



Getting Started with Microsoft 365

Microsoft 365 Training

Getting Started with Microsoft 365-TEAMS - One Drive – SharePoint Collaberation

Getting Started with Microsoft[®] 365

Ultimate IT Courses 👀

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Getting Started with Microsoft[®] 365

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ABOUT THIS COURSE

Course Prerequisites

This manual assumes the user understands the basics of using a Windows-based computer. Students should be comfortable using the keyboard, mouse, and Start menu. Understanding and experience with printing and using a web browser is an asset, but not required.

Course Overview

Welcome to our "**Getting Started with Microsoft 365**" courseware. Microsoft 365 is Microsoft's cloud-based productivity tool, which incorporates online services with online apps, desktop apps and other Microsoft tools.

This course is intended to introduce users to Microsoft 365 and get started with basic tasks. They will become familiar with the apps and services included in a business subscription, file storage with OneDrive, and how to manage users, domains, and security.

Course Objectives

By the end of this course, users should be comfortable with logging into and out of their accounts, and modifying basic account settings. They will become familiar with the apps and services available in their subscription and how to communicate with others using OneDrive, as well as perform administrative tasks (such as managing users and groups within Microsoft 365), manage domains, and use the Security and Compliance Center.

How to Use This Book

This course is divided into five lessons. Each lesson focuses on several key topics, each of which are broken down into easy-to-follow concepts. At the end of each topic, you will be given an activity to complete. At the end of each lesson, we will summarize what has been

covered and provide a few review questions for you to answer. Supplemental learning for selected topics is provided in the form of Lesson Labs at the end of this book.

Before you begin, download the course's Exercise Files to a convenient location. They will be referenced throughout this course and are a key part of your learning experience.

LESSON 1: GETTING STARTED

Lesson Objectives

In this lesson you will learn how to:

- Navigate your account
- Find help and change your account settings
- Use desktop apps with Microsoft 365

TOPIC A: About Microsoft 365

Welcome to our Microsoft 365 courseware! With a robust selection of common business tools and the flexibility to suit the needs of most organizations, Microsoft 365 is used in many organizations.

Topic Objectives

In this session, you will learn:

- What Microsoft 365 is
- What is included in Microsoft 365
- What the requirements are for Microsoft 365
- Answers to frequently asked questions

What is Microsoft 365?

Microsoft 365 is a subscription-based and online ("cloud") version of the popular Microsoft suite of software. As Microsoft 365 is based in the cloud, you will connect to it using a browser and go to work. As soon as you set up an account, everything is online and ready to be used.

Microsoft 365 offers online and desktop versions of Word, Excel, PowerPoint, OneNote, and Outlook, while still offering desktop versions of other popular Office applications. Also included are additional tools that allow you to join forces with other users to allow for greater collaboration amongst your team. You can work on the same document at the same time using co-authoring features, send instant messages, as well as communicate through voice and video chat. As all your documents are saved online to the cloud, you will be able to access all your files from anywhere with an Internet connection. Microsoft 365 is configured to work with most smartphones, and tablets to offer a true portable workspace.

Microsoft 365 has become increasingly popular amongst organizations both large and small. and offers a variety of different plans to best suit organizations of any size. Microsoft 365 Family and Microsoft 365 Personal plans are intended for general consumers, while Microsoft 365 Apps for Business, Microsoft 365 Business Basic, and Microsoft 365 Business Standard are aimed at small- to medium-sized businesses. Larger organizations can choose Microsoft 365 Apps for Enterprise, and Office 365 E1, E3, and E5.

What is Included in Microsoft 365?

What is included with Microsoft 365 depends entirely on the subscription that your organization has obtained. While each of these subscriptions offers different features and levels of services, all but **Microsoft 365 Business Basic** and **Office 365 E1** include the essential Office apps – Word, Excel, PowerPoint, and One Note. Along with these, you will be able to access cloud-based services, management tools, and lots more.

Assuming your organization is using the Microsoft 365 Business Standard plan, you will also have access to always up-to-date desktop versions of Word, Excel, PowerPoint, Outlook, and OneNote. Most plans also include a host e-mail, web conferencing and instant messaging, 1 TB of OneDrive cloud storage, and lots more.

What are the Requirements to Use Microsoft 365?

While Microsoft 365 is based in the cloud, to enjoy its full benefits, Windows 8 or Windows 10 are required. Internet access is needed to install or activate Microsoft 365 and manage it. Perhaps most importantly, a compatible browser is needed. Recent or current versions of Microsoft Edge, Firefox, Safari, or Google Chrome are all compatible with Microsoft 365.

Frequently Asked Questions

What is the Cloud?

The cloud is a commonly used term to describe an off-site file hosting service. While working with Microsoft 365, you are uploading and synchronizing files with OneDrive – Microsoft's own cloud service. This service can then be accessed anywhere, using any device, offering the ultimate portable office. In addition, OneDrive is inherently more secure than a local copy (on your computer) of your work as Microsoft enforces strict backup procedures to ensure that you never lose your data.

What are the differences between Office for the Desktop, Office Online, and Microsoft 365?

Chances are that you have previously used a desktop version of an Office product as this is the way Microsoft has worked for decades. Both Office Online and Microsoft 365 are different (and recent) additions that add a whole new level of functionality. Office Online is a free service that is available to anyone with a Microsoft account (<u>https://office.live.com</u>.) This version of Office allows you to view and edit files in a limited fashion on devices that do not have a desktop version of Office installed.

Microsoft 365 is a subscription-based service that delivers a more robust suite of services and tools that combine Office Online and Office for the desktop. It includes the functionality that the desktop version of Office delivers, while maintaining web-based access, multidevice support, and enhanced collaboration tools that make Microsoft 365 an attractive solution.

What Office file formats are compatible with Microsoft 365?

Microsoft 365 enjoys full compatibility with any files that were created with Office 97 or later. However, opening Microsoft 365 files in Office 2007 and earlier might result in some features being unsupported.

How secure is Microsoft 365?

While working with a cloud-based product such as Microsoft 365 can naturally raise security questions, Microsoft 365 offers the same user-level security options and Trust Center as the desktop version. Using the Right Management Service (RMS) you can enable encryption and set permissions. Microsoft's OneDrive servers are in very secure and specialized data centers where physical and virtual security is strictly regulated. In fact, it can be argued that for small- to medium-sized businesses, Microsoft 365 offers much better security than the traditional options that such organizations can typically afford to implement on their own.

All Microsoft 365 applications protect your data with encryption that is fully compliant with accepted industry (ISO) standards. You can also choose to implement controls to enforce and comply with HIPPA (US Health Insurance Portability and Accountability Act) and FERPA (US Family Educational Rights and Privacy Act) protocols and standards.

Can Microsoft 365 be used offline?

While Microsoft 365 is primarily intended to be used in tandem with the internet, it can be used in a limited capacity offline. Desktop versions of Office apps that you have downloaded through Microsoft 365 can be used offline but must be connected to the internet every 30 days to maintain your subscription. You will be warned before this timeframe elapses. Any features that rely on internet connectivity, such as OneDrive or the many collaborative tools that are available, cannot be used offline.

TOPIC B: Navigating Your Account

Once you are given the credentials to access your Microsoft 365 account, you can begin using it. In this lesson, you will learn how to log into (and out of) your account, navigate around the Microsoft 365 interface, and update your profile information.

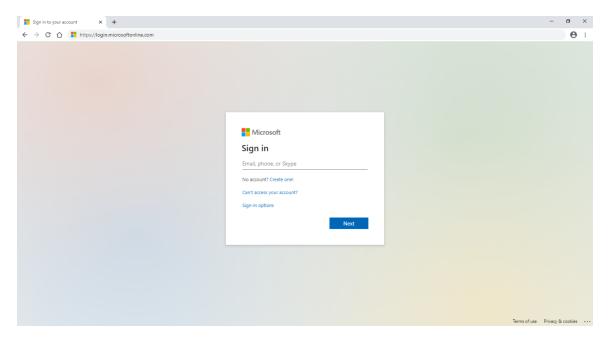
Topic Objectives

In this session, you will learn:

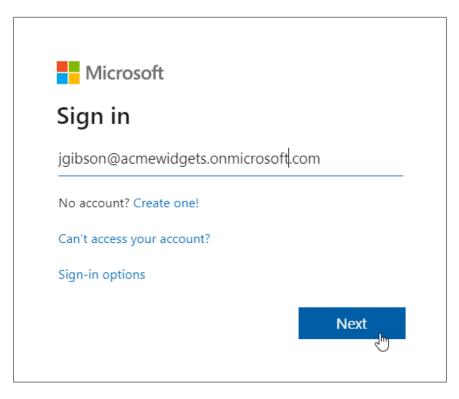
- How to log into Microsoft 365
- How to navigate the Microsoft 365 landing page
- How to update your profile
- How to log out of Microsoft 365

Log into Microsoft 365

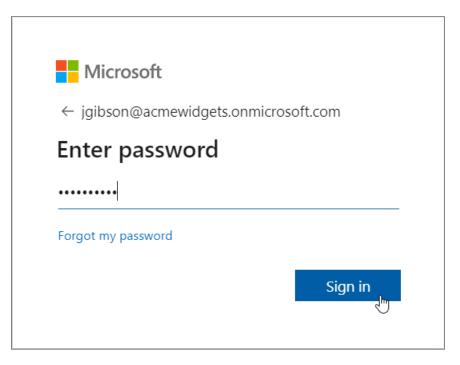
To use Microsoft 365, you will be given a username and password to access your online account. Once you have this information, open your browser (Edge, Firefox, Chrome, etc.) and then open the login page at https://login.microsoftonline.com:



With the login page open, enter the e-mail address that was given to you, then click the **Next** button:



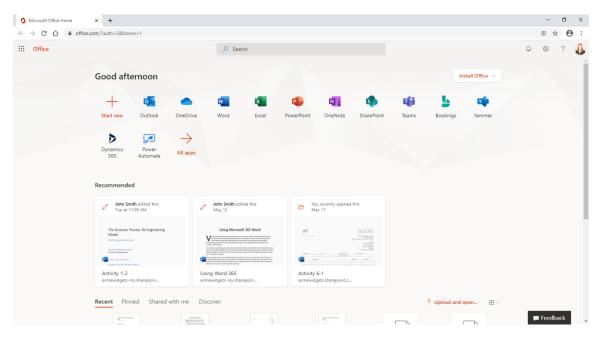
Type in your password, then click the Sign In button to complete the process:



Keep in mind that you can choose to keep yourself signed into the account by clicking the **Yes** button. This can save you time as you do not have to log into your account every day, but you should not select this option when using public computers.

Microsoft		
jgibson@acmewidge	ts.onmicrosoft.c	om
Stay signed i	n?	
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Once you are logged into your account, you will be greeted with the default **Office** landing page:



Navigate the Office Landing Page

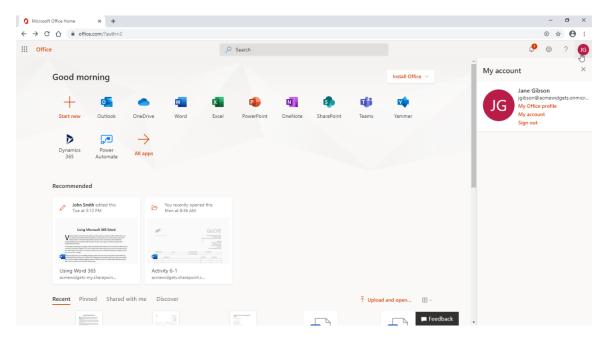
The landing page that you see when you first log into your account is where you can find shortcuts to many of the **Online Office** applications and settings:

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While this page may look different depending upon the **Microsoft 365** plan that your organization is using, you will always see the navigation toolbar along the top of the page:



Clicking your name on the toolbar will display the **My account** pane that will provide you with links to view your profile page, view your account information, and sign out of your Microsoft 365 account completely:



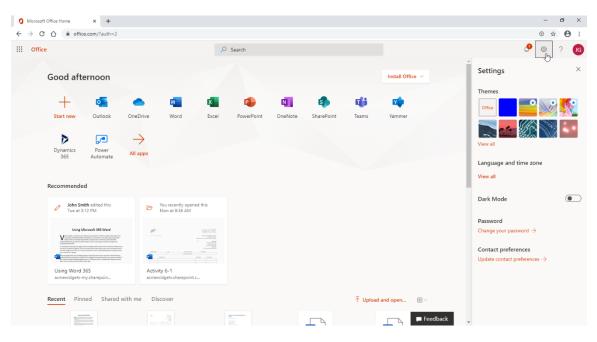
You may close this pane by clicking on the same button again or by clicking the **Close** button in the upper right-hand corner.

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Clicking the **Help** button (?) on the toolbar will open the Help task pane:

In this task pane, you will find (1) the Search field, (2) the Featured help pane to learn about latest updates, (3) the No installation required pane to learn about Office Online, and (4) the Legal/Privacy & cookies section.

Clicking the **Settings** button ([@]) opens the Settings task pane:

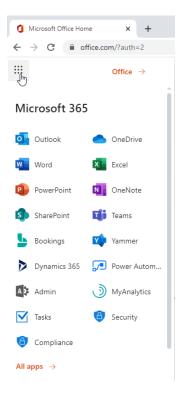


Controls in this task pane allow you to customize basic aspects of your Microsoft 365 account, such as Themes, Language and time zones, Dark Mode, Passwords, and Contact preferences.

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To open Office apps, you can click the tiles on your landing page:

Or, open them from the App launcher pane:



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If you cannot find an app, click **All apps** to expand:

You can scroll through the App launcher or the home page to browse the apps you want to open:

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The Notifications task pane will list any unread notifications. For example, you could have notifications related to new apps. Notifications in this area typically contain links to them. Once the Notifications task pane has been displayed, the Notification icon will be reset back to its default state ($^{\Box}$).

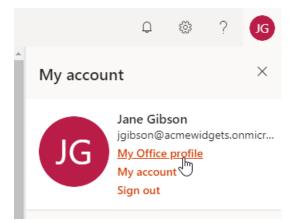
The **App launcher** (^{IIII}) is most commonly used as a quick way to access the various online tools that Microsoft 365 has to offer. When clicked, the App launcher will drop down on the left hand-side of the browser window:

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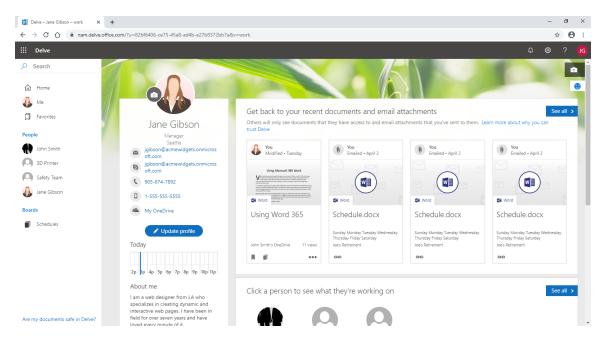
The app launcher will display a menu with many of the same links to your applications as those that are found on the landing page. It also shows documents that were recently opened. Clicking on these links will open the application.

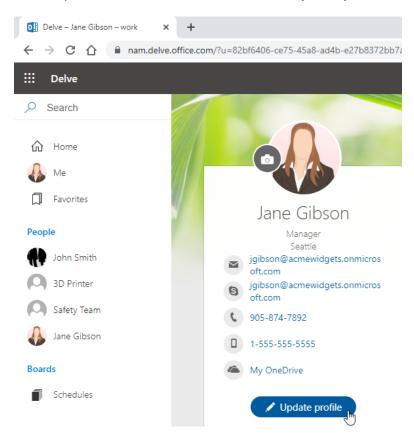
Update your Profile

Your profile is what people will see when they add you as a contact or directly view your profile page. To view and modify your profile page, click your name on the navigation toolbar to open the **My account** task pane. In this task pane, click the **My Office profile** link:



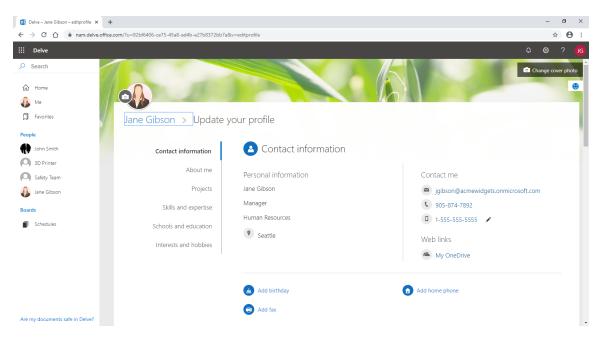
Your profile page will now be shown as part of the **Delve** application (You will learn more about Delve in Lesson 3). On this page, you will find any recent documents that you have been working with, other people in your organization, any notifications that you might have, and more:





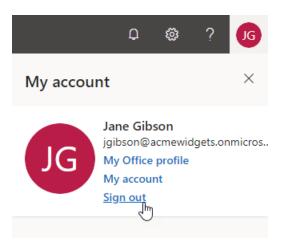
To edit your contact information, click the Update profile link:

On this page you can edit your profile information. You can add a personal description of yourself, a photo, or other information such as skills, education, and even your birthday:

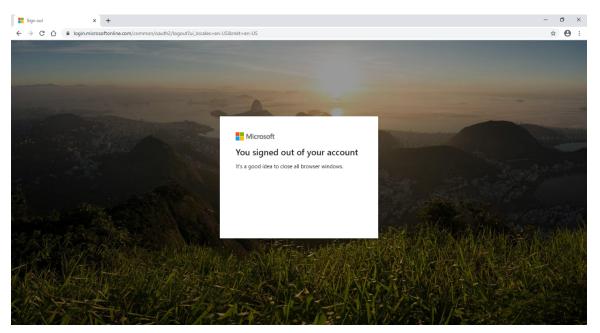


Log Out of Microsoft 365

Once you have finished working with your Microsoft 365 account, log out by clicking your name on the far right-hand side of the navigation toolbar. This action will display the **My account** task pane. Click the **Sign out** link:



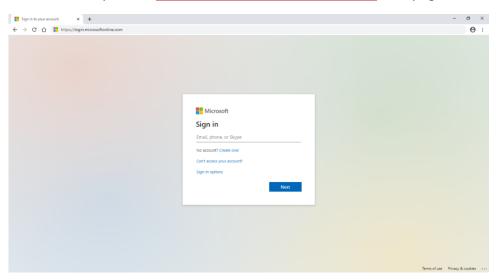
You will then see a page confirming that you have signed out of your account:



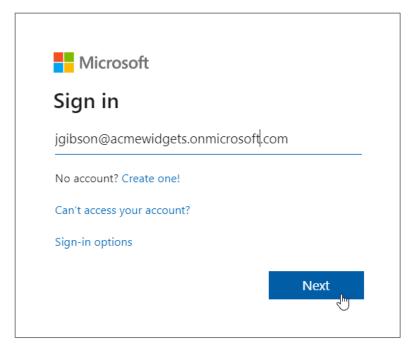
Activity 1-2: Navigating Your Account

Now that you have been assigned your own Microsoft 365 account, you would like to login and complete basic navigation tasks.

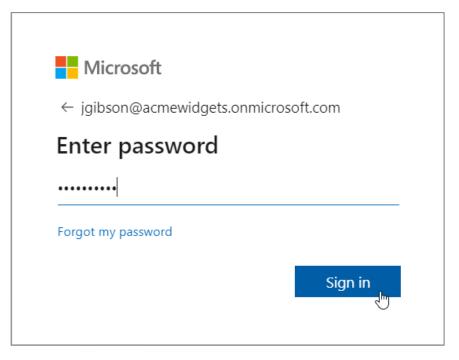
1. To begin, turn on and log into your computer. Open your most frequently used browser and open the https://login.microsoftonline.com web page:



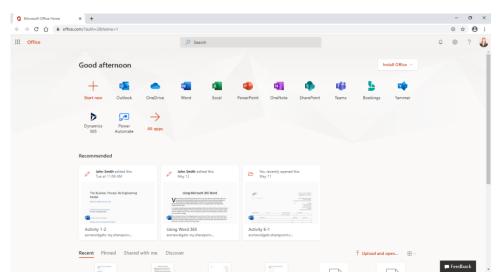
2. Type the e-mail address that has been provided to you into the provided text box on this page and then click **Next**:



3. Next, type your password into the text box and then click Sign in:

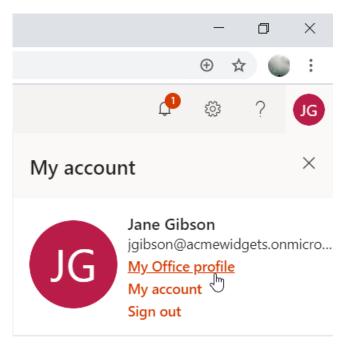


4. You will now see the landing page for your Microsoft 365 account:

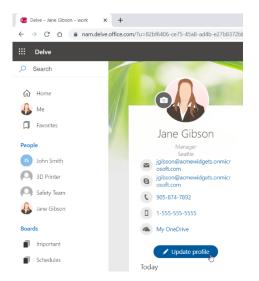


- () Microsoft Office Home × + σ× ← → C ☆ @ office.com/?auth=2 0 🗴 🥥 : Office ۵ في 🔎 Search Good morning Install Office +0 N 5 ***** Start new Outlook Word Excel \rightarrow Þ **/** D Dynam 365 Delve All apps Recommended Vou edited this May 27 You recently opened this May 27 You recently opened this May 27 May 26 Ø Act Safety Inspection Checklist Department Template Recent Pinned Shared with me Discover ↑ Upload and open... Feedback
- 5. Click your name in the top right-hand corner of the page:

6. Inside the My accounts task pane, click the My Office profile link:



7. Your profile page will now be shown in Delve. On the left-hand side of the page, near the middle, click the **Update profile** button:



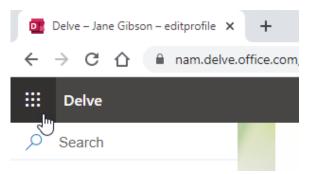
You can now edit the basic parts of your profile. Scroll down on this page to the
 About me section. Inside the provided text area, type a brief blurb about yourself.
 Then, click the Save button underneath the text area:

0 D	elve – Jane Gibson – editprofile 🗙 🕂				-	σ	×
← -	C C h ann.delve.office.com/?	u=82bf6406-ce75-45a8-ad4b-e27b8372bb7a&v	/=editprofile		☆	0	:
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 P Peop I 	Search Hone Me Favorhas John Smith John Smith John Smith Safety Tealm Jane Gibton	Contact information About me Projects Skills and expertise Schools and education Interests and hobbies	How can I change language and regional settings? How can I add additional information?	L.			
Are n	y documents safe in Delve?		Here are some of the projects I've worked on Add a project title Add project title Add project Add project Add project				Ŧ

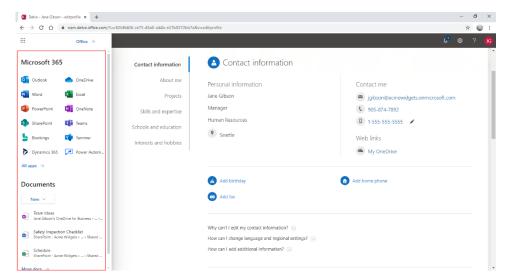
9. Scroll back up to the **Contact information** section. Enter any contact information that you would like to appear on your profile. In this example, a mobile phone number was added by clicking the **Add mobile phone** button:

ontact information	Contact information	
About me	Personal information	Contact me
Projects	Jane Gibson	jgibson@acmewidgets.onmicrosoft.com
Skills and expertise	Manager	905-874-7892
nools and education	Human Resources	→ □ 1-555-5555
	Seattle	Web links
nterests and hobbies		My OneDrive
	🛓 Add birthday	Add home phone
	Add fax	-

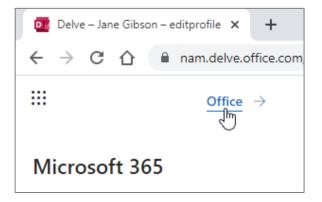
10. Click the App launcher button on the far left of the navigation toolbar:

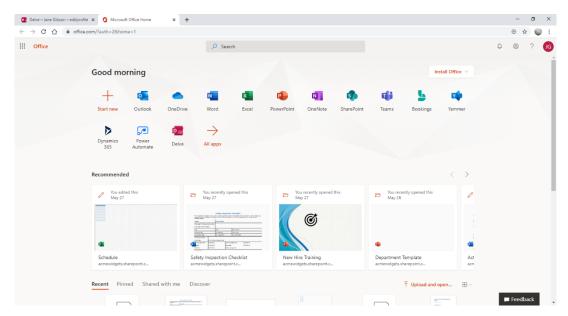


11. With the App launcher expanded, note the tools that you have access to:



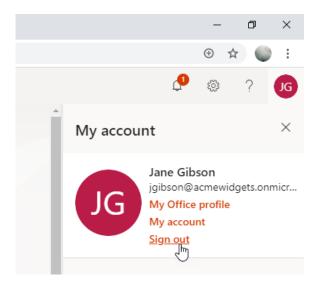
12. On the navigation toolbar, click the Office button:



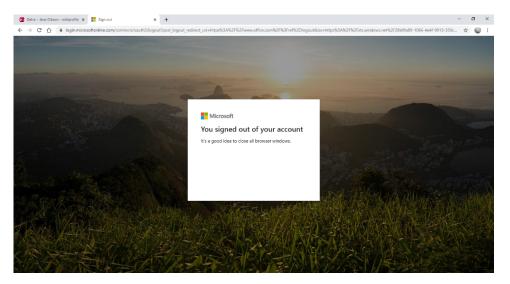


13. You will now be returned to your Microsoft 365 landing page:

14. In the upper right-hand corner of the page, click your name. Inside the **My account** task pane, click **Sign out**:



15. A page will appear that indicates you have successfully signed out of Microsoft 365:



16. Close your browser to complete this activity.

TOPIC C: Finding Help and Changing Settings

Microsoft 365 includes a robust help feature to help when you have questions. Additionally, there are a few settings that you can tweak to suit Microsoft 365 to your needs and workflow. In this lesson, we will learn how to search for help, and change some of the settings found in Microsoft 365.

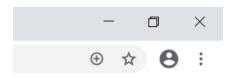
Topic Objectives

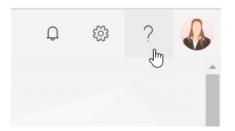
In this session, you will learn:

- How to search for help
- How to view settings
- How to change your password
- How to change your language

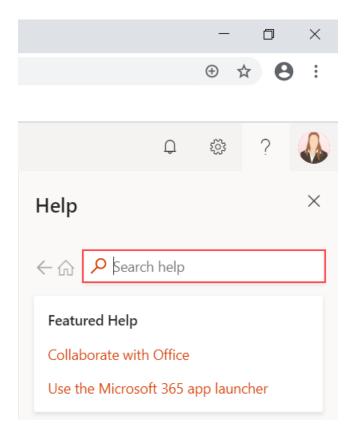
Search for Help

When you are logged into your Microsoft 365 account, you can open the Help task pane by clicking the **Help** icon (?), on the toolbar, in the top right-hand corner of the page:





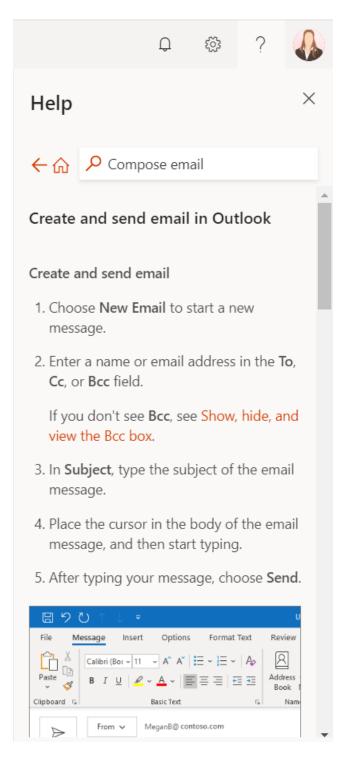
To find help with a particular feature or problem in Micosoft 365, you can use the search field in the Help dialog box:



From the results that are listed, you can complete the action directly by clicking on one of the options below the **Results** subheader. Alternatively, you can acccess help articles related to your search by following the links under the **Help** header:

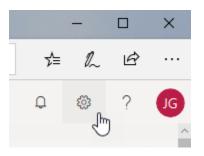
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Help					×
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Results	for "Com	ipose	email"		Â
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Any help articles that you open will appear in the current **Help** dialog box. **Help** articles can contain videos, as well as text-based tutorials:

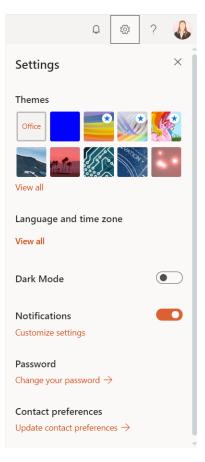


View Settings

To view the settings for your Microsoft 365 account, click the **Settings** icon (^[®])that appears in the top right-hand corner of the toolbar at the top of the current page:



This action will display the Settings task pane. In this task pane is a series of commonly used settings that you can work with:



Change Your Password

To change your password, open the Settings task pane and then click **Password** → **Change** your password:

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Settings				×
Themes Office				
Language and <mark>View all</mark>	time zo	one		
Dark Mode				
Notifications Customize setting	gs			D
Password <u>Change your pas</u>	sword →	•		
Contact prefere Update contact p		$_{ m es}$ $ ightarrow$		

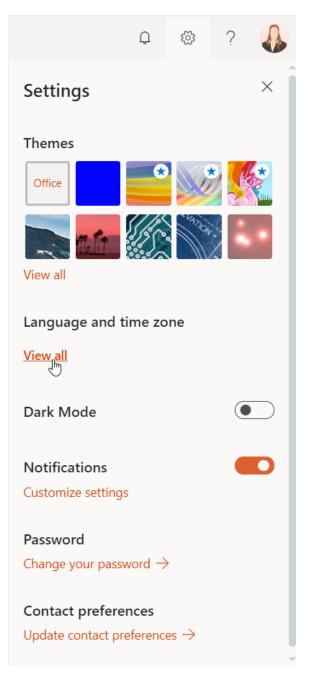
A new tab will open in your browser prompting you to change your current account password. Type your existing password into the provided text box. Then, type your new password into the two subsequent text boxes below. Once you are ready, click the **Submit** button to change your password:

change password
Strong password required. Enter 8-256 characters. Do not include common words or names. Combine uppercase letters, lowercase letters, numbers, and symbols.
User ID jgibson@acmewidgets.onmicrosoft.com
Old password
······
Create new password
strong
Confirm new password
Br
submit cancel
din

Once your password has been successfully changed, you will be returned to the Microsoft 365 landing page.

Change Your Language

The language that is used can be adjusted by first clicking the **View all** link under the **Language and time zone** category in the Settings task pane:



Once this category has been expanded, you will see a drop-down menu that you can use to select another language rather than the default, as well as change the time zone, date format, and time format:

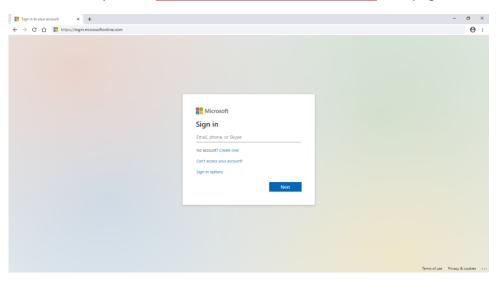
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View all				
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9/1/2018				~
Time format				
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Save	Cance	1		
Hide all				
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Notifications				D,

Upon choosing a new language, click the **Save** button and the new language will immediately be applied to your Microsoft 365 account.

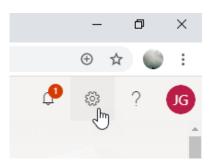
Activity 1-3: Finding Help and Changing Account Settings

Now that you are comfortable logging into your account and completing basic navigation tasks, you would like to customize some account settings.

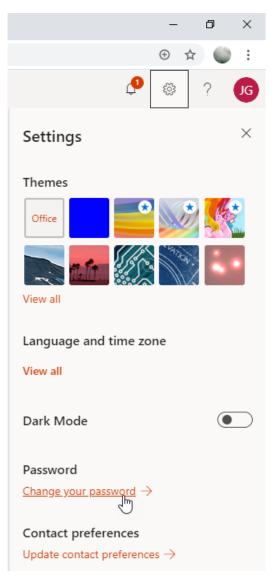
1. To begin, turn on and log into your computer. Open your most frequently used browser and open the https://login.microsoftonline.com web page:



2. On the landing page for your account, open the **Settings** task pane by clicking the Settings icon that appears in the top right-hand corner of the toolbar at the top of the current page:



3. With the Settings task pane now displayed, click the **Change your password link**:



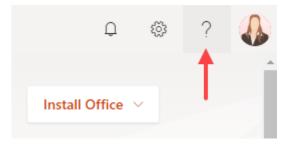
4. A new tab will open in your browser. If you are asked to sign into your account again, do so. Type your exisiting password into the **Old password** text box. Type a new password for your account into the **Create new password** and **Confirm new password** text boxes. Click the **submit** button:

change password
Strong password required. Enter 8-256 characters. Do not include common words or names. Combine uppercase letters, lowercase letters, numbers, and symbols.
User ID jgibson@acmewidgets.onmicrosoft.com
Old password
Create new password
Confirm new password
submit cancel

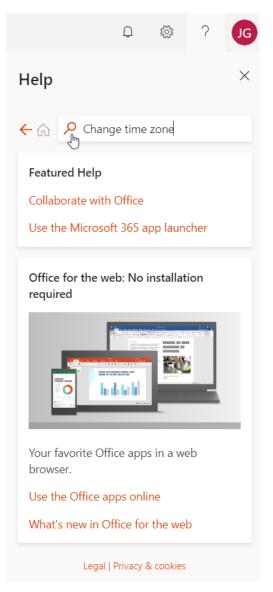
5. You will now be returned to the landing page for your account:

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	Good mo	rning								In	stall Office \vee				
	+ Start new	Outlook	OneDrive	Word	Excel	PowerPoint	OneNote	SharePoint	Teams	Bookings	Yammer				
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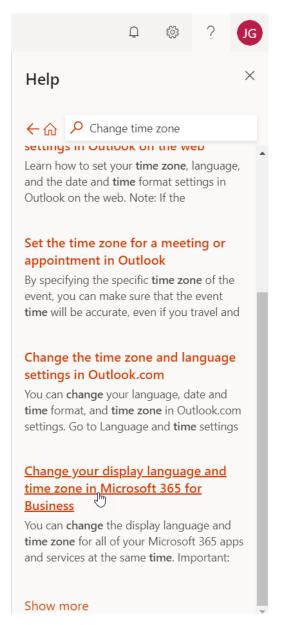
6. Click the **Help** icon on the toolbar:



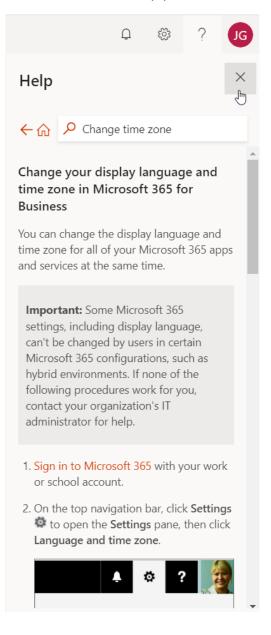
7. Type "Change time zone" into the search field, then click the **Search** icon (\mathcal{P}):



 Scroll down and select the Change your display language and time zone in Microsoft 365 for Business link:



9. Scan through the instructions to change language and time zone. Once finished, click **X** to close the Help pane:



10. Sign out of your Microsoft 365 account and close your browser to complete this activity.

TOPIC D: Using Desktop Office Apps

While much of Microsoft 365's capability is locked into the cloud, you can still use many Office apps on your desktop. In this topic, you will learn how to download and install Microsoft 365 apps onto your computer and sign into Microsoft 365 from Office apps.

Topic Objectives

In this session, you will learn:

- How to download and install Microsoft 365 apps
- How to open the Office desktop app
- How to sign into Microsoft 365 from Office applications

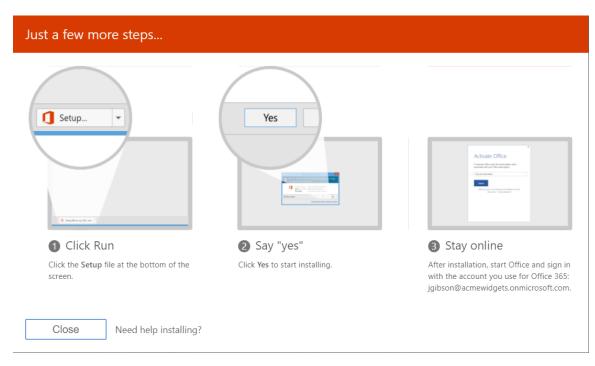
Download and Install Office Apps

To install the current version of Office, click the **Install Office** drop-down button, then click the **Premium Office apps** option that appears near the top right-hand corner of the landing page:

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::: Office		✓ Search			0 © ? 🚯
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	+ 💁 🖌	b 🚾 🗾	🗣 💵 🦚	↓ Includes Outlook, OneDrive for Business, Word, Excel, PowerPoint, and more.	
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A **Save As** dialog box will be displayed. To continue, choose the folder where you want to save the Setup file, then click **Save** to finish:

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Desktop	Starting Files for J	Activities	2020-02-21 3:04 PM	File folder			Install Office		
Documents							install Office +		
Downloads									
Music									
Pictures							Dynamics		
Videos							365		
💺 Acer (C:)	~								
A Maximut									
File name: Offices						× 1			
Save as type: Applica	ation					~			
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	John Smith ed Tue at 11:59 A	Click Run	🖉 S	ay "yes"	Stay online				
	Tue at 11:59 A	Click the Setup file at the bot	tom of the Click Y	es to start installing.	After installation, start O				
		screen.			with the account you use jgibson@acmewidgets.o				
	The Business Process I Model				Jgibson@acmewidgets.o	imicrosoft.com.			
	Mentify Organizational Gap								
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To help you install the apps, an instruction dialog box will appear after you save the file:

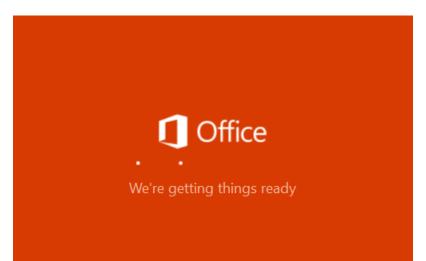
Once the download has been completed, locate and open the **OfficeSetup** file:

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Pin to Quick Copy Paste access Cipboard		New item ▼ Tasy access ▼ New	Edit	Select all Select none Invert selection Select	
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 Desktop Documents 	● OfficeSetup ✓ Earlier this year (3)	2020-05-21 9:34 AM	Application	5,283 KB	
> 🖶 Downloads	 Earlier this year (3) PortoiseSVN-1.13.1.28686-x64-svn-1.13.0 DashlaneInst 	2020-02-19 10:19 AM 2020-01-02 1:05 PM	Windows Installer . Application	19,860 KB 887 KB	
> Pictures H Videos	Starting Files for Activities	2020-02-21 3:04 PM	File folder	007 KB	
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4 items					

A security pop-up will appear on your computer that asks if you would like the current app to make changes. Click **Yes**:



The setup wizard will download all the files that are needed to install Office on your computer:



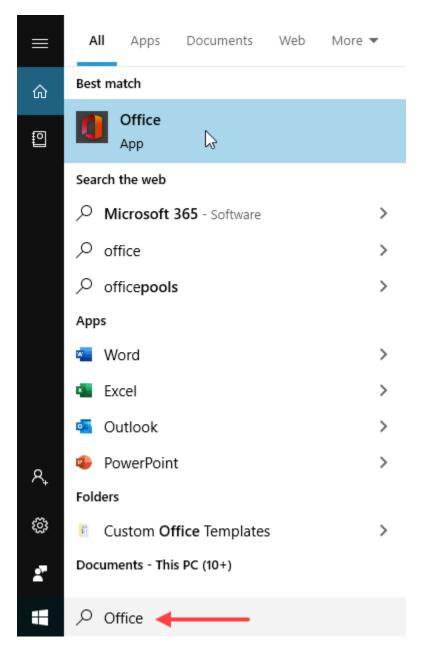
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With the installation completed, the Office apps will now be available to use on your computer.

Once all the files have been downloaded, the wizard will begin to install Office:

Opening the Office Desktop App

Type Office into the search bar on your computer. Click the **Office** icon to open it:



Office o × _ ✓ Search ŵ 2 Good afternoon Install Office +N ų, oĘ w x P s Y Start new Outlook OneDrive Word Excel OneNot **_** A 💱 \rightarrow \triangleright Power Automate Dynamics 365 Admin All apps Recommended on edited this A Jane Gibson shared this with you May 27 Jane Gibson shared this with you May 22 You recently opened this 4h ago Jane Git e^R D EVE Long Moving Sanday Mathematical Long Sanday soft 365 Word Menoprovide as a new full waters indicates processing point. We empire child their is seen as a finanzia da a finale for the other year water to add . Forces the tage a final constraints of the other final sector and the point decrement. You day our decrement. • 8 Using Word 365 Schedule Sales Data Eve Sch Recent Pinned Shared with me Discover ↓ Upload and open... ≡~ Schedule

The Office app home page will open:

To open any Office desktop app, select the related app tile. To explore more apps, click **All apps** to expand:

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	Start new Outlook	OneDrive	Word	Excel	PowerPoint	OneNote	SharePoint	Teams	Bookings	Yammer	
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Office – a × ÷ @ ? JS ⊖ Search Microsoft 365 All apps Tips and Tricks Add-Ins ightarrowAccess Create, customize, and share database a... Admin Your admin web portal for subscription .. Bookings Online appoin Calendar Schedule and share meeting and event t... Α ment scheduling for your Compliance Meet your organi Delve Get personal insights and relevant infor... Dynamics 365 Break down the silo: Excel Discover and connect to data, model an... x ition's legal, regulato Kaizala A simple and secure mobile chat app for... OneDrive Store, access, and share your files in one. MyAnalytics Create better work habits with insights i... Forms Create surveys, quizzes, and polls and ea... People Organize your contact info for all your fr... OneNote Capture and organize your notes across .. Outlook Business-class email through a rich and f... Planner Create plans, organize and assign tasks, Power Automate Create workflows between your apps, fil... Power Apps Build mobile and web apps with the dat... Power BI Create actionable, dynamic, and engagi. PowerPoint Design professio 2 Publisher Create everything from labels to newslet... Security SharePoint Share and mana Stream Share videos of classes ent knowledge To Do Manage, prioritize, and complete the m. Tasks Create and manage tasks in Outlook. Teams The custo Sway Create and share interactive reports, pre... S chat-based team wor Whiteboard Word Bring out your best writing. Yammer Connect wit \sim on a freeform ca..

You can view and select multiple apps that your subscription plan includes:

Signing into Microsoft 365 from Office Apps

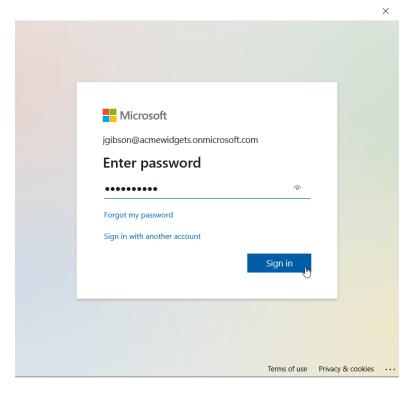
If you already have a copy of Microsoft Office installed onto your computer or if you are installing Office for the first time, you may be required to sign into it. To do this, open any of your desktop Office apps. In this example, we have opened Microsoft Word. To sign in, click the **Sign in** button that appears in the top right-hand corner:

			Doc	ument1 - Word		Sign in	© © ? – ¤ ×
Word	Good morning						
₩ Home	✓ New	Take a tour	Aa		January no	war you fee Table of contents	TO DO LA LA DA TALENTA
New	Blank document	→ Welcome to Word	Single spaced (blank)	Blue grey resume	Snapshot calendar	Insert your first table of co	Modern chronological resu
C) Open		ed with Me ts recently. Click Open to browse for					More templates \rightarrow
	You naven t opened any documen	is recently, Click Open to browse for	a document.				More documents $ ightarrow$
Account							
Feedback Options							

This action will display the Sign in dialog box if it is not shown already. Type the email address that is associated with your Microsoft account, then click **Next**:

	×
Microsoft	
Sign in	
jgibson@acmewidgets.onmicrosoft.com	
No account? Create one!	
Next	
- Um	
©2020 Microsoft Privacy statement	

Type in your password, then click Sign in:



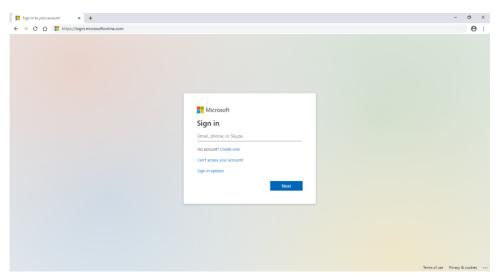
The current copy of Office that has been installed onto your computer will now be signed in using your Microsoft 365 account:

		Document2 - Word	Jane Gibson 16 🙂 🙁 ?	- a ×
Word	Good morning		Sign out	
G Home	New Blank document Welcome to Word Single spaced (b)	ank) Blue grey resume	Jane Gibson Jgbson@ecnewidgetsonnicro View account Office user info	
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	Activity 6-1 Acme Widgets » ABC Widgets Inc » Shared Documents		11 May	
	Activity 1-7 Acme Widgets » personal » jsmith_acmewidgets_onmicrosoft_com » Documents		1 April	
Account Feedback Options	Activity 1-7 (1) Acme Widgets > personal > jsmith_acmewidgets_onmicrosoft_com > Documents		31 March	
	Activity 1-7 OneDrive - Acme Widgets		31 March	
	March 23-29		30 March	v

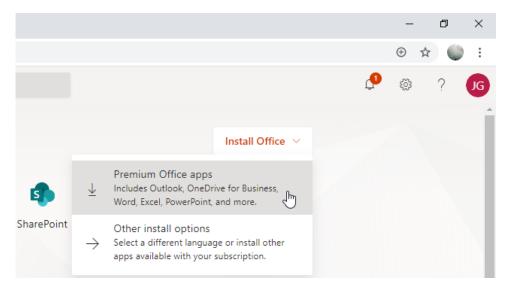
Activity 1-4: Download and Install Office

Although you have full access to Office Apps online, you would like to install Microsoft Office on your computer so that you can easily work on files while travelling.

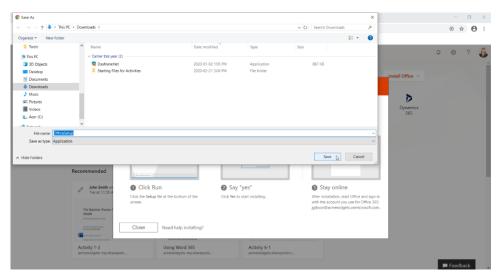
1. To begin, turn on and log into your computer. Open your most frequently used browser and open the https://login.microsoftonline.com web page:



2. On the landing page for your Microsoft 365 account, click **Install Office**, then click the **Premium Office apps** option that appears near the top right-hand corner of the landing page:



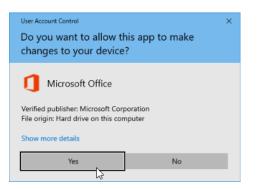
3. A Save As dialog box will appear. To continue, choose the folder where you want to save the Setup file, then click **Save** to finish:



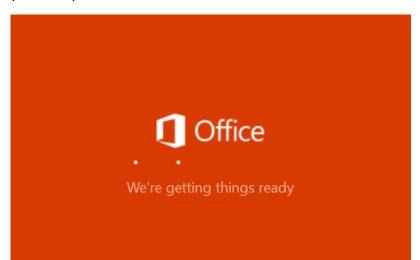
4. Once the download has been completed, locate and open the **OfficeSetup** file:

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> 🕩 Network				
4 items				

5. A security pop-up will appear on your computer that asks if you would like the current app to make changes. Click **Yes**:



6. The setup wizard will download all the files that are needed to install Office on your computer:



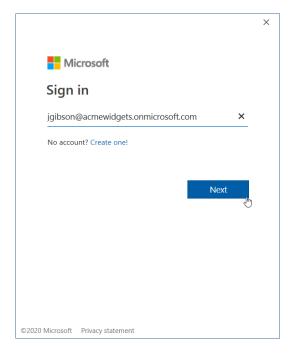


7. Once all the files have been downloaded, the wizard will begin to install Office:

8. Once the installation is completed, open Microsoft Word. A pop-up should appear that asks you to sign into your Microsoft 365 account. If the pop-up does not display, click **Sign in** (top right-hand corner of the window):

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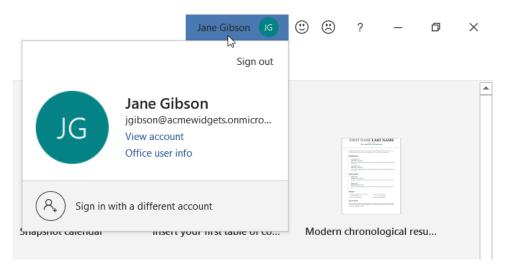
9. Inside the **Sign in** pop-up, type the email address that is associated with your Microsoft 365 account into the provided text box. Click **Next**:



10. Enter your password into the provided field and click the **Sign in** button to continue:

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11. You will now be signed into Microsoft Office on your computer using your Microsoft 365 account:



12. Close Microsoft Word and then sign out of Microsoft 365 in your browser. Close your browser window to complete this activity.

Summary

In this lesson, you learned about what Microsoft 365 is and how it is used in organizations around the world. You should now be comfortable logging into your Microsoft 365 account, completing basic navigation tasks, search for help, and changing basic settings. Additionally, you should now be comfortable downloading and installing Office software onto your computer, and signing in your Microsoft 365 account from Office apps.

Review Questions

- 1. What is Microsoft 365?
- 2. What is the cloud?
- 3. What navigational element will you always see along the top of a page while logged into your Microsoft 365 account?
- 4. What are the requirements that make your password more secure?
- 5. What happens when you click the Install Office button on your Microsoft 365 landing page?

LESSON 2: YOUR SUBSCRIPTION PACKAGE

Lesson Objectives

In this lesson you will learn about:

- Office apps that come with your subscription
- Services included with your subscription

TOPIC A: Included Apps

One of the fundamental features of Microsoft 365 is the inclusion of Office apps. In this topic, we will focus on the apps that come with a **Microsoft 365 Business Standard** subscription.

Topic Objectives

In this session, you will learn about:

- Word
- Excel
- PowerPoint
- Outlook
- Access
- Publisher
- OneNote

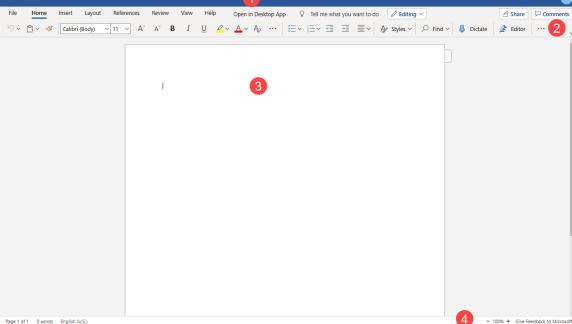
Word

Microsoft Word is Microsoft's powerful word processing program where you can create professional documents of nearly any type. You can also add tables, images, and much more. Word's interface is intuitive and easy to use, and it is customizable, so the tools you need will be easily accessible.

Microsoft Word is offered both as online and desktop versions. Although the online version has limited functionalities, it provides most of the frequently used tools needed to compose a simple document.

Image: State in the state in the

With Word Online opened, let's look at the different parts of the interface:



1: Title Bar

The name of the current file is displayed here. You may also see more information about the file (for example, here you can see it has been saved). You can click the file name to change it.

2: Ribbon Interface

Displays tab commands organized into groups.

3: Working Area

The content in the currently open file will be shown here.

4: Status Bar

This bar is used to display information about the document, such as page count, word count, and more.

Excel

Microsoft Excel is Microsoft's spreadsheet program which offers many tools for managing numerical data, as well as the ability to add charts, shapes, and much more.

Microsoft Excel has both online and desktop versions. If you need only simple formulas, the online version will satisfy your requirements. Otherwise, you can choose to work on the desktop app.

Let's look at the Excel Online interface:

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1: Title Bar

The name of the currently open file is displayed here.

2: Ribbon Interface

Displays tab commands organized into groups.

3: Formula Bar

The Formula Bar allows you to enter data into a cell.

4: Working Area

The data in the current file will be shown here.

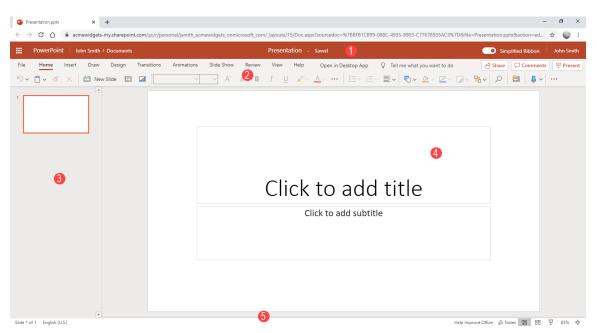
5: Status Bar

This bar displays running calculations and other information about the workbook.

PowerPoint

Microsoft PowerPoint is Microsoft's presentation software program, which is used to create professional presentations. You can create anything from a basic slide show to a self-running narrated presentation using pictures, embedded videos, and sound.

Microsoft PowerPoint is also available as both desktop and online versions. Both have similar tools and functionalities, but the desktop app has more animations and graphics available.



Let's take a look at the PowerPoint Online interface:

1: Title Bar

The name of the current file is displayed here. You may also see more information about the file (for example, here you can see it has been saved). You can click the file name to change it.

2: Ribbon Interface

Displays tab commands organized into groups.

3: The Slides Pane

Each slide in the presentation will be displayed in this pane as a thumbnail.

4: Working Area

The content in the currently selected slide will be shown here.

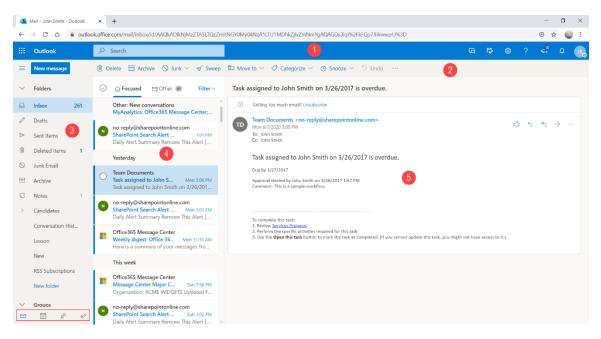
5: Status Bar

This bar is used to display information about the presentation.

Outlook

Microsoft Outlook is a powerful and easy-to-use information management application. It allows you to manage your email, calendar, contacts, tasks, and more, all from one central location. It helps users connect and follow up to get work done, set up conversations, and communicate.

Outlook is offered as both a web interface, and a desktop app. While the web interface version is compact, user-friendly, and accessible everywhere, the desktop app provides more functionality and customizability.



With the Outlook web interface open, let's take a closer look:

1: Navigation Commands

Includes the App launcher, the Search box, and links to view notifications, change settings, get help, and the My account task pane.

2: Editing Pane

Allows you to delete, archive, move emails, and much more.

3: Folders/Navigation Pane

Access different folders in the current workspace. There are also shortcut icons at the bottom which switch between Mail, Calendar, People, and To Do (Task) workspaces.

4: Item List

Shows a list of items in the current folder.

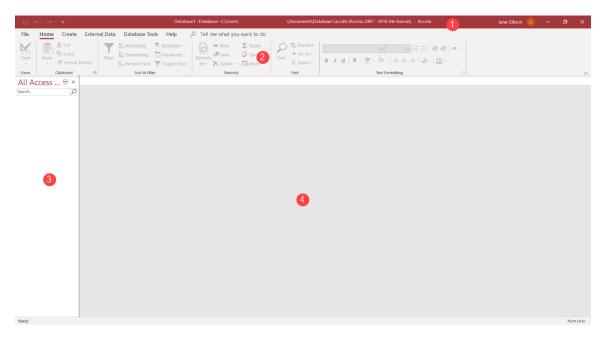
5: Reading Pane

Shows the contents of the selected item.

Access

Microsoft Access is Microsoft's database application which is designed to enter, edit, and analyze data. Access can also generate reports based on the data in the database. As of the latest updates, Access is only offered as a desktop app.

Let's look at the Access interface:



Similar to the other Office apps mentioned above, Access also has four primary elements:

1: Title Bar

Displays the name of the current databases and the name of the application.

2: Ribbon Interface

Access to different views and editing tools.

3: Navigation Pane

Displays tables, queries, and forms.

4: Working Area

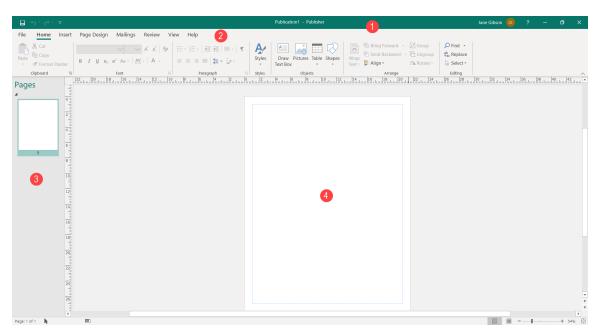
Use this area to change data, design forms and reports, construct queries, and more.

Publisher

Microsoft Publisher is the Microsoft publishing application that allows you to create professional digital content. With Publisher, you can design event posters, newsletters, postcards, and brochures with easy-to-use and multiple functionalities.

Microsoft Publisher is only offered as a desktop app.

Let's look at the parts of the Publisher interface:



There are four primary features of Publisher's working interface:

1: Title Area

The name of the current databases and the name of the application.

2: Ribbon Interface

Access to different design and editing tools.

3: Pages Pane

Thumbnails the list of all the pages within the publication.

4: Working Area

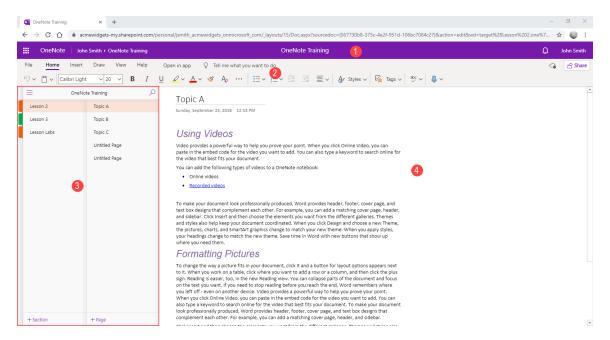
Use this area to create your digital content.

OneNote

OneNote is Microsoft's note taking program that can be used to gather many types of content into one location and share your notes.

OneNote is offered as both an online and desktop app and both versions are very similar. If you have access to the internet, working with the online version will keep your document constantly saved. However, if you have limited internet access, the OneNote desktop version can be your lifesaver.

Let's explore the OneNote Online interface:



There are four primary elements:

1: Title Area

Includes the App launcher, the OneNote's logo, note's name, notifications, and the My account task pane.

2: Ribbon Interface

Access to commands and editing tools.

3: Notebook Menu

Displays any open notebooks.

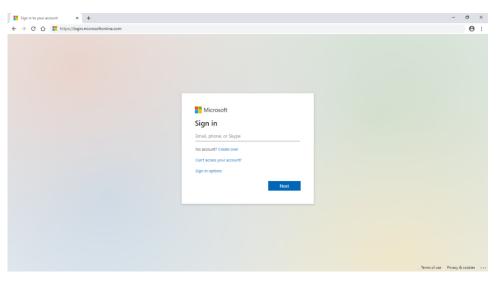
4. Workspace

Displays the contents of your notes.

Activity 2-1: Exploring Microsoft Apps

In this activity, you will explore and navigate basic Microsoft Apps.

1. To begin, turn on and log into your computer. Open your most frequently used browser and open the https://login.microsoftonline.com web page:



2. On the landing page for your Microsoft 365 account, click the **Word** tile:

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- 3. Click New blank document to open a new Word document:

4. A new Word document will be opened in a new tab. Navigate different components of Word Online:

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5. Open the app launcher and click **Excel** to open:

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7. A new Excel workbook will be opened in a new tab. Explore the different components of Excel Online:

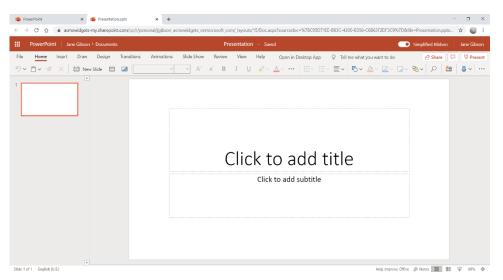
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8. Open the app launcher and click **PowerPoint** to open:

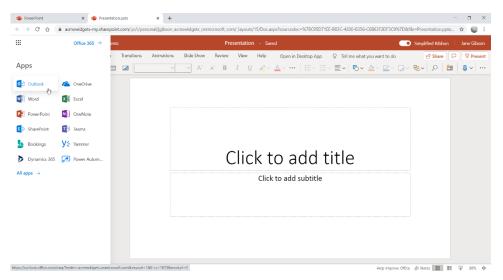
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 →
- 9. Click New blank presentation to open a new PowerPoint presentation:

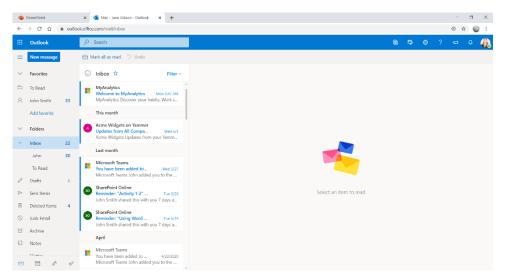
10. A new PowerPoint presentation will be opened in a new tab. Explore different components of PowerPoint Online:



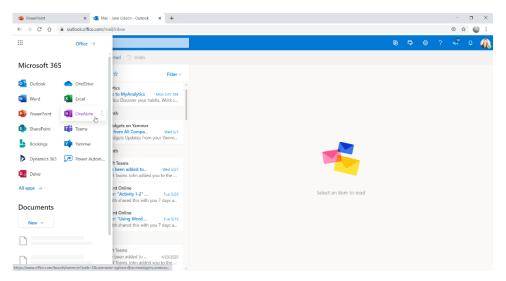
11. Open the app launcher and click **Outlook** to open:



12. Explore different components of Outlook Online:



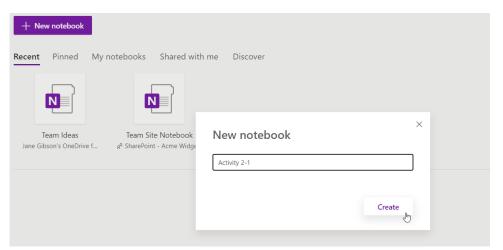
13. Open the app launcher and click **OneNote** to open:



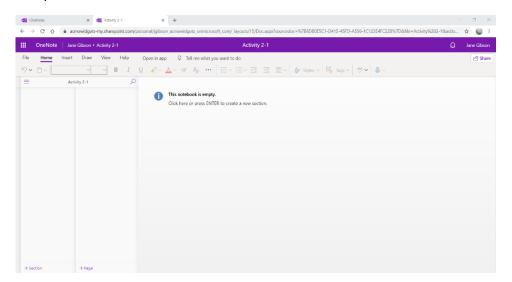
14. Click **New notebook** to open a new OneNote notebook:

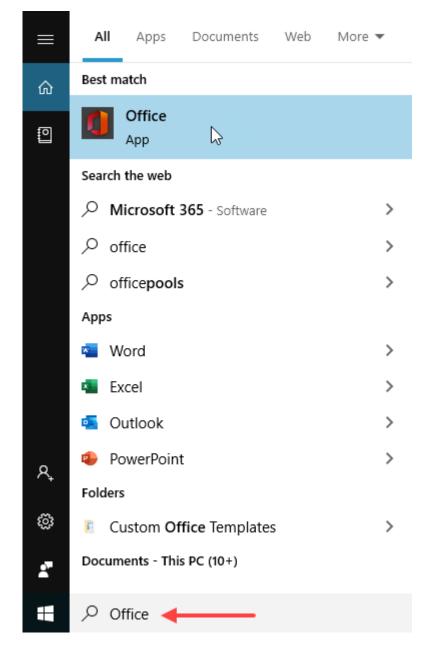
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15. Enter "Activity 2-1" as a name for the new notebook. Then, click Create:

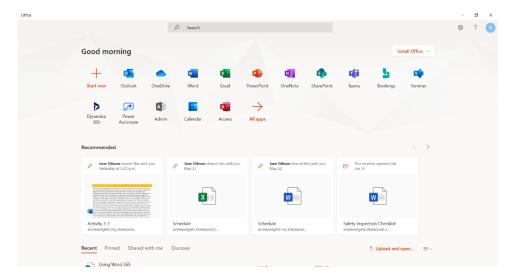


16. A new OneNote notebook will be opened in a new tab. Explore different components of OneNote Online:





17. Type **Office** into the search bar on your computer. Click the **Office** icon to open it:



18. The Office desktop app will open on your computer:

19. Click the **Access** tile on the landing page to open:

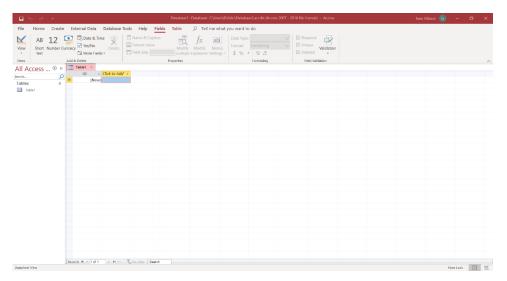
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20. Click Blank database to open a new Access database:

21. Leave everything at the default and click **Create**:

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22. Explore different components of Access desktop app:



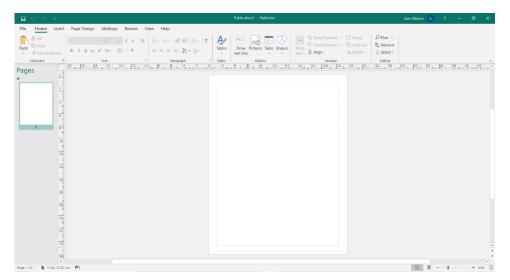
23. Close the Access window and return to the Office desktop landing page. Click **All apps** to expand the list:

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- 24. Click the Publisher tile on the landing page to open:
 - ← Office σ @ ? Js ,∕⊂ Search Microsoft 365 All apps Tips and Tricks $\mathsf{Add}\text{-}\mathsf{Ins} \rightarrow$ Access Create, customize, and share database a... Admin Your admin web portal for subscription ... Bookings Online appointment scheduling for your... Calendar Schedule and share meeting and event t... Compliance Delve Delve Dynamics 365 Get personal insights and relevant infor. Delve Brack down the silos between your bus. Excel Discover and connect to data, model an... Forms Kaizala Create surveys, quizzes, and polls and ea... Kaizala A simple and secure mobile chat app for... MyAnalytics Create better work habits with insights i... OneDrive Store, access, and share your files in one. No CheNote Outlook People Outlook People Outlook Contract info for all your fr. People Contact info for all your fr. People Create plans, organize and assign tasks. Power Apps Build mobile and web apps with the dat... Power Automate Create workflows between your apps, fil... Power Bl Create actionable, dynamic, and engagi... PowerPoint Design professional presentations 0 Publisher Create everything from labels to newsletters and marketing materials. Security SharePoint Share and manage content, knowledge, Stream Share videos of classes, meetings, prese. b Sway Create and share interactive reports, pre... Teams The customizable, chat-based team wor... V To Do Manage, prioritize, and complete the m... Tasks Create and manage tasks in Outlook. Whiteboard Ideate and collaborate on a freeform ca... Word Bring out your best writing. Yammer Connect with coworkers and classmates,...
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26. Explore different components of Publisher desktop app:



27. Close all the opened apps and the Office desktop app. Return to the Microsoft homepage on the browser for the next activity.

TOPIC B: Included Services

Along with the basic and familiar Office apps, you will also have access to a variety of services with your subscription plan. These services range from communication tools and file storage to information sharing. In this topic, you will learn about the different services, their interfaces, and their purposes.

Topic Objectives

In this session, you will learn about:

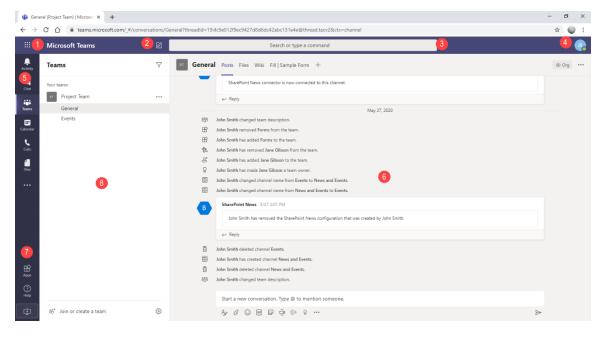
- Microsoft Teams
- OneDrive
- SharePoint
- Exchange

Microsoft Teams

Microsoft Teams is a collaborative, cloud-based workspace where Microsoft 365 users can connect by sending messaging, sharing files, and more. A team can be created for a department, a project, or for anything you like! Each team has access to channels, which are places where people can share messages, files, and more. Teams can be **public** (open to everyone) or **private** (accessible to invited users only). You can be part of as many teams as you like, and you can join or leave teams as needed.

Microsoft Teams is offered as a desktop app, a web interface, and a mobile app.

Let's look at the Microsoft Teams interface:



1: App Launcher

Access Microsoft 365 apps from here.

2: New Chat

Click this icon to start a new chat.

3: Search Box

Type "/" to search for a command or "@" to search for a contact.

4: Microsoft 365 Profile

Access your Microsoft 365 profile.

5: Sidebar

Each icon opens a different feature of Teams.

6: Main window

Displays related content of the feature selected from the side bar.

7: Bottom Part of the Sidebar

Includes icons for the Store, Feedback, and a download button for the desktop app.

8: Contextual Task Pane

Displays folders related to your current activity. This task pane's display varies based on the selected feature.

OneDrive

OneDrive for Business is the Microsoft cloud-based service that helps you manage your documents and share them with your teammates. OneDrive is accessible through an internet browser or a desktop app, which makes collaboration possible anywhere.

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C Recycle bin	-	MOS5033_Microsoft PowerPoint 365 Online	February 11	John Smith	2 items	Private	
Shared libraries		PowerPoint Sample Files	February 5	John Smith	25 items	Private	
PT	2	Excel Online 2	August 27, 2019	John Smith	6 items	R ^R Shared	
VT T		Outlook Online 1	August 9, 2019	John Smith	1 item	Private	
sc		Microsoft_Excel_365_Part 1_SK	February 25, 2019	John Smith	5 items	x ^R Shared	
1 8	8	OneNote Course Material	October 8, 2018	John Smith	4 items	x ^R Shared	
02		Documents	May 31, 2018	John Smith	3 items	Private	
a Create shared library		Word Sample Files	April 18, 2018	John Smith	4 items	Private	
		Notebooks	April 18, 2018	John Smith	8 items	Private	
OneDrive admin		Business Documents	April 10, 2018	John Smith	6 items	Private	
Get the OneDrive apps		Personal Items	December 6, 2017	John Smith	0 items	Private	
Return to classic OneDrive		Attachments	May 21, 2017	John Smith	0 items	Private	

Let's look at the various components that make up the OneDrive interface:

1: Title Bar

Includes the App launcher, the Search box, commands for notifications, settings, help, and your Microsoft 365 profile.

2: Document Pane

Links to help you create, upload, sync, and automate your documents.

3: Navigation Pane

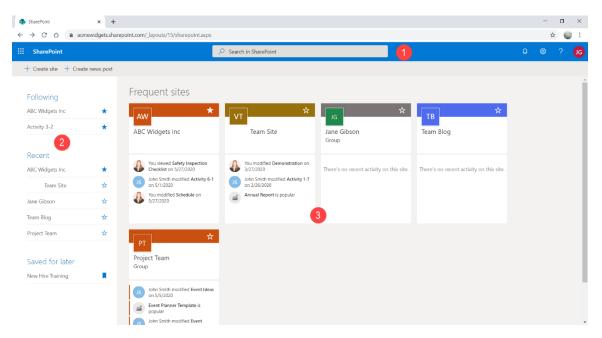
Includes folders and files in your OneDrive as well as shared libraries. You can access the OneDrive administration center, download the OneDrive desktop app, or switch back to your old OneDrive interface by using the links at the bottom.

4: Files Area

Displays folders and files for the selected item from the Navigation pane.

SharePoint

SharePoint is Microsoft's collaboration platform where your organization's members can communicate, exchange information, and collaborate seamlessly. It also provides functionalities such as web content management, intranet, file repository, and more.



The interface of SharePoint is made up of three main elements:

1: Title Bar

Includes the App launcher, the Search box, links for notifications, settings, help, and your Microsoft 365 profile.

2: Navigation Pane

Displays sites you are currently following, recently opened sites, and your saved list.

3: Sites Area

Displays detailed activity of frequently opened sites.

Exchange

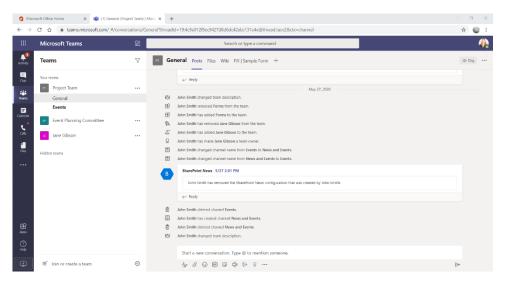
Microsoft Exchange is Microsoft's email management server. It enables your organization's host to store, manage, and distribute emails effectively. Because Exchange stores and backs up data on a cloud-based server, the risk is minimal of losing information due to hardware malfunction of the host computers.

Activity 2-2: Exploring Microsoft Services

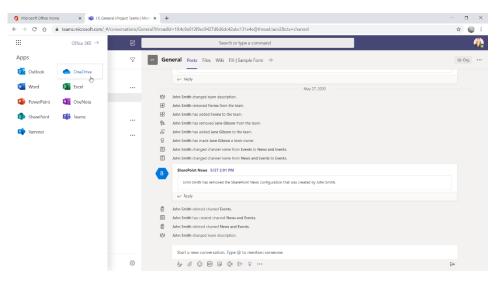
In this activity, you will explore and navigate basic Microsoft Services.

- × + 1 Microsoft Office Home $\leftrightarrow \rightarrow$ \mathcal{O} \bigtriangleup e office.com/?auth=28chome=1 0 x 🔘 ::: Office ₽ Search 0 © ? 🚯 Good morning Install Office + • x • N 4 🖬 🖢 w Start new Outlook OneDrive Word Excel PowerPoint OneNote SharePoint Teams Bookings Yamme \triangleright Þ \rightarrow Dynamics 365 Power Automate Delve All apps Recommended You recently opened this 38m ago You recently opened this 38m ago Vou edited this Yesterday at 6:34 PM Vou edited this May 27 . ٠ Activity 3-1 acmewidgets-my.sharengin Activity 5-2A =cmewidgets-my.sharepoin... Schedule Book 2 Sal Recent Pinned Shared with me Discover Feedback https://aka.ms/mstfw
- **1.** From the currently open landing page, click the **Teams** tile:

2. The Microsoft Teams window will be opened in a new tab. Explore different components of Teams Online:



3. Open the App launcher and click OneDrive to open:



4. OneDrive will be opened in a new tab. Navigate different components of OneDrive Online:

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Recycle bin	Notebooks	37 minutes ago	Jane Gibson	1 item	Private	
ared libraries	Exercise Files	4 days ago	Jane Gibson	0 items	Private	
Project Team	Others	4 days ago	Jane Gibson	44 items	Private	
Widgets Inc	Documents	May 25	Jane Gibson	6 items	Private	
Velsoft Team Site	Pictures	May 25	Jane Gibson	3 items	Private	
Team Blog	Desktop	May 25	Jane Gibson	1 item	Private	
Create shared library	Presentation.pptx	45 minutes ago	Jane Gibson	27.0 KB	Private	
	Bookxisx	48 minutes ago	Jane Gibson	7.74 KB	Private	
	Document.docx	About an hour ago	Jane Gibson	10.8 KB	Private	
	Activity 3-1.docx	Yesterday at 2:34 PM	Jane Gibson	15.4 KB	x ⁸ Shared	

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Activity 2-1 Jane Gibson's OneDrive for Business > >	Activity 3-1.docx	Yesterday at 2:34 PM	Jane Gibson	15.4 KB	R ⁶ Shared		

5. Open the **App launcher** and click **SharePoint** to open:

6. SharePoint window will be opened. Explore different components of SharePoint:

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Teem Blog Saved for later New Hire Training	*	TB 📩						
		There's no recent activity on this site.						

7. Close all the opened tabs and sign out of Microsoft 365 in your browser. Close your browser window to complete this activity.

Summary

After this lesson, you should be familiar with the applications and services offered by the **Microsoft 365 Business Standard** subscription plan. You should also understand the purpose of each app or service, and how to navigate within the interfaces of these apps and services.

Review Questions

- 1. What is Microsoft Word?
- 2. What are the workspaces found on the Folder/Navigation pane in Outlook?
- 3. What do Access and Publisher have in common?
- 4. What are the differences between public and private settings in Microsoft Teams?
- 5. What is SharePoint?

LESSON 3: FILE STORAGE AND COLLABORATION

Lesson Objectives

In this lesson you will learn how to:

- Store files and collaborate with OneDrive for Business
- Manage an organization's activity with Delve

TOPIC A: Getting Started with OneDrive for Business

You are likely already familiar with OneDrive, Microsoft's cloud-based storage solution. However, did you know that business accounts have access to a slightly different OneDrive version?

Topic Objectives

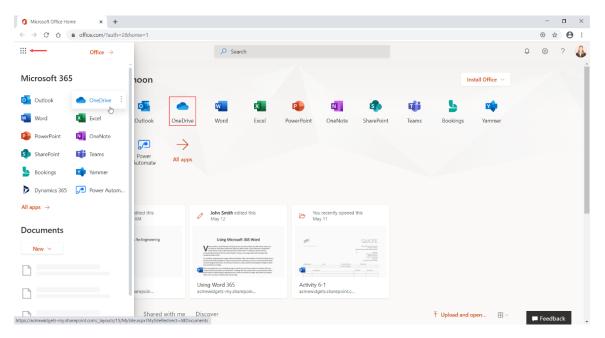
In this session, you will learn:

- About Microsoft OneDrive for Business
- How to open OneDrive for Business
- How to add, create, organize, and delete OneDrive files

What is OneDrive for Business?

OneDrive for Business is similar to your personal OneDrive, in that it is a cloud-based space where you can store and manage documents. However, it is separate from your personal OneDrive. As well, OneDrive for Business is managed by your organization and it provides additional collaboration tools not available in personal OneDrive accounts.

To open OneDrive for Business, log into your Microsoft 365 account. Then, click the **OneDrive tile** on your landing page or from the app launcher pane:



Add Files to OneDrive

There are two ways to upload a file to OneDrive. The easiest method is to **drag and drop** the file from File Explorer or your desktop to the OneDrive window:

	Documents - OneDrive	× +					×
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	III OneDrive Drag the items to any location.						
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		@	Activity 2-1-menu.docx	January 19	Jane Gibson	339 KB	Private
	Get the OneDrive apps	d	Activity 5-1.docx	April 16, 2017	Jane Gibson	11.0 KB	Private
	Return to classic OneDrive	1	Activity 5-2.xlsx	April 16, 2017	Jane Gibson	7.83 KB	Private

This will start the upload process immediately.

You can also click the **Upload** button in the OneDrive window and choose whether you want to upload a file or folder:

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Shared libraries		Attachments		April 14, 2017	Jane Gibson	1 item			
VT	-	Microsoft Excel 365 Pa	art 3 Course Elements	January 7	Jane Gibson	1 item			
AW		MS Word 365 Part 3 tr	mp-dk	January 10	Jane Gibson	1 item			
тв		Notebooks		April 16, 2017	Jane Gibson	3 items			
Create shared library	W	Activity 1-1.docx		January 15	Jane Gibson	39.4 KB			

This action will launch the Open dialog box. Locate and select the file(s) or folder(s) to upload and click **Open**:

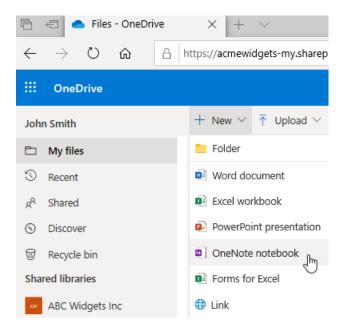
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Then, the item(s) will be uploaded and visible in the OneDrive window:

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Shared libraries	Document8.docx	January 20	Jane Gibson	10.8 KB	Private	
VT	Document9.docx	January 23	Jane Gibson	10.8 KB	Private	
ANY.	Lesson 1.docx	March 12	Jane Gibson	45.2 KB	Private	
IG	Lesson 5.pptx	April 16, 2017	Jane Gibson	33.3 KB	Private	
TB Create shared library	Presentation 1.pptx	January 24, 2019	Jane Gibson	27.0 KB	Private	
Create shared library	Presentation.pptx	April 16, 2017	Jane Gibson	28.8 KB	Private	
	Q1 Budget.xlsx	May 21, 2017	Jane Gibson	19.2 KB	R ^R Shared	
	neport.docx	January 20	Jane Gibson	12.3 KB	Private	
	Schedule.docx	A few seconds ago	Jane Gibson	12.3 KB	Private	
	Section 5.xlsx	April 16, 2017	Jane Gibson	7.85 KB	Private	
Get the OneDrive apps						
Return to classic OneDrive						

Create Files

You can also create new files using Office Online via OneDrive. To start, click **New** and choose the type of file you would like to create:



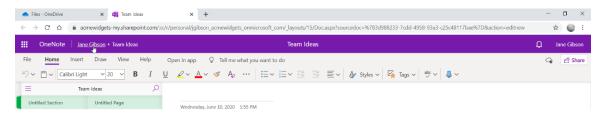
Notice that you can also create folders from here. When prompted, enter the file name and click **Create**:

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🗑 Recycle bin	Documents	May 25	Jane Gibson	1 item	Private	
Shared libraries	Pictures Pictures	• • • • • •	aak X	3 items	Private	
Velsoft Team Site	Desktop	OneNote notebook ×	1 item	Private		
ABC Widgets Inc	Acme Widgets	Team Ideas		7 items	Private	
• Team Blog	MS Word 365 Part 3 tmp-dk		Create	1 item	Private	
Create shared library	Microsoft Excel 365 Part 3 Course Elements	January 7	Jane Gibson	1 item	Private	
	Notebooks	April 16, 2017	Jane Gibson	3 items	Private	
	Attachments	April 14, 2017	Jane Gibson	1 item	Private	
	Chedule.docx	May 21	Jane Gibson	12.3 KB	x ⁰ Shared	
	Book 2.xlsx	March 24	Jane Gibson	21.5 KB	Private	
Get the OneDrive apps	🛃 Lesson 1.docx	March 12	Jane Gibson	45.2 KB	Private	
Return to classic OneDrive	Document.docx	March 9	Jane Gibson	10.8 KB	Private	

Your file will be created and opened using the appropriate app in a new tab. You can now work with it as normal:

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Once you have finished creating the file, you can return to your OneDrive for Business account by clicking your name in the top left corner (next to the app name):



Organize Files

You can organize files on your OneDrive account just as you do within Windows. To start, move your mouse to the left of the target file name(s) and click the circle that appears:

 Files - OneDrive 	< +				- o ×
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Recycle bin	Documents	May 25	Jane Gibson 1 item	Private	
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You will then see organization commands at the top of the file list:

Use these commands to open, share, copy a link to, delete, move, copy, and/or rename the file. You will also find some of these commands on the right-click menu:

Files - OneDrive	< +					- a ×
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Recycle bin	Documents	May 25	Jane Gibson	1 item	Private	
Shared libraries	Pictures	May 25	Jane Gibson	3 items	Private	
ABC Widgets Inc	Desktop	May 25	Jane Gibson	1 item	Private	
 Velsoft Team Site Jane Gibson 	Acme Widgets	January 27	Jane Gibson	7 items	Private	
 Team Blog 	MS Word 365 Part 3 tmp-dk	January 10	Jane Gibson	1 item	Private	
Create shared library	Microsoft Excel 365 Part 3 Course Elements	January 7	Jane Gibson	1 item	Private	
	Notebooks	April 16, 2017	Jane Gibson	3 items	Private	
	Attachments	April 14, 2017	Jane Gibson	1 item	Private	
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	Schedule.docx	May 21	Jane Gibson	12.3 KB	R ^R Shared	
Get the OneDrive apps	Book 2.xlsx	March 24	Jane Gibson	21.5 KB	Private	
Return to classic OneDrive	Lesson 1.docx	March 12	Jane Gibson	45.2 KB	Private	-

Lastly, you can also drag and drop files into folders to organize them:

(Remember, you can create folders from the **New** menu, which is available when no items are selected.)

Delete Files

To delete a file or folder from your OneDrive for Business account, select it and click **Delete** on the top bar, or right-click and click **Delete**:

 Files - OneDrive 	× +						- o ×
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	MS Word 365 Part 3 tm	^{D+1} Share	10	Jane Gibson	1 item	Private	
Create shared library	Microsoft Excel 365 Part	3 Copy link	7	Jane Gibson	1 item	Private	
	Notebooks	Manage access	2017	Jane Gibson	3 items	Private	
	Attachments	Delete Move to	2017	Jane Gibson	1 item	Private	
	🕑 🗓 ³⁴ Team Ideas	Copy to	es ago	Jane Gibson		Private	
	Schedule.docx	Rename		Jane Gibson	12.3 KB	R ^R Shared	
Get the OneDrive apps	Book 2.xlsx	Automate	> !4	Jane Gibson	21.5 KB	Private	
Return to classic OneDrive	Lesson 1.docx	Details	.2	Jane Gibson	45.2 KB	Private	•

When prompted, click **Delete** to confirm:

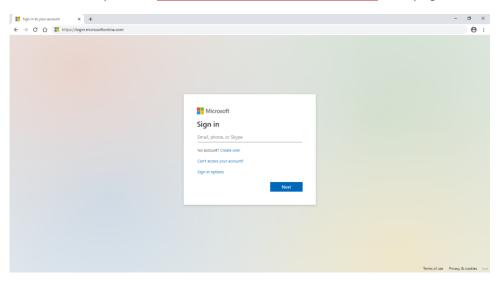
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🗅 My files				^ ^
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Recycle bin	Documents	May 25 Jane Gibson	1 item P	rivate
hared libraries	Pictures	Delete?	3 items P	rivate
AAK	Desktop	Are you sure you want to send this item to	1 item P	rivate
×	Acme Widgets	the site Recycle Bin?	7 items P	Irivate
•	MS Word 365 Part 3 tmp-dk	Delete Cancel	1 item P	Irivate
Create shared library	Microsoft Excel 365 Part 3 Course Elen	nents January / Jane Giuson	1 item P	rivate
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	Attachments	April 14, 2017 Jane Gibson	1 item P	rivate
	🕑 🗓 ²⁴ Team Ideas 🖄	4 minutes ago Jane Gibson	P	rivate
	Schedule.docx	May 21 Jane Gibson	12.3 KB A	⁶ Shared
Get the OneDrive apps	Book 2.xlsx	March 24 Jane Gibson	21.5 KB P	rivate
Return to classic OneDrive	Lesson 1.docx	March 12 Jane Gibson	45.2 KB P	rivate 👻

The selected file(s) will be moved from your OneDrive for Business account to the Microsoft 365 Recycle Bin.

Activity 3-1: Getting Started with OneDrive for Business

In this activity, you will upload a file to your OneDrive account, create a folder, and move the file into that folder.

1. To begin, turn on and log into your computer. Open your most frequently used browser and open the https://login.microsoftonline.com web page:



2. Click the **OneDrive** tile on your landing page:

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3. The OneDrive for Business page will open in a new tab and show your account's contents:

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Jane Gibson	+ New \vee $\ \bar{\uparrow}$ Upload \vee $\ \bar{G}$ Sync $\ \ensuremath{\mathscr{B}}$ Automate \vee					$\downarrow \mathbb{P} \text{ Sort } \lor = \lor \textcircled{0}$		
🗈 My files								
1 Recent	Files							
g ^Q Shared								
S Discover	🗅 Name 🗠	Modified $ \smallsetminus $	Modified By $ \smallsetminus $	File size $ \smallsetminus $	Sharing			
Recycle bin	Documents	May 25	Jane Gibson	1 item	Private			
Shared libraries	Pictures	May 25	Jane Gibson	3 items	Private			
	Desktop	May 25	Jane Gibson	1 item	Private			
	Acme Widgets	January 27	Jane Gibson	7 items	Private			
	MS Word 365 Part 3 tmp-dk	January 10	Jane Gibson	1 item	Private			
Create shared library	Microsoft Excel 365 Part 3 Course Element	January 7	Jane Gibson	1 item	Private			
	Notebooks	April 16, 2017	Jane Gibson	3 items	Private			
	Attachments	April 14, 2017	Jane Gibson	1 item	Private			
	Team Ideas	Wednesday at 9:55 AM	Jane Gibson		Private			
	Chedule.docx	May 21	Jane Gibson	12.3 KB	x ^R Shared			
	Book 2.xisx	March 24	Jane Gibson	21.5 KB	Private			
Get the OneDrive apps	Lesson 1.docx	March 12	Jane Gibson	45.2 KB	Private			
Return to classic OneDrive	Document.docx	March 9	Jane Gibson	10.8 KB	Private			

4. Let's upload a new file to your OneDrive account. Click **Upload** → **Files**:

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O Discover	Ľ) Name 💛
🗟 Recycle bin		Documents
Shared libraries		Pictures
ABC Widgets Inc	-	- N 11

5. The Open dialog box will appear. Navigate to your Exercise Files, locate the Activity 3-1 file, and select it. Click **Open**:

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Organize 🔻 New folder							
lange - Velsoft	^	Name	Status	Date modified	Туре	Size	
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File name:	Activity 3-1				 All Files 		~
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6. Back in OneDrive, you will see the new file listed here:

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Recycle bin		Others	5 minutes ago	Jane Gibson	44 items	Private	
Shared libraries		Documents	May 25	Jane Gibson	6 items	Private	
		Pictures	May 25	Jane Gibson	3 items	Private	
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		Activity 3-1.docx	A few seconds ago	Jane Gibson	15.0 KB	Private	
Create shared library							
Get the OneDrive apps							
Return to classic OneDrive							

7. Now, click **New → Folder**:

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Shared libraries	Forms for Excel	May 25	Jane Gibson	6 items	Private	
	Cink	May 25	Jane Gibson	3 items	Private	
8	Desktop	May 25	Jane Gibson	1 item	Private	
	Activity 3-1.docx	A few seconds ago	Jane Gibson	15.0 KB	Private	
Create shared library						
Get the OneDrive apps						
Return to classic OneDrive						

8. Type, "Exercise Files" for the new name and click **Create**:

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	Activity 3-1.docx	Create	15.0 KB	Private	
Create shared library		0			
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9. Click the Activity 3-1 file name to select it. Drag and drop the file into the new folder:

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Recycle bin	Exercise Files Move 1 file	A few seconds ago	Jane Gibson	0 items	Private	
Shared libraries	Others	About an hour ago	Jane Gibson	44 items	Private	
	Documents	May 25	Jane Gibson	6 items	Private	
	Pictures	May 25	Jane Gibson	3 items	Private	
•	Desktop	May 25	Jane Gibson	1 item	Private	
Create shared library	🔿 🖷 ⁴ Activity.3-Ldocs 🖻	About an hour ago	Jane Gibson	15.0 KB	Private	

10. This activity is now complete. Leave your browser open for the next activity.

TOPIC B: Collaborating Using OneDrive for Business

As previously mentioned, one of the key features of OneDrive for Business is its enhanced collaboration tools. You can also sync your OneDrive for Business account to your local system for offline access.

Topic Objectives

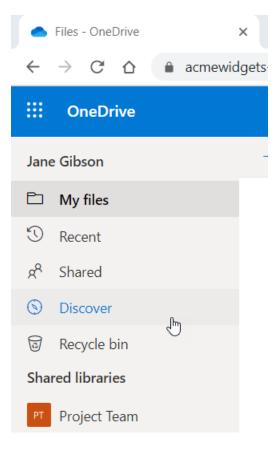
In this session, you will learn:

- How to use the Discover feature
- How to share files
- About syncing
- How to configure OneDrive for Business sync
- How to sync OneDrive for Business to your computer
- How to back up and protect files

Use the Discover Feature

The Discover feature provides easy access to other documents within your organization that are relevant to you and that you have permission to access.

To view these documents, click the **Discover** link on the left side of the OneDrive window:



Discover relevant items - OneDriv >	< +					- 0	×
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Create shared library							
Get the OneDrive apps							
Return to classic OneDrive							
What files might appear here?							

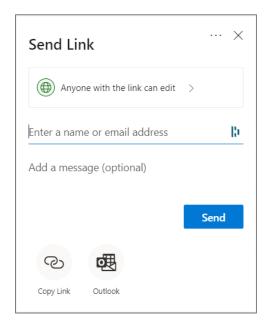
You will then see the list of relevant items:

Share Files

Any file in your OneDrive for Business account can be shared with others inside and even outside of your organization. To begin, select the target file and click **Share** on the top bar, or hover the file and click the **Share** (^{LC}) button, or right-click the file and click **Share**:

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iii OneDrive	Search	son_contr_layouts/15/oneanterspit.sona.reid=iv	Journeadas/ Scenaring - Niseconemia - 145 rs	Ω ⊚ ? (
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Shared libraries	MS Word 365 Part 3 tmp-dk Microsoft Excel 365 Part 3 Course Elements	January 10 Open > January 7 Preview	1 item Private	
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TE Create shared library	 Attachments Image: Schedule.docx Image: Empirical schedule.docx Image: Empirical schedule.docx Image: Empirical schedule.docx 	April 14, 2017 Manage access Yesterday at 10: Download	1 item Private 12.3 KB Private	
	Book 2.xlsx	March 24 Delete March 12 Move to	21.5 KB Private 45.2 KB Private	
	Document.docx Document16.docx	March 9 Rename	10.8 KB Private	
Get the OneDrive apps	 Document16.docx Book 3.xlsx 	February 7 Automate > Version history	7.75 KB Private	
Return to classic OneDrive	Book1 (1).xlsx	February 5 Details	15.9 KB Private	

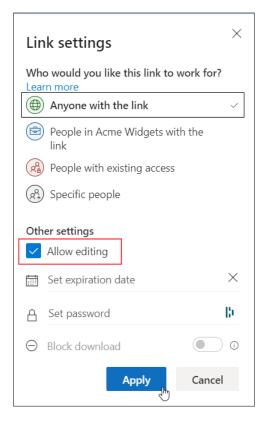
The Share pop-up dialog box will open. Here, you can choose who you want to share the file with and add a message. (Note that this will give the recipient editing privileges.) Click **Send** to complete the process:



To change the access settings, click the box under the Send Link header:

Send Link		··· ×
Anyone with the link can edit	>	
Enter a name or email address		10
Add a message (optional)		
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™		
Copy Link Outlook		

The Send Link box will switch to Link settings box:



You can choose who will have access to the file. To enable editing, check the **Allow editing** checkbox. You can also choose when the link expires, set a password, or restrict downloading. To finish, click **Apply**.

 Documents - OneDrive 	+						-	٥	×
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Shared libraries	MS Word 365 Part 3 tmp-dk	January 10	Jane Gibson	1 item	Private				
vī	Microsoft Excel 365 Part 3 Course Elements	January 7	Jane Gibson	1 item	Private				
AN .	Notebooks	April 16, 2017	Jane Gibson	3 items	Private				
	Attachments	April 14, 2017	Jane Gibson	1 item	Private				
Create shared library	🙀 ³³ Schedule.docx	Yesterday at 10:19 AM	Jane Gibson	12.3 KB	R ^R Shared				
	Book 2.xlsx	March 24	Jane Gibson	21.5 KB	Private				

You will now see that the status of the selected document has changed to "Shared:"

Configure OneDrive for Business Sync

Syncing your OneDrive for Business account to your computer allows you to access all your files in File Explorer rather than always having to rely on a browser. Additionally, these files will be available to you even if you are offline. Any changes you make are automatically synced back to the OneDrive for Business account when you come back online.

The first time you sync your OneDrive for Business account, there are several steps you must complete. First, you must install the OneDrive for Business app. Remember, you can do this from the left side of the OneDrive page:

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Shared libraries	MS Word 365 Part 3 tmp-dk	January 10	Jane Gibson	1 item	Private	
VT	Microsoft Excel 365 Part 3 Course Elements	January 7	Jane Gibson	1 item	Private	
ANV	Notebooks	April 16, 2017	Jane Gibson	3 items	Private	
TE	Attachments	April 14, 2017	Jane Gibson	1 item	Private	
Create shared library	Schedule.docx	Yesterday at 10:19 AM	Jane Gibson	12.3 KB	R ^R Shared	
	Book 2.xlsx	March 24	Jane Gibson	21.5 KB	Private	
	Lesson 1.docx	March 12	Jane Gibson	45.2 KB	Private	
	Document.docx	March 9	Jane Gibson	10.8 KB	Private	
	Document16.docx	February 10	Jane Gibson	10.8 KB	Private	
Get the OneDrive apps	Book 3.xlsx	February 7	Jane Gibson	7.75 KB	Private	
Return to classic OneDrive https://www.onedrive.com/download	Book1 (1).xlsx	February 5	Jane Gibson	15.9 KB	Private	

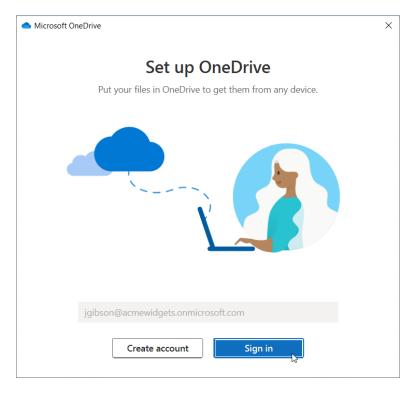
To start the setup process, simply click the **Sync** button within your OneDrive account:

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Documents - OneDrive	× +					- a ×
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Recycle bin	Acme Widgets	1		7 items	Private	
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ABC Widgets Inc	Notebooks			3 items	Private	
Jane Gibson	Attachments	ll a		1 item	Private	
Create shared library	Schedule.docx			12.3 KB	R ^{9.} Shared	
,	Book 2.xlsx	Getting ready to	sync	21.5 KB	Private	
	Lesson 1.docx	We are connecting to C device. If there is no res		45.2 KB	Private	
	Document.docx	to get the latest version		10.8 KB	Private	
	Document16.docx	February 10	Jane Gibson	10.8 KB	Private	
iet the OneDrive apps	Book 3.xlsx	February 7	Jane Gibson	7.75 KB	Private	
Return to classic OneDrive	Book1 (1).xlsx	February 5	Jane Gibson	15.9 KB	Private	

Click **Open Microsoft OneDrive** if you are prompted to switch apps:

If you are prompted to sign in, enter your e-mail address and click Sign in:

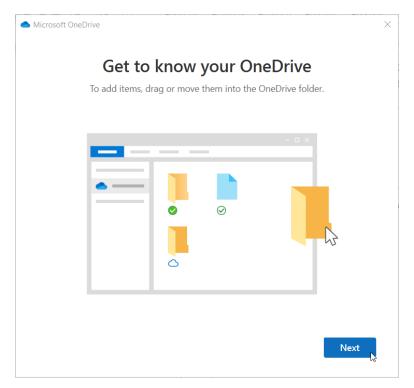


Then, click **Next** to accept the default location where OneDrive for Business files will be stored:

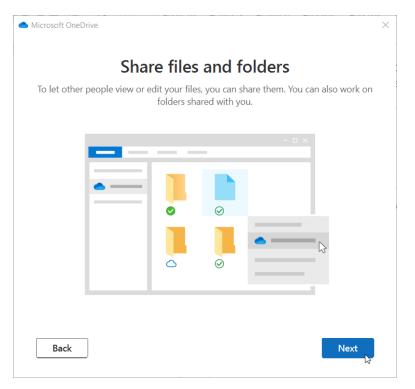
Microsoft OneDrive	×
Your OneDrive folder Add files to your OneDrive folder so you can access them from other devices and	
still have them on this PC.	
Your OneDrive folder is here	
C:\Users\ \OneDrive - Acme Widgets	
Change location Next	

(If necessary, you can change this location with the Change location link.)

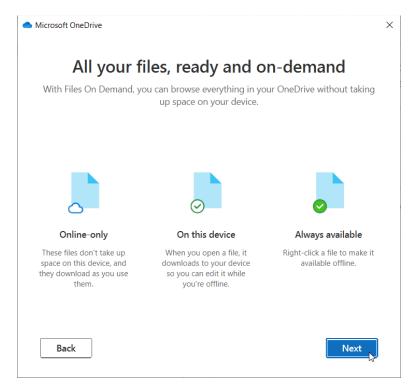
Another dialog box shows you the instruction to add items into the OneDrive folder. Click **Next** to continue:



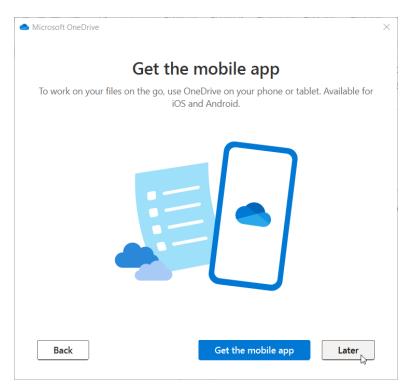
Another dialog box – Share files and folders – will appear. Click Next to continue:



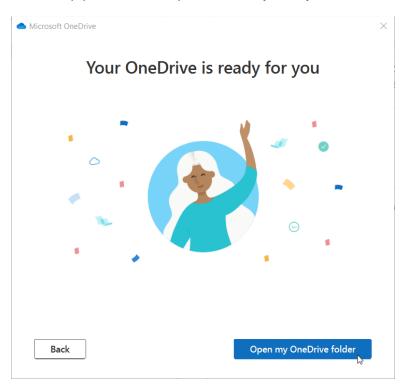
Set your preference and click Next to continue:



A dialog box that invites you to use the OneDrive mobile app will appear. Click **Later** to continue:



The set up process is complete. Click **Open my OneDrive** folder to finish:



File Explorer will now open to your OneDrive for Business folder:

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Documents	MS Word 365 Part 3 tmp-dk	0	2020-05-22 11:	88 AM File folde			
Downloads	Notebooks	\odot	2020-05-22 11:	88 AM File folde			
•	Activity 1-1	0	2020-01-15 11:	0 AM Microsoft	Word D 40 KB		
Music	Activity 2-1	△ 8	2020-01-17 4:33	PM Microsoft	Word D 369 KB		
Pictures	Activity 2-1-menu (1)	6	2020-01-18 7:44	PM Microsoft	Word D 369 KB		
Videos	Activity 2-1-menu	6	2020-01-19 9:56	5 PM Microsoft	Word D 340 KB		
🐛 Acer (C:)	Activity 5-1	۵	2017-04-16 1:23	PM Microsoft	Word D 11 KB		
Network	Activity 5-2	0	2017-04-16 2:13	PM Microsoft	Excel W 8 KB		
	Activity 5-3	6	2017-04-16 2:51	PM Microsoft	PowerPo 34 KB		

Sync One Drive for Business to Your Computer

Once the Sync feature has been configured, your OneDrive files will automatically be synced with the app. You can manually start a sync using the Sync command within OneDrive for Business:

	Documents - OneDrive x +						
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1	Recycle bin	Acme Widgets	January 27	Jane Gibson	7 items		

Back Up Files

With the OneDrive app on desktop, you will be able to back up files to the OneDrive PC folder backup to avoid any unwanted incidents of data loss. All the backed-up files are also available to access on other devices.

On the Windows taskbar, select the cloud icon (
) in the notification area:

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\checkmark	You're all s All files are ir			
Ope	en folder	View online	More	2:32
		~ 🔧 🗧 📼	(信 口)) ENG	2:32

Click More → Settings:

ConeDrive is up to date Acme Widgets					
	a il set are in sync				
	Open your OneDrive - Acme Widgets folder				
	Settings				
	View online				
	Pause syncing V				
	Manage storage				
	Get help				
	Send feedback				
	Close OneDrive				
	• ···				
Open folder	View online More				

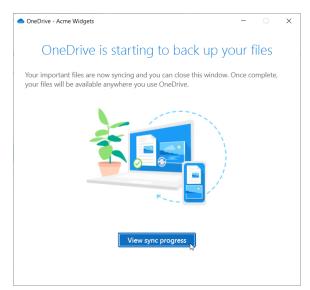
In the **Back up your folders** dialog box, check all the options for Desktop, Documents, and Pictures. Then, click **Start backup**:

 OneDrive - Acme Widgets 		- 🗆 X
Ва	ack up your fold	ers
	DneDrive. New and existing fi your other devices even if you	les will be added to OneDrive, a lose this PC. <mark>Learn more</mark> .
°		°
Desktop	Documents	Pictures
2 KB	2 KB	57 KB
Space left in OneDrive after s	selection: 1,024 GB	Start backup

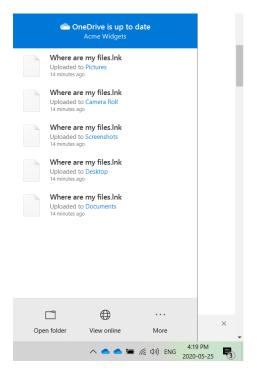
The setup process for backup will start immediately. A **Setting up folder backup...** notice will signal that the setup process is in progress:

OneDrive - Acme Widgets		
Ва	ick up your fold	ers
	DneDrive. New and existing fil your other devices even if you	es will be added to OneDrive, I lose this PC. Learn more.
Desktop	Documents	Pictures
Setting up folder backup		
Space left in OneDrive after s	election: 1,024 GB	

After a few seconds, another dialog box will indicate that "OneDrive is starting to back up your files." To check out the backup progress, click **View sync progress**:



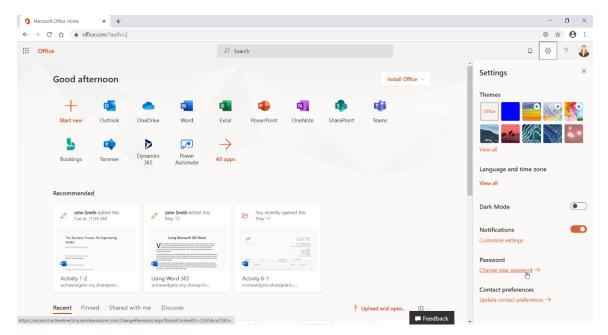
A pop-up pane will appear immediately above the notification area (on the Windows taskbar), showing the sync progress:



Protect Files

Microsoft has increased the security and privacy of users' information with the latest update. A number of measures such as an indicator for password strength, encryption on mobile devices, and the two-factor verification have been introduced to safeguard users' personal information.

From the Home page, click **Settings** \rightarrow **Change your password**:



On the **change password** page, type in your old password and a new password. A small bar under the Create new password box will indicate the strength of your new password. The stronger the password is, the more secured your login credentials will be.

change password					
Strong password required. Enter 8-256 characters. Do not include common words or names. Combine uppercase letters, lowercase letters, numbers, and symbols.					
User ID jgibson@acmewidgets.onmicrosoft.com					
Old password					
······					
Create new password					
h					
strong					
Confirm new password					
lb.					
submit cancel					

If your new password is at medium strength, the bar will change to orange with a red alert that suggests how to create a stronger password:

change password					
Strong password required. Enter 8-256 characters. Do not include common words or names. Combine uppercase letters, lowercase letters, numbers, and symbols.					
User ID jgibson@acmewidgets.onmicrosoft.com					
Old password					
·····					
Create new password					
lb					
medium					
Strong password required. Combine at least three of the following: uppercase letters, lowercase letters, numbers, and symbols.					
Confirm new password					
lb.					
submit cancel					

The bar will switch to red if your new password is too weak:

change password
Strong password required. Enter 8-256 characters. Do not include common words or names. Combine uppercase letters, lowercase letters, numbers, and symbols.
User ID
jgibson@acmewidgets.onmicrosoft.com
Old password
[]1
Create new password
B
weak
Strong password required. Combine at least three of the following: uppercase letters, lowercase letters, numbers, and symbols.
Confirm new password
lb.
submit cancel

Re-type the new password to confirm, then click **submit** to finish:

change password	
Strong password required. Enter 8-256 charac include common words or names. Combine up letters, lowercase letters, numbers, and symbo	opercase
User ID	
jqibson@acmewidgets.onmicrosoft.com	
Old password	_
	1
Create new parsword	
Create new password	
strong	
Confirm new password	
	1
submit cancel	

You will be redirected to the homepage.

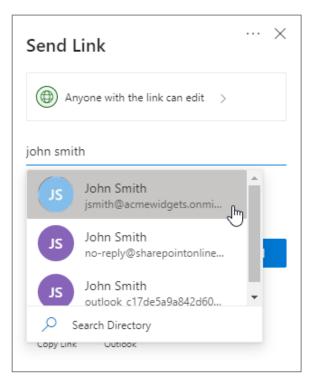
Activity 3-2: Collaborating Using OneDrive for Business

In this exercise, you will share a file with a member in your organization. You will also configure the sync feature.

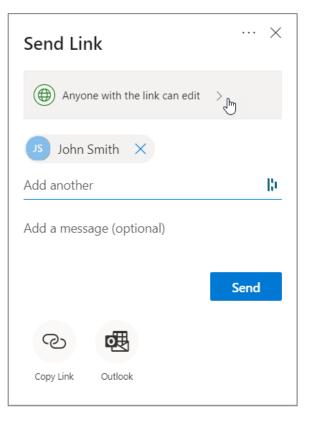
- **1.** Ensure you have completed Activity 3-1.
- 2. Ensure that the OneDrive for Business app is installed on your PC.
- 3. Right click the Activity 3-1 file, then click Share:

Files - OneDrive	× +						- a ×
← → ♂ ☆ â acmewic	lgets-my.sharepoint.com/personal/jgibson	_acmewidgets_onmicro	osoft_com/_layouts/15/o	nedrive.aspx			x 🥥 E
::: OneDrive		🔎 Search					0 @ ? (6
Jane Gibson	🗊 Open 🖂 🖻 Share 🔏 Copy li	nk 🛓 Download 🥤	🔋 Delete 📫 Rename	🕫 Automate 🗸 🗈	Move to 🌓 Copy t	01	$\downarrow = \text{Sort} \lor \ \times \ \equiv \lor \ \bigcirc$
My files							
③ Recent	Files						
۶ ^R Shared							
S Discover	🗅 Name 🖂		Modified $ \smallsetminus $	Modified By $ \smallsetminus $	File size \smallsetminus	Sharing	
C Recycle bin	Exercise Files		3 days ago	Jane Gibson	0 items	Private	
Shared libraries	Others	Open	> _{iys ago}	Jane Gibson	44 items	Private	
PT	Documents	Preview	/ 25	Jane Gibson	6 items	Private	
A0	Pictures	Share Copy link	125	Jane Gibson	3 items	Private	
	Desktop	Manage access	125	Jane Gibson	1 item	Private	
	Activity 3-1.docx	Download	iys ago	Jane Gibson	15.0 KB	Private	
Create shared library		Delete					
		Move to					
		Copy to					
		Rename					
		Automate	>				
Get the OneDrive apps		Version history					
Return to classic OneDrive		Details					

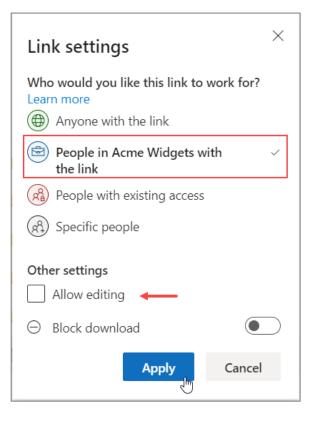
4. Type in one of your team member's names, then select the name from the Search Directory:



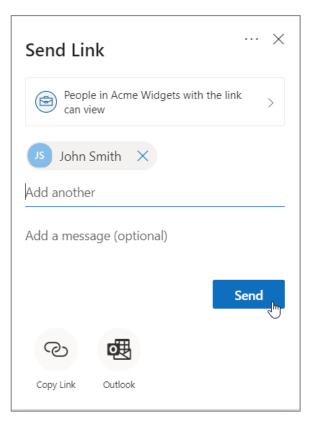
5. Click the menu box above to open the Link settings window:



6. Select People in [Your Organization] with the link and uncheck the Allow editing checkbox. Then, click Apply to return to the Send Link window:



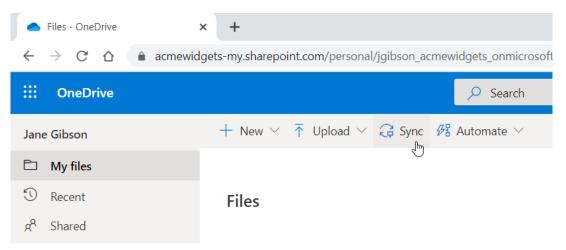
7. Click Send to finish:



8. You will receive a pop-up notification:

Files Page 2 Automate Description Page 3 Page 3 Automate Description Page 3 Page 3 <th></th> <th></th> <th>t.com/personal/jgibson_acmewidg</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th>\$</th> <th></th>			t.com/personal/jgibson_acmewidg							\$	
Moffiei	OneDrive			Search						© ?	JG
Files Files Image: Control of the sector of the secto	ne Gibson	🗊 Open 🗠	🖻 Share 🕲 Copy link 🞍 D	ownload 📋 (Delete 🛋 Rename	👫 Automate \vee 🗈	Move to 🌓 Copy t	o	$\downarrow =$ Sort ${\bf \curlyvee}$	× = ~	0
Parter Participant Discover District Recycle bin Image: Second Se	My files			×							
Discover Particite / Martine / Marti	Recent	Files									
Recycle bin 5 Exercise Files 3 days aga Jane Gibton 0 tiens Private ared libraries Others 3 days aga Jane Gibton 44 kma Private Documents May 25 Jane Gibton 6 kma Private Dedotop May 25 Jane Gibton 3 kma Private Dedotop May 25 Jane Gibton 1 kma Private Dedotop May 25 Jane Gibton 1 kma Private Dedotop May 25 Jane Gibton 1 kma Private	Shared		Link sent								
areal libraries 0 thers 3 days saps Jane Gibton 44 kmm Private Documents May 25 Jane Gibton 6 kmm Private Pictures May 25 Jane Gibton 3 kmm Private Dedotop May 25 Jane Gibton 1 kmm Private Dedotop May 25 Jane Gibton 1 kmm Private Dedotop May 25 Jane Gibton 1 kmm Private Dedotop Jane Gibton 1 kmm Private	Discover	D			Modified $ \smallsetminus $	Modified By $ \smallsetminus $	File size $$	Sharing			
Others J drys app Jane Usbon 44 drms Private Documents May 25 Jane Gibon 6 drms Private Pictures May 25 Jane Gibon 3 drms Private Dasktop May 25 Jane Gibon 1 tem Private Image State May 25 Jane Gibon 1 tem Private Image State May 25 Jane Gibon 1 tem Private	Recycle bin		Exercise Files		3 days ago	Jane Gibson	0 items	Private			
Pictures May 25 Jane Gibson 3 Items Private Deskop May 25 Jane Gibson 1 item Private Image: Activity 3-1.docx L ² 1 days ago Jane Gibson 15.0 KB Private	ared libraries		Others		3 days ago	Jane Gibson	44 items	Private			
Desktop May 25 Jane Gibson 1 Item Private Image: Activity 3-1.docx L2 : 3 days ago Jane Gibson 13.0 KB Private			Documents		May 25	Jane Gibson	6 items	Private			
Activity 3-1.docx L2 : 3 days apo Jane Gleson 15.0 KB Private			Pictures		May 25	Jane Gibson	3 items	Private			
			Desktop		May 25	Jane Gibson	1 item	Private			
Create shared library		o 🖬	Activity 3-1.docx	e :	3 days ago	Jane Gibson	15.0 KB	Private			
	Create shared library										
	et the OneDrive apps										

9. Now, let's set up the sync feature. Click the **Sync** button on the top bar:



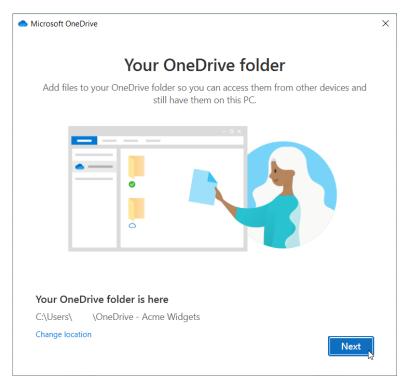
10. Click **Open Microsoft OneDrive** if you are prompted to switch apps:

$+$ New $ imes$ 3	Ť Upload ∨ 🔒 Sync 🦧 A	Open Microsoft OneDrive? https://acmewidgets-my.sharepoint.com wants to open this application.	
Files			
	Name 💛 Exercise Files		File size \checkmark 0 items
	Others	k 🍖 /	44 items
	Documents		6 items
	Pictures		3 items
	Desktop		1 item
	Activity 3-1.docx		15.0 KB
		Getting ready to sync	
		We are connecting to OneDrive on your device. If there is no response, you may need to get the latest version of OneDrive.	

11. If you are prompted to sign in, enter your e-mail address and click **Sign in**:

Microsoft OneDrive	×
Set up OneDrive Put your files in OneDrive to get them from any device.	
jgibson@acmewidgets.onmicrosoft.com	
Create account Sign in	

12. Then, click **Next** to accept the default location where OneDrive for Business files will be stored:



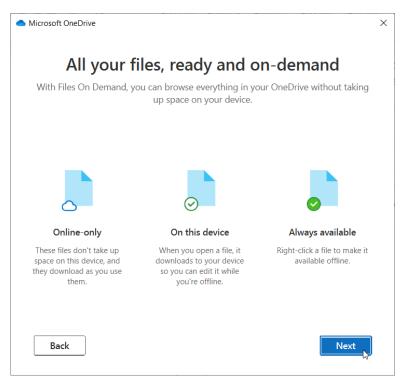
13. Click Next to continue:

 Microsoft OneDrive 	×
Get to know your OneDrive	
To add items, drag or move them into the OneDrive folder.	
- ¤ ×	
<u>a</u>	
_	Next

14. Click Next to continue:

Microsoft OneDri	ve	×
To let other p	Share files and folders eople view or edit your files, you can share them. You can also work on folders shared with you.	
Back	Next ১ল	

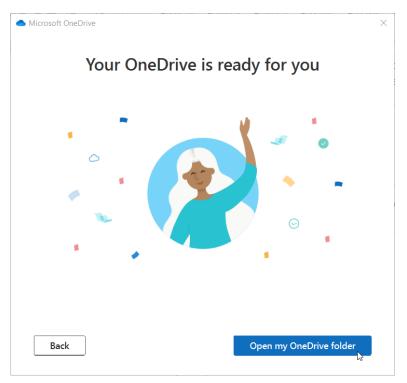
15. Click Next to continue:



16. Click Later to continue:

Microsoft OneDrive	×
Get the mobile app To work on your files on the go, use OneDrive on your phone or tablet. Available for iOS and Android.	
Back Get the mobile app	

17. Click Open my OneDrive folder to finish:



18. File Explorer will now open to your OneDrive for Business account. Confirm that all files are present:

Home Share View Home Share View Copy path Paste shortcut	Move Copy Delete Rename	New item *	Properties	Select all Select none				~ (
cess Paste shortcut	to v to v v Organize	folder New	• History	nvert selection Select				
	ve - Acme Widgets	New	Open	Select		~ Ū	Search OneDrive - Acme Wid	p
Creative Cloud Files	Name	Status	Date modified	Туре	Size			
	Desktop	Ø	2020-05-25 4:05 PM	File folder				
OneDrive - Acme Widgets	Documents	6	2020-06-12 3:28 PM	File folder				
Desktop	Exercise Files	0	2020-06-12 4:24 PM	File folder				
Documents	Others	0	2020-06-12 3:29 PM	File folder				
Exercise Files	E Pictures	ø	2020-05-25 4:05 PM	File folder				
Others	Activity 3-1	○ 8	2020-06-12 3:33 PM	Microsoft Word D	16 KB			
E Pictures								
OneDrive								
This PC								
3D Objects								
Desktop								
Documents								
Downloads								
Music								

19. Close File Explorer and your internet browser to complete this activity.

TOPIC C: Using Delve

Delve is a cloud-based solution that allows you to view activity across your organization's Microsoft 365 environment. Think of it as an automatically populated feed where you can see everything relevant that is happening around you.

Topic Objectives

In this session, you will learn:

- What items Delve provides access to
- How to search and share in Delve
- How to add search results to your favorites
- About Delve boards

What is Delve?

Delve provides quick, easy access to documents, people, conversations, and activities linked to your user account. Users will only see documents they already have permissions for; items not shared with them will never be accessible.

To open Delve, log into your Microsoft 365 account. Then, click the **Delve** tile on your landing page or from the app launcher pane:

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\leftrightarrow \rightarrow C \triangle end office.com/apps	s?auth=28thome=1			• 🖈 🥥 :
		🔎 Search		₽ ⊗ ? 1 6
← Back	Tips and Tricks			
$\mathcal P$. Search all of your apps	Tips and Tricks			Add-Ins o
Microsoft 365	eduling for you	Calendar Schedule and share meeting and event	Delve Get personal insights and relevant infor	Dynamics 365 Break down the silos between your busi
Add-Ins				
Bookings) data, model an	Forms Create surveys, quizzes, and polls and e	Kaizala A simple and secure mobile chat app fo	MyAnalytics Create better work habits with insights i
Calendar		_	_	
P Delve	your files in on	OneNote Capture and organize your notes across	Outlook Business-class email through a rich and	People Organize your contact info for all your f
Dynamics 365				Dever Deint
X Excel	nd assign tasks,	Power Apps Build mobile and web apps with the dat	Power Automate Create workflows between your apps, fil	PowerPoint Design professional presentations.
Forms		Stream	Sway	Tasks
🕑 Kaizala	ent, knowledge,	Share videos of classes, meetings, prese	Create and share interactive reports, pr	Create and manage tasks in Outlook.
MyAnalytics	based team wor	To Do Manage, prioritize, and complete the m	Whiteboard Ideate and collaborate on a freeform ca	Word Bring out your best writing.
CneDrive				
N OneNote	and classmates			
Explore all your apps https://acmewidgets-my.sharepoint.com/_layouts/	15/me.aspx?origin=shell			Feedback

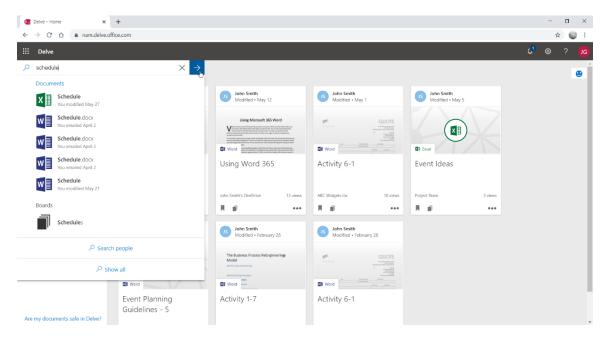
The Delve home page will then be displayed in a new tab:

1 Microsoft Office Home	× 🙋 Delve – Home 🛛 🗙 🕂					- 0 ×
← → C ☆ 🔒 nam.	delve.office.com					☆ ● : 4 @ ? JG
✓ Search						٩
<u>ሰ</u>	Popular	John Smith Modified • May 12	John Smith Modified • May 1	John Smith Modified + May	y 5	
	The Business Process ReEngineering Model dated; legendated Ge	Using Microsoft 365 Word	QU In and the second se			
John Smith	Marting Processors Reconstruction and and World Institution	 International and the second se	Gill Word	er de la constante		
Safety Team	Activity 1-2	Using Word 365	Activity 6-1	Event Ideas		
Jane Gibson	John Smith's OneDrive	John Smith's OneDrive	ABC Widgets Inc	Project Team		
Boards	月前 …	. III	H #	••• J #	•••	
Schedules	John Smith Modified • February 26	John Smith Modified • February 26				
	The Business Process Participations Model	CUUTE				
	Word was	Word Word				
	Activity 1-7	Activity 6-1				

The most popular and relevant documents will immediately be displayed, but you can also use the navigation pane on the left to view your items, favorite items, and the pages of people you are associated with.

Search Using Delve

To find a particular item in Delve, type the search term(s) in the Search field on the left side. Results will be displayed as you type. Select any result to open. If you want to display all the results, click the right arrow next to the search box:

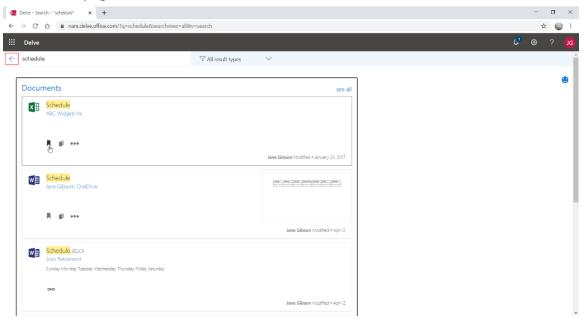


The results will be shown in more detail. You can scroll down to view more documents. Click **see all** to display all the results:

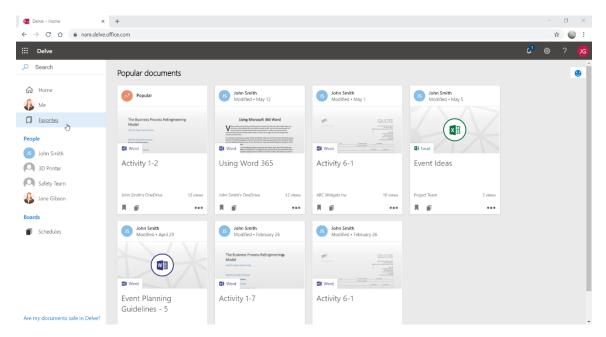
e 0)elve – Sea	rch-"schedule" × +					σ	×
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	Delve				¢1	۲	?	JG
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	Docur	nents		see बु				•
	×	Schedule ABC Widgets Inc						
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	w	Schedule Jane Gibson's OneDrive		Int. Non. Som. Rath Som. In. Mon.				
		П 🗊 •••						
				Jane Gibson Modified • April 2				
	W	<mark>Schedule</mark> .docx Joës Retirement Sunday Nonday Tuesday Wednesday Thursday Friday Saturday						
https://n	am.delve.c	œe office.com//q=schedule&searchview=all&v=search#		Jane Gibson Modified • April 2				Ţ
https://n	am.delve.c	office.com/?q=schedule&searchview=all&v=search#						*

Add Results to Favorites

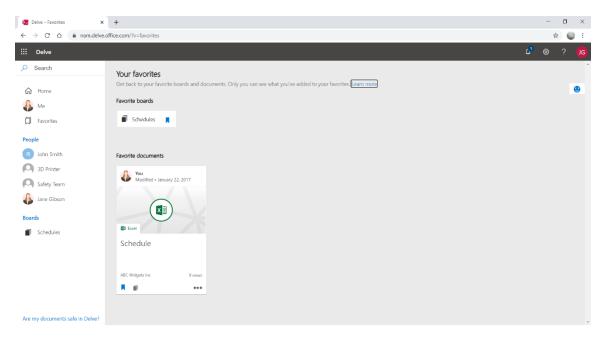
To add any Delve items from the search results to your favorites, click the **bookmark** icon (**I**) in the bottom left corner of it. Then, click the left arrow next to the search box to return to the homepage:



Select the Favorites menu to open:

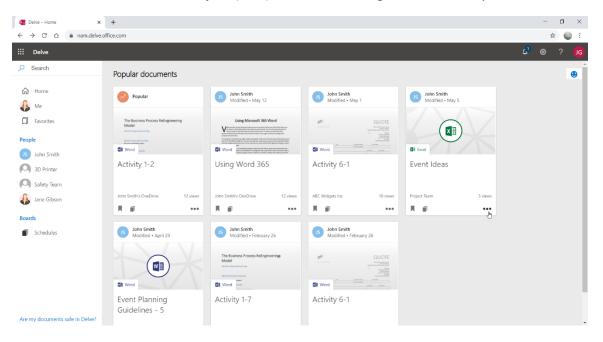


The item can now be seen in the Favorites group:

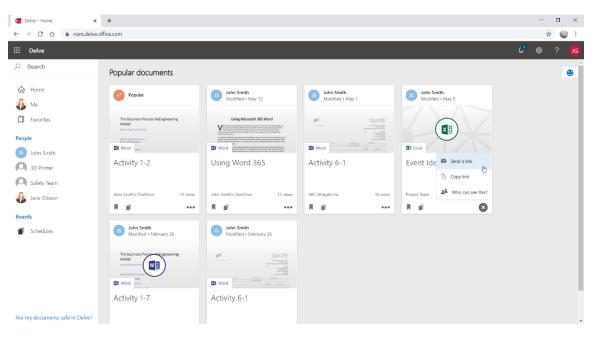


Share with Delve

To share an item, click the ellipsis (•••) in the bottom right corner of any document:



Then, click Send a link:

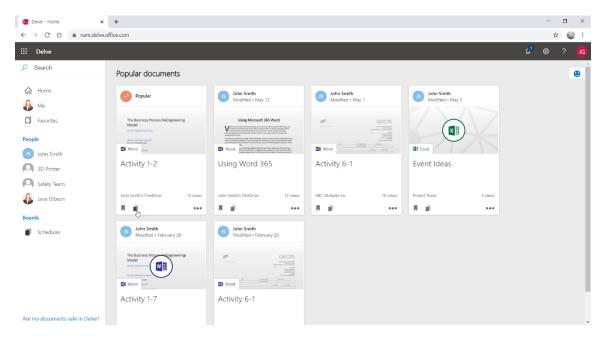


An email pop-up window will appear with the link attached to a new email. Choose the recipients and click **Send**:

	Inbox - Onmicrosoft 2	-	٥
≡	Search 🔎 🖓 🗐	Format Insert Options	> Send
+	Focused Other All Y	B I U ∠ A → I E E = → Heading 1 → 9 Undo C ⁴ Redo	Le ²
8.	June 3, 2020	From: jgibson@acmewidgets.onmicrosoft.com	
	Acme Widgets on Yammer Updates from All Company Wed 06-03 Acme Widgets Updates from your Y	To: <>; John Smith; A C	Cc & Bcc
	May 27, 2020	Hi,	
	Microsoft Teams You have been added to a team in 2020-05-27 Microsoft Teams John added you to	Have a look at 'Event Ideas': https://acmewidgets.sharepoint.com/sites/ProjectTeam2/_layouts/15/Doc.aspx?sourcedoc=%78E3F7DA7C-AAC8-45D0-9EDB-991DF4CDC314%7D&file=Event% 20Ideas.xizx&action=default&mobileredirect=true&DefaultitemOpen=1	
	April 23, 2020	Jane Gibson	
	Microsoft Teams You have been added to a team in 2020-04-23 Microsoft Teams John added you to	Sent from Delve - https://nam.delve.office.com/?origin=SendALink Sent from <u>Mail</u> for Windows 10	
Ľ	Microsoft Teams You have been added to a team in 2020-04-23 Microsoft Teams John added you to		
	February 26, 2020		
	Jane Gibson > Jane Gibson shared "Activity 1-7" 2020-02-26 Jane Gibson shared a file with you I		
*	Jane Gibson > Jane Gibson shared "Activity 1-7" 2020-02-26 Jane Gibson shared a file with you I		
@	February 12, 2020		

Use Boards

Boards in Delve act like folders, giving you the ability to manage search results and frequent documents. Your boards will also be available to others in your organization. To manage your boards, click the **Manage boards** stacked icon (**•**) in the bottom left of any Delve search result:



In the dialog box that appears, enter the name of the board to which you want to add the result. Or, enter a unique name to create a new board:

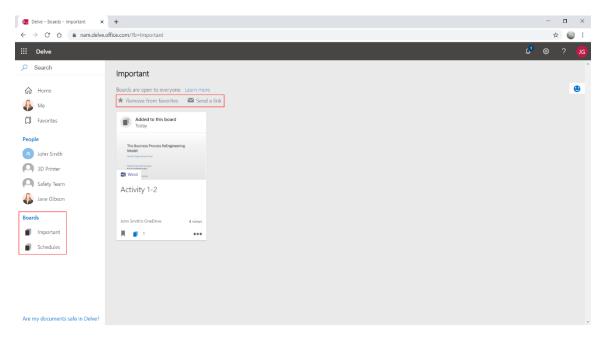
Popular documents		
Popular	John Smith Modified • May 12 J5 John Smith Modified • May 1	John Smith Modified • May 5
The Business Process ReEngineering Model sensity organizational Gap	Activity 1-2	
Stantify Existing Processes Browner and a service B Word carses	Manage boards	C Excel
Activity 1-2	Usir Make it easier for you and others to find this document by adding it to a board.	Event Ideas
John Smith's OneDrive 12 views	John Sr	Project Team 3 views
John Smith Modified • February 26	JS Important	
The Business Process ReEngineerings Model	CUOTE Minimum	
Word Costs		
Activity 1-7	Activity 6-1	

Once you press **Enter**, the Delve result will be added to the specified board (and the board will be created, if necessary):

Activity 1-2		×
Manage boards		
Important X		
Add to a board	ł	

You can now add the results to more boards, or close the pop-up window to go back to Delve.

You can access boards from the navigation pane, and share or remove them using the commands at the top of the board window:



To remove an item from a board, click the stacked icon again to open the pop-up dialog box. Here, you can click the **X** to remove the item from a board:

nportant			
pards are open to everyon	e. Learn more		
Remove from favorites	Send a lini	<	
Added to this board Today		Activity 1-2	
The Business Process ReEnginee Model	ering	Manage boards	
Identify Diganizational Gap Identify Existing Processes Revenue Induced are market		Important ×	
Activity 1-2			
John Smith's OneDrive	4 views		
 1 		Add to a board	

You can also add the item to other boards by typing the appropriate name in the **Add to a board** field.

Activity 3-3: Using Delve

In this activity, you will view your personal Delve page and manage its results.

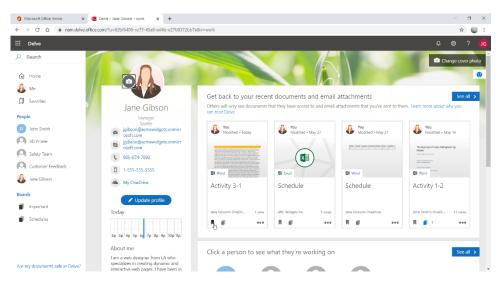
- **1.** Ensure you have completed Activity 3-1.
- 2. Open a browser and log into your Microsoft 365 site.
- 3. Click the **Delve** tile on your landing page:

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Office		, P Search			Ф 🍭 ? 🚺
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	+ 🔤	- 🖷 🖷	🔹 🚮 🦚	aji 🖢 🛛	
	Start new Outlook	OneDrive Word Excel	PowerPoint OneNote SharePoint	Teams Bookings Yam	imer
	Dynamics Power 365 Automate	Delve ↓			
	Recommended				
	Vou edited this May 27	You recently opened this May 27	You recently opened this May 27	You recently opened this May 26	
	a		Ø	6	
	Schedule acmewidgets.sharepoint.c	Safety Inspection Checklist acmewidgets.sharepoint.c	New Hire Training acmewidgets.sharepoint.c	Department Template acmewidgets.sharepoint.c	
https://acmewidgets-my.shar	Recent Pinned Shared w repoint.com/_layouts/15/me.aspx?origin=shell	ith me Discover		↑ Upload and open	🖽 🛩 📮 Feedback

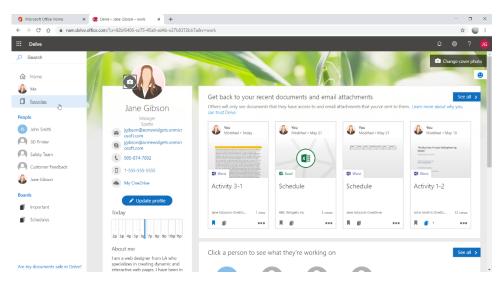
4. The Delve homepage will be opened in a new tab. Click **Me** from the navigation pane to view your personal Delve page:

Interest Office Home x ← → C ☆ @ nam.delve.o	Dehre - Home + Hice.com				- a × * @ :
III Delve					o 🚳 ? 🚾
✓ Search	Popular documents				
🕅 Home	Popular	John Smith Modified - May 12	John Smith Modified + May 1	John Smith Modified - May 5	
🌡 🗠 🔥	-	Modified - May 12	Modified • May 1	Modified - May 5	
Favorites	The Business Process ReEngineering Model texts Operative Las	Using Microsoft 365 Word	CUOTE BUILDE		
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Boards	John Smith Modified • April 29	John Smith Modified + February 26	John Smith Modified • February 26		
Important					
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	Event Planning Guidelines - 5	Activity 1-7	Activity 6-1		
Are my documents safe in Delve?					

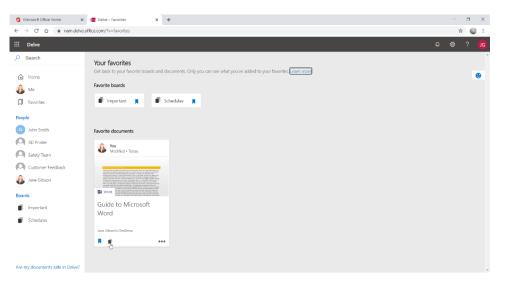
5. You should see Activity 3-1 on your personal results page. Click the **bookmark** icon to add it to your Favorites:



6. Click the Favorites link from the navigation pane:



7. You should see Activity 3-1 listed in the results. Click the **stacked** icon to add it to a board:



8. Let's create a new board for this item. Type "Activities" in the **Add to a board** field and press **Enter**:



Make it easier for you and others to find this document by adding it to a board.

Project Notes
Activities

9. The board will now be created and the item will be added. **Close** the pop-up dialog box to return to Delve:

Guide to Microsoft Word	×
Manage boards	
Activities X	
Add to a board	

10. The new board will now be displayed with the result we have added:

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	Favorite boards	
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(If the board is not displayed, click its link in the navigation pane.)

11. Log out of Microsoft 365 and close your browser to complete this activity.

Summary

In this lesson, you learned how to share files and collaborate using OneDrive and Delve. You also learned about the OneDrive for Business app and how to sync your OneDrive for Business account with your computer.

Review Questions

- 1. Is the OneDrive for Business account separate from your personal OneDrive account?
- 2. What is the purpose of the Discover feature in OneDrive?
- 3. What is Delve?
- 4. How do you create a board in Delve?
- 5. What set of apps is used to create new files via OneDrive?

LESSON 4: MANAGING USERS

Lesson Objectives

In this lesson you will learn how to:

- Get started as an administrator
- Manage users, groups, and resources in Microsoft 365

TOPIC A: Getting Started as an Administrator

In your role as a Microsoft 365 administrator, you may be required to perform many different tasks. In this topic, we will discuss what your role may look like and explore some of the key tools you may use.

Topic Objectives

In this session, you will learn:

- About your role as an administrator
- How to open and navigate the Admin Center
- How to use the Message Center and the Service Health Center

What is an Administrator?

In general, the term **administrator** is given to the user role with the highest level of privileges in a particular system or software application. In the case of Microsoft 365, the top-level administrator is called the **global administrator**. This role has access to all administrative features across Microsoft 365 and can grant administrative access to other users. Typically, very few users have this role.

Microsoft 365 also has several **specialized administrator types** which have administrative access to only specific areas. These roles include:

- Billing administrator (manages purchases, subscriptions, support, and service health)
- User management administrator
- Password administrator
- Compliance administrator
- Service administrator

Certain **Microsoft 365 services** (such as SharePoint, and Exchange) also have **separate administration roles**, and in certain cases, sub-sets of those roles. This allows an organization to assign an administrator for each of these services without providing administrative-level access to the entire Microsoft 365 suite.

Navigate the Admin Center

If you are an administrator, you will see an **Admin** tile in the app launcher pane and on your landing page:

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Let's take a closer look at the Admin Center:

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You will see the **App launcher** and **Microsoft 365 admin center shortcut (1)** in the top left corner of the window. Below this, you will see the **navigation pane (2)**. Simply click a category in this pane to see related commands, and then click a command to change your

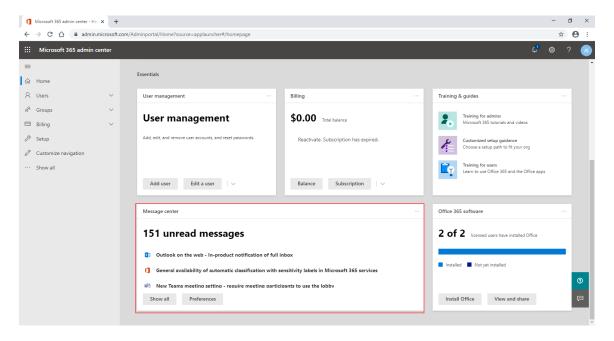
view. You can also collapse the navigation pane to hide it using the menu button (\equiv) at the top.

To the right of the navigation pane, you will see a **search field (3)**, the **Add card** button which allows you to add information cards to the **Essentials** display below, the **Dark Mode**, and **the latest update features (What's new?).** You will also find a toggle to switch to the **old Admin Center (4)**. The **center part of the window (5)** displays different cards with information, links, and tools related to the selected category.

In the bottom right corner of the window, you will see links for help and feedback (6).

Use the Message Center

The Message center alerts you about changes to Microsoft 365. You can see a snapshot of it by scrolling down in the Home category of the Admin Center:



Or, you can first click the ellipsis (····) **Show All** to expand the navigation pane:

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Then click the **Health** category and click **Message center** to open the full tool:

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This will display a list of all active messages, sorted by date:

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^	General availability of automatic classification with sensitivity labels in Microsoft 365 servi	:		Stay Informed	May 28, 2020			
	Wew Teams meeting setting - require meeting participants to use the lobby	:		Stay Informed	May 28, 2020			
	(Updated) New Feature: Poll added to Outlook	:		Stay Informed	May 27, 2020			
	Feature Update: Teams meeting call and meeting chat size to increase to 350	:		Stay Informed	May 27, 2020			
	Office 365 Groups will become Microsoft 365 Groups	:		Stay Informed	May 27, 2020			
	Manage which accounts can log in to Teams via enrolled mobile devices	:		Stay Informed	May 26, 2020			
	nicrosoft.com enter	Acree Widgets All active messages gives you a high-level overview of a planned change and how it may affect your users, and links out to more detailed information to help you prepare. Learn more about managing changes All active messages High importance All active messages High importance Message tile Coutlook on the web - In-product notification of full inbox Coefficients Message tile Coutlook on the web - In-product notification of full inbox Coefficients Message tile Coutlook on the web - In-product notification of full inbox Coefficients Message tile Coutlook on the web - In-product notification of full inbox Coefficients Message tile Coutlook Coefficients C	Arresult.com/Adminportal/Home3zource=applauncher#/MessageCenter	All active messages High importance Unread messages Archived messages Message tile Act by	Acres Widgers At acres and links out to more detailed information to help you prepare. Learn more about managing changes All active messages High importance Unread messages Archived messages All active messages High importance Unread messages Archived messages All active messages All active messages All active messages Act by Cetepory Cetepo			

Click a message to view its contents in a new window:

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iii Microsoft 365 admin	center		4' 🚳 ? 👧
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යා Home , Users	~	Message center	Outlook on the web - In-product notification of full inbox
R ^Q Groups P _B Roles	~	Each message gives you a high-level overview of a planned change and how it may affect your users, and links out to more detailed information to help you prepare. Learn more about managing changes	MC214532. Stay Informed. Published date: May 28, 2020
Resources	×	All active messages High importance Unread messages Archived messages	Whenever someone has used 90% or more of their inbox capacity. Outlook on the web will display a notification until the user reduces stored messages to below 90% of inbox capacity.
SupportSettings	~	금 Archive 디 Mark as unread id Share	This message is associated with Microsoft 365 <u>Roadmap ID 64275</u> . When this will happen
 Setup Reports Health 	~	Message title Cutlook on the web - In-product notification of full inbox	 We will begin rolling out this feature to production tenants in mid-June: the rollout will be complete by the end of June. We will then roll out the feature to the remainder of our tenants in early July; the rollout will be complete by the end of July.
Service health Message center		 General availability of automatic classification with sensitivity labels in Microsoft 36! New Teams meeting setting - require meeting participants to use the lobby 	How this will affect your organization Users will see a notification in Outlook on the web that states that their inbox storage has reached at least 90% of its capacity. This message appears on the bottom of the folder
Admin centers		(Updated) New Feature: Poll added to Outlook Feature Update: Teams meeting call and meeting chat size to increase to 350	real-real at tests 50 kb ins Capacity. This message appears on rule bound or the indeer column. It includes a direct link to settings, where the user can address the storage issue by deleting emails.
Compliance		Office 365 Groups will become Microsoft 365 Groups	E + Hee-message Benefit helder Benefit helder
Azure Active Directory	4	Manage which accounts can log in to Teams via enrolled mobile devices	Share Archive

In this view, you can use the tools at the top of the message to Copy the Link, Mark the message as Unread, Like, or Dislike the message. You can also Share or Archive the message with the tools at the bottom of the message. To close the message, click the (\times) in the top right corner and you will return to the Message Center.

Use the Service Health Center

The other tool in the Health category is **Service health**. Here, you can view the status of each service, as well as any advisories:

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e	Support	~					
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	Message center		Microsoft Forms Healthy				
Adr	nin centers		Microsoft Kaizala Healthy		0		
	Security		Microsoft Power Automate Healthy				
	Compliance		Microsoft Power Automate in Microsoft 365 Healthy				
49	Azure Active Directory	-	Microsoft StaffHub Healthy				

This page is helpful when assessing outages and troubleshooting user problems. The top headers allow you to view lists of All services, Incidents, Advisories, History and Reported Issues.

The **Report an issue** command allows you to file a problem for troubleshooting:

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한 Home 김 Users 우 Groups 은 Roles	* *	Service health	ted issues	Report an issue Tell us about a new outage, slowdown, or other service issue you're experiencing. If confirmed, we'll add it to the Incidents list so you can track its progress and resolution. View all recent issues reported by my organization	
 Resources Billing Support 	~ ~	View the health status of all services that are available v + Report an issue ③ Preferences	vith your current subscriptions.	Is this causing a significant impact to your business? *	
Settings	~	Name Exchange Online	Status 2 advisories	○ No Where is the issue occurring? *	
C Reports	~	Identity Service	Healthy	Service or product name	~
 Health Service health Message center 	^	 Microsoft 365 suite Microsoft Bookings 	Healthy Healthy	How would you categorize this issue? * Select an issue	
lmin centers		Microsoft Forms Microsoft Kaizala	Healthy Healthy	Briefly describe what is happening, including steps to reproduce the problem.	
Security		Microsoft Power Automate Microsoft Power Automate in Microsoft 365	Healthy Healthy	Enter a description	11
 Azure Active Directory 		Microsoft StaffHub	Healthy	Submit	

– Ø × 1 Microsoft 365 admin center - Ser × + \leftrightarrow \rightarrow C \triangle (I) Not secure | admin.microsoft.com/Admin.portal/Home?source=applauncher#/servicehealth ☆ 🛛 : ¢' @ ? ...s Acme Widgets ல் Home Preferences Service health A Users Send me service health notifications in email g^R Groups All services Incidents Advisories History Reported issues Roles View the health status of all services that are available with your current subscriptions Resources 🗇 Billing + Report an issue 🛞 Preferences C Support Name Status Settings Ø Setup Exchange Online 🗠 Reports Identity Service Healthy 😌 Health Microsoft 365 suite Service health Microsoft Bookings Healthy Microsoft Forms Health Admin centers 🥝 Microsoft Kaizala Healthy C Security Ø Microsoft Power Automate Compliance Microsoft Power Automate in Microsoft 365 Health Save Azure Active Direct

The Preferences command gives you the choice to receive notifications via email:

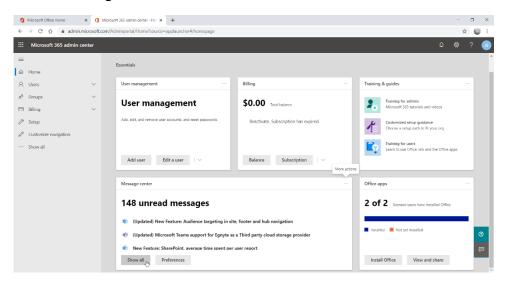
Activity 4-1: Getting Started as an Administrator

In this activity, you will explore the Admin Center.

- **1.** Open a browser and log into your Microsoft 365 site.
- 2. Click the Admin tile on your landing page:

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	A ^R Jane Gibson shared this with you 2h ago	AR Jane Gibson sh May 27	ared this with you			Tue at 2:	ntly opened this 19 PM	B		
	Jane Gibson shared this with you	R ^R Jane Gibson sh May 27	ared this with you	May 22		Tue at 2:	19 PM	B		

3. The Admin Center will be displayed in a new tab. Scroll down on the page and review its contents. Stop when you see the Message Center. Click **Show all** to open the full Message Center:



4. Review the available alerts:

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A Home A Users	~	Message center			
я ^R Groups	~	Each message gives you a high-level overview of a planned change and how it may affect your users, and links out to more detailed information to help you prepare. Learn more about managing			
P _■ Roles		changes			
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Q Support	~	(%) Preferences	149 items 🔎 S	earch 🛛 🖓 Fi	ter =
Settings	~				
🖉 Setup		Message title	Act by	Category	Last updated
🗠 Reports	~	(Updated) New Feature: Audience targeting in site, footer and hub navigation		Stay Informed	Jun 15, 2020
⊗ Health	^	6 (Updated) Microsoft Teams support for Egnyte as a Third party cloud storage provider	1	Plan For Change	Jun 15, 2020
Service health Message center		New Feature: SharePoint, average time spent per user report		Stay Informed	Jun 12, 2020
		New Feature: Cumulative analytics for SharePoint hubs		Stay Informed	Jun 12 Jun
Admin centers		We're improving Bookmarks in Microsoft Search		Stay Informed	Jun 1.
Security		Updates Available for Microsoft 365 Apps on all Channels		Stay Informed	Jun 1.
Compliance					

5. Click Service health from the Health category in the navigation pane, which should already be open:

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⁸ Groups	~	Each message gives you a high-level overview of a planned change and how it may affect your users, and links out to more detailed information to help you prepare. Learn more about managing			
Pa Roles		changes			
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© Settings ⊘ Setup ⊻ Reports ⊗ Health Service health	~	Message title (Updated) New Feature: Audience targeting in site, footer and hub navigation		Category Stay Informed	Lest upda Jun 15, 20 Jun 15, 20
Settings Setup Reports Health Service health Message center	~	Message tile Image: Message tile		Category Stay Informed Plan For Change	Lest updar Jun 15, 20 Jun 15, 20 Jun 12, 20 Jun 12, 20
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Settings Setup Reports Health Service health Message center	~	Message tile (Updated) New Feature: Audience targeting in site, footer and hub navigation (Updated) Microsoft Teams support for Egryte as a Third party cloud storage provider New Feature: SharePoint, average time spent per user report New Feature: Cumulative analytics for SharePoint hubs		Category Stay Informed Pian For Change Stay Informed Stay Informed	Lest updat Jun 15, 203 Jun 15, 203 Jun 12, 203 Jun 12, 203

6. Review the status of your services:

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Resources	~	View the health status of all services that are available with	your current subscriptions.		
Billing	~	+ Report an issue 🛞 Preferences			20 items 😑
Support Settings	×	Name	Status		
🖉 Setup		Exchange Online	1 incident [1 advisory		
🗠 Reports	~	Microsoft Teams	1 advisory		
⊗ Health	^	Ø Microsoft Bookings	Healthy		
Service health Message center		Ø Microsoft Forms	Healthy		
		Ø Microsoft Kaizala	Healthy		0
Admin centers		Ø Microsoft Power Automate	Healthy		
Security		Ø Microsoft Power Automate in Microsoft 365	Healthy		ē
Compliance		Microsoft StaffHub	Healthy		

7. Click the **Home** category to return to the home page:

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Microsoft 365 admi	in center				₽ @ ?
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		Ø Microsoft Kaizala	Healthy		
Admin centers		 Microsoft Power Automate 	Healthy		
Security		 Microsoft Power Automate in Microsoft 365 	Healthy		
Compliance ps://admin.microsoft.com/Adming		taffHub	Healthy		

8. Leave your browser open for the next activity.

TOPIC B: Managing Users

User management is a key part of many administrative roles. Proper user management reduces downtime and improves organizational security.

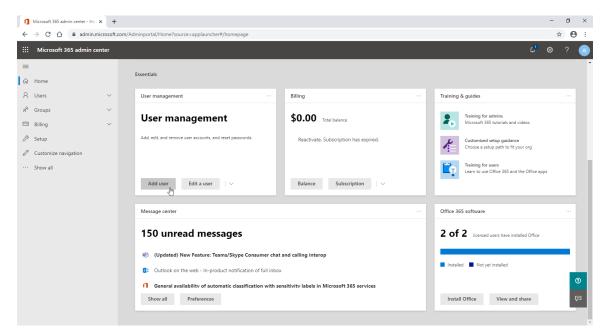
Topic Objectives

In this session, you will learn how to:

- Add, edit, and delete users
- Reset a user's password
- Add organizational contacts

Add a User

The easiest way to add a user is to click the **Add user** button from the User management card in the Admin Center home page:



You can also click **Users** → **Active users** from the navigation pane, and from the resulting screen click **Add a user**:

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=	Acme Widgets		Dark mode The new admin center
命 Home	Active users		
A Users ^			
Active users Contacts Guest users	① Due to a recent increase in Teams usage, when yo might not have access to some Teams features like	assign a Teams license to a user it may take around 24 hours before they'll be fully set up. Until calling and audio conferencing. Check status	then, you won't be able to assign Teams policies to them, and they
Deleted users A ^R Groups ✓	Suggested actions 2 RECOMMENDED		~
Billing ~	우, Add a user I User templates 었 Add n	ultiple users 👌 Multi-factor authentication 📋 Delete a user 🖒 Refresh	···
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	Boardroom A	boardrooma@acmewidgets.onmicrosoft.com Unlicensed	
	Edwin Bruce	ebruce@acmewidgets.onmicrosoft.com Unlicensed	
	George Delgado	g.delgado@acmewidgets.onmicrosoft.com Unlicensed	_
	Jane Gibson	jgibson@acmewidgets.onmicrosoft.com Microsoft 365 Busine	ss Standard , Microsoft Power Autom.
	John Smith	jsmith@acmewidgets.onmicrosoft.com Microsoft 365 Busine	ss Standard , Power BI (free)
	Michelle White	mwhite@acmewidgets.onmicrosoft.com Unlicensed	

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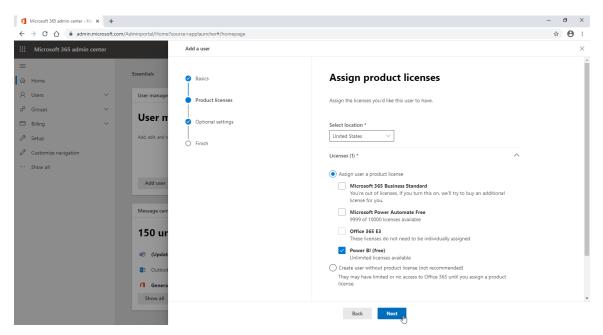
The **Add a user** window will be shown:

Here, you can enter all the user's details, including:

- First and last name
- Display name
- Username and domain (if you have multiple domains configured in Microsoft 365)

Fill in the information, then click **Next**:

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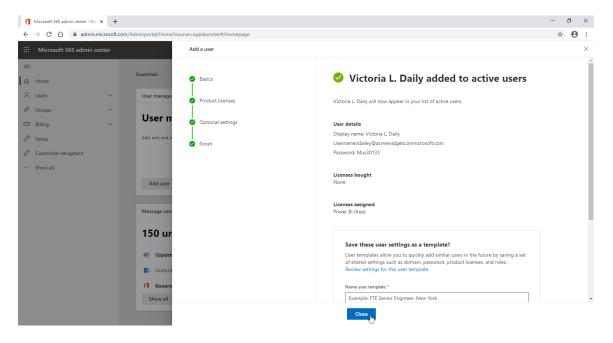


Choose the Location and Assign product licenses. Then, click Next to continue:

Select the **Roles** and fill in the **Profile info**. By default, the roles assigned would be Users. Click **Next** to continue:

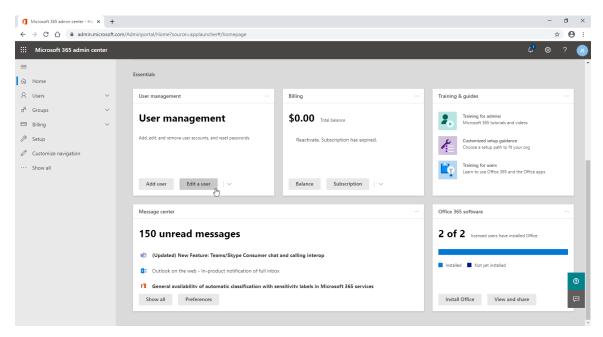
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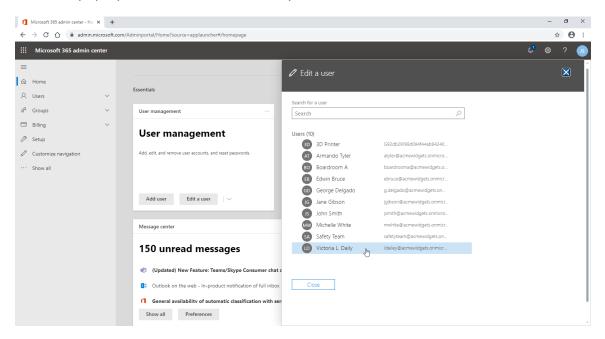
Click **Finish** to complete the process. The user will now be created, and you will see their password. Click **Close** to end the process:



Edit a User

After adding a new user, you can edit his/her information. From the Admin Center home page, click **Edit a user** in the User management card:





From the pop-up window, select the user you wish to edit:

The detailed information of the user will be displayed. From there, you can (1) change the profile picture, reset the password, restrict sign-in, or delete the user. You can also (2) edit other details by clicking the Edit link next to the related category of information. You can (3) change Mail and OneDrive settings by expanding the respective category at the bottom of the window:

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10 19 10	Groups Billing Setup Customize navigation	~	User management User management Add; edit, and remove user accounts, and reset passwords.	Username Product licenses Group memberships (0)	Idailey@acmewidgets.onmicrosoft.com Power BI (free) No groups for the user. Click edit to change group membership.	Edit Edit Edit	
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			Message center	Roles Preferred Data Location	User (no admin access)	Edit	
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After finishing editing, you can click the **X** to close, or scroll down and click **Close**:

Reset a User Password

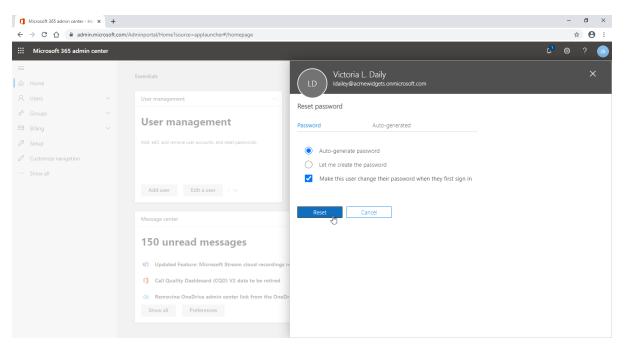
When you are editing a user, you will also see the **Reset password** command to reset their password:

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≡ ŵ Home	Essentials	LD Victoria L. Daily Idailey@acmewidgets.c		U 🛛
Q Users ∨ R ^Q Groups ∨	User management	Change Reset password	Age Block sign-in Image: Delete user Idailey@acmewidgets.onmicrosoft.com Idailey@acmewidgets.onmicrosoft.com	
 Billing Setup 	User management	Product licenses	Power BI (free)	Edit Edit
Customize navigation Show all	Add, edit, and remove user accounts, and reset passwords.	Group memberships (0)	No groups for the user. Click edit to change group membership.	Edit
	Add user Edit a user 🗸 🗸	Sign-in status Office installs	Sign-in allowed View and manage which devices this person has Office apps installed on.	Edit
	Message center	Roles Preferred Data Location	User (no admin access)	Edit
	150 unread messages	Contact information	Victoria L. Daily	Edit
	(Updated) New Feature: Teams/Skype Consumer chat a Outlook on the web - In-product notification of full inbox -	∼ 🖂 Mail Settings		
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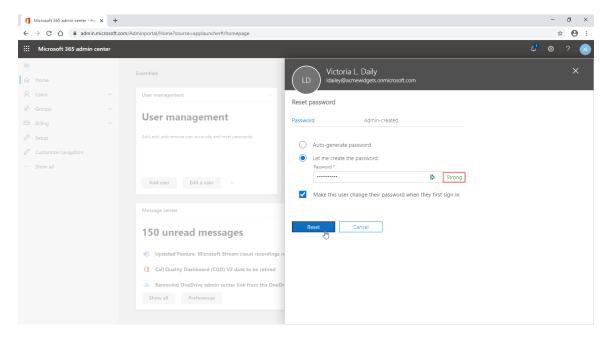
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D D		vigation		Add, edit, and remove user accounts, and r	reset passwords.	Reactivate. Subscription has expired.		Customized setup guidance Choose a setup path to fit your org			
	Show all	-		Add user Edit a user	~	Balance Subscription V		Training for users Learn to use Office 365 and the Office ap	ps		l
				Message center 150 unread messa	Reset password Delete user			fice 365 software of 2 licensed users have installed Office			
				Updated Feature: Microsoft : Call Quality Dashboard (CQD Removing OneDrive admin g Show all Preferences) V2 data to be retired			Installed Not yet installed		(

You can also find this link on the Admin Center home page:

If you choose this command, you will be prompted to select a user. If you want to use the auto-generated password option, leave everything as it is, and click **Reset**:



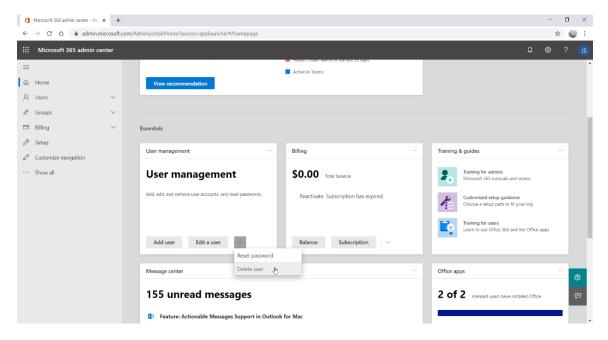
If you want to manually change the password, select the second option. A textbox will appear where you can input your new password. The password must be at least eight characters long, including at least three of the following: one upper case letter, one lowercase letter, a number, and a symbol. An indicator will let you know whether the password strength is Strong, Medium, or Weak. Once you finish, click **Reset**:



Delete a User

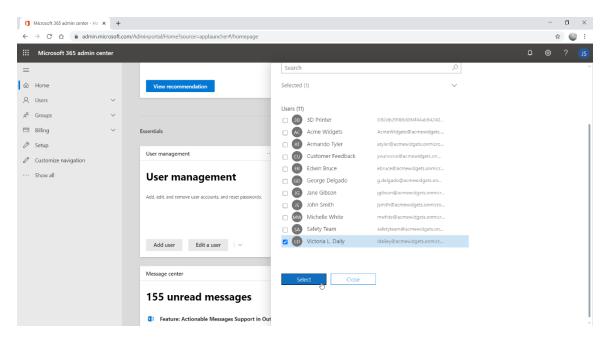
You can also delete a user from the editing screen:

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	Users	~	Recommended based on number of inactive Teams u	Change	🔍 Reset password	A Block sign-in 💼 Delete user				
	Groups Billing	č.	Help people get started	Username		Idailey@acmewidgets.onmicrosoft.com	Edit			
B	Setup		with Microsoft Teams	Product licer	ises	Power BI (free)	Edit			
	Customize navigation		Some of the people you've assigned Teams licenses to haven't used Teams in at least 30 days. Help them get started by sendir them an email with a quick intro to Teams.	Group memb	perships (0)	No groups for the user. Click edit to change group membership.	Edit			
	Show all			Sign-in statu	s	Sign-in allowed	Edit			
			View recommendation	Office installs	5	View and manage which devices this person has Office apps installed on.	Edit			
				Roles		User (no admin access)	Edit			
			Essentials	Preferred Da	ta Location					
			User management	Contact info	rmation	Victoria L. Daily	Edit			
			User management	∨ 🗹 Ma	il Settings					
		Add, edit, and remove user accounts, and reset passwords.	∨⊗ On	eDrive Settings					_	

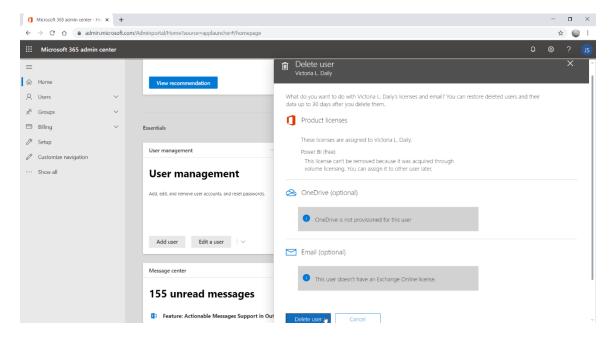


And, you can find a link to this task on the Admin Center home page:

If you choose this command, you will be prompted to select a user. Choose the user, then click **Select**:

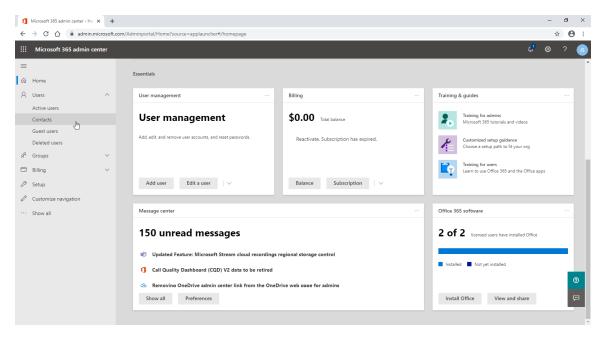


You will see a pop-up window. Read this information carefully! If you are sure you want to proceed, click **Delete user**:



Add Contacts

You can configure a master contact list to which all Microsoft 365 users have access. To begin, click Users \rightarrow Contacts in the navigation pane:



You will see the Contacts page:

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	Billing				~							
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	· Show al	I										
								This page is empty				
								Add your first item to see it in this list				
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To add a new contact, select Add a contact:

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	Conta					우, Add a contact	↓ Export contacts	🖒 Refresh									=	
		t users ted users				Contact nar	ne		Email			Company			Office phone			Mobil
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E	3 Billing	g			~													
b	Setup	þ																
6	⁹ Custo	omize navi	rigatio	n														
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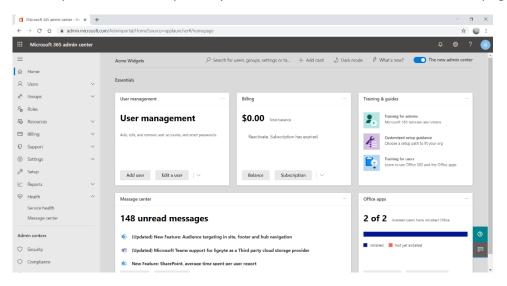
A pop-up window will be displayed, which allows you to fill in the information. You can also toggle the switch to make the address list visible to your members. Once you finish, click **Add**:

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=			Acme Widgets		New Contact		×	Î.
	Home		Contacts					-
	Users				Add a contact			
	Active users				First name Last name			- 1
	Contacts		🎗 Add a contact 🚽 Export contacts 💍 Refresh		la la			
	Guest users				Display name *			
	Deleted users		Contact name	Email	Email *			
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					Add 🔐 Close			Ŧ

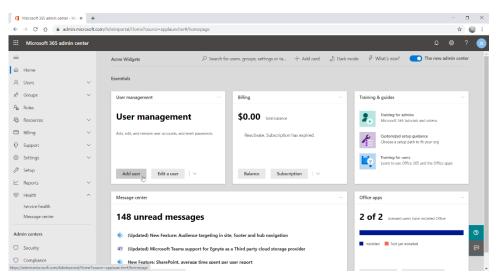
Activity 4-2: Managing Users

In this activity, you will add and edit a user.

1. Ensure your browser is open to your Microsoft 365 Admin Center home page:



2. Click Add user:



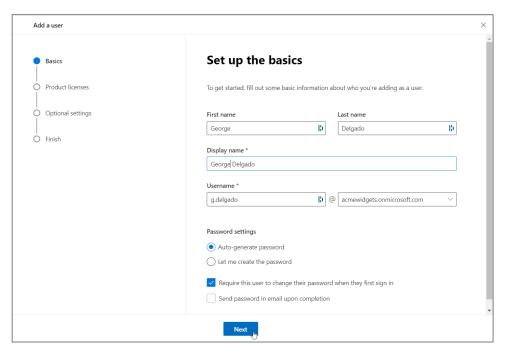
3. Enter "George Delgado" for the user's first and last name:

Add a user				×
Basics Product licenses	Set up the ba		bout who you're adding as a user.	•
O Optional settings	First name		Last name	
	George	Ð	Delgado	D.
O Finish			-	
	Display name *			
	Username *			
		b	acmewidgets.onmicrosoft.com	~
	Password settings			
	 Auto-generate passwor 	d		
	 Let me create the passv 	vord		
	_			
	Require this user to cha	inge their password	when they first sign in	
	Send password in emai	l upon completion		
				*
	Next			

4. Click inside the **Display name** text box and leave the auto-populated display name as is. Enter "**g.delgado**" for the user name:

Basics	Set up the basics
Product licenses	To get started, fill out some basic information about who you're adding as a user.
Optional settings	First name Last name
	George
Finish	D'adament t
	Display name *
	George Delgado
	Username *
	g.delgado ;1 @ acmewidgets.onmicrosoft.com ~
	Password settings
	Auto-generate password
	○ Let me create the password
	Require this user to change their password when they first sign in

5. Leave the remaining fields at the default, then click **Next** to continue:

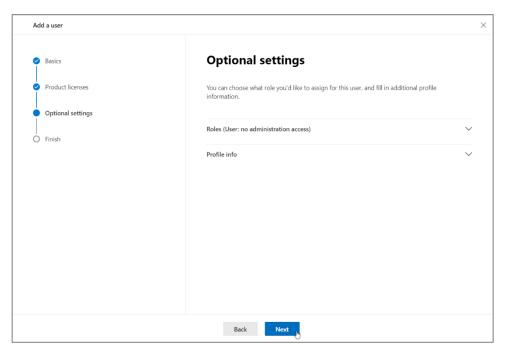


6. Scroll to the bottom of the window and select the **Create user without a product license** option. Then, click **Next** to continue:

Add a user		×
Basics	Select location * United States	_
Product licenses	Licenses (0) *	^
 Optional settings Finish 	 Microsoft 365 Business Standard You're out of licenses. If you turn this on, we'll try to buy an additional license for you. Microsoft Power Automate Free 9998 of 10000 licenses available Office 365 E3 These licenses do not need to be individually assigned Power BI (free) Unlimited licenses available Create user without product license (not recommended) They may have limited or no access to Office 365 until you assign a product license. 	~
	Back Next L	*

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7. Keep the default settings, then click **Next** to continue:



8. We forgot to add George's phone number. Scroll down to bottom and click the **Edit** link under the Profile info setting:

Add a user		\times
Basics	Assigned Settings	
	Review all the info and settings for this user before you finish adding them.	
 Product licenses 		
	Display and username	
	George Delgado	
 Optional settings 	g.delgado@acmewidgets.onmicrosoft.com	
	Edit	
Finish	Password	
	Type: Auto-generated	
	Edit	
	Product licenses	
	Create user without product license.	
	Edit	
	Roles (default)	
	User (no admin center access)	
	Edit	
	Eur	
	Profile info	
	None provided	
	Edit	
	*	
	Back Finish adding	

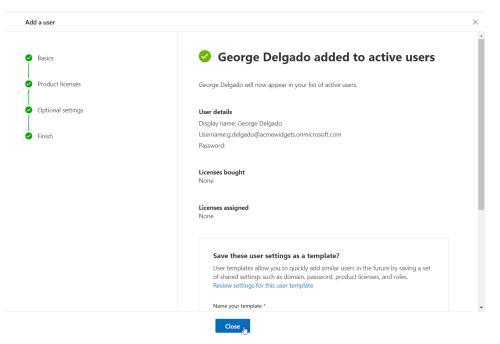
9. Click the **Profile info** drop-down menu and scroll down to the Mobile phone text box. Type in "**454-920-9000**" and click **Next**:

Add a user			
	Roles (User: no administration a	ccess)	\checkmark
Basics	Profile info		→ ^
Product licenses	Job profile		
Optional settings			B
Finish	Department		
	Office		
	Office phone	Fax number	
		R0	D.
	Mobile phone		
	454-920-9000		10
	Street address		
			0
		State or province	

10. You will return to the Review and finish window. Click **Finish adding**:

Add a user		
Basics	Review and finish	
 Product licenses 		
	Assigned Settings	
 Optional settings 	Review all the info and settings for this user before you finish adding them.	
	Display and username	
Finish	George Delgado	
	g.delgado@acmewidgets.onmicrosoft.com	
	Edit	
	Password	
	Type: Auto-generated	
	Edit	
	Product licenses	
	Create user without product license.	
	Edit	
	Roles (default)	
	User (no admin center access)	
	Edit	
	Profile info	
	Back Finish adding	

11. Confirm the information, then click **Close** to return to the homepage:



12. Leave your browser open for the next activity.

TOPIC C: Managing Groups

Microsoft 365 groups provide an easy way to set up a particular set of tools and permissions for a group of users. Groups can also be automatically created by other Microsoft 365 tools, such as Planner and Yammer.

Topic Objectives

In this session, you will learn how to:

- Add, edit, and delete groups
- Create a shared mailbox and add members to it

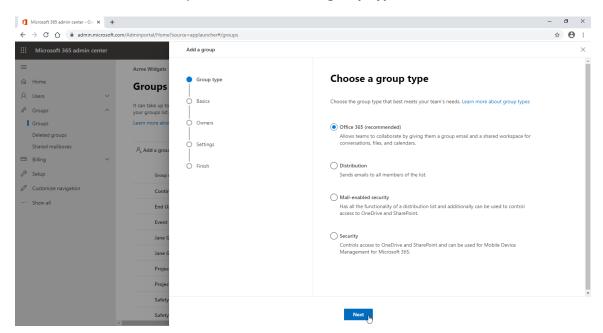
Add a Group

To add a group, click the **Groups** category in the navigation pane and click **Groups**:

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6	Home												
8	Users		~	Recommended based on Micro									
RR	Groups		^	Recommended based on Micro RECOMMENDED									
	Groups	n		Allow chat and calls with									
	Deleted groups			people outside your org									
	Shared mailbox	es											
	Billing		~	Turn on guest access in Teams, which allows people to invite guests from outside your organization to chat, call, and meet									
P	Setup			online in Teams.									
0	Customize navi	gation		View recommendation									
	Show all				_								
				Essentials									
				User management		Billing			Training	& guides			
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									1	Choose a setup p	bath to fit your org		
									F 2	Training for user	s		-

You will see the main Groups page. Click Add a group:

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	center								4 ⁰ ©	? 🥑
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බ Home ලි Users	~	Groups								
R ^Q Groups	^	It can take up to an hour for new distribution gru your groups list. If you don't see your new group Learn more about group types								
Deleted groups								_		
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· · Show all		End User Support	:	support@acmewidgets.onmicrosoft.com	Distribution list	0		Assigned		5/31/2017, 7
		Event Planning Committee	:	EventPlanningCommittee@acmewidgets.on	Office 365	۵	ற	Assigned	Public	3/14/2018, 1
		Jane Gibson	:	JaneGibson536@acmewidgets.onmicrosoft.c	Office 365	0	ல்	Assigned	Public	4/27/2020, 4
		Jane Gibson	:	JaneGibson@acmewidgets.onmicrosoft.com	Office 365	0	ல்	Assigned	Public	3/15/2018, 2
		Project ABC	:	projectabc@acmewidgets.onmicrosoft.com	Office 365	0		Assigned	Public	5/31/2016, 7
		Project Team	:	ProjectTeam@acmewidgets.onmicrosoft.con	Office 365	0	ஸ்	Assigned	Public	4/23/. 0
		Safety Committee	:	safetycommittee@acmewidgets.onmicrosoff	Office 365	0		Assigned	Public	6/8/2 🖵
		Safety Questions	:	safetyquestions@acmewidgets.onmicrosoft.	Distribution list	0		Assigned		6/8/2017, 7:0

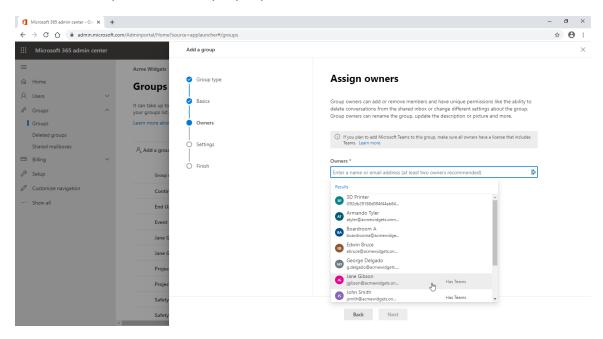


You will see the New Group window. Select the group type, then click Next to continue:

Type in the Name of the group and Description, then click Next to continue:

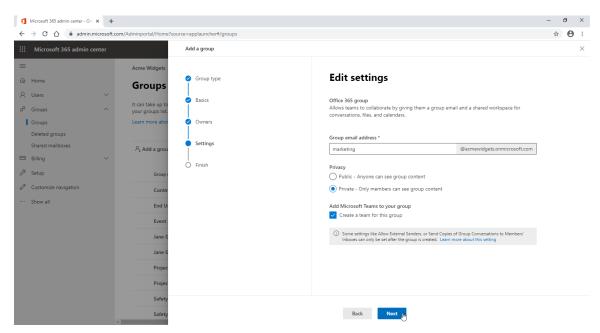
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\leftrightarrow \rightarrow C \triangle admin.microsoft.com/Adminportal/Home?s	ource=applauncher#/groups		☆ 😬 :
iii Microsoft 365 admin center	Add a group		×
Acme Widgets	Group type	Set up the basics	
R Users V RR Groups A It can take up to your groups list.	Basics	To get started, fill out some basic info about the group you'd like to create.	
Groups Learn more abo Deleted groups	O Owners	Name * Marketing Team]
Shared mailboxes R, Add a grou	O Settings	Description Welcome to the Marketing Team Group!	1
Setup Group Group Customize navigation Continue	O Finish	vectorie to the marketing real choup.	
Costoffice navigation Contin Show all End U:			
Event Jane G		6	J
Jane G			
Projec			
Safety			
Safety		Back Next	

In the search box, type in the names or emails of people you want to assign as owners. If you click the search box, a results pane will show all the contacts in your organization. You can select one person or multiple people:



Click Next to continue:

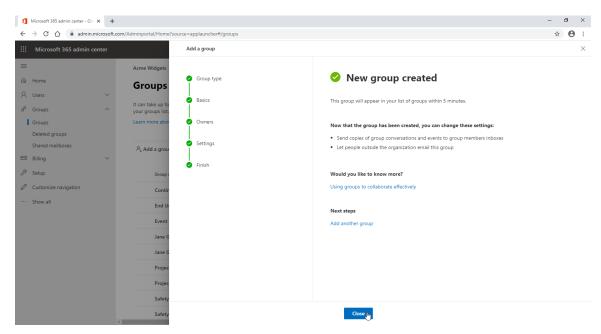
Microsoft 365 admin center - Gro x +		- 6 ×
\leftarrow \rightarrow C \triangle $(a admin.microsoft.com/Adminportal/Home?sol$	rce=applauncher#/groups	☆ ⊖ :
iii Microsoft 365 admin center	Add a group	×
E Acme Widgets	A	
© Home S Users ✓ Groups	Group type Assign owners	
R ^R Groups → It can take up to your groups list.	delete conversations from the share	members and have unique permissions like the ability to red inbox or change different settings about the group. up, update the description or picture and more.
Groups Learn more about Deleted groups	Owners	by optime the description of prevene and more.
Shared mailboxes R Add a grou	Settings	s to this group, make sure all owners have a license that includes
➡ Billing ∨ Ø Setup Group (O Finish Owners *	R
Customize navigation Contin	🕫 Jane Gibson 🗡	
··· Show all End U:		
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Jane G Jane G		
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Projec		
Safety	Red. New	
Safety	Back Next	5



Choose an email for the group and set the privacy. Then, click Next to continue:

Review the details of the group. Click Create group to finish:

1 Microsoft 365 admin center - Gro 🗙 🕂			- Ø ×
← → C ☆ ⓐ admin.microsoft.com/Adminportal/Home?s	ource=applauncher#/groups		☆ \varTheta :
iii Microsoft 365 admin center	Add a group		×
Acme Widgets			
வ் Home Groups	Group type	Review and finish adding group	
Q Users ✓ It can take up to x ^Q Groups ∧ your groups list.	Basics	You're almost there - make sure everything looks right before adding your new group.	
Groups Learn more about Deleted groups	Owners	Group type Office 365	
Shared mailboxes R, Add a grou	Settings	Edit	
Billing V Ø Setup Group (Finish 	Basics Name: Marketing Team Description: Welcome to the Marketing Team Group!	
Customize navigation Contin		Owners	
··· Show all End U:		Jane Gibson	
Event Jane G		Settings Email: marketing@acmewidgets.onmicrosoft.com Privacy: Private Add Microsoft Teams: Yes	
Jane G		Auu microsort reality, res	
Projec			
Safety			
Safety		Back Create group	



The group is now successfully created. Click **Close** to return to the main Groups page:

You will see the newly created group appear in the main Groups page. If you do not see the group, click **Refresh** to update the page:

← → C 介 🔒 admi	n.microsoft.cor	n/Adminportal/Home?source=applauncher#/groups								<u>к</u> Ө
: Microsoft 365 admin		, , , , , , , , , , , , , , , , , , , ,							4 ⁰ ©	?
≡ ∂ Home R Users	~	It can take up to an hour for new distribution gr your groups list. If you don't see your new grou Learn more about group types								
R ^R Groups	^	Add a group ↓ Export groups () Ref	resh ←				10 items	⊖ Search	√ Filter	=
Deleted groups Shared mailboxes		Group name ↓		Group email	Туре	Sync status	Teams status	Membership type	Group privacy	Created on
∃ Billing	~	Continuous Improvement	:	ContinuousImprovement@acmewidgets.onr	Office 365	0		Assigned	Public	5/27/2017, 12
Setup		End User Support	:	support@acmewidgets.onmicrosoft.com	Distribution list	0		Assigned		5/31/2017, 7:
Customize navigation		Event Planning Committee	:	EventPlanningCommittee@acmewidgets.on	Office 365	0	町	Assigned	Public	3/14/2018, 10
· · Show all		Jane Gibson	:	JaneGibson536@acmewidgets.onmicrosoft.c	Office 365	0	ஸிர்	Assigned	Public	4/27/2020, 4
		Jane Gibson	:	JaneGibson@acmewidgets.onmicrosoft.com	Office 365	0	ஸ்	Assigned	Public	3/15/2018, 2
		Marketing Team		marketing@acmewidgets.onmicrosoft.com	Office 365	0	லீற்	Assigned	Private	5/29/2020, 9:
		Project ABC	:	projectabc@acmewidgets.onmicrosoft.com	Office 365	0		Assigned	Public	5/31/2016, 7:
		Project Team	:	ProjectTeam@acmewidgets.onmicrosoft.con	Office 365	0	ஸ்	Assigned	Public	4/23/2020, 3
		Safety Committee	:	safetycommittee@acmewidgets.onmicrosof	Office 365	0		Assigned	Public	6/8/2
		Safety Questions	:	safetyquestions@acmewidgets.onmicrosoft-	Distribution list	0		Assigned		6/8/2

Edit a Group

To edit a group, first go to the main Groups page by clicking **Groups** \rightarrow **Groups** in the navigation pane. Then, select the group you want to edit:

٥	Microsoft 365 admin center - Gro 🗙	+								-	ð ×
\leftarrow	→ C ☆ 🔒 admin.mic	crosoft.com/A	Adminportal/Home?source=applauncher#/groups								☆ 🖰 :
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≡ ଜ	Home		It can take up to an hour for new distribution group your groups list. If you don't see your new group ye								
8	Users	\sim	Learn more about group types								
	Groups	^	β_{\star} Add a group \downarrow Export groups \circlearrowright Refresh					10 items	⊖ Search	∑ Filter	=
	Deleted groups Shared mailboxes		Group name ↓		Group email	Туре	Sync status	Teams status	Membership type	Group privacy	Created on
	Billing	~	Continuous Improvement	:	ContinuousImprovement@acmewidgets.onr	Office 365	0		Assigned	Public	5/27/2017, 12:
ß	Setup		End User Support	:	support@acmewidgets.onmicrosoft.com	Distribution list	0		Assigned		5/31/2017, 7:3
0	Customize navigation		Event Planning Committee	:	EventPlanningCommittee@acmewidgets.on	Office 365	0	ஸ்	Assigned	Public	3/14/2018, 10:
	Show all		Jane Gibson	:	JaneGibson536@acmewidgets.onmicrosoft.c	Office 365	0	ஸி	Assigned	Public	4/27/2020, 4:4:
			Jane Gibson	:	JaneGibson@acmewidgets.onmicrosoft.com	Office 365	0	ஸிர்	Assigned	Public	3/15/2018, 2:0
			O Marketing Team		marketing@acmewidgets.onmicrosoft.com	Office 365	0	ஸ்	Assigned	Private	5/29/2020, 9:5
			Project ABC	:	projectabc@acmewidgets.onmicrosoft.com	Office 365	0		Assigned	Public	5/31/2016, 7:0
			Project Team	:	ProjectTeam@acmewidgets.onmicrosoft.con	Office 365	0	ஸி	Assigned	Public	4/23/2020, 3:40
			Safety Committee	:	safetycommittee@acmewidgets.onmicrosof	Office 365	0		Assigned	Public	6/8/2 ⑦
			Safety Questions	:	safetyquestions@acmewidgets.onmicrosoft.	Distribution list	0		Assigned		6/8/2
		4									÷

You will see the Group window. Four tabs allow you to select to update the settings. In the **General** tab, you can change the Basic information and Email addresses by clicking the **Edit** link below the related category:

Microsoft 365 admin center - Grc \times + $\leftarrow \rightarrow C \land \oplus$ admin.microsoft.com	/Adminportal/Home?source=applauncher#/group	s	- ø × * 0:
III Microsoft 365 admin center	n an important rome rabar ce – approximenter «, group	а 	د. د' @ ? رج
➡ ŵ Home 𝔅 Users ✓ 𝔥 Groups ∧ Groups Deleted groups	your groups list. If you don't see your new grou Learn more about group types	proups and mail-enabled security groups to appear in up yet, go to the Exchange admin center.	Marketing Team
Shared mailboxes	Continuous Improvement	ContinuousImprovement@acmewidgets.onr	General Members Settings Microsoft Teams
SetupCustomize navigation	End User Support Event Planning Committee	support@acmewidgets.onmicrosoft.com I EventPlanningCommittee@acmewidgets.on	Basic information Email addresses
··· Show all	Jane Gibson Jane Gibson	JaneGibsonS36@acmewidgets.onmicrosoft.c	Marketing ©acmewidgets.onmicro Description soft.com Welcome to the Marketing Team Allases
	 Marketing Team Project ABC 	marketing@acmewidgets.onmicrosoft.com {	Group! Edit Edit
	Project Team	ProjectTeam@acmewidgets.onmicrosoft.con (Created on 5/29/2020, 9:51 AM
	Safety Committee Safety Questions	safetycuestions@acmewidgets.onmicrosoft 1	

After making your changes, click **Save** to confirm:

Marke	eting Team		×
Edit details			
Marketing Team			
Group email address *			
marketing	@	acmewidgets.onmicrosoft.com 🗸	
Description			
Privacy *			
Private - Only membe Send copies of group conv members' inboxes.	ersations and events	s to group Off	
Let people outside the orga	Cancel	off	

An update confirmation will be displayed. Click **Close** or the **X** in the top-right corner to return to the main setting window:

Marketing Team Office 365	×
Edit details	
The group was updated.	
Close	

In the **Members** tab, you can edit the Owners and Members of the team by clicking the related links:

Marketing Team	O	×
General Members Settings Microsoft Teams		
Owners (1) Jane Gibson jgibson@acmewidgets.onmicrosoft.com		
View all and manage owners Members (0)		
View all and manage members		

In the **Settings** tab, you can change the **General** settings or **Privacy** settings. Click **Save** to update the changes:

	Ö	×
Marketing Team		
Private group with Teams • 0 members		
General Members Settings Microsoft Teams		
General Settings Privacy		
Allow external senders to email this group Private		
Send copies of group conversations and events to		
conversations and events to group members		
Save Im		
Save		

In the **Microsoft Teams** tab, you can change the settings for Microsoft Teams settings by clicking the link provided:

Marketing Team Private group with Teams • 0 members	O	×
General Members Settings Microsoft Teams		
Microsoft Teams Manage your Teams settings in the Microsoft Teams admin center.		

From any tab, you can click **X** to close the settings window and return to the main Groups page:



Delete a Group

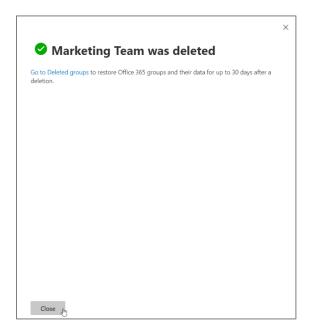
1 Microsoft 365 admin center - Gro x +					-	٥	×
← → C ☆ a admin.microsoft.com//	Adminportal/Home?source=applauncher#/groups			Ą	\$	2	JS
Microsoft 355 Jamin center	Add a group ⊥ Export groups) Refresh Group name ↑ Continuous Improvement End User Support Event Planning Committee	C Edit name and description E Group enail Continucusinprovement@acrew support@acrewidgets.ormicrosof E EventPlanningCommitte@Bacrewi	Marketin	n g Team n Teams • 0 members		·	×
Customize navigation ···· Show all	Event Planning Committee Jane Gibson Jane Gibson Marketing Team	EventPlanningCommittee@acmewi JaneGibson@acmewidgets.onn JaneGibson@acmewidgets.onmicre marketing@acmewidgets.onmicre	Basic information Name Marketing Team	Email addresses Primary marketing@acmewidgets.onmicro			
	Project ABC Project Team Safety Committee	projectabc@acmewidgets.onmicro ProjectTeam@acmewidgets.onmicr safetycommittee@acmewidgets.on	Description Welcome to the Marketing Team Group! Edit	soft.com Aliases Edit			
	Safety Questions	: safetyquestions@acmewidgets.onr	Created on 6/11/2020, 12:45 PM				

To delete a group, open the editing window and click **Delete group**:

Read the information provided. Note that unlike when deleting users, deleting groups is a permanent process and **CANNOT** be undone! Click **Delete group** to confirm the operation:

	×
Delete Marketing Team?	
When you delete this group, all data associated with it will be deleted, including group email conversations, group notebooks, documents stored in group files, and the group calendar. Consider copying and saving any data you'd like to keep.	
You can restore deleted Office 365 groups and their data for up to 30 days after you delete them.	
Delete group	

A confirmation page will be displayed. Click **Close** to return to the main Groups page:



Create Shared Mailboxes

A shared mailbox allows multiple users to manage mail from a single address. For example, you might have a support mailbox where all IT team members can view and manage messages.

To create a shared mailbox, click **Groups** \rightarrow **Shared mailboxes** in the navigation pane:

Microsoft 365 admin center - Gro	× +								-	ð >
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iii Microsoft 365 admin c	enter								4 💩	? 🖉
=		Acme Widgets) Da	rk mode 💽	The new admin	center
යි Home		Groups								
A Users	~									
A ^Q Groups	^	It can take up to an hour for new distribution gro your groups list. If you don't see your new group								
Groups		Learn more about group types								
Deleted groups										
Shared mailboxes		R Add a group ↓ Export groups 🖒 Refre	esh				10 items		√ Filter	=-
Billing	~									
/P Setup		Group name ↓		Group email	Туре	Sync status	Teams status	Membership type	Group privacy	Created on
Customize navigation		Continuous Improvement	:	ContinuousImprovement@acmewidgets.onr	Office 365	0		Assigned	Public	5/27/2017, 1
··· Show all		End User Support	÷	support@acmewidgets.onmicrosoft.com	Distribution list	0		Assigned		5/31/2017, 7
		Event Planning Committee	:	EventPlanningCommittee@acmewidgets.on	Office 365	0	ஸ்	Assigned	Public	3/14/2018, 1
		Jane Gibson	:	JaneGibson536@acmewidgets.onmicrosoft.c	Office 365	0	ஸ்	Assigned	Public	4/27/2020, 4
		Jane Gibson	:	JaneGibson@acmewidgets.onmicrosoft.com	Office 365	0	畸	Assigned	Public	3/15/2018, 2
		Marketing Team	:	marketing@acmewidgets.onmicrosoft.com	Office 365	0	畸	Assigned	Private	5/29/2020, 9
		Project ABC	:	projectabc@acmewidgets.onmicrosoft.com	Office 365	0		Assigned	Public	_{5/31/} ⑦
		Project Team	:	ProjectTeam@acmewidgets.onmicrosoft.con	Office 365	0	லிற்	Assigned	Public	4/23/
		Safety Committee	:	safetycommittee@acmewidgets.onmicrosoff	046 265	0		Assigned	Public	6/8/2017, 7:0

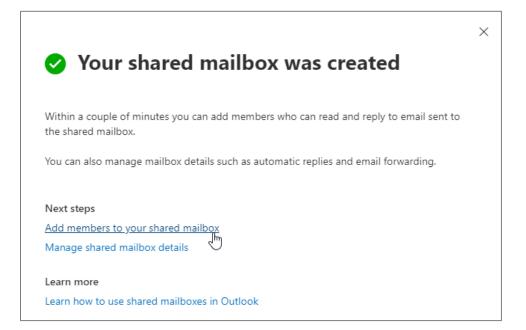
Now, click Add a shared mailbox:

1 Microsoft 365 admin center - Sha 🗙 🕂		- 8	×
\leftrightarrow \rightarrow C \triangle $$ admin.microsoft.co	om/Adminportal/Home?source=applauncher#/SharedMailbox	¢	Θ:
::: Microsoft 365 admin center		¢" @ ?	JS
E	Acme Widgets Shared mailboxes A shared mailbox can be used by a group of people like a support team, to receive and send email from the same email address. Select a shared mailbox to add or remove members, set up automatic replies, manage aliases, and more.	⑦ Dark mode ● The new admin cent	ter
Deleted groups Shared mailboxes Billing ~ Setup Customize navigation	Learn more about shared mailboxs + Add a shared mailbox C Refresh Name Email	ب P Search ⊂	÷
··· Show all	Safety Team : safetyteam@acmewidgets.onmicrosoft.com		
			0 E

You will now see a window where you can enter the name and email address of the mailbox. Click **Add** when you are finished:

Microsoft 365 admin center - Sha 🗙	+	- 0 ×
← → C ☆ 🔒 admin.micro	soft.com/Adminportal/Home?source=applauncher#/SharedMailbox	☆ \varTheta :
::: Microsoft 365 admin cente		¢" @ ? 👩
R ^A Groups Groups Deleted groups	Acme Widgets Shared mailboxes A shared mailbox can be used by a group of people, like a support team, to receive and send email from the same email address. Select a shared mailbox to add or remove members, set up automatic replies, manage aliases, and more. Learn more about shared mailboxes	X Add a shared mailbox Email can be sent to and from the name and email address of the shared mailbox, rather than an individual. After you create the shared mailbox, you can add members who can read and reply to email. Name *
Shared mailboxes Billing Setup Customize navgation Show all	Add a shared mailbox O Refresh Name Email Safety Team :: safetyteem@acmenidgets.onmicrosoft.com	Customer Feedback Email * yourvoice © acmewidgets.onmicrosoft.com

The mailbox will be created, and you will see suggestions for the next steps. Click **Add members to your shared mailbox**:



This link will open the Shared Mailbox members window. To start, click Add members:

C Customer Feedback yourvoice@acmewidgets.onmicrosoft.com	×
+ Add members	
Search members	
Search \wp	
Members (0) No results found	
Close	

A list of available members will appear. Check the desired users to add and click Save:

C C Customer Fe	edback vidgets.onmicrosoft.com	×
Save Cancel		
Add Shared Mailbox memb	ers	
Search to add members		
Search	م	
Adding (2)	\checkmark	
Members (2)		
🔽 」 Jane Gibson	jgibson@acmewidgets.onmi	
🔽 🕡 John Smith	jsmith@acmewidgets.onmicr	
Save Cancel		

You will receive confirmation when the operation has completed. Click **Close** to return to the View Shared Mailbox Members page:

C C C C C C C C C C C C C C C C C C C	×
 Shared Mailbox members were successfully updated. Important: It might take up to 60 minutes for the change to be effective in Outlook and OWA. 	
Close Would you like to know more? Learn how to use shared mailboxes in Outlook	

Here, you can continue to add or remove members. If you are finished modifying the mailbox, click **Close** or the **X** in the top-right corner to return to the main shared mailboxes page:

C C C C C C C C C C C C C C C C C C C			×
+ Add members			
Shared Mailbox members			
Search members			
Search		م	
Members (2) Jane Gibson	jgibson@acmewidgets.onmi	×	
John Smith	jsmith@acmewidgets.onmicr	×	
Close			

You will see the newly created mailbox appear in the **Shared mailboxes** main page. If you do not see it, click **Refresh** to update:

٥	Microsoft 365 admin center - Si	* * +					0 ×
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=			Acme Widgets	🕗 Dark mode	The new ac	lmin cente	er
ഹ	Home		Shared mailboxes				- 1
8	Users	~					- 1
RR	Groups	^	A shared mailbox can be used by a group of people, like a support team, to receive and send email from the same email address. Select a shared mailbox to add or remove members, set up automatic replies, manage aliases, and more.				- 1
	Groups		repiles, manage aliases, and more.				- 1
	Deleted groups						- 1
	Shared mailboxes						- 1
	Billing	\sim	+ Add a shared mailbox 🖒 Refresh 🗧			=	- 1
Þ	Setup						- 1
0	Customize navigation		Name Email				. 1
	Show all		Customer Feedback yourvoice@acmewidgets.onmicrosoft.com				
			Safety Team safetyteam@acmewidgets.onmicrosoft.com				

Activity 4-3: Managing Groups

In this activity, you will create a group and a shared mailbox.

1. Ensure you have completed Activity 4-2. Your browser should be open to your Microsoft 365 Admin Center home page:

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	Microsoft 365 admin ce	nter				₽ @ ? os
=			Acme Widgets ,O Search	for users, groups, settings or ta $+$ Add card	🕹 Dark mo	ode 🖇 What's new? 💽 The new admin center
6	Home		Essentials			
8	Users	~	Essentials			
R	Groups	~	User management	Billing		Training & guides ····
2	Roles			¢0.00		Training for admins
Æ	Resources	~	User management	\$0.00 Total balance		Microsoft 365 tutorials and videos
	Billing	~	Add, edit, and remove user accounts, and reset passwords.	Reactivate. Subscription has expired.		Customized setup guidance Choose a setup path to fit your org
Ģ	Support	~				Choose a setup pain to int your org
0	Settings	~				Training for users Learn to use Office 365 and the Office apps
P	Setup		Add user Edit a user \vee	Balance Subscription \vee		
Ł	Reports	~				
Ś		^	Message center			Office apps ····
	Service health Message center		148 unread messages			2 of 2 licensed users have installed Office
			140 unicua messages			
Ac	min centers		(Updated) New Feature: Audience targeting in	site, footer and hub navigation		Installed Not yet installed
0	Security		🕫 (Updated) Microsoft Teams support for Egnyte	as a Third party cloud storage provider		Installed Not yet installed
0	Compliance		New Feature: SharePoint, average time spent p	er user report		

2. First, let's add a group. Click the **Groups** category in the navigation pane and click **Groups**:

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\leftarrow	→ C ☆ admin.microsoft.	om/Adminportal/Home?source=applauncher#/homepage	x 🔘 i
	Microsoft 365 admin center		D 🔅 ? 🧑
=		Acme Widgets $\mathcal P$ Search for users, groups, settings or ta… $+$ Add card $\mathcal D$ Dark	k mode 🗳 What's new? 💽 The new admin center
ŵ	Home		
8	Users \sim	Essentials	
RR	Groups ^	User management ···· Billing ····	Training & guides
	Groups		
	Deleted groups	User management \$0.00 Total balance	Training for admins Microsoft 365 tutorials and videos
	Shared mailboxes		
<i>?</i> ₀	Roles	Add, edit, and remove user accounts, and reset passwords. Reactivate. Subscription has expired.	Customized setup guidance Choose a setup path to fit your org
13	Resources \lor		
	Billing ~		Training for users Learn to use Office 365 and the Office apps
0	Support ~	Add user Edit a user V Balance Subscription V	
٢	Settings \checkmark		
P	Setup	Message center	Office apps ····
Ł	Reports \checkmark	148 unread messages	2 of 2 licensed users have installed Office
\otimes	Health ^	140 unicua messages	
	Service health	6 (Updated) New Feature: Audience targeting in site, footer and hub navigation	
	Message center	(Updated) Microsoft Teams support for Egnyte as a Third party cloud storage provider	Installed Not yet installed
	//admin.microsoft.com/Adminportal/Home?so	New Feature: SharePoint, average time spent per user report rere-applouncher#/groups	

3. Click Add a group:

0	Microsoft 365 admin center - Gro 🗙	+								- a	×
←	→ C A admin.mic	rosoft.com/A	Adminportal/Home?source=applauncher#/gr	roups						\$	р. Е.
	Microsoft 365 admin cen	ter									
 ⊗ ∞	Home Users	~	It can take up to an hour for new distribut your groups list. If you don't see your new Learn more about group types			ı					ĺ
RR	Groups	^	Add a group 🛓 Export groups 👌) Refresh			9 item	s 🔎 Search	Y	Filter =	1
	Groups		P								
	Deleted groups Shared mailhowes		Group name ↑		Group email	Туре	Sync status	Teams status	Membership type	Group privacy	Cri
ዲ	Roles		Continuous Improvement		ContinuousImprovement@acmewidgets.on	r Office 365	4		Assigned	Public	5/2
13	Resources	~	End User Support	:	support@acmewidgets.onmicrosoft.com	Distribution list	4		Assigned		6/1
	Billing	~	Event Planning Committee	:	EventPlanningCommittee@acmewidgets.on	Office 365	0	ø	Assigned	Public	3/*
0	Support	\sim	Jane Gibson	:	JaneGibson536@acmewidgets.onmicrosoft.	C Office 365	0	÷	Assigned	Public	4/7
1	Settings	\sim	Jane Gibson		JaneGibson@acmewidgets.onmicrosoft.com	n Office 365	0	1 th	Assigned	Public	3/
Þ	Setup		Project ABC		projectabc@acmewidgets.onmicrosoft.com	Office 365	0		Assigned	Public	5/:
Ł	Reports	\sim	Project Team		ProjectTeam@acmewidgets.onmicrosoft.com	n Office 365	0	ußi	Assigned	Public	4/7
Ś	Health	^	Safety Questions		safetyquestions@acmewidgets.onmicrosoft	Distribution list	0		Assigned		
Adı	Service health Message center										0 9 9

4. Add a group will open. Leave the Office 365 (recommended) radio button checked and click Next:

Add a group		×
Group type	Choose a group type	
O Basics	Choose the group type that best meets your team's needs. Learn more about group types	
Owners Settings	Office 365 (recommended) Allows teams to collaborate by giving them a group email and a shared workspace for conversations, files, and calendars.	
O Finish	O Distribution Sends emails to all members of the list.	
	 Mail-enabled security Has all the functionality of a distribution list and additionally can be used to control access to OneDrive and SharePoint. 	
	Security Controls access to OneDrive and SharePoint and can be used for Mobile Device Management for Microsoft 365.	
	Next	

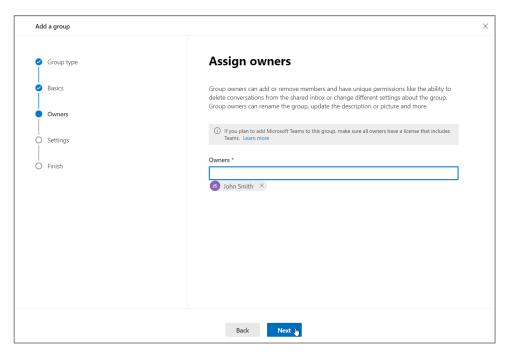
 Enter "Safety Committee" as the name. In the Description, type, "Core members of our Safety Committee". Click Next to continue:

Add a group	×
Group type	Set up the basics
Basics	To get started, fill out some basic info about the group you'd like to create.
Owners	Name *
O Settings	Safety Committee
O Finish	Description Core members of our Safety Committee
	Back

6. Type your name in the textbox. From the search result, click your name to select:

Add a group		×
Group type	Assign owners	
Basics	Group owners can add or remove members and have unique permissions like the ability to delete conversations from the shared inbox or change different settings about the group. Group owners can rename the group, update the description or picture and more.	
Owners Settings	① If you plan to add Microsoft Teams to this group, make sure all owners have a license that includes Teams. Learn more	
 O Finish	Owners * John	
	Results John Smith jsmith@acmewidgets.on	
	Back Next	
	DdCK IVEXT	

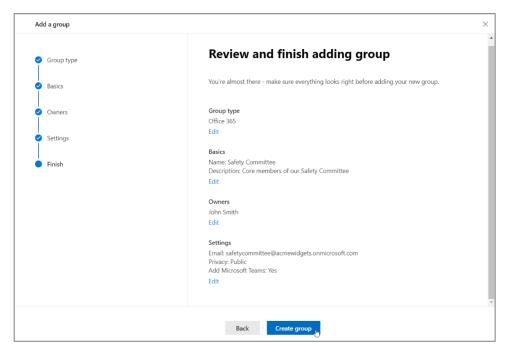
7. Click Next to continue:



8. Type "safetycommittee" in the Group email address. Then click Next to continue:

Edit settings	
	them a group email and a shared workspace for
conversations, mes, and calendars.	
Group email address *	
safetycommittee	@acmewidgets.onmicrosoft.com
Privacy	
 Public - Anyone can see group co 	ontent
O Private - Only members can see g	group content
Add Microsoft Teams to your group	
✓ Create a team for this group	
	iders, or Send Copies of Group Conversations to Members' up is created. Learn more about this setting
	conversations, files, and calendars. Group email address * Safetycommittee Privacy ● Public - Anyone can see group cc ● Private - Only members can see g Add Microsoft Teams to your group ✓ Create a team for this group ✓ Some settings like Allow External Sen





10. Click **Close** to return to the homepage:

Add a group	
Group type	New group created
Basics	This group will appear in your list of groups within 5 minutes.
Owners	Now that the group has been created, you can change these settings:
Settings	Send copies of group conversations and events to group members inboxesLet people outside the organization email this group
Sinish	Would you like to know more?
	Using groups to collaborate effectively
	Next steps
	Add another group
	Close

😡 Support

Settings

🖉 Setup

🗠 Reports

😵 Health

Service health

Message center Admin centers

1 Microsoft 365 admin center - Gro 🗙 🕂 σ× ← → C ☆ @ admin.microsoft.com/Ad minportal/Home?source=applauncher#/groups x 🔘 E iii Microsoft 365 admin center o 🕸 ? 🕟 It can take up to an hour for new distribution groups and mail-enabled security groups to appear in your groups list. If you don't see your new group yet, go to the Exchange admin center. Learn more about group types 🙆 Home Я Users R^R Groups Add a group ↓ Export groups () Refresh 9 items 🔎 Search ∏ Filter = Groups Deleted groups Sync status Teams status Membership type Group privacy Shared mailboxes ۵ Assigned Public ₽_m Roles 0 Assigned Resources \sim 0 🗇 Billing 酚 Assigned Public Assigned Public
Assigned Public 畸

Project ABC : projectabc@xxmevidgets.onmicrosoft.com Office 365
Project Team : ProjectTeam@xxmevidgets.onmicrosoft.com Office 365

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11. If you do not see the new group, click **Refresh** to update:

Project ABC

Safety Questions

12.	In the navigation pane,	click the Shared mailboxes	sub-category under Groups:
-----	-------------------------	----------------------------	----------------------------

Sefety Committee safety committee@scmewdgets.onmicrosoft Office 365

projectabc@acmewidgets.onmicrosoft.com Office 365

safetyquestions@acmewidgets.onmicrosoft/ Distribution list

1 Microsoft 365 admin center - 0	Gra 🗙 🕇 +						- a	×
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III Microsoft 365 admin	center						?	-
≡ ⊛ Home	Î	It can take up to an hour for new distribution grou your groups list. If you don't see your new group y						•
A Users	~	Learn more about group types						
R ^R Groups Groups	^	$\ensuremath{\mathbb{R}}_{\!\!\!\!\!\!\!\!\!}$ Add a group $\ensuremath{\belowdots}$ Export groups $\ensuremath{\belowdots}$ Refres	h		9 items	י Search ∑	7 Filter 😑	
Deleted groups		Group name ↓	Group email	Туре	Sync status Te	ams status Membership type	Group privacy	Cri
Shared mailboxes	_	Continuous Improvement	ContinuousImprovement@a	cmewidgets.onr Office 365	4	Assigned	Public	5/7
Resources	~	End User Support	support@acmewidgets.onm	crosoft.com Distribution list	0	Assigned		6/1
🗇 Billing	~	Event Planning Committee	EventPlanningCommittee @a	cmewidgets.oni Office 365	ු දේ	ð Assigned	Public	3/*
€ Support	~	Jane Gibson	JaneGibson536@acmewidge	ts.onmicrosoft.c Office 365	€	8 Assigned	Public	4/7
Settings	~	Jane Gibson	JaneGibson@acmewidgets.c	nmicrosoft.com Office 365	€	8 Assigned	Public	3/
/ð Setup		Project ABC	projectabc@acmewidgets.or	microsoft.com Office 365	0	Assigned	Public	5/:
🗠 Reports	~	Project Team	ProjectTeam@acmewidgets	onmicrosoft.con Office 365	ං භි	8 Assigned	Public	4/2
℅ Health	^	Safety Committee	safetycommittee@acmewid	gets.onmicrosoft Office 365	_ #8	8 Assigned	Public	0
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Admin contor https://admin.microsoft.com/Adminpr	ortal/Home?source-	-applauncher#/SharedMailbox				_		, -

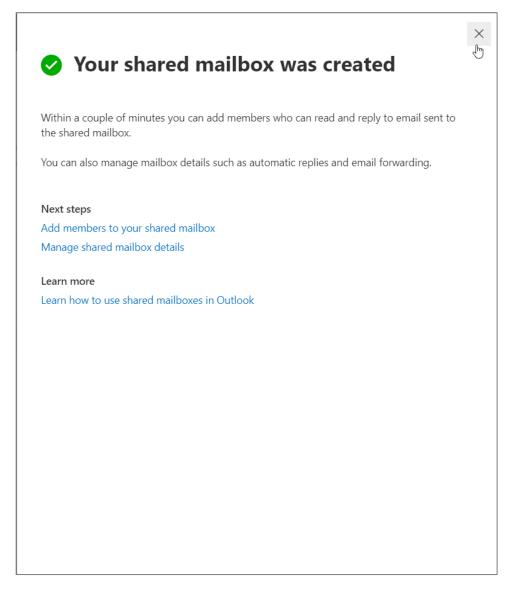
13. Click Add a shared mailbox:

→ C ☆ â adm	in.microsoft.com/	/Adminportal/Home?source=applauncher#/groups							R	μ.
Microsoft 365 admir	center									
Home Users Groups	~	It can take up to an hour for new distribution gr your groups list. If you don't see your new group Learn more about group types	o yet, go to			9 item	s ⊃ Search	-	⁷ Filter ≕	
Groups		Add a group <u> <u> </u> </u>	esn			9 item	s >> Search	Υ Υ	Filter =	
Deleted groups		Group name 👃		Group email	Туре	Sync status	Teams status	Membership type	Group privacy	
Shared mailboxes		Continuous Improvement		ContinuousImprovement@acmewidgets.on	Office 365	4		Assigned	Public	1
Resources	~	End User Support	:	support@acmewidgets.onmicrosoft.com	Distribution list	4		Assigned		
Billing	~	Event Planning Committee	:	EventPlanningCommittee@acmewidgets.on	Office 365	0	ø	Assigned	Public	
Support	~	Jane Gibson	:	JaneGibson536@acmewidgets.onmicrosoft.	Office 365	0	÷	Assigned	Public	
Settings	~	Jane Gibson		JaneGibson@acmewidgets.onmicrosoft.com	Office 365	<u> </u>	16	Assigned	Public	
Setup		Project ABC		projectabc@acmewidgets.onmicrosoft.com	Office 365	â		Assigned	Public	
Reports	~	Project Team		ProjectTeam@acmewidgets.onmicrosoft.com	Office 365	<u> </u>	ufj	Assigned	Public	
Health	^	Safety Committee	-	safetycommittee@acmewidgets.onmicrosof	Office 365	0	ulti	Assigned	Public	1
Service health Message center		Safety Questions		safetyquestions@acmewidgets.onmicrosoft	Distribution list	9		Assigned		ē

14. In the mailbox details window, type "Safety Team" for the name. Click the Email field and it will auto-populate. Then, click Save changes to complete the process:

Add a shared mail	boy	(
		email address of the shared mailbox, rather thar lbox, you can add members who can read and	ſ
Name *			
Safety Team			
Email *			_
safetyteam	@	acmewidgets.onmicrosoft.com 🗸 🗸	-
Save changes			

15. Read the instruction carefully. Then, click **X** to return to the homepage:



16. Click the Home category and leave your browser open for the next activity.

TOPIC D: Managing Resources

Microsoft 365 also allows you to set up a list of resources (such as rooms and equipment), that can be managed and used with Outlook and Exchange. For example, you could use this feature to book a boardroom or reserve special equipment. You can also link other sites with your organization's Microsoft 365 infrastructure to facilitate website management.

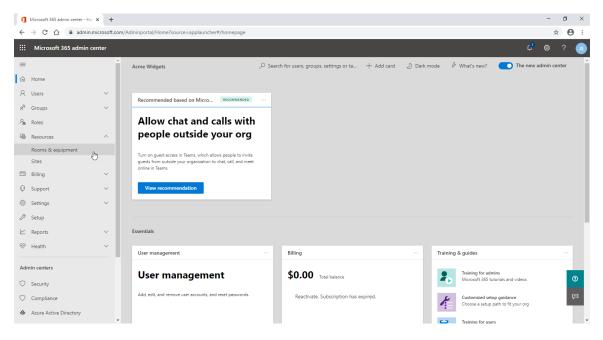
Topic Objectives

In this session, you will learn how to:

- Add rooms and equipment to Microsoft 365
- View and add sites
- Change site sharing settings

Add Rooms or Equipment

To add a resource to Microsoft 365, click **Resources** \rightarrow **Rooms & equipment** from the navigation pane.



Now, click the Add a resource mailbox button:

Microsoft 365 admin center							- 0
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Resources	^	Name	Email		Туре		
Rooms & equipment		3D Printer	3dprinte	r@acmewidgets.onmicrosoft.com	Equipment		
Sites Billing	~						
) Support	~						
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Compliance							ç
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	Microsoft 365	admin center				4 ⁰ ©		15
	Home		Acme Widgets		New resource		×	3
	Users		Rooms & equipment		Add			-
	Groups Roles		+ Add a resource mailbox 🔿 Refresh		Type Room			
	Resources Rooms & equipm		Name	Email	Name *			
	Sites		3D Printer	3dprir	Email *			
					Capacity			
	Settings Setup				Location			
	Reports				Phone number			
	Health				✓ Microsoft Power Automate Free Off			
	nin centers Security				9999 of 10000 licenses available V Microsoft 365 Business Standard			
	Compliance				You're out of licenses. If you turn this on, we'll try to buy an additional license for you.			
٨	Azure Active Dire				V Power BI (free) Off			v

This will open a window where you can add the resource's details:

You can specify the resources:

- Type (room or equipment)
- Name
- E-mail address
- Capacity
- Location
- Phone number

You can also incorporate other Microsoft 365 licenses to the resource.

When you finish, click Add:

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	Resources Rooms & equipment		Name	Email	Location Main Building	
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					Microsoft Power Automate Free Off	
	Settings Setup				9999 of 10000 licenses available Vicrosoft 365 Business Standard	
	Reports				You're out of licenses. If you turn this on, we'll try to buy an additional license for you.	
	Health				Power BI (free) Unlimited licenses available	
	nin centers Security					
	Compliance				Add La Cancel	
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The resource will then be added. Click the **X** to return to the Rooms & equipment main page:

Boardroom A	X
Add	
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You can now see **Boardroom A** is listed on the main page:

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-6	Resources	^	Name		Email	Туре			
	Rooms & equipment		3D Printer	:	3dprinter@acmewidgets.onmicrosoft.cor	n Equipment			
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View Sites

To view the sites currently associated with your organization's Microsoft 365 infrastructure, click **Resources** \rightarrow **Sites** from the navigation pane:

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=			Acme Widgets	,P Se	arch for users, groups, settings or ta	+ Add card 🖉 Dark	mode 🖗 What's new?	The new admin center
6	Home							
8	Users	~		RECOMMENDED				
Rqe	Groups	~	Recommended based on Micro	RECOMMENDED				
Re	Roles		Allow chat and	alls with				
4	Resources	~	people outside y	our org				
	Rooms & equi		Turn on guest access in Teams, which al guests from outside your organization t					
	Billing	۶ ۲	online in Teams.					
Ç	Support	~	View recommendation					
$\langle \rangle$	Settings	~						
Þ	Setup							
Ŀ	Reports	~	Essentials					
÷	Health	~						
			User management		Billing		Training & guides	
Adı	min centers		User manageme	nt	\$0.00 Total balance		Training for a	idmins
0	Security						Microsoft 30	
0	Compliance		Add, edit, and remove user accounts, an	d reset passwords.	Reactivate. Subscription has e	xpired.		up path to fit your org
٨	Azure Active D	irectory	-				• Training for	isers 👻

You will then see the Sites page, which provides an overview of all sites and their external sharing policy:

Microsoft 365 admin center -	Sha × +			- 8 ×
\leftrightarrow \rightarrow C \triangle $\stackrel{\text{adm}}{}$ adm	nin.microsoft.cor	n/Adminportal/Home?source=applauncher#/SitesList		☆ 🖰 :
iii Microsoft 365 admi	in center			4' @ ? 🕫
=		Acme Widgets		Dark mode The new admin center
命 Home		Sites		
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я ⁹ Groups	~	+ Add a site 🕐 Refresh		
Pa Roles		,		,
唱 Resources	^	URL	External sharing	
Rooms & equipment		https://acmewidgets.sharepoint.com/	Anonymous access allowed	
Billing	~	https://acmewidgets.sharepoint.com/portals/hub	Not allowed	
Support	~	https://acmewidgets.sharepoint.com/search	Not allowed	
Settings	\sim	https://acmewidgets.sharepoint.com/sites/documents	New and existing external users	
🖉 Setup		https://acmewidgets-my.sharepoint.com/	Anonymous access allowed	
🗠 Reports	~			
💝 Health	\sim			
Admin centers				_
O Security				0
Compliance				E Contraction of the second se
Azure Active Directory				_

Change Site Sharing Settings

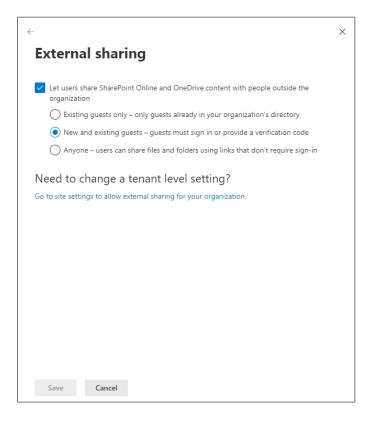
To change a site's sharing settings, click its name in the list on the Sites page:

Microsoft 365 admin center - Sha	× +						- Ø ×
\leftrightarrow \rightarrow C \triangle $\stackrel{\text{\tiny B}}{=}$ admin.m	icrosoft.com/	Adminportal/Home?source=applauncher#/SitesList					☆ 😬 :
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A Users	~						
R ^A Groups	~	+ Add a site () Refresh				Search	-
Pa Roles		- Add a site - O Reliesh				Search	
Resources	^	URL		External sharing			
Rooms & equipment Sites		https://acmewidgets.sharepoint.com/		Anonymous access allowed			
Billing	~	https://acmewidgets.sharepoint.com/portals/hub		Not allowed			
G Support	~	https://acmewidgets.sharepoint.com/search		Not allowed			
Settings	~	https://acmewidgets.sharepoint.com/sites/documents	ł	New and existing external users			
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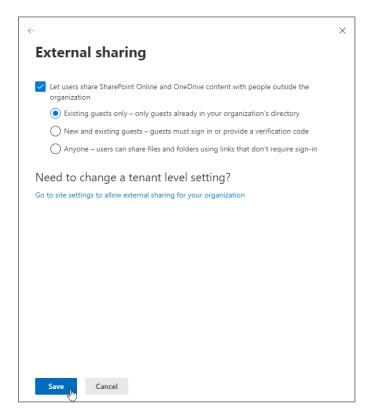
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← → C ☆ 🔒 admin.	microsoft.o	om/Adminportal/Home?source=applauncher#/SitesList			☆ 🖰 :
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Sites		https://acmewidgets.sharepoint.com/portals/hub	On Not alloy Thi	i is site can be shared with new and	0 external users
Billing	\sim			isting external users who sign in	Edit
C Support	\sim	https://acmewidgets.sharepoint.com/search	Not allow Ed	it M	
Settings	~	https://acmewidgets.sharepoint.com/sites/documents	New and		
🖉 Setup		https://acmewidgets-my.sharepoint.com/	Anonyme Site	e URL	
└── Reports	\sim		Go	to this site 🖆	
💝 Health	~				
Admin centers					
Security					
Compliance					
Azure Active Directory					

This will open an editing window. Click Edit in the Sharing status column:

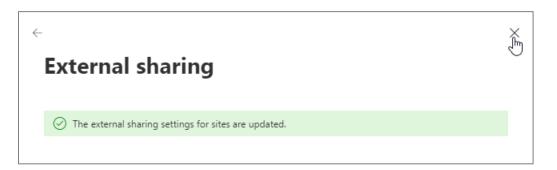
The related options window will open. You have three sharing options to choose from:



Select any option, and click Save to continue:



When the confirmation window appears, click the **X** in the top-right corner to return to the main Sites window:



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You can now see the sharing policy has been updated:

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	Rooms & equipment		https://acmewidgets.sharepoint.com/	Anonymous access allowed			
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Ç	Support	~	https://acmewidgets.sharepoint.com/search	Not allowed			
٢	Settings	~	https://acmewidgets.sharepoint.com/sites/documents	Existing external users			
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Add Sites

To add a site to the Sites page, click Add a site:

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	Rooms & equipment Sites		https://acmewidgets.sharepoint.com/	Anonymous access allowed			
	Billing	~	https://acmewidgets.sharepoint.com/portals/hub	Not allowed			
Ð	Support	~	https://acmewidgets.sharepoint.com/search	Not allowed			
	Settings	\sim	https://acmewidgets.sharepoint.com/sites/documents	Existing external users			
Þ	Setup		https://acmewidgets-my.sharepoint.com/	Anonymous access allowed			
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$\leftarrow \ \ \rightarrow \ \ {\bf G} \ \ {\bf \nabla}$	acmewidgets-admin.sharepoint.	com/_layouts/15/online/CreateSiteFull.aspx	☆	٢	:
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,	Template Selection	2013 experience version will be used Select a language: Inglish Select a language: Collaboration Enterprise Publishing Custom Taxe site (dasic experience) Providers file Community Site Community Site Select a language and no connection to an Office 365 Group.			
1	Time Zone	(UTC-08:00) Pacific Time (US and Canada)			
,	Administrator	å _v IB			
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\$	Server Resource Quota	300 resources of 700 resources available			÷

This will open a new window to the Create Site Collection page:

Here, you can create a new SharePoint site collection.

Activity 4-4: Managing Resources

In this activity, you will add a resource and then review site sharing settings.

1. Ensure you have completed Activity 4-3. Your browser should be open to your Microsoft 365 Admin Center home page:

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Compliance G: Outlook for Android launches Play My Emails										-

2. Click **Resources** → **Rooms & equipment** from the navigation pane:

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=		A	Acme Widgets 🖉 Search	for users, groups, settings or ta $+$ Add card $\ ,$	🕹 Dark mode	e 🖇 What's now? 💽 The new	v admin center
ŵ	Home	- 11					
8	Users	~	Essentials				
RR	Groups	~	User management	Billing		Training & guides	
8	Roles	- 11					
-6	Resources	^	User management	\$0.00 Total balance		Training for admins Microsoft 365 tutorials and videos	
	Rooms & equipment		Add, edit, and remove user accounts, and reset passwords.	Reactivate. Subscription has expired.		Customized setup guidance	
	Sites	- 1				Choose a setup path to fit your org	
	Billing	~				Training for users	
Q	Support	~				Learn to use Office 365 and the Offi	ce apps
1	Settings	~	Add user Edit a user \lor	Balance Subscription \vee			
Þ	Setup	- 11					
Ŀ	Reports	~	Message center			Office apps	
Ş	Health	~	151 unread messages			2 of 2 licensed users have installed Of	lice
	Service health		····g				
	Message center				3		
Ad	min centers		1 New Advanced eDiscovery features: non-custo	odial data sources and bulk-add custodians		Installed Not yet installed	Ģ
			Outlook for Android launches Play My Emails				
ttps;	//admin.microsoft.com/Adminportal/	Home?source-	applauncher#/ResourceMailbox				-

3. Click Add resource:

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8	Users	\sim							
RR	Groups	~	+ Add resource	C) Defeat				∑ Filter	_
۶ <u>n</u>	Roles		-T Add resource	U Kerresh			>> search	u Pilter	-
Ð	Resources	^	Name		Email	Туре			
	Rooms & equipment								
	Sites								
	Billing	~							
0	Support	\sim							
\$	Settings	\sim							
Þ	Setup								
Ŀ	Reports	\sim			Add a resource	e mailbox to see it in this list			
\otimes	Health	^		Create	mailboxes for resources like con	lerence rooms, company cars, or shared equipn organization can reserve them.	ient, so		
	Service health						0		
	Message center								
Adr	in centers								Ģ
0	Security								

4. A pop-up window will open. Click the **drop-down menu** at the top of the window and click **Equipment**:

	New resource
Add Type	-
Rooi	
Roo Equ	m ipment k
Email *	
Capacity	
Locatio	
Dhamaa	
Phone r	umber
\sim	Microsoft Power Automate Free Off 9998 of 10000 licenses available
~	Microsoft 365 Business Standard Off You're out of licenses. If you turn this on, we'll try to buy an additional license for you.

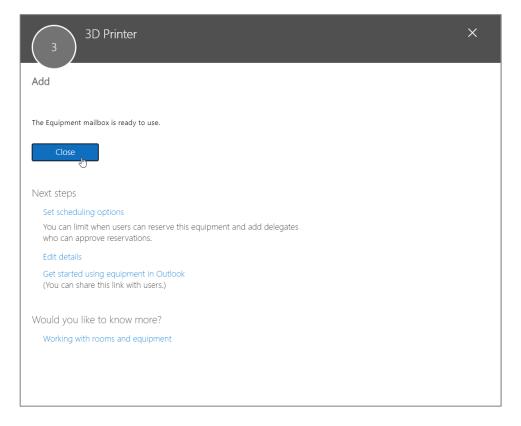
Enter "3D Printer" for the name. Click the Email field and it will auto-populate, leave the Capacity and Phone number fields blank. For the location, type "South Campus:"

3 3D Printer		
Add		
Equipment		
Name *		
3D Printer		
Email *		
3dprinter	@	acmewidgets.onmicrosoft.com
Capacity	,	
Location		
South Campus		
Phone number		
Add Ca	ncel	

6. Click Add:

3 3D Printer	
Add Type	
Equipment	~
Name *	
3D Printer Email *	
3dprinter	
Capacity	
Location	
South Campus	
Phone number	
Add Cancel	

7. Once the equipment has been added, click **Close** to close the pop-up:



8. Now, let's review the site sharing settings. Click the **Sites** sub-category from the Resources category in the navigation pane:

a	Microsoft 365 admin center - Ro: 🗙	+							$\sigma \times$
←	→ C ☆ â admin.mic	rosoft.com//	Adminportal/Home?source=applauncher#/1	ResourceMailbox				Ŕ	E 🚇 E
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https:/	//admin.microsoft.com/Adminportal/H	iome7source=a	applauncher#/SitesUst						

9. Review the list of sites and their sharing policies:

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III Microsoft 365 a	admin center				₽ @ ? (
=		Acme Widgets		🕗 Dark mode 🛛 🚺 The	new admin center
🔂 Home		Sites			
A Users	\sim				
д ^A Groups	~	+ Add a site () Refresh		♀ Search	=
ዳ <mark>n</mark> Roles				,	
Resources	^	URL	External sharing		
Rooms & equipme Sites	ent	https://acmewidgets.sharepoint.com/	Anonymous access allowed		
Billing	~	https://acmewidgets.sharepoint.com/portals/hub	Not allowed		
C Support	\sim	https://acmewidgets.sharepoint.com/search	Not allowed		
Settings	~	https://acmewidgets.sharepoint.com/sites/documents	Existing external users		
🖉 Setup		https://acmewidgets-my.sharepoint.com/	Anonymous access allowed		
🗠 Reports	~				
⊗ Health	^				
Service health					0
Message center					
Admin centers					F
Security					

10. Close your browser to complete this activity.

Summary

In this lesson, we began exploring the tools that Microsoft 365 administrators will use most frequently. We learned about the Admin Center and some of its key components, including the Message Center, Service Health Center, Groups page, Rooms & Equipment page, and Sites page. We also learned about basic user management tasks.

Review Questions

- 1. True or False: There is only one administrator type in Microsoft 365.
- 2. How do you access the Admin Center?
- 3. How do you access the main Groups page?
- 4. What is the command sequence to begin creating a shared mailbox?
- 5. Which user management commands are available from the Admin Center home page?

LESSON 5: MANAGING SECURITY

Lesson Objectives

In this lesson you will learn how to:

- Manage domains
- Monitor Microsoft 365 security and compliance

TOPIC A: Managing Domains

Microsoft 365 also gives you the ability to add and manage multiple domains. This allows users to manage their entire digital infrastructure from a single Microsoft 365 location.

Topic Objectives

In this session, you will learn:

- What a domain is
- How to view and add domains
- How to add a domain to e-mail accounts

What is a Domain?

The term "**domain**" is specific to a Windows network where all assets (such as user accounts, PCs, and printers) are registered with a central database. The domain may be managed by one central server, or in the case of larger organizations, management may be delegated to sub-servers, called **domain controllers**.

These domains are often given a network name and function as a Domain Name Server (DNS), which also controls website and email functions. More commonly, domains are used for user management while email and web services are outsourced to other servers.

View Current Domains

To view the domains associated with your Microsoft 365 infrastructure, open the Admin Center. Then, click **Settings** → **Domains**:

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ណ៍	Home	- 11									
2	Users	~	Recommended based on Micro RECOMMENDED								
R	Groups	~	Recommended based on Micro								
R	Roles	- 11	Allow chat and calls with								
Æ	Resources	~	people outside your org								
	Billing	~	Turn on guest access in Teams, which allows people to invite								
Ģ	Support	~	guests from outside your organization to chat, call, and meet online in Teams.								
ŝ	3 Settings	~									
	Domains		View recommendation								
	Microsoft Search	- 11									
	Org settings Add-ins	- 11									
	Partner relationships		Essentials								
Ð			User management		Billing			Training	& guides		
Ł	Reports	~									
Š	Health	~	User management		\$0.00 Total balance				Training for admi Microsoft 365 tuti		0
	dmin centers		Add, edit, and remove user accounts, and reset passwords.		Reactivate. Subscription has ex	pired.		₽ E	Customized setup Choose a setup p		Ţ
C	¹ Security	*							Training for users		-

You will now see the domains associated with your organization's Microsoft 365 infrastructure:

Microsoft 365 admin center	- Do: X +					- 0 ×
\leftrightarrow \rightarrow C \triangle \oplus adm	min.microsoft.cor	n/AdminPortal/Home#/Domains				☆ 🖰 🗄
iii Microsoft 365 admi	in center					4° © ? 🐠
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A Users	~					
я ^д Groups	~	+ Add domain			0.5	∀ Filter =
P _■ Roles		+ Add domain □ Buy domain	esn		,∕⊂ Search	γ Hitter =
A Resources	\sim	Domain name 🏌	Status	Choose columns		
🗇 Billing	~	acmewidgets.onmicrosoft.com (Del	fault) 🔗 Healthy			
G Support	\sim					
Settings	^					
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Microsoft Search						
Org settings						
Add-ins						
Partner relationships						
Betup						
🗠 Reports	~					_
💝 Health	~					0
Admin centers						Ę
O Security						

Add a Domain

To add a new domain to your Microsoft 365 organization, click **Add domain** at the top of the Domains page:

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Image: Second Seco	\leftarrow
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A Users > A Groups > A Roles > B Resources > B Riling > O support > B Settings > Moresoft Search > Domains > Moresoft Search > Org settings > Add-ins > Patter relationships >	=
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A Roles Image: Resources Image: R	RR
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Domains Microsoft Search Org settings Add-ins Partner relationships	Q
Microsoft Search Org settings Add-ins Partner relationships	۲
Org settings Add-ins Partner relationships	
Add-ins Partner relationships	
Partner relationships	
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Admin centers	

Using the provided wizard, you can now enter the details of the domain your organization owns:

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	Microsoft 365 admin center		4 ² 🐵 ? 🍺
= ⊛ 2	Domains > Add domain		
я ^р Ре	Add domain Domain name	Add a domain	Learn how to add a domain
4	Connect domain	Domain name	
0 © ⁄⁄	I Finish	Example: contoso.com	Add a domain domain
\$ \$			Add your domain to Microsoft 365. If you're using a common domain registrar like Gobaddy, it's an easy 3-tep process. Otherwise, you ca update your DNs records yourself.
0			
 ♦ ■ ■ ■ ♦ 			©
к) П		Use this domain	Close

If you need to purchase a domain, note that you can do so from the Domains window:

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唱	Resources		~	Domain name ↑		Status	TB Choose columns					
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Ç	Support		~									
٢	Settings		^									
	Domains											
	Microsoft Sea	rch										
	Org settings											
	Add-ins											
	Partner relatio	onships										
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⊵	Reports		\sim									
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	min centers Security										ģ	

Add a Domain to Email Accounts

Once you have set up your domain, you can add its users to Microsoft 365. To start, from the home page, click **Setup**:

Microsoft 365 admin center	• × +				– ø ×
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::: Microsoft 365 adm	in center			Ĺ	l 🐵 ? 📭
=	Â	Acme Widgets		ی Dark mode 🛛 💽 The ne	w admin center
ப் Home					
A Users	~	Welcome back, John	Smith!		
я ⁹ Groups	~	Discover, learn about, and set up services, solution	ns, and add-ins included with your subscription.		
Pa Roles					
C Resources	~			,○ Search	
Billing	~			/= Jean	
G Support	~	Sign-in and	Protect your org with security defaults	Get your custom domain set up	
Settings	\sim	security	Turn on security defaults for preconfigured security settings that prevent most common attacks related to	Connecting a domain will allow users in your organization to send and receive email from a custom	
🖉 Setup 🔚		Increase security for sign-in, links, and more	View	View	
🗠 Reports	~				
💝 Health	~				
Admin centers			Set passwords to never expire	Let users reset their own passwords	
🔿 Security			Setting passwords to never expire is more secure and leads to fewer work stoppages.	Reduce your support costs by allowing users to register for self-service password reset.	
○ Compliance			View	View	0
Azure Active Directory					Ę
🕼 Exchange					
https://admin.microsoft.com/Admin	Portal/Home#/featu	ureexplorer	Give admins only the access they need	Sync users from your ora's directory	

Scroll down to **Data Migration**, then click the **View** link under the **Migrate your users' data** category:

٥	Microsoft 365 admin center - 🛛 🗙	+					- 0	9 ×
\leftarrow	→ C ☆ 🔒 admin.mic	rosoft.com	/AdminPortal/Home#/featureexplorer				☆	e :
	Microsoft 365 admin cen	ter				¢° ¢	₿ ?	
=					,⊖ Sear	ch		^
ស	Home							
8	Users	~	Data migration	Migrate G Suite users to Microsoft 365	Migrate your users' data			
RR	Groups	~	Bring over email and data from a previous	Move their Gmail mailboxes, contacts, and calendar	Bring email and data over from another service so you			
Re	Roles		solution	info from G Suite to Exchange Online.	can manage it all in one place with Microsoft 365 app			
4	Resources	~		View	View			
	Billing	\sim						
e	Support	~						
٢	Settings	\sim						
P	Setup		Apps and updates	Bring people together with Teams	Help users install their Office apps			- 1
k	Reports	\sim	Deploy Office and other Microsoft apps	Set up Teams for private and group chats, audio and	Make sure users in your organization have installed and			- 1
\otimes	Health	\sim		video calls, and file collaboration from anywhere.	activated all the Office apps they're licensed for.			- 1
				View	View			- 1
Adı	nin centers							- 1
Ø	Security							- 1
Ø	Compliance			Get feature updates for Office every month				0
۲	Azure Active Directory			Give your users new and improved features every month.			I	
0	Exchange							~~
¢	SharePoint			View				

In the new window, click View migrations:

10	Microsoft 365 admin center	r- × +			- 8 ×
~	→ C ① 🗎 ad	dmin.microsoft.com	/AdminPortal/Home#/featureexplorer/migration/DataMigration		☆ \varTheta :
	Microsoft 365 adn	nin center			4° @ ? 🕫
=			Acme Widgets		Dark mode The new admin center
ណ	Home		Migrate your users	' data	
8	Users	~	wigiate your users	uata	
R	Groups	~	Bringing all of your email and data together helps you control		
Re	Roles		Imported data also gets the advantage of security and compl subscription, plus tighter email integration with Microsoft ap		
æ	Resources	~	Teams.		
	Billing	~	View migrations		
Ç	Support	\sim	J.		
٢	Settings	~			More information
P	Setup		User impact	About data migration	More Information
Ł	Reports	~	Outlook: If you're migrating email, users might need to restart or reconnect Outlook.	Your organization's email and data is important, and you don't have to leave it with your old provider or service. You	IMAP migration in the Microsoft 365 admin center Migrate your Outlook.com account
Ś	Health	~	SharePoint: Users might need a new URL to access SharePoint sites.	can import data from Gmail, Outlook, Hotmail, Yahoo, Exchange, and SharePoint, as well as other email sources that support IMAP or PST export.	Migrate your G Suite mailboxes
Ac	lmin centers			Learn more	
0	Security			Data migration best practices	
0	Compliance				0
٨	Azure Active Directory				
0	Exchange				<u>ل</u>
6	SharePoint				•

Then, in the new window, click **Other email sources**:

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::: Microsoft 365 adı	min center						4 💩 ? 👧
=		Acme Widgets					The new admin center
යි Home							
A Users	\sim						
g ^q Groups	~	Select your data ser	vice				
Pa Roles		Select the appropriate source	where you plan on migrating da	ta from. We will then guide you	through the rest of the migrati	on experience.	
Resources	~						
Billing	~	↑ Upload PST files	G Gmail	02 Outlook	o⊠ Hotmail	💌 Yahoo	
🕄 Support	\sim	1163	Important: Before you migrate data, you need to	Important: Before you migrate data, you need to	Important: Before you migrate data, you need to		
Settings	~		complete a few steps to prepare.	complete a few steps to prepare.	complete a few steps to prepare.		
🖉 Setup							
🗠 Reports	~						
💝 Health	\sim						
Admin centers		Other email sources	💵 Exchange	🚯 SharePoint	🛅 File share		
Security		J	Use this option if your environment has at least	Use this option if your environment has	Use this option if your environment has at least		
Compliance			one Exchange 2010, 2013, and/or 2016 server.	SharePoint server.	one network or local file share system.		
Azure Active Directory	,						0
🕼 Exchange							Ę
6 SharePoint							

In the resulting window, you can enter the details of the email service to migrate:

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=			Acme Widgets			The new admin center
ល	Home					
8	Users	~				
Rqd	Groups	~	Select your data serv	ice		
R	Roles		Please let us know how to conne	ct with your email servic	e.	
-6	Resources	~	IMAP server name *	Port *	Security *	
	Billing	~	imap.domain.com		● SSL ○ TLS	
Ģ	Support	~	Email address *			
$\langle \circ \rangle$	Settings	~	user@domain.com			
Þ	Setup		Password *			
Ŀ	Reports	~				
Ş	Health	~	Save Cancel			
Adı	min centers					
0	Security					
0	Compliance					0
۲	Azure Active Di	rectory				Ę
0	Exchange					
¢	SharePoint					

When you have completed entering the details, click **Save** to complete the process.

Activity 5-1: Managing Domains

In this activity, you will review the domains linked to your organization's Microsoft 365 infrastructure.

- **1.** Open a browser and log into your Microsoft 365 site.
- 2. Click the Admin tile on your landing page:

Office		, P Search			Ф ® 7
	Good evening			Install Of	fice ×
	+ 🖪 🖌	🛛 🗰 🗖	ol 🖬 🔹	uji 🔓 🛛	•
	Start new Outlook One	Drive Word Excel I	PowerPoint OneNote SharePoint	Teams Bookings Yar	nmer
	Dynamics Power 365 Automate Adr				
	Recommended				>
	A Jane Gibson shared this with you Sh ago	A Jane Gibson shared this with you May 27	A Jane Gibson shared this with you May 22	You recently opened this Tue at 2:19 PM	ø
	The decision of the second sec	4		Concentrational and a second sec	
				Safety Inspection Checklist	

3. The Admin center homepage will be opened in a new tab. Click Settings → Domains:

 Microsoft Office Home 		osoft 365 admin center - Hor x +			-	а >	
	admin.microsoft.com/	/AdminPortal/Home#/homepage			Ŷ		
iii Microsoft 365 ad	lmin center					? 🤇	
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🛆 Home							
R, Users	~	Essentials					
e Groups	~	User management ····	Billing		Training & guides		
Roles		over management	owing		manning or gunnar		
A Resources	~	User management	\$0.00 Total balance		Training for admins Microsoft 365 tutorials and videos		
⊐ Billing	~	Add, edit, and remove user accounts, and reset passwords.	Reactivate. Subscription has expired.				
Support	~		Reactivate. Subscription has expired.		Customized setup guidance Choose a setup path to fit your org		
Settings	~				Training for users		
Domains					Learn to use Office 365 and the Office apps		
Microsoft Search	Ð	Add user Edit a user 🗸 🗸	Balance Subscription \lor				
Org settings							
Add-ins		Message center			Office apps		
Partner relationships							
ℬ Setup		151 unread messages			2 of 2 licensed users have installed Office		
	~	M365 Information Governance: Update to retenti		0			
9 Health	~	New Advanced eDiscovery features: non-custodia					
		Outlook for Android launches Play My Emails					
s://admin.microsoft.com/Adr	minPortal/Home#/Domai						

4. Review the domains associated with your organization:

1 Microsoft Office Home	× 🚺 Mi	crosoft 365 admin center - Do: x +				- a
$\leftarrow \rightarrow$ \mathcal{O} \bigtriangleup \triangleq adm	nin.microsoft.cor	n/AdminPortal/Home#/Domains				* 🔘
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₽ <mark>n</mark> Roles		+ Add domain □ Buy domain 🖒 Refresh			,∽ Search	Ƴ Filter ==
Resources	~	Domain name ↑	Status	T Choose columns		
🖽 Billing	~	acmewidgets.onmicrosoft.com (Default)	Healthy			
Q Support	~					
Settings	^					
Domains						
Microsoft Search						
Org settings						
Add-ins						
Partner relationships						
Ø Setup						_
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Admin centers						

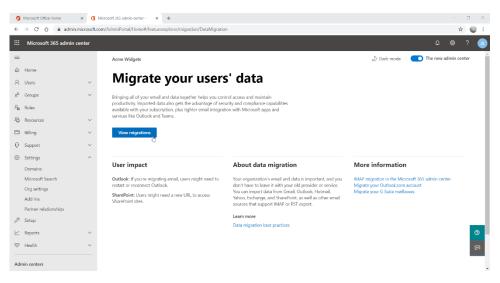
5. Click Setup in the Navigation pane:

	_	n/AdminPortal/Home#/Domains				*
iii Microsoft 365 admin						₽ ⊚ ?
=	, i	Acme Widgets			🕗 Dark mode 🛛 🧲	The new admin center
🛱 Home		Domains				
R Users	~					
e ^R Groups	~	+ Add domain □ Buy domain ◯ Refresh				∑ Filter =
P _■ Roles		T Add domain C buy domain C Refresh			>> search	u Pitter —
Resources	~	Domain name 1	Status	T Choose columns		
🖽 Billing	~	acmewidgets.onmicrosoft.com (Default)	S Healthy			
C Support	~		•			
Settings	~					
Domains						
Microsoft Search						
Org settings						
Add-ins						
Partner relationships						
/ Setup						
∠ Reports	\sim					

6. Scroll down to the Data migration menu. Click the **View** link under the **Migrate** your users' data sub-menu:

 Microsoft Office Home ← → C ↑		contr 365 admin center - × + AdminPortal/Home#/featureexplorer			- 5
iii Microsoft 365 admir		Kanini o tajvi onev restarce pore		٩	© ?
⊟ Home A Home A Users A Groups A Roles A Roles A Resources B Billing Q Support	* * * *	Data minutian	Sync users from your org's directory Turn on directory synchronization as your users can access Microsoft cloud resources with their on View	,⊅ Search	
 Settings Domains Microsoft Search Org settings Add-ins Partner relationships 	^	Data migration Bing over email and data from a previous solution	Migrate G Suite users to Microsoft 365 Move their Graail mailboxer, contacts, and calendar info from G Suite to Exchange Oreline. View	Migrate your user' data Bring email and data over from another service to you can manage it all in one place with Microsoft 365 app	
Setup Reports Health	~ ~ Portal/Home#/feature	Apps and updates Deploy Office and other Microsoft apps	 Bring people together with Teams Set up harms for private and group chats, audio and video calls, and file collaboration from anywhere. View 	Help users install their Office apps Make sure users in your organization have installed and activated all the Office apps they're licensed for. View	c t

7. Click View migrations to continue:



8. Review the migration options:

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₽ <mark>n</mark>	Roles	Select the appropriate source w	here you plan on migrating da	ta from. We will then guide you	through the rest of the migrati	on experience.
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٢	Settings ^		complete a few steps to prepare.	complete a few steps to prepare.	complete a few steps to propare.	
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9. Click the Home category and leave your browser open for the next activity:

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Resources Resources Railing Support Settings Domains Microsoft Search Org settings	* * *	T Upload PST files	G Grnail Important: Before you migrate data you need to complete a tew steps to propere.	Outlook Important: Before you migrare data you need to complete a few steps to prepare.	Hotmall Important: Before you migrate data you need to compare a few steps to prepare.	Tahoo Yahoo
Add-ins Partner relationships Partner relationships Composition Reports Reports Administration.com/Administration Administration.com/Administration Administration.com/Administration Administration.com/Administration Administration.com/Administration Administration.com/Administration Administration.com/Administration Administration.com/Administration Administration.com/Administration Administration.com/Administration Administration.com/Administration Administ	~	C Other email sources	Use this option if your environment has at least one acchange 2010, 2011, and/or 2016 server.	SharePoint Use this option if your emicroment has SharePoint server.	File share Use this option if your environment has at least one network or local tile share system.	0 P

TOPIC B: Security and Compliance

Keeping your organization's Microsoft 365 data secure will be a key part of your role as an administrator. The Security & Compliance Center provides a central location to review and manage security options, as well as set policies to ensure compliance and prevent data loss.

Topic Objectives

In this session, you will learn how to:

- Open and navigate the Security & Compliance Center
- Create and manage alerts
- Manage user permissions
- Create data loss prevention policies

Navigate the Security & Compliance Center

From the Navigation pane, click **Security** under the Admin centers menu:

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The Security and Compliance Center will open in a new tab:

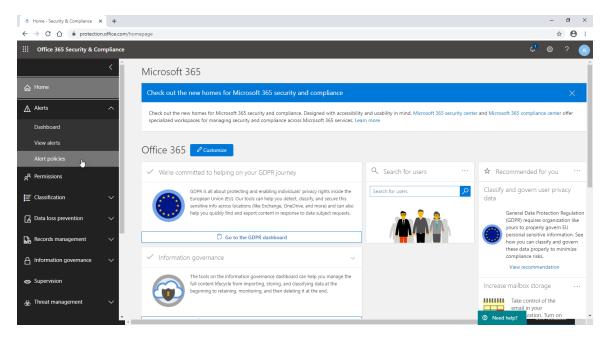
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Records management	~	GDPR is all about protecting and enabling individuals' privacy rights inside the European Union (EU). Our tools can help you detect, classify, and secure this	Search for users	Learn how we protect your data …
A Information governance	~	sensitive info across locations (like Exchange, OneDrive, and more) and can also help you quickly find and export content in response to data subject requests.	. . .	Service assurance is set up! Download these top Office 365 reports:
Supervision Super		C Go to the GDPR dashboard		HITRUST CSF Assessment Report SOC 1 SSAE 16 Audit Report SOC 2 AT 101 Audit Report ISO 27001 and 27018 Assessment Report
	\sim	 Information governance 		Or head over to the Service assurance dashboard to see what's new, provide access
🔀 Mail flow	~	The tools on the information governance dashboard can help you manage the full content lifecycle from importing, storing, and classifying data at the		for other users, and more
A Data privacy	\sim	beginning to retaining, monitoring, and then deleting it at the end.	5	Import data into Office 365 ····
,⊅ Search	× •			Need help? arvers that's not

You can navigate through the Security & Compliance Center by clicking the categories and sub-categories in the **navigation pane (1)** on the left side. The **main part of the window (2)** displays the contents of the currently selected sub-category. The right side of the window

provides a **search field (3)** and the **recommendations** (4) that might be useful to you. Below is the **Need help (5)** link.

Create Alerts

Alerts will automatically notify you of security issues or changes. To create an alert, click **Alerts** \rightarrow **Alert policies** in the navigation pane:



Now, click New alert policy:

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▲ Alerts へ	conditions, deciding when to trigger the alert, and who should	e notifications. Learn more about alert policie	s	ine the policy by adding
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	Suspicious email sending patterns detected	 Medium System 	Threat management -	
	Elevation of Exchange admin privilege	Low System	Permissions -	
Data loss prevention V	Email reported by user as malware or phish	 Informational System 	Threat management -	
Records management V	eDiscovery search started or exported	 Medium System 	Threat management -	
A Information governance V	Admin Submission Result Completed	Low System	Threat management -	
	Email sending limit exceeded	 Medium System 	Threat management -	
& Threat management ∨	Creation of forwarding/redirect rule	Low System	Threat management -	
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The New Alert Policy window will open. At the top, enter the name and description of the alert. Then, click the drop-down boxes to choose the Severity (the importance of the alert) and the Category. Click **Next** to continue:

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ය Home	New alert policy	Name your alert, categorize it, and choose a severity.			×
Alerts	Name your alert	File Download Alert			
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Alert policies	Set your recipients	This alert will notify me when files are downloaded.			
ج ^م Permissions	Review your settings		J		
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	<u></u>
New alert policy Choose an activity, conditions and when to trigger the alert	×
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Choose the **activity** from the Activity drop-down box that will trigger this alert:

Once you have selected the desired activity, click the arrow next to the **Choose activities to alert** section header to close it. Next, **add any conditions** you wish to use. Here we have selected the **User** field:

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ය Home	New alert policy	Choose an activity, conditions and when to trigger the alert $\qquad \qquad \times$
▲ Alerts	⊘ Name your alert	You can only choose one activity but you can add conditions to refine what we'll detect. What do you want to alert on?
Dashboard View alerts	Create alert settings	∧ * Activity is
Alert policies	Set your recipients	User establishes a sync relationship and successfully downloads files for the first time to their computer from a document library.
g ^R Permissions	Review your settings	$+$ Add a condition $m{ u}$
E Classification		General
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Next, choose which user this will alert:

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A Data loss prevention	Choose users	_		1
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(Or you can leave this field blank to have the alert triggered when any user performs the selected action[s].) Click **Next** to continue:

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▲ Alerts	O Name your alert	Send email notifications Email recipients *
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Alert policies	Set your recipients	Daily notification limit
g ^A Permissions	Review your settings	
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Select the recipients and set the daily limit. Then, click Next to continue:

Review your settings and click **Finish** to complete:

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	Alert policies	\bigcirc	Set your recipients	Category	Information governance					
	Permissions	•	Review your settings	Filter	Activity is Downloaded files to computer and User is Any of these (1 selected)					
	Classification			Aggregation	Trigger an alert when any activity matches your conditions.	Edit				
				Scope	All users					
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Alerts	~	Use alert policies to track user and admin activities, malware th conditions, deciding when to trigger the alert, and who should More advanced alerting capabilities are available through E5, T	I receive notif	ications. Learn mor	e about alert policies		nt to be alerted on, refine t	he policy b	y adding	
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	~	Suspicious email sending patterns detected	•	Medium	System	Threat management	-			
		Elevation of Exchange admin privilege Email reported by user as malware or phish	•	Low Informational	System System	Permissions Threat management	-			
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You can see the newly added alert and its active status in the homepage:

Manage Alerts

To change an alert's settings, click the **ellipsis** (...) and select **Edit**:

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-& Threat management	eDiscovery search started or exported Medium System Threat management -	
Mail flow	Admin Submission Result Completed Low System Threat management -	
A Data privacy	Email sending limit exceeded Medium System Threat management -	
Ø Search		Give feedback

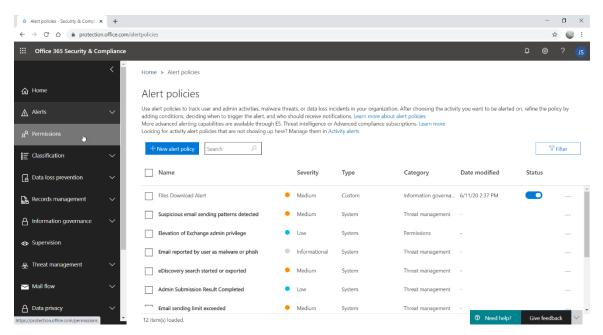
This will open the Edit Alert pop-up window, where you can make the necessary changes. You can toggle it On/Off to activate/deactivate the alert, change the description, and more. You can also go through different menus in the navigation column to the left for more options. Click **Save** to close the window:

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பி Home		Alert policies		Editing Description			
▲ Alerts	\sim	Use alert policies to track user and admin activities, malware thr adding conditions, deciding when to trigger the alert, and who More advanced alerting capabilities are available through E5, Th	Description	Status On			
g ^R Permissions		Looking for activity alert policies that are not showing up here?					
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A Information governance	\sim	Suspicious email sending patterns detected		Medium			
		Elevation of Exchange admin privilege		Category			
		Email reported by user as malware or phish		Information governance 💌			
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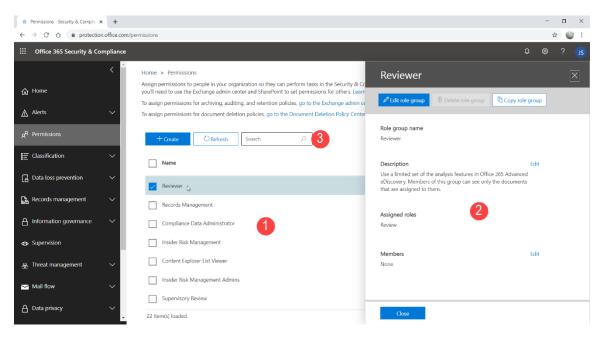
Manage User Permissions for the Security & Compliance Center

You can set specific permissions for the Security & Compliance Center. This is useful if you want to restrict access to it or assign a specific administrator.

To view these permissions, click the **Permissions** category in the navigation pane:



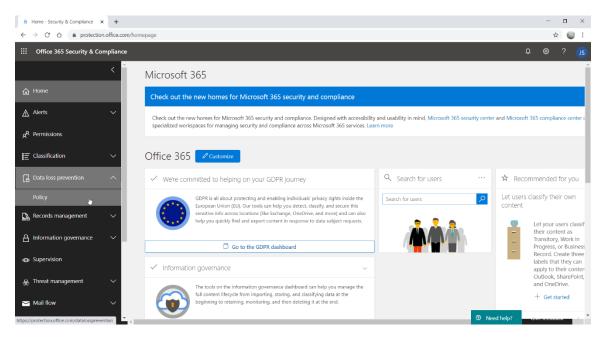
The Permissions page will be displayed:

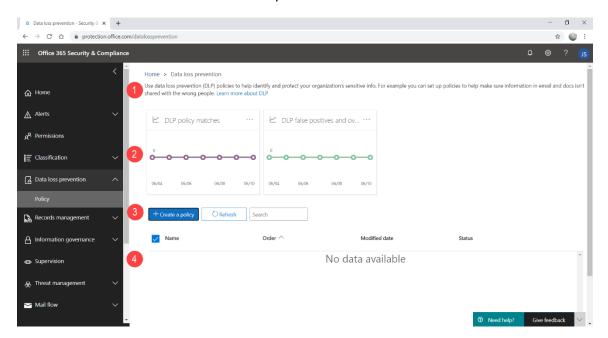


Here, you can click a **user role (1)** from the list on the left to view its **details (2)** on the right. The **icons (3)** at the top of the user role list allow you to create, refresh the list, and search for user roles.

Manage Data Loss Prevention Policies

To view your organization's data loss prevention policies from the Security & Compliance Center, click **Data loss prevention** \rightarrow **Policy** from the navigation pane:





The Data Loss Prevention window will open:

At the top of the window, you will see a **description (1)** of data loss prevention and how its policies can benefit your organization. Below this information you will see two **graphs (2)** tracking policy matches and false positives. Next, you will see **commands (3)** to create a policy, refresh the list, and search policies. Finally, you will see a **list of policies (4)**.

Activity 5-2: Managing Security and Compliance

In this activity, you will explore the Security & Compliance Center.

1. Ensure you have completed Activity 5-1. Your browser should be open to your Microsoft Admin Center home page:

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3	Billing \checkmark	Add, edit, and remove user accounts, and reset passwords. Rea	activate. Subscription has expired.	Customized setup guidance	
Ģ	Support ~			Choose a setup path to fit your org	
ž	Settings ^			Training for users Learn to use Office 365 and the Office apps	
	Domains 🖑	Add user Edit a user V Bal	ance Subscription 🗸	Control de conce ada ano once appa	
	Microsoft Search				
	Org settings Add-ins	Message center		Office apps ····	
	Add-ins Partner relationships	maauge center			
3	Setup	151 unread messages		2 of 2 licensed users have installed Office	
2	Reports ~	1 M365 Information Governance: Update to retention labels			Ð
9	Health \checkmark	1 New Advanced eDiscovery features: non-custodial data sources	rces and bulk-add custodians	Installed Not yet installed	P
	admin.microsoft.com/AdminPortal/HomeA	Cutlook for Android launches Play My Emails			

2. Scroll down the Navigation pane and click **Security** under the Admin centers menu:

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Org settings Add-ins	Essentials		
Partner relationships	User management ····	Billing	·· Training & guides ···
[®] Setup Reports →	User management	\$0.00 Total balance	Training for admins Microsoft 365 tutorials and videos
Health	Add, edit, and remove user accounts, and reset passwords.	Reactivate. Subscription has expired.	Customized setup guidance Choose a setup path to fit your org
min centers			Training for users
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Azure Active Directory			
Exchange	Message center		··· Office apps ····
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All admin centers	M365 Information Governance: Update to retent		Installed Not yet installed
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://security.microsoft.com/?rfr-AdminCenter	1 Outlook for Android launches Play My Emails		

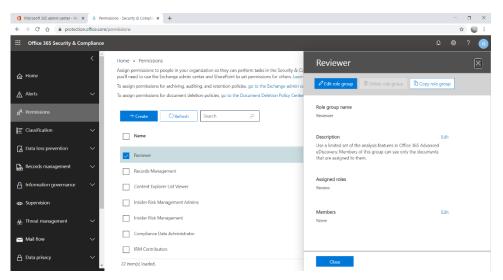
3. The Security & Compliance homepage will open in a new tab. Review the information on the home page:



4. Click the **Permissions** category:

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Office 365 Security & Compliance		д 🎯 ? 👧
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n Home	Check out the new homes for Microsoft 365 security and compliance	
▲ Alerts ~	Check out the new homes for Microsoft 365 security and compliance. Designed with accessibility and usability in mind, Microsoft 365 security - specialized workspaces for managing security and compliance across Microsoft 365 services. Learn more	center and Microsoft 365 compliance center c
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Data loss prevention	✓ We're committed to helping on your GDPR journey Q Search for users ·	··· 🛱 Recommended for you
Records management V	GDPR is all about protecting and enabling individuals' privacy rights inside the European Union; (EU). Our tools can help you detect, classify, and secure this emittive ind across location; (Bit Exchance, Orabity, and here) and an ato	Let users classify their own content
🔒 Information governance 🛛 🗸	sentreve into across socianone (see succhange, Uneutwik, and more) and can also help you quickly find and export content in response to data subject requests.	Let your users classif
 Supervision 	C Go to the GDPR dashboard	 Transitory, Work in Progress, or Business Becord, Create three
& Threat management 🛛 🗸	✓ Information governance ✓	labels that they can apply to their conter Outlook, SharePoint
🔁 Mail flow 🗸 🗸	The took on the information governance distibloard can help you manage the full content lifecycle from importing, storing, and classifying data at the	and OneDrive. + Get started
A Data privacy	beginning to retaining, monitoring, and then deleting it at the end.	Need help?

5. Review the currently configured user roles:



6. Click Data loss prevention → Policy:

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Office 365 Security & Compliance			- 3
< م	Home > Permissions Assign premissions to poople in your organization so they can portion tasks in the Security & Cc. you'll need to use the locatings whitmic netter and Sharefort to at permissions for others. Learn To assign permissions for activity, auditing, and retention policies, go to the Exharge admin o	Reviewer	×
Alerts ~	To assign permissions for document deletion policies, go to the Document Deletion Policy Center + Cinate O Refresh Search P	Role group name Reviewer	
Classification	Name	Description Edit Use a limited set of the analysis features in Office 365 Advanced eDiscovery. Members of this group can see only the documents	
Policy 🖕	Reviewer Records Management	that are assigned to them.	
Records management V	Content Explorer List Viewer	Assigned roles Review	
A Information governance V	Insider Risk Management Admins	Members Edit	
 Supervision A, Threat management ✓ 	Insider Risk Management Compliance Data Administrator	None	
Mail flow ✓	IRM Contributors	Goze	

7. Review the information in this category:

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		< ^	Home > Data loss preventio		fy and protect you	r organization's sensitive	e info. For example you car	n set up policies to help make sure inforr	nation in c	mail and	l docs is	n't
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8. Finally, click Alerts → Alert policies:

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\leftrightarrow \rightarrow \mathcal{O} \triangle $\stackrel{\circ}{}$ protection.office.com/d	latalossprevention				x 🥥 E
Office 365 Security & Compliance				٩	Ø ?
< َ -ُ	Home > Data loss prevention Use data loss prevention (DLP) policies to help shared with the wrong people. Learn more ab		ation's sensitive info. For example you can :	set up policies to help make sure information i	in email and docs isn't
▲ Alerts	LP policy matches	DLP false positive	s and ov •••		
Dashboard View alerts Alert policies 3a	°	o °oo	-00-		
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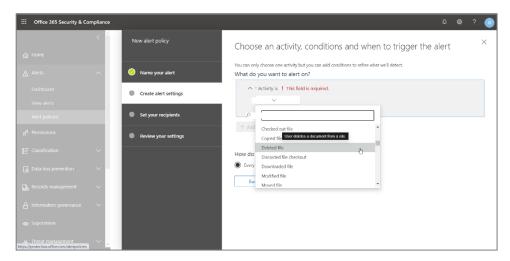
9. Click New alert policy:

1 Microsoft 365 admin center - Hol 🗙 🔒						- 5	×
← → C ☆ a protection.office III Office 365 Security & Complia					ρ	Ø ?	
	 Home > Alert policies 						
ය Home	Alert policies						
▲ Alerts へ	Use alert policies to track user and admin activities, ma adding conditions, deciding when to trigger the alert, a				a want to be alerted on, refi	ne the policy by	,
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View alerts	+ New alert policy Search					♥ Filter	
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g ^R Permissions	Files Download Alert	Medium	Custom	Information governa 6/11	1/20 2:37 PM	D	
E Classification V	File Download Alert	 Medium 	Custom	Information governa 6/15			. 1
Data loss prevention	Suspicious email sending patterns detected	Medium	System	Threat management -			.
Records management V	Elevation of Exchange admin privilege	 Low 	System	Permissions -			.
A Information governance V	Email reported by user as malware or phish	Informational	System	Threat management -			
	eDiscovery search started or exported	Medium	System	Threat management -			
	Admin Submission Result Completed	 Low 	System	Threat management -			
& mearmanagement V	 13 item(s) loaded. 				② Need help?	iive feedback	\sim

10. The New Alert Policy window will open. For the Name, type "Activity 5-2." For the Description, type, "This is a sample alert for Activity 5-2." Select Low for the Severity setting and Others for the Category setting. Then, click Next to continue:

New alert policy	Name your alert, categorize it, and choose a severity. $ imes$
Name your alert	Assign a category and severity level to help you manage the policy and any alerts it triggers. You'll be able to filter on these settings from both the 'Alert policies' and 'View alerts' pages. Name *
Create alert settir	gs Sample Alert
Set your recipient	
Review your setting	This is a sample alert for Activity 5-2
	Severity * 0 • Low • Category * Others • Next Cancel

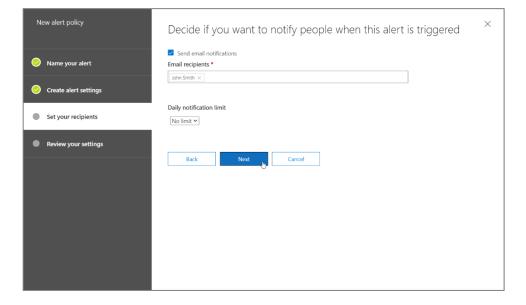
11. Select **Deleted file** in the Activity fieled:



12. Click Next to continue:

New alert policy	Choose an activity, conditions and when to trigger the alert	×
🥝 Name your alert	You can only choose one activity but you can add conditions to refine what we'll detect. What do you want to alert on?	
Create alert settings	∧ • Activity is	
Set your recipients	User deletes a document from a site.	
Review your settings	+ Add a condition 🗸	
	How do you want the alert to be triggered? Every time an activity matches the rule Back Next Cancel	

13. Keep the Email recipients field set to the default. Then, click **Next** to continue:



14. Review the settings and click **Finish** to complete the process:

New alert policy	Review you	ur settings		×
S Name your alert	Name Description	Sample Alert This is a sample alert for Activity 5-2	Edit	A
 Create alert settings Set your recipients 	Severity Category	Low Others		
Review your settings	Filter Aggregation	Activity is Deleted file Trigger an alert when any activity matches your conditions.	Edit	
	Scope Recipients	All users jsmith@acmewidgets.onmicrosoft.com		
	Daily notification limit	No limit	Edit	.
	Do you want to Yes, turn it on 	turn the policy on right away? ight away.		
	Back	Finish Cancel		

15. You will now see the alert in the Alerts window:

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▲ Alerts			licies to track user and admin activities, malware ditions, deciding when to trigger the alert, and v					ity you want to be alerted on	, refine t	he policy by	
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View alerts		+ New a	alert policy Search 🔎							∀ Filter]
Alert policies		Nam	ne		Severity	Type	Category	Date modified	Statu	5	
A ^R Permissions					seventy	.,,,,,,	category	bate mouned	Stata		1.
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Data loss prevention		File C	Download Alert	•	Medium	Custom	Information governa	6/15/20 1:35 PM			L
Records management V	1	Suspi	icious email sending patterns detected	•	Medium	System	Threat management				1
A Information governance V	·	Eleva	ation of Exchange admin privilege	•	Low	System	Permissions	-			
⊕ Supervision		Emai	il reported by user as malware or phish	0	Informational	System	Threat management				
ی Threat management 🗸 🗸	,	- eDisc	covery search started or exported	•	Medium	System	Threat management				
Age mean management v	*	14 item(s) lo	oaded.					⑦ Need help?	Give	feedback 💙	

16. Log out of your Microsoft 365 account to complete this activity.

Summary

This lesson introduced you to Microsoft 365 features that allow administrators to manage security, compliance, and domain settings. You learned about the Domains category in the Admin Center as well as the Security & Compliance Center.

Review Questions

- 1. What is a domain?
- 2. How do you open the Security & Compliance Center?
- 3. When creating an alert, how do you set the alert to be triggered when any user performs the selected action(s)?
- 4. True or False: User permissions for the Security & Compliance Center are inherited from the Admin Center and cannot be modified.
- 5. How do you view the domains associated with your organization's Microsoft 365 infrastructure?

LESSON LABS

Lesson 1

Lesson Lab 1-1

Objective	To understand how to get started with Microsoft 365.
Briefing	Your organization has just implemented Microsoft 365 and you have been tasked with teaching other users how to complete some basic tasks.
Task	Log into your Microsoft 365 account.
	Update and fill out your profile information to ensure that it is up-to-date and complete.
	Open the Settings task pane and update your password.
	Open the Settings task pane and ensure that the language, date, and time format settings are set appropriately.
	Log out of your Microsoft 365 account.
Hints	To access the Settings task pane, click the Setting icon (*) that appears in the top right-hand corner of the page.

Lesson 2

Lesson Lab 2-1

Objective	To become familiar with the basic Office apps of Microsoft 365.
Briefing	You have to introduce the fundamental Office apps to your members and help them understand which app serves which purpose.
Task	Log into your Microsoft 365 account.
	Open and navigate Microsoft Word Online, Excel Online, PowerPoint Online, Outlook Online, and OneNote Online.
	Download and install desktop Office apps.
	Open and navigate Access and Publisher desktop apps.
	Log out of your Microsoft 365 account.
Hints	To download the desktop Office apps, click the Install Office drop-down button, then click the Premium Office apps option that appears near the top right-hand corner of the landing page.

Lesson Lab 2-2

Objective	To understand what the basic services of Microsoft 365 are.
Briefing	You have to introduce the fundamental services to your members and help them understand how each service can support your organization's operation.
Task	Log into your Microsoft 365 account.
	Open and navigate Microsoft Teams, OneDrive, and SharePoint.
	Log out of your Microsoft 365 account.
Hints	To switch between apps and services easily, use the app launcher (IIII) on the top-left corner of every app and service's landing page.

Lesson 3

Lesson Lab 3-1

Objective	To familiarize yourself with your organization's cloud-based file storage.
Briefing	You have just been informed that you will be responsible for moving some of the organization's documents to OneDrive for Business and sharing those files with relevant members.
Task	Open your OneDrive for Business. Upload documents to OneDrive. Organize documents in different folders. Share files/folders with your members.
Hints	To upload a large number of files to OneDrive, select multiple files and drag them into OneDrive.
Follow-up Questions	After sharing files with your members, sync OneDrive for Business to your computer.

Lesson 4

Lesson Lab 4-1

Objective	To become familiar with the Admin Center.
Briefing	You want to familiarize yourself with your Microsoft 365 Admin Center.
Task	Open your Admin Center and navigate through it. Be sure to review the home page, Message Center, and Service Health Center.
Hints	You can access the Message Center and Service Health Center from the home page.
Follow-Up Questions	Locate user management commands on the home page.

Lesson Lab 4-2

Objective	To prepare for a company expansion.	
Briefing	Your organization is expanding and you have been asked to set up the Microsoft 365 infrastructure they will need.	
Task	Open the Lesson Lab 4-2 spreadsheet. Perform the following tasks:	
	 Set up user accounts with the provided information. Auto-generate all passwords. 	
	Create groups for each department.	
	 Create a distribution list with all users called "Building 2 Employees." 	
	• Create a shared mailbox for the Engineering team.	
	Since the team will be operating in a newly rented space, add the following resources:	
	Teleconference Room 204	
	Boardroom 209	
	Lunch Room (Building 2)	
	• 3-D Printer	
	CarShare Van	
Sample Data	Lesson Lab 4-2 Microsoft Excel Worksheet 12.5 KB	
Follow-Up Questions	Andy Wanden will not be moving to the new building. Change his office location to Building 1. Then, remove him from the	

his office location to Building 1. Then, remove him from the group, distribution list, and shared mailbox you created.

Lesson 5

Lesson Lab 5-1

Objective	To become familiar with advanced options in the Admin Center.
Briefing	You need to review the domains associated with your organization's Microsoft 365 infrastructure, as well as its security settings.
Task	Open the Admin Center. Review the domains associated with your organization's Microsoft 365 infrastructure.
	Then, navigate to the Security & Compliance Center. Review the information on the home page, existing alerts, user permission roles, and data loss prevention policies.
Hints	Remember, you can open the Security & Compliance Center from the Admin Center, Microsoft 365 landing page, or app launcher pane.
Follow-Up Questions	If there are any activities you would specifically like to monitor, create alerts from the Admin Center.

COURSE WRAP-UP

Post-Course Assessment

1. Which of the following apps and services is not offered as an online version?

- a. OneDrive
- b. Access
- c. OneNote
- d. Microsoft Teams

2. What set of apps is used to create new files via OneDrive?

- a. Office Online
- b. Delve
- c. SharePoint
- d. Outlook

3. What is the highest level of the password strength?

- a. Confidential
- b. Secure
- c. Strong
- d. Safe

4. How do you open the Security & Compliance Center?

- a. "Admin centers" category of the Admin Center navigation pane
- b. Microsoft 365 landing page
- c. App launcher pane
- d. Any of the above

5. Which user management commands are available from the Admin Center home page?

- a. Add users
- b. Delete users
- c. Edit users
- d. Reset passwords
- e. All of the above

6. When creating an alert, how do you set the alert to be triggered when any user performs the selected action(s)?

- a. Enter "All Users" in the Users field
- b. Check the "When any user performs this action" option Answer
- c. Leave the Users field blank

7. What Microsoft 365 app is the Tasks app a shortcut to?

- a. OneNote
- b. Outlook
- c. Publisher
- d. PowerPoint

8. How do you configure a master Office 365 contacts list?

- a. Add contacts to the Contacts page in the Admin Center
- b. Create a group
- c. Add contacts to your personal Outlook Contacts folder

9. Which icon on a Delve item allows you to add it to your favorites?

- a. Stacked icon
- b. Three dots
- c. Bookmark
- d. The item name
- 10. True or False: If you open an app from the Office desktop app, any apps available in desktop versions will open in the desktop version of the app.

Course Summary

Congratulations on completing the Microsoft 365 training. During this course, you learned how to:

- Navigate your Microsoft 365 account
- Find help and change your settings
- Use desktop apps with Microsoft 365
- Navigate apps and services included in the subscription package
- Get started with OneDrive for Business
- Collaborate using OneDrive for Business
- Use the Delve app
- Get started as an Microsoft 365 administrator
- Manage users, groups, and resources
- Manage domains
- Use the Admin Center and Security & Compliance Center

You should now feel comfortable completing advanced tasks using Microsoft 365 apps and services.

ANSWER KEYS

Lesson 1 Review Questions

1. What is Microsoft 365?

Microsoft 365 is a subscription-based and online ("cloud") version of the popular Microsoft Office suite of software.

2. What is the cloud?

The cloud is a commonly used term to describe an off-site file hosting service.

3. What navigational element will you always see along the top of a page while logged into your Microsoft 365 account?

This navigational element is the navigation toolbar.

4. What are the requirements that make your password more secure?

Your password must be between eight and 256 characters, with uppercase and lowercase letters, numbers, as well as symbols.

5. What happens when you click the Install Office button on your Microsoft 365 landing page?

A download will appear in your browser.

Lesson 2 Review Questions

1. What is Microsoft Word?

Microsoft Word is Microsoft's word processing program where you can create professional documents.

2. What are the workspaces found on the Folder/Navigation pane in Outlook?

They are Mail, Calendar, People, and To Do (Task) workspaces.

3. What do Access and Publisher have in common?

They are both dekstop-only applications.

4. What are the differences between public and private settings in Microsoft Teams?

While **public** mode is open to everyone, the **private** setting is restricted to invited users only.

5. What is SharePoint?

SharePoint is Microsoft's collaboration platform where your organization's members can communicate, exchange information and collaborate seamlessly.

Lesson 3 Review Questions

1. Is the OneDrive for Business account separate from your personal OneDrive account?

Yes, the OneDrive for Business is separate from personal OneDrive accounts.

2. What is the purpose of the Discover feature in OneDrive?

The Discover feature provides easy access to other documents within your organization that are relevant to you.

3. What is Delve?

Delve is an Office app that provides quick, easy access to documents, people, conversations, and activities linked to your user account.

4. How do you create a board in Delve?

Click the Manage Boards icon. In the pop-up dialog box that appears, type the new board name and press **Enter**.

5. What set of apps is used to create new files via OneDrive?

Office Online.

Lesson 4 Review Questions

1. True or False: There is only one administrator type in Microsoft 365.

False. Microsoft 365 has several **specialized administrator types** that have administrative access to only specific areas.

2. How do you access the Admin Center?

Click the Admin Center tile on the Microsoft 365 landing page or in the app launcher pane.

3. How do you access the main Groups page?

From the Admin Center, click Groups \rightarrow Groups.

4. What is the command sequence to begin creating a shared mailbox?

Click Groups \rightarrow Shared mailboxes \rightarrow Add a mailbox.

5. Which user management commands are available from the Admin Center home page?

You can add, edit, and delete users, and reset passwords.

Lesson 5 Review Questions

1. What is a domain?

A Windows network where all components (such as user accounts, PCs, and printers) are registered with a central database.

2. How do you open the Security & Compliance Center?

Use the **Admin centers** category of the Admin Center navigation pane, the Microsoft 365 landing page, or the app launcher pane.

3. When creating an alert, how do you set the alert to be triggered when any user performs the selected action(s)?

Leave the Users field blank.

4. True or False: User permissions for the Security & Compliance Center are inherited from the Admin Center and cannot be modified.

False. You can set specific permissions for the Security & Compliance Center.

5. How do you view the domains associated with your organization's Microsoft 365 infrastructure?

Open the Admin Center and click Settings \rightarrow Domains.

Post-Course Assessment

- 1. Which of the following apps and services is not offered as an online version?
 - a. OneDrive
 - <mark>b. Access</mark>
 - c. OneNote
 - d. Microsoft Teams

Access, along with Publisher, is offered as a desktop-only Office app.

2. What set of apps is used to create new files via OneDrive?

- a. Office Online
- b. Delve
- c. SharePoint
- d. Outlook

If you wish to create new files via OneDrive, you will use Office Online.

3. What is the highest level of the password strength?

- a. Confidential
- b. Secure
- <mark>c. Strong</mark>
- d. Safe

There are three levels that indicate the password strength: strong, medium, and, weak. Strong is the highest level.

4. How do you open the Security & Compliance Center?

- a. "Admin centers" category of the Admin Center navigation pane
- b. Microsoft 365 landing page
- c. App launcher pane
- d. Any of the above

You can open the Security & Compliance Center from the "Admin centers" category of the Admin Center navigation pane, the Office 365 landing page, or the app launcher pane.

5. Which user management commands are available from the Admin Center home page?

- a. Add users
- b. Delete users
- c. Edit users
- d. Reset passwords
- e. All of the above

You can add, edit, and delete users, and reset passwords, from the Admin Center home page.

6. When creating an alert, how do you set the alert to be triggered when any user performs the selected action(s)?

- a. Enter "All Users" in the Users field
- b. Check the "When any user performs this action" option Answer
- c. Leave the Users field blank

When creating an alert, leave the Users field blank if you want it to be triggered when any user performs the selected action(s).

7. What Microsoft 365 app is the Tasks app a shortcut to?

- a. OneNote
- b. Outlook
- c. Publisher
- d. PowerPoint

The Tasks app is a shortcut to your Outlook Tasks folder.

8. How do you configure a master Office 365 contacts list?

a. Add contacts to the Contacts page in the Admin Center

- b. Create a group
- c. Add contacts to your personal Outlook Contacts folder

To configure a master contacts list to which all Office 365 users will have access, click Users \rightarrow Contacts in the Admin Center navigation pane.

9. Which icon on a Delve item allows you to add it to your favorites?

- a. Stacked icon
- b. Three dots
- <mark>c. Bookmark</mark>
- d. The item name

To add any Delve item to your favorites, click the bookmark icon in the bottom left corner.

10. True or False: If you open an app from the Office desktop app, any apps available in desktop versions will open in the desktop version of the app.

True.

APPENDICES

Keyboard Shortcut Quick Reference Sheet

File Management	Open a new workbook	Ctrl + N
	Save a file	Ctrl + S
	Open a file	Ctrl + O
	Print worksheet	Ctrl + P
	Close Microsoft Excel	Alt + F4
Worksheet	Switch between worksheet tabs (left to right)	Ctrl + Page Up
	Switch between worksheet tabs (right to left)	Ctrl + Page Down
	Insert cells	Ctrl + Shift + +
	Delete cells	Ctrl + -
Text Editing	Select all items in current worksheet	Ctrl + A
	Copy text	Ctrl + C
	Cut text	Ctrl + X
	Paste text	Ctrl + V
Open Dialogs	Open Find tab of Find and Replace dialog box	Ctrl + F
	Open Replace tab of Find and Replace dialog box	Ctrl + H

	Open Go To dialog box	Ctrl + G
	Open Font tab of Format Cells dialog box	Ctrl + Shift + F
	Check spelling	F7
	Get Help	F1
	Apply bold formatting	Ctrl + B
Text Formatting Tools	Apply underlining	Ctrl + U
	Apply italic formatting	Ctrl + I
	Align text to center	Ctrl + E
	Align text to left	Ctrl + L
mattin	Align text to right	Ctrl + R
xt For	Justify text	Ctrl + J
Te	Increase font size	Ctrl + Shift + .
	Decrease font size	Ctrl + Shift + ,
	Undo last action	Ctrl + Z
	Redo last action	Ctrl + Y

Glossary

Admin Center

Microsoft 365 app only available to administrators. Provides central access to all permitted administrative tools.

administrator

User role with the highest level of privileges in a particular system or software application.

alert

Automatically generated notification that is created and displayed based on user settings.

apps

Individual components that provide specific functionality in Office 365. Can also refer to specific programs within a larger application (such as SharePoint apps).

app launcher

Icon in the top left corner of the Office 365 window that opens the app launcher pane.

app launcher pane

Menu that opens from the icon in the top left corner of the Office 365 window. Displays all Microsoft 365 apps which the user has access to.

Delve

Microsoft 365 app which provides quick access to documents, people, conversations, and activities linked to the user's account.

Delve Board

Folder-like tool that allows users to manage search results and frequent documents in Delve.

domain

A Windows network where all assets (such as user accounts, PCs, and printers) are registered with a central database.

domain controller

Child machine belonging to a domain server which manages network assets on the parent server's behalf.

global administrator

In the context of Microsoft 365, the top-level administrator.

group

A set of users in a particular system or software application who all have the same attributes (such as system privileges).

landing page

Page initially displayed upon logging into Microsoft 365.

Message Center

Admin Center tool that alerts users about changes to Microsoft 365.

OneDrive

Microsoft's cloud-based storage feature.

owners

User group that typically has a high level of permissions.

permissions

Framework defining the level of control that a user or group has over a particular component.

resource

In the context of Microsoft 365, rooms or equipment added to the system for scheduling purposes.

Security & Compliance Center

Microsoft 365 app only available to specified users. Provides central access to security and compliance tools.

Service Health Center

Admin Center tool that allows users to view service status and advisories.

shared mailbox

Feature that allows multiple users to manage mail from a single address.

user

Individual profile within a particular system or software application that typically has limited privileges.