

Common Office 365 Administration Questions



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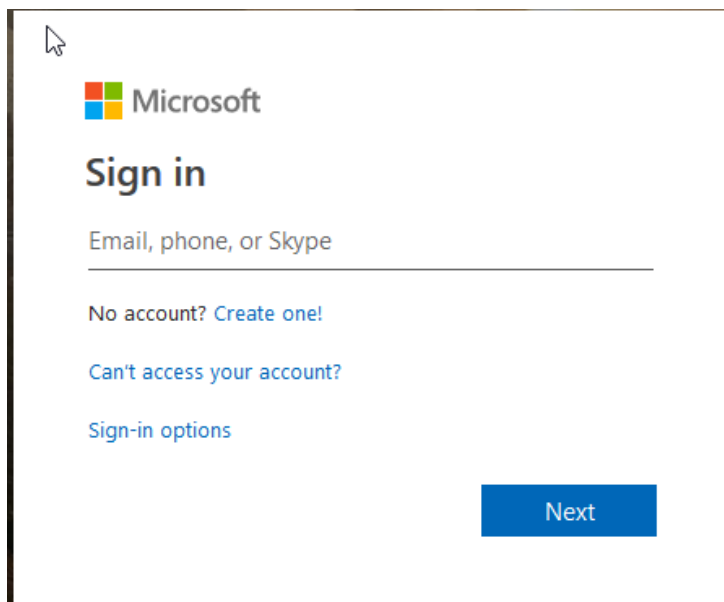
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How to Get Access to Microsoft 365 Admin Center

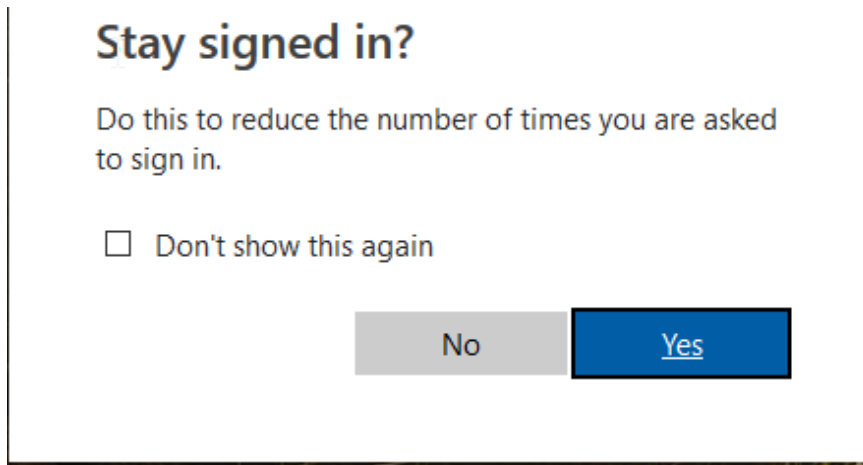
Using the Microsoft 365 Admin Center allows for quick and easy access to the basic admin tasks such as adding/removing users and adding/removing licenses.

1. Login to the Microsoft 365 portal at:
 - a. <http://portal.office.com>, and log into the following webpage:



- b. **REMEMBER:** Login with your Global Administrator account that was sent to your email when you first signed up for Office 365.

c. The next webpage will ask you if you wish to stay logged in.



Stay signed in?

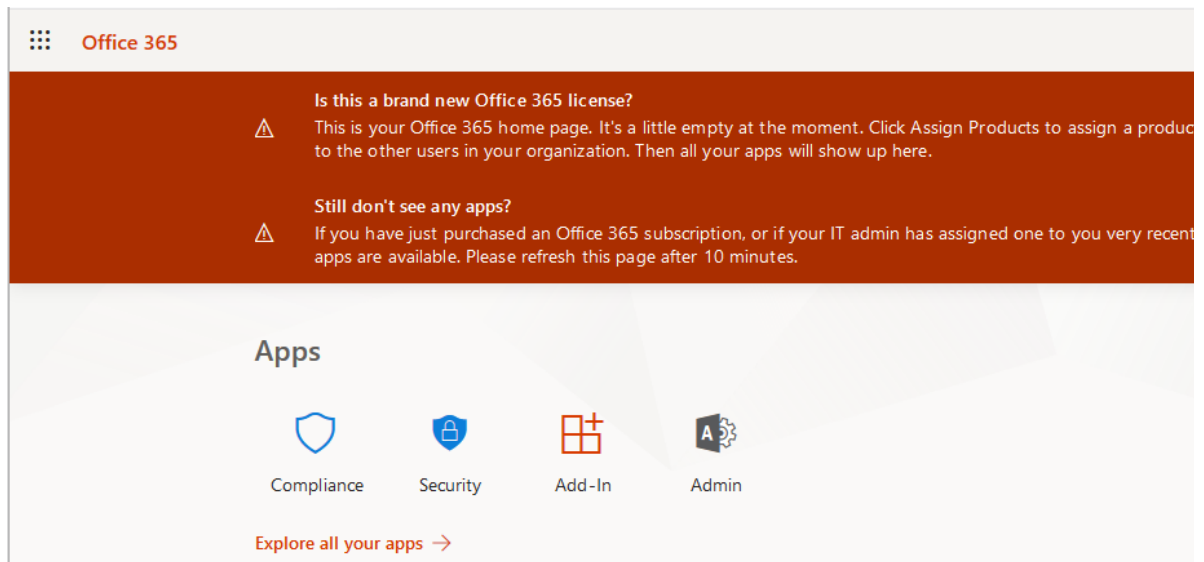
Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No Yes

d. **REMEMBER:** It's best practice to choose "**No**". Your Global Administrator account is very powerful in your Office 365 portal. Access should be limited to avoid making mistakes in your environment.

2. After selecting "**No**" you will be taken to the main page of your Office 365 subscription.



Office 365

Is this a brand new Office 365 license?

⚠ This is your Office 365 home page. It's a little empty at the moment. Click Assign Products to assign a product to the other users in your organization. Then all your apps will show up here.

Still don't see any apps?

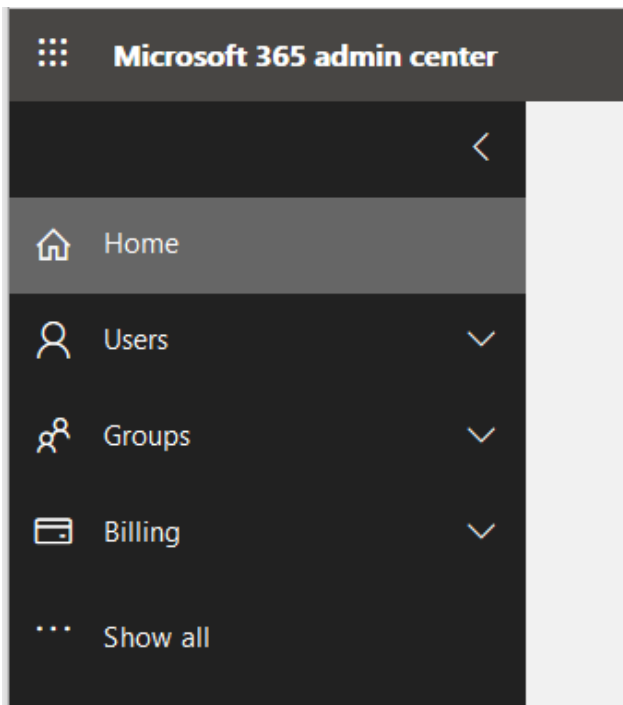
⚠ If you have just purchased an Office 365 subscription, or if your IT admin has assigned one to you very recently, apps are available. Please refresh this page after 10 minutes.

Apps

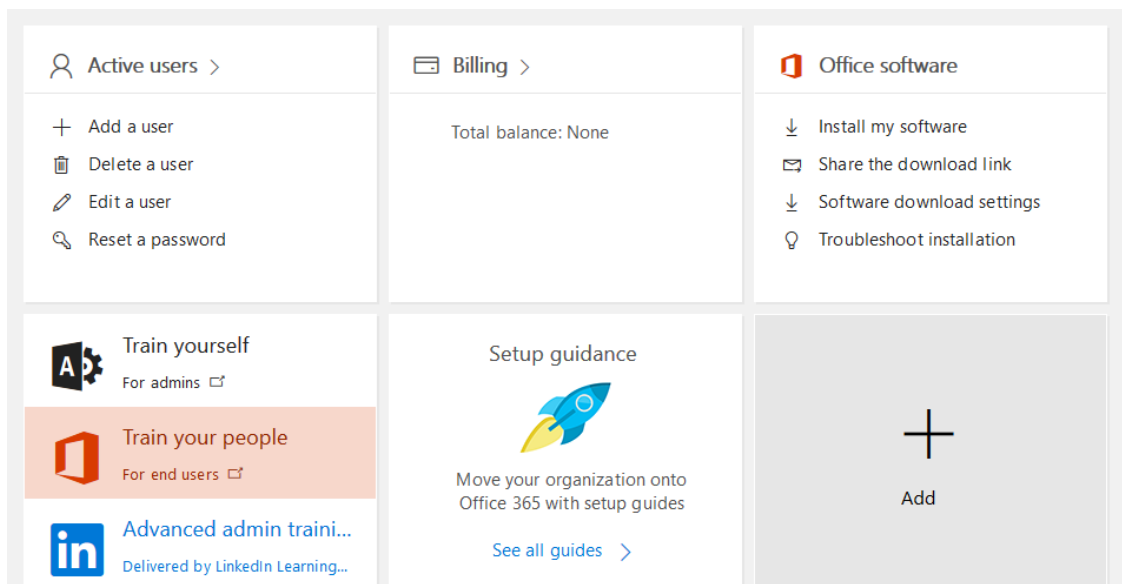
Compliance Security Add-In Admin

Explore all your apps →

a. Click on "**Admin**" to proceed to the Microsoft 365 Admin Center. You will notice, that a new browser tab will open the Admin Center homepage.



3. You will also see the tiles (shown below) that give you easy access to common tasks.



4. **REMEMBER:** Always sign out of Microsoft 365 Admin Center when you have completed your tasks.

Accessing Outlook Email in Your Browser

1. <http://portal.office.com>

Login to the portal and choose the "**Outlook**" icon from the start page, and your Outlook Online will launch in a new browser tab.

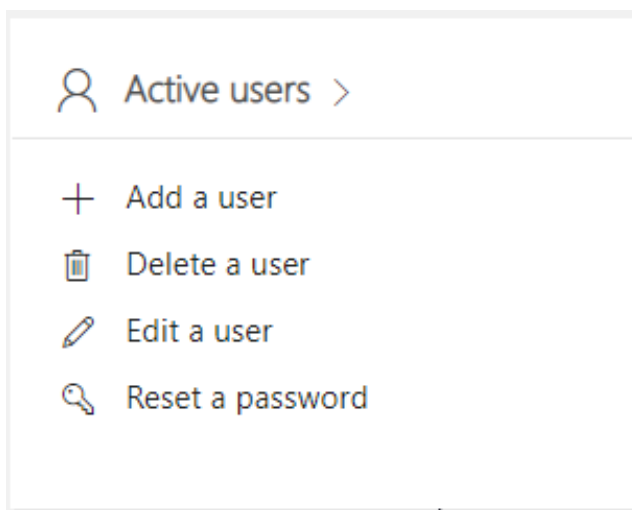
2. <http://outlook.office.com>

Login to this website and you will be logged directly into Outlook Online.

Resetting a User Password in Office 365

Resetting a user password is made easy with the Reset a Password Window in Office 365.

1. From the Microsoft 365 Admin Center, find the Active users tile.



2. Select "**Reset a password**".

- a. A side window will open and from there you can search for users for which you need to change their password, or you can scroll down the list of users.
- b. From that list, you need to click the check-box beside the user(s) who need a password change.

You can choose one or multiple users for resetting passwords. Your own password can not be changed with multiple selections.

3. The next side window to appear will show you who has been selected and present you with the option to auto-generate a password of all the manual creation of one.

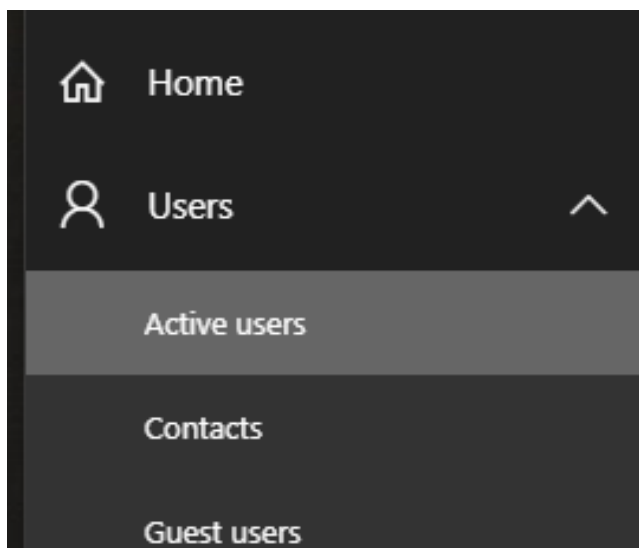
4. You can choose the check box to make the user change their password when they next sign in. If it is unchecked, then the password will remain the same until the user changes it themselves.

5. Click the "Reset" button and the next window will show success of the password reset(s).

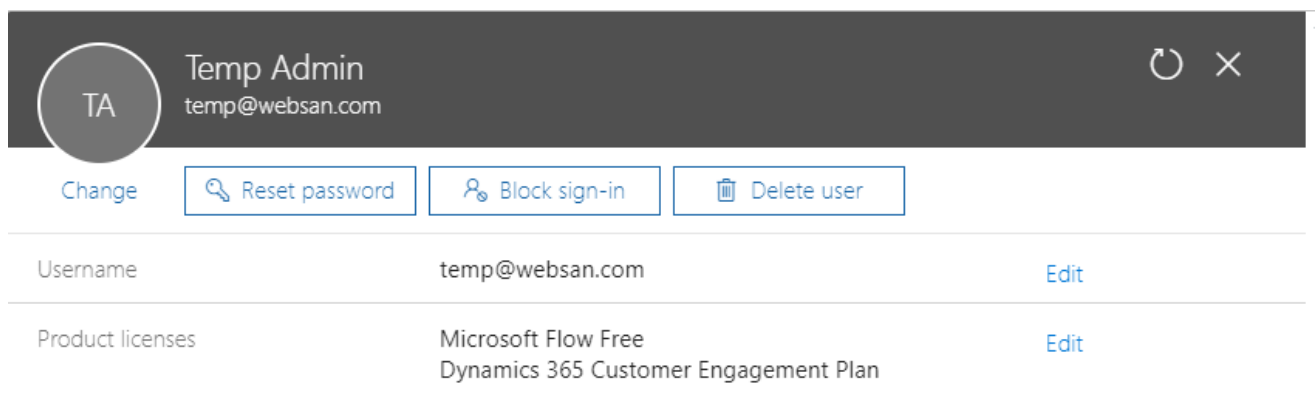
There is also the choice to send an email to a specified email address with the password. This is optional.

How to Assign and Unassigned a License to an Office 365 User

1. Login to the Microsoft 365 Admin Center. From the left menu choose "**Users**" and from that drop-down menu, choose "**Active Users**".



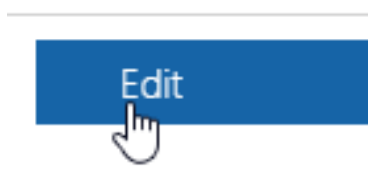
2. Select the User that you wish to add or remove licenses for.
3. A side window will open to the right. The top of which is shown below:



The screenshot shows a user management interface. At the top, there is a header bar with a circular profile icon containing the letters 'TA', the name 'Temp Admin', and the email 'temp@websan.com'. To the right of the header are refresh and close icons. Below the header is a row of four buttons: 'Change', 'Reset password', 'Block sign-in', and 'Delete user'. Below this is a table with two rows. The first row has 'Username' as the label, 'temp@websan.com' as the value, and an 'Edit' link. The second row has 'Product licenses' as the label, 'Microsoft Flow Free' and 'Dynamics 365 Customer Engagement Plan' as the value, and an 'Edit' link.

Username	temp@websan.com	Edit
Product licenses	Microsoft Flow Free Dynamics 365 Customer Engagement Plan	Edit

4. You will see that there are currently 2 licenses associated to the user Temp Admin.
5. To edit these licenses (add or remove or change them):
 - a. Click the word, "**Edit**", and another window will appear in front of the window you're on.

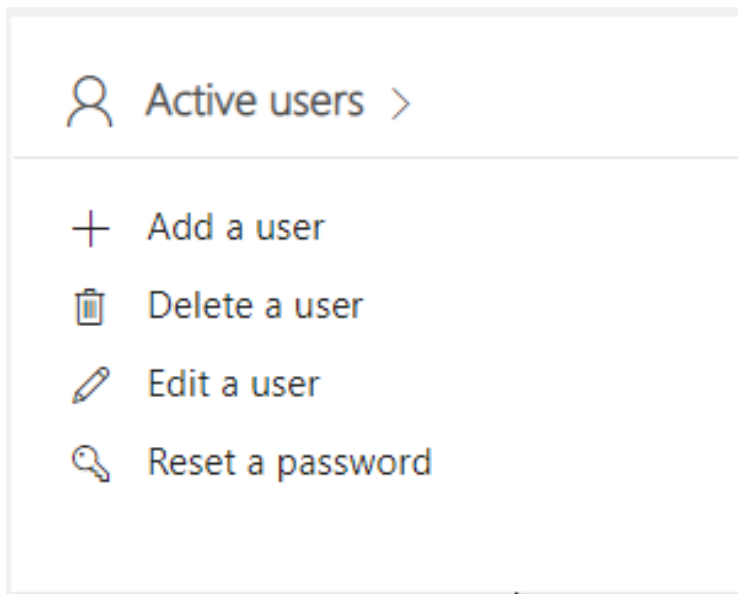


- b. From here, you will see a list of the licenses that you have purchased. There is a toggle to the right of each license where you can turn on or off that license for that individual.
 - c. Once you have added or removed or changed licenses for your user, click the "**Save**" button at the bottom of the window (you may have to scroll down to find it).
 - d. Click on "**Close**" at the bottom of the first window, and you have completed the task of adding/removing/changing licenses.

How to Create a User in the Microsoft 365 Admin Center

Creating users in Office 365 is a straight-forward and easy process.

1. Within the Microsoft 365 admin center, look for the "**Active users**" tile.



2. Click on "+ **Add a user**".
3. The following side window will ask for information about the new user being created.

NU

New user
new@domain.com

✕

New user

First name

Last name

Display name *

Username *

Domain

@ websan.com ▼

Location

Canada ▼

✓ Contact information

✓ Password

Admin-created

✓ Roles

User (no administrator access)

✓ Product licenses *

Decision required

Add

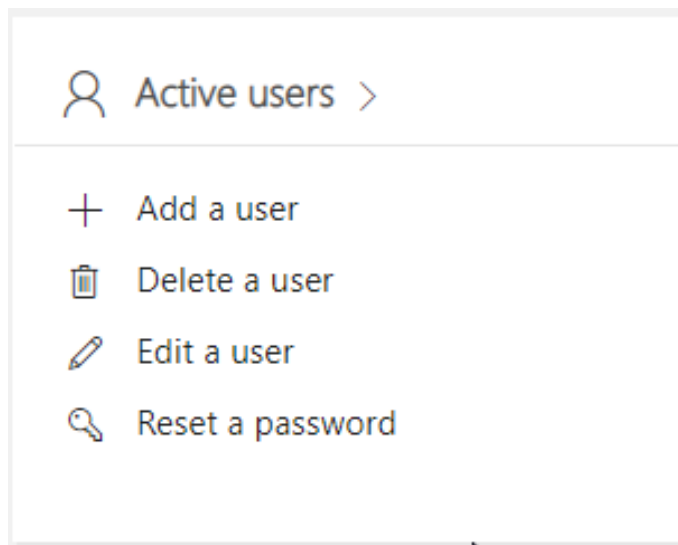
Cancel

4. Fill in the appropriate information and be sure to enter the product licenses before clicking the "**Add**" button.

5. A user can be created without a license by clicking the last choice under Product licenses.

Deleting a User in Office 365

1. From the Microsoft 365 Admin Center, look for the "**Active users**" tile.



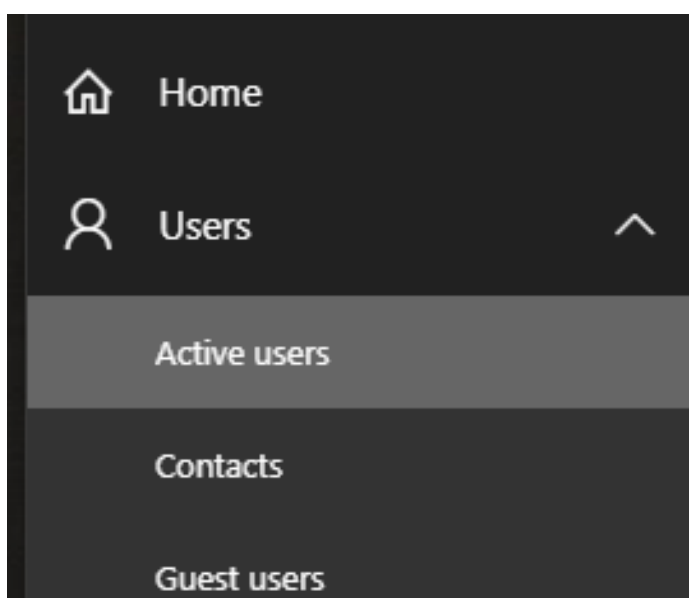
2. Select "**Delete a user**".

- a. A side window will open and from there you can search for the users you need to delete, or you can scroll down the list of users.
- b. The next side window to appear will show you who has been selected and ask you to verify that these users are to be deleted.
- c. Click the button at the bottom to verify that you want to delete these users.

Adding an Email Alias to an Office 365 user

An email alias is a way to give secondary names to email addresses. For example, you can have fs@contoso.com and fredsanders@contoso.com and fsanders@contoso.com all go to the same user.

1. Login to your Microsoft 365 Admin Center. Go to the **"Users"** section on the left of your screen.
2. Select Active Users from the drop-down that appears.



3. Beside Username/Email, you will see the primary email address, this is the one that people receiving email from that person will see.
4. Underneath, you'll see the Alias section. An alias can only be assigned if the person has a license that includes email (For example Office 365 Business Premium, or Exchange (Plan 1)).

5. To add an alias:

a. Click the "**Edit**" Button.



b. A new window will open up over the one that is already open.

c. Look for the section titled: **Aliases**

d. Underneath that can be found the box on the left to fill in the alias you wish your user to have. On the right is a drop-down box for you to choose the domain that you wish the alias to have.

Alias

 @

6. You won't need to change the Domain from how it is already set.

7. When you have finished entering your data, click the "**Save**" button.

8. Next click the "**Close**" button.

9. You have successfully added an alias.

Learn More About Office 365

<http://www.websan.com/solutions/microsoft-office-365>

Office 365 is built for your business.

It's the Office you know, plus the tools to help you work better together, so you get more done anytime, anywhere.