

Microsoft Office 365 Admin

**Module 2 – Working with Users and
Contacts**

WORKBOOK

Microsoft Office 365 Admin

Working with Users and Contacts

Users vs Contacts

- Users:
 - Can login to Office 365
 - Have an email address (license dependent)
 - Can install MS Office (license dependent)
 - Can use Office Online Apps (license dependent)
- Contacts:
 - Similar to Address Book, but global
 - Create to share

[illegible]

Creating Office 365 Groups

[Add a group](#)
[Refresh](#)
91 items
[Search](#)

Group name ↑	Group email	Type	Sync status	Teams status	Membership type	Group privacy	Created on	⋮
Contracts	contracts@sandraclassroom.com	Distribution list	↺		Assigned		1/21/2015, 1:58 PM	
CoreyDistroGroup	coreydistrogroup@sandanetwork.com	Distribution list	↺				12/17/2014, 3:22 PM	
CRM Users	CRMUsers@sandanetwork.com	Mail-enabled security	↺					
Customer Service @ Sandra Network	customerservice@sandanetwork.com	Distribution list	↺					
Dan Bennett	danbennett@sandanetwork.com	Distribution list	↺					
DHCP Administrators		Security	↺					
DHCP Users		Security	↺					
DnsAdmins		Security	↺				5/18/2018, 11:50 AM	
DnsUpdateProxy		Security	↺				5/18/2018, 11:50 AM	
Exchange Install Domain Servers		Security	↺		Assigned		5/18/2018, 11:50 AM	
Exchange Trusted Subsystem		Security	↺		Assigned		5/18/2018, 11:50 AM	
Finance		Security	↺		Assigned		5/18/2018, 11:50 AM	

Notice different types of Groups

Notice different types of Groups

Group Types

Add a group

Group type

Basics

Owners

Settings

Finish

Choose a group type

Choose the group type that best meets your team's needs. [Learn more about group types](#)

☒ Office 365 (recommended)

☐ Distribution

☐ Mail-enabled security

☐ Security

Allows teams to collaborate by giving them a group email and a shared workspace for conversations, files, and calendars.

Sends emails to all members of the list.

Raise all the functionality of a distribution list and additionally can be used to control access to OneDrive and SharePoint.

Controls access to OneDrive and SharePoint and can be used for Mobile Device Management for Microsoft 365.

[illegible]

[illegible]

The screenshot shows the 'Users' page in the Azure portal. At the top, there are navigation links: 'Add a user', 'User templates', 'Add multiple users', 'Multi-factor authentication', 'Delete a user', 'Refresh', 'Export users', and a menu icon. Below these is a table of users with columns for 'Display name', 'Username', 'Licenses', and a 'Choose columns' link. The table lists several users, including 'Acronis', 'Admin', 'Andi Jovani', and 'Autodesk Integration'. A modal window is open, displaying a detailed view of the user 'Bertha Bethune'. This modal has a search icon and a list of actions: 'Manage product licenses', 'Manage groups', 'Edit username', and 'Delete user'. The background table shows the user's details: 'Bertha Bethune' with email 'Bertha@SandraClassroom.com' and 'Unlicensed' status.

Display name	Username	Licenses
Acronis	acronisbu@SandraNetwork.onmicrosoft.com	Unlicensed
Admin	Admin@SandraNetwork.onmicrosoft.com	Unlicensed
Andi Jovani	Andi@SandraNetwork.com	Microsoft Power Automate Free, Project Online Essentials,
Autodesk Integration		

Display name	Username	Licenses
Batakis Family	Batakis@SandraNetwork.com	Office 365 E3
Bertha Bethune	Bertha@SandraClassroom.com	Unlicensed
Brian McEvoy		Office 365 E3
David Szczuka		Microsoft Power Automate Free
Donato Dandreo		Office 365 E3
Erin Survils	Erin@SandraNetwork.com	Office 365 E3

Display name ↑	Username	Licenses	Choose columns
Acronis	acronisbu@Sandranetwork.onmicrosoft.com	Unlicensed	
Admin	Admin@Sandranetwork.onmicrosoft.com	Unlicensed	
Andi Jovani	Andi@sandranetwork.com	Microsoft Power Automate Free, Project Online Essentials,	
Autnack Interanetion	Batakis Family	Batakis@sandranetwork.com	Office 365 E3
	Bertha Bethune	Bertha@SandraClassroom.com	Unlicensed
	Brian McEvoy		Office 365 E3
	David Szczuka		Microsoft Power Automate Free, Project Online Essentials,
	Donato Dandreo		Office 365 E3
	Erin Survils	Erin@sandranetwork.com	Office 365 E3

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Importing Office 365 Users

Import multiple users

Create and upload the file

Set user options

View your results

Create and upload the file

In this step, download one of the CSV files below, save the file, and use Excel or another app to add your users' information. Then you can come back here, upload the file and verify that you've got it filled out correctly.

[Learn more about importing multiple users](#)

- Download a CSV file with headers only
- Download a CSV file with headers and sample user information

Source to upload

Browse

Verify

Next

Cancel

[illegible]

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Resetting User Passwords

Batakis Family

Bertha Bethune

Batakis@sandranetwork.com

Bertha@sandraClassroom.com

BB

Bertha Bethune

Sign in allowed

Account

Devices

Licenses and Apps

Mail

OneDrive

Username

Bertha@sandraClassroom.com

Manage username

Groups

Manage groups

Roles

No administrator access

Manage roles

Contact information

Display Name

Bertha Bethune

Phone number

Manage contact information

First Name

Bertha

Last Name

Bethune

Office activations

View Office activations

Multifactor authentication

Manage multifactor authentication

Two-Factor Authentication

- Username
- Password
- 2fa:
 - Microsoft Authenticator
 - SMS
 - Email

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Password Policies

Home

Users

Groups

Roles

Resources

Billing

Support

Settings

Domains

Microsoft Search

Settings

Add-ins

Partner relationships

Settings

S J B Enterprises d/h/a Sandra Network

Settings

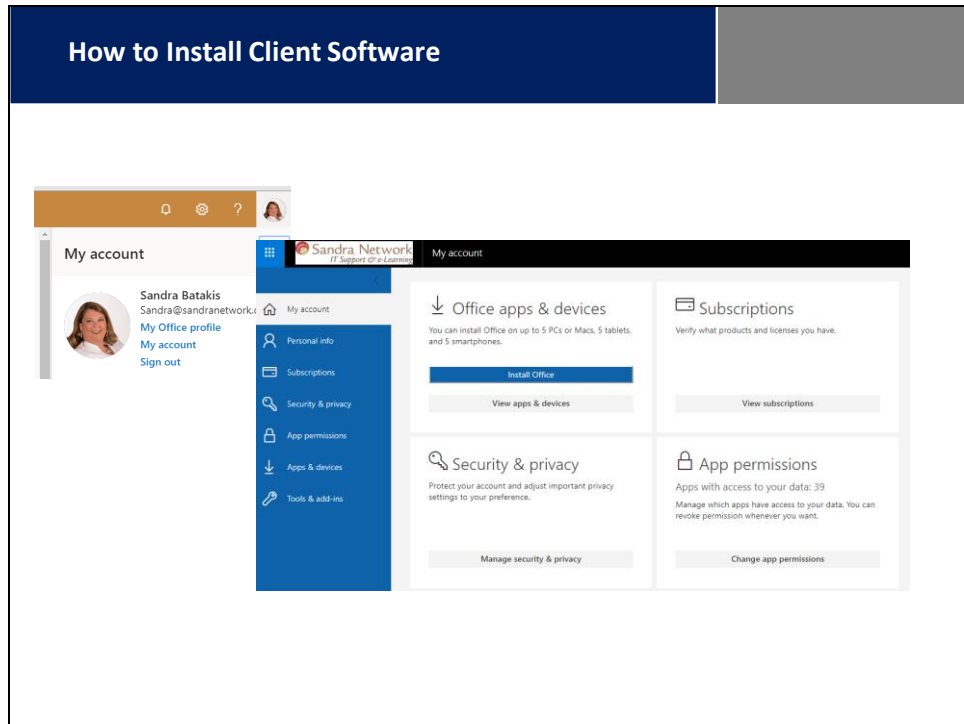
Security & privacy

Name	Description
Password expiration policy	Set the password policy for all users in your organization.
Privacy profile	Set the privacy statement of your organization.
Self-service password reset	Let users reset their own forgotten passwords rather than contacting your organization's IT for help.
Sharing	Control access for people outside your organization.

[illegible]

Adding a User License

- Licenses can be obtained:
 - VIA credit card directly on Office 365 Site
 - Through a reseller
- Many URLs lead to same place:
 - Office365.com
 - Office.com
 - Microsoft.com <https://www.microsoft.com/en-us/microsoft-365?ms.url=office365com&rtc=1>





Questions

and

Answers

Review Questions:

1. True or False: A contact can send and receive email through Office 365.
 - A. True
 - B. False
2. Which of the following file formats can you use to import Office 365 users?
 - A. .csv
 - B. .slv
 - C. .xls
 - D. .doc
3. Two-factor authentication can use which of the following methods? (Choose all that apply)
 - A. SMS
 - B. Microsoft Authenticator
 - C. Biometrics
 - D. All of the above
4. True or False: Office 365 requires you to use the same licenses for all users under the same tenant.
 - A. True
 - B. False
5. True or False: You can set individual password policies for users, with different expiration dates.
 - A. True
 - B. False

Answer Key:

1. B
False. A contact is only used for address book purposes and cannot send or receive mail in Office 365.
2. A
You can only import CSV formatted files.
3. A, B
You can use SMS and Microsoft Authenticator to work with 2FA (Two-Factor Authentication).
4. B
False. You can mix and match licenses for the users in your tenant.
5. B
False. A password policy will apply to the entire organization.