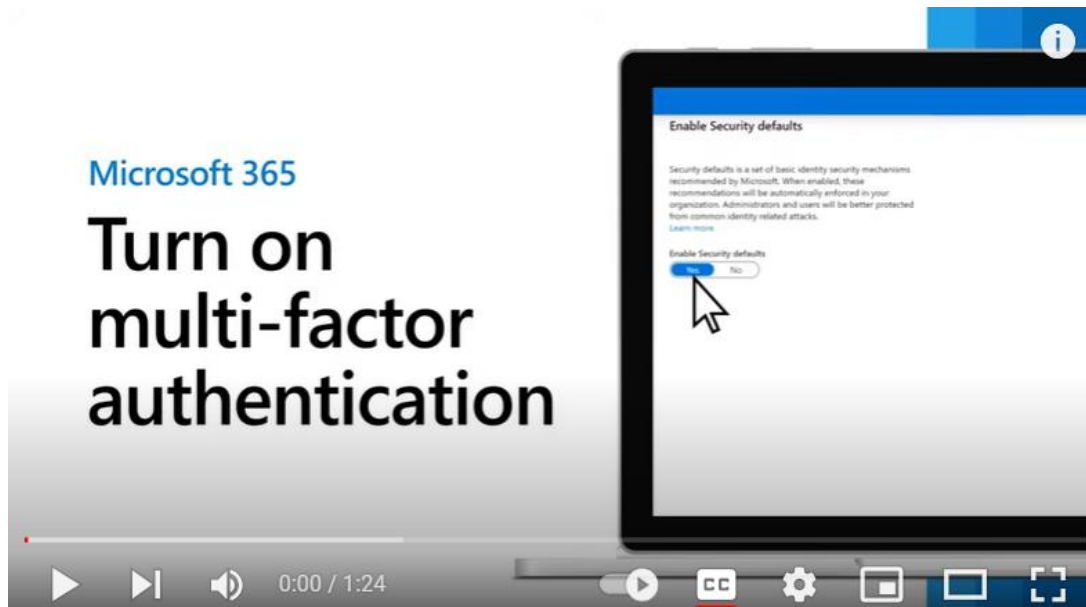
Require this user to change their password when they first sign in

Send password in email upon completion

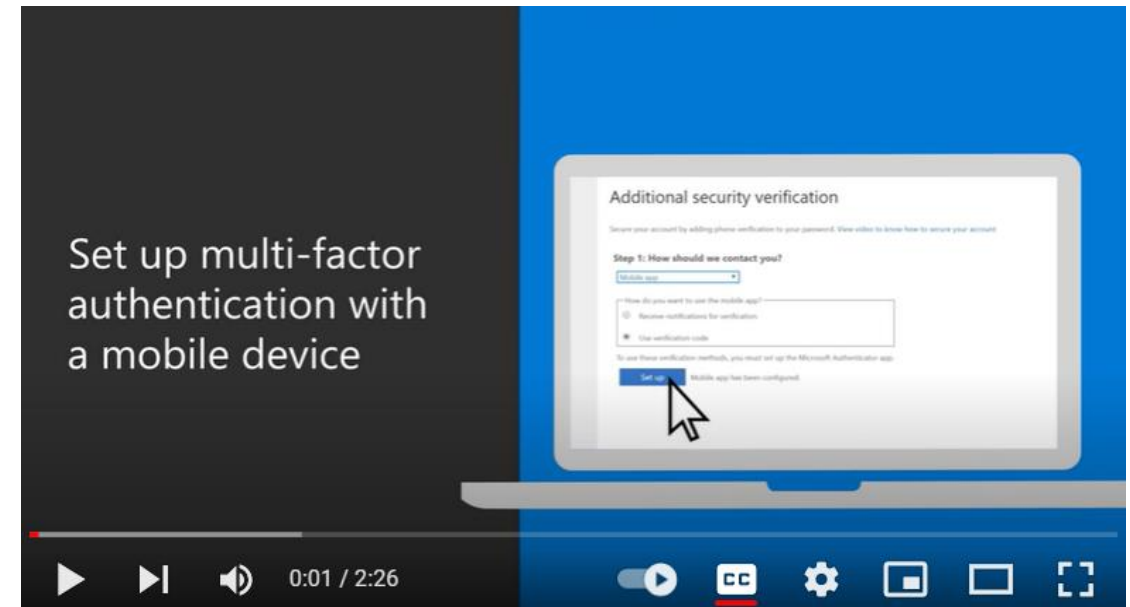
✓ See Zoom recording for demo



Multifactor authentication (MFA)



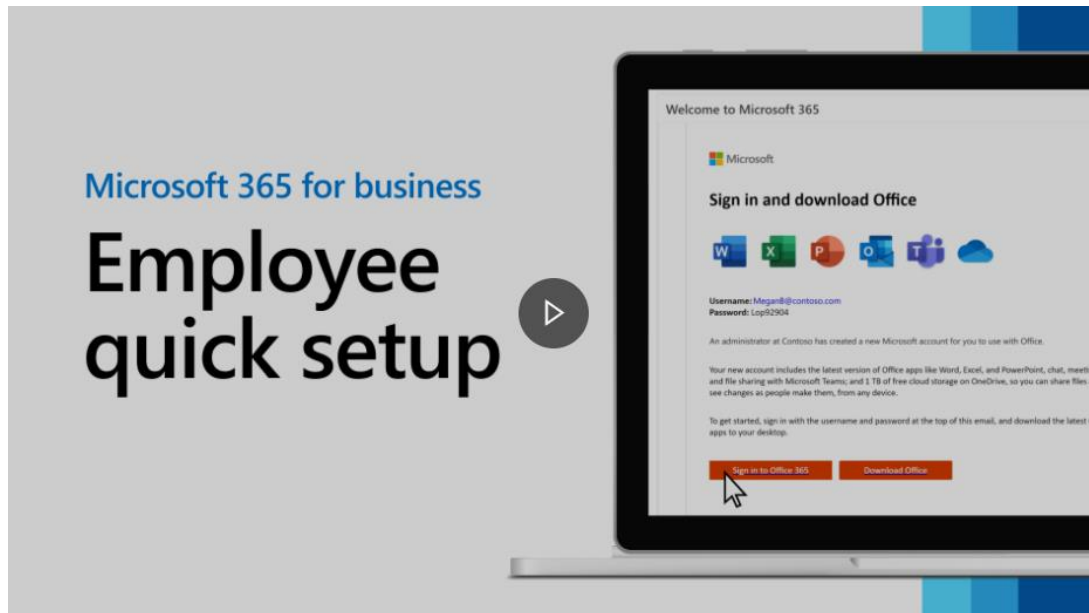
How to turn on multi-factor authentication in M365 Business Premium



Set up multi-factor authentication with a mobile device in M365 Business



New users – other tasks



- ✓ 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

ll1@communityconnected.org.uk

[Manage username and email](#)

Last sign-in

[View last 30 days](#)

Groups

All Users

Anniversary Party

AYILTK

7 more

[Manage groups](#)

Manager

None provided

[Add manager](#)

Contact information

Display name

Lifelong Learner 01

Aliases

training1@communityconnected.org.uk

[Manage username and email](#)

Alternate email address

None provided

[Add address](#)

Roles

No administrator access

[Manage roles](#)

Priority monitoring

No

[Manage priority monitoring](#)

✓ [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



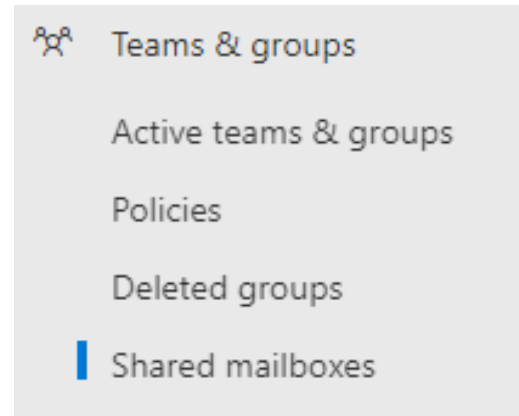
Shared mailboxes

- ✓ 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

Home > Active users Dark mode

Active users

[Add a user](#) [User templates](#) [Add multiple users](#) Filter

<input type="checkbox"/>	Display name ↑		Username	Licenses
<input type="checkbox"/>	Lifelong Learner 01	:	lll1@communityconnected.org.uk	Office 365 E2 , Enterprise Mobility + Security
<input type="checkbox"/>	Lifelong Learner 02	:	lll2@communityconnected.org.uk	Office 365 E2 , Microsoft Power Automate Fr
<input type="checkbox"/>	Lifelong Learner 03	:	lll3@communityconnected.org.uk	Power BI (free) , Office 365 E2 , Microsoft Pov
<input type="checkbox"/>	Lifelong Learner 04	:	lll4@communityconnected.org.uk	Power BI (free) , Office 365 E2 , Microsoft Pov

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

The screenshot shows the Microsoft 365 Admin Center interface. On the left is a navigation pane with options like Home, Users, Active users, Contacts, Guest users, Deleted users, Devices, Teams & groups, Billing, and Setup. The main area is titled 'Active users' and contains a list of users. The first user, 'Lifelong Learner 01', is selected. To the right of the user list is a detailed view for 'Lifelong Learner 01', including a profile picture, account details, and management options. The 'Reset password' option is highlighted with a red box.

Home > Active users

Active users

[Add a user](#) [Multi-factor authentication](#) [Reset password](#)

Display name ↑

<input checked="" type="checkbox"/>	Lifelong Learner 01	Reset password
<input type="checkbox"/>	Lifelong Learner 02	
<input type="checkbox"/>	Lifelong Learner 03	
<input type="checkbox"/>	Lifelong Learner 04	
<input type="checkbox"/>	Lifelong Learner 05	
<input type="checkbox"/>	Lifelong Learner 06	

Lifelong Learner 01

[Reset password](#) [Block sign-in](#) [Delete user](#)

[Change photo](#)

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
No attempts in last 30 days

Sign-out ⓘ
Sign this user out of all Office 365



- ✓ 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

Home > Active users

Active users

[Add a user](#) [Multi-factor authentication](#) [Re...](#)

Display name ↑

<input checked="" type="checkbox"/>	Lifelong Learner 01		⋮
<input type="checkbox"/>	Lifelong Learner 02		⋮
<input type="checkbox"/>	Lifelong Learner 03		⋮
<input type="checkbox"/>	Lifelong Learner 04		⋮
<input type="checkbox"/>	Lifelong Learner 05		⋮
<input type="checkbox"/>	Lifelong Learner 06		⋮
<input type="checkbox"/>	Lifelong Learner 07		⋮

Reset password

Ill1@communityconnected.org.uk

Automatically create a password

Password *

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

Email the sign-in info to me

Reset 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

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

The image shows two side-by-side screenshots of a web application interface. The left screenshot is titled 'Reset password' and shows the email address 'lll2@communityconnected.org.uk'. Below the email, there are three checkboxes: 'Automatically create a password' (checked), 'Require this user to change their password when they first sign in' (checked), and 'Email the sign-in info to me' (unchecked). A blue 'Reset password' button is at the bottom. The right screenshot is titled 'Password has been reset' with a green checkmark icon. It says 'You've successfully reset the password for this user.' Below this, there is a table with two columns: 'User' and 'Password'. The 'User' column contains 'lll2@communityconnected.org.uk' and the 'Password' column contains 'Puf17462'. A blue 'Close' button is at the bottom.

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

The screenshot shows the Microsoft 365 Admin Center interface. On the left is a navigation pane with options like Home, Users, Active users, Contacts, Guest users, Deleted users, Devices, Teams & groups, Billing, and Setup. The main area is titled 'Active users' and contains a list of users. The user 'Lifelong Learner 01' is selected, and a modal window is open for this user. In the modal, the 'Block sign-in' button is highlighted with a red box. Below the modal, the user's account details are visible, including their email address and last sign-in information.

Home > Active users

Active users

[Add a user](#) [Multi-factor authentication](#) [Refresh](#)

Display name ↑

<input checked="" type="checkbox"/>	Lifelong Learner 01	Reset password Block sign-in Delete user
<input type="checkbox"/>	Lifelong Learner 02	Reset password Block sign-in Delete user
<input type="checkbox"/>	Lifelong Learner 03	Reset password Block sign-in Delete user
<input type="checkbox"/>	Lifelong Learner 04	Reset password Block sign-in Delete user
<input type="checkbox"/>	Lifelong Learner 05	Reset password Block sign-in Delete user
<input type="checkbox"/>	Lifelong Learner 06	Reset password Block sign-in Delete user

Lifelong Learner 01

[Reset password](#) [Block sign-in](#) [Delete user](#)

[Change photo](#)

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
No attempts in last 30 days

Sign-out ⓘ
Sign this user out of all Office 365



✓ 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.



Block sign-in

lll1@communityconnected.org.uk

✓ Lifelong Learner 01 is now blocked from signing in. They'll automatically be signed out of all Microsoft services within 60 minutes.

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.

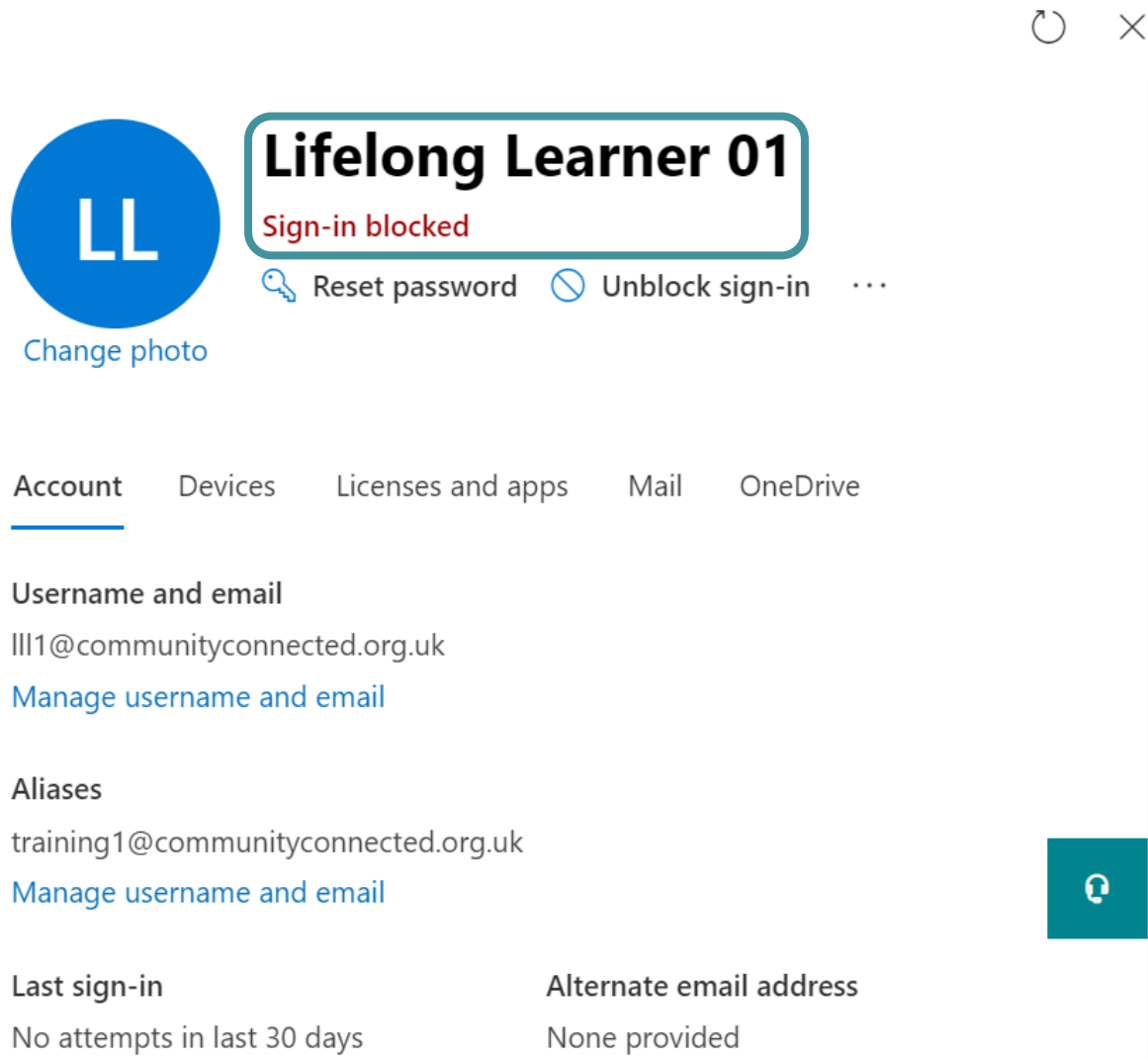
Block this user from signing in

Save changes

Cancel



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



The screenshot shows a user profile for 'Lifelong Learner 01'. The profile picture is a blue circle with 'LL' in white. Below the picture is a 'Change photo' link. To the right of the picture, the name 'Lifelong Learner 01' is displayed in a rounded rectangle, with 'Sign-in blocked' written in red below it. Below the name are links for 'Reset password' and 'Unblock sign-in'. The profile is divided into sections: 'Account' (selected), 'Devices', 'Licenses and apps', 'Mail', and 'OneDrive'. Under 'Account', there are sections for 'Username and email' (lll1@communityconnected.org.uk), 'Aliases' (training1@communityconnected.org.uk), 'Last sign-in' (No attempts in last 30 days), and 'Alternate email address' (None provided). A teal button with a white question mark icon is visible on the right side of the profile.



Microsoft Small Business help



Search 



Microsoft 365 help for small businesses



@m365helpforsmbs · 21.5K subscribers · 152 videos

How-to, help, and training videos to get your business up and running on Microsoft 365. >

support.microsoft.com/smallbusiness?ICID=SMBYTLINK and 5 more links

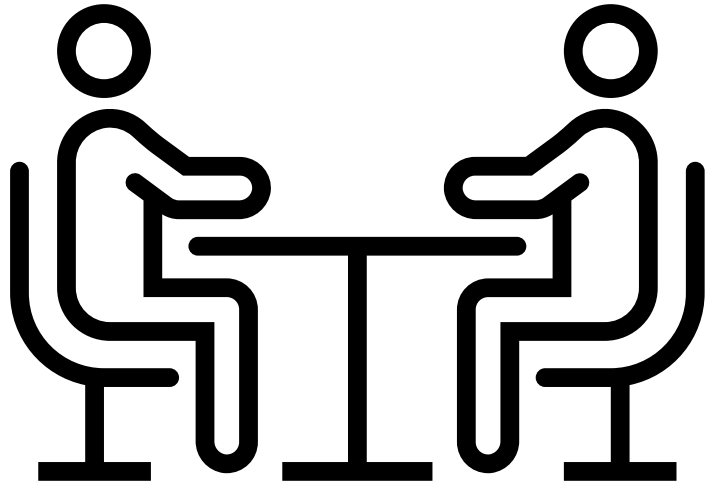
Subscribe

Home Videos Playlists Community 

[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



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

Paul Firby

paulfirby@superhighways.org.uk

Kate White

katewhite@superhighways.org.uk

www.superhighways.org.uk

