

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

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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@sandrainclassroom.com	Distribution list	○	○	Assigned	Public	5/1/2015, 1:58 PM
CoreyDistroGroup	coreydistrogroup@sandainetwork.com	Distribution list	○	○	Assigned	Public	12/17/2014, 3:22 PM
CRM Users	CRMUsers@sandainetwork.com	Mail-enabled security	○	○	Assigned	Public	5/1/2015, 1:58 PM
Customer Service @ Sandra Network	customerservice@sandainetwork.com	Distribution list	○	○	Assigned	Public	5/1/2015, 1:58 PM
Dan Bennett	danbennett@sandainetwork.com	Distribution list	○	○	Assigned	Public	5/1/2015, 1:58 PM
DHCP Administrators	...	Security	○	○	Assigned	Public	5/1/2015, 1:58 PM
DHCP Users	...	Security	○	○	Assigned	Public	5/1/2015, 1:58 PM
DnsAdmins	...	Security	○	○	Assigned	Public	5/1/2015, 1:58 PM
DnsUpdateProxy	...	Security	○	○	Assigned	Public	5/1/2015, 1:58 PM
Exchange Install Domain Servers	...	Security	○	○	Assigned	Public	5/1/2015, 1:58 AM
Exchange Trusted Subsystem	...	Security	○	○	Assigned	Public	5/1/2015, 1:58 AM
Finance	...	Security	○	○	Assigned	Public	5/1/2015, 1:58 AM

Notice different types of Groups

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Group Types

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Tasks to Manage Users

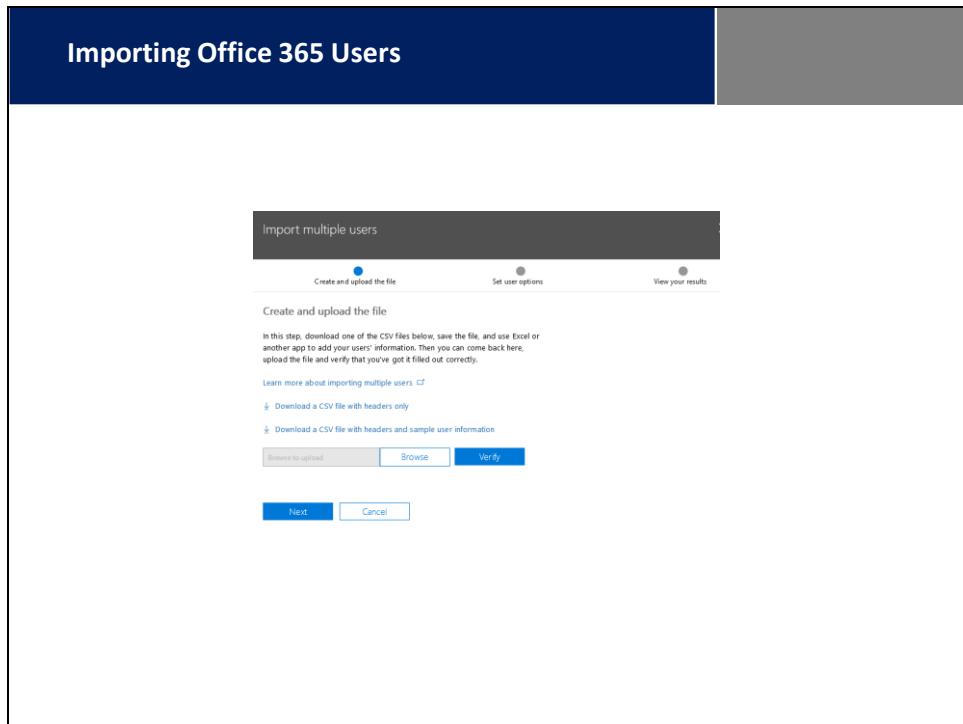
The screenshot shows the Microsoft 365 Admin center with the 'Users' page. A user named 'Bertha Bethune' is selected, and a context menu is open over her details. The menu includes options for managing product licenses, groups, and the user account itself. The user table lists several other users with their respective email addresses and license 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, Office 365 E3
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, Office 365 E3
Donato Dandreo		Office 365 E3
Erin Survils	Erin@sandranetwork.com	Office 365 E3

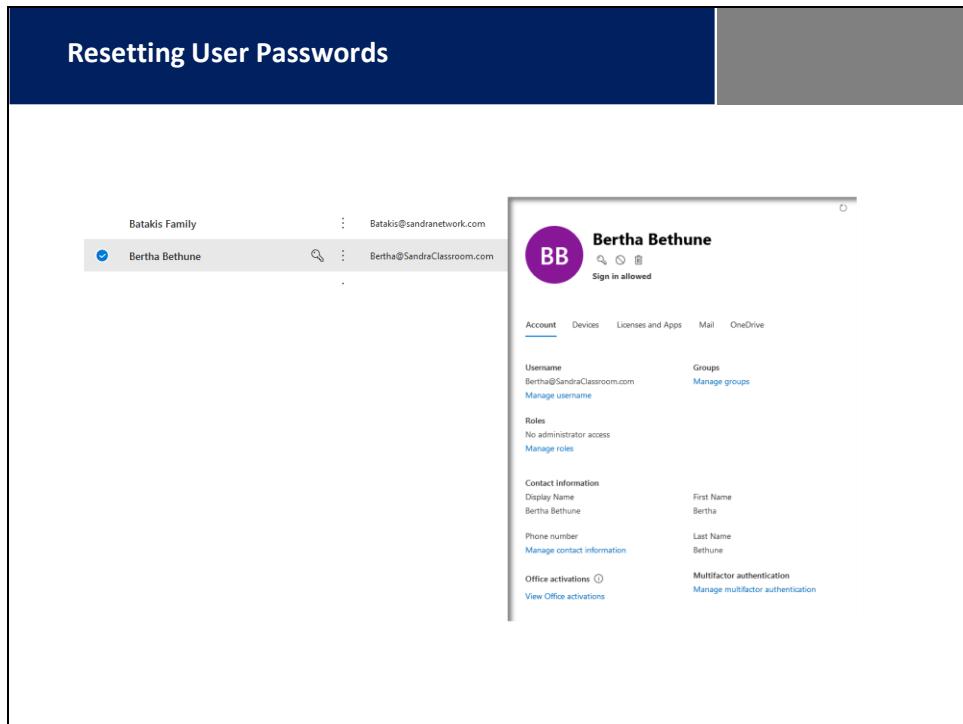
Context menu for Bertha Bethune:

- Manage product licenses
- Manage groups
- Edit username
- Delete user

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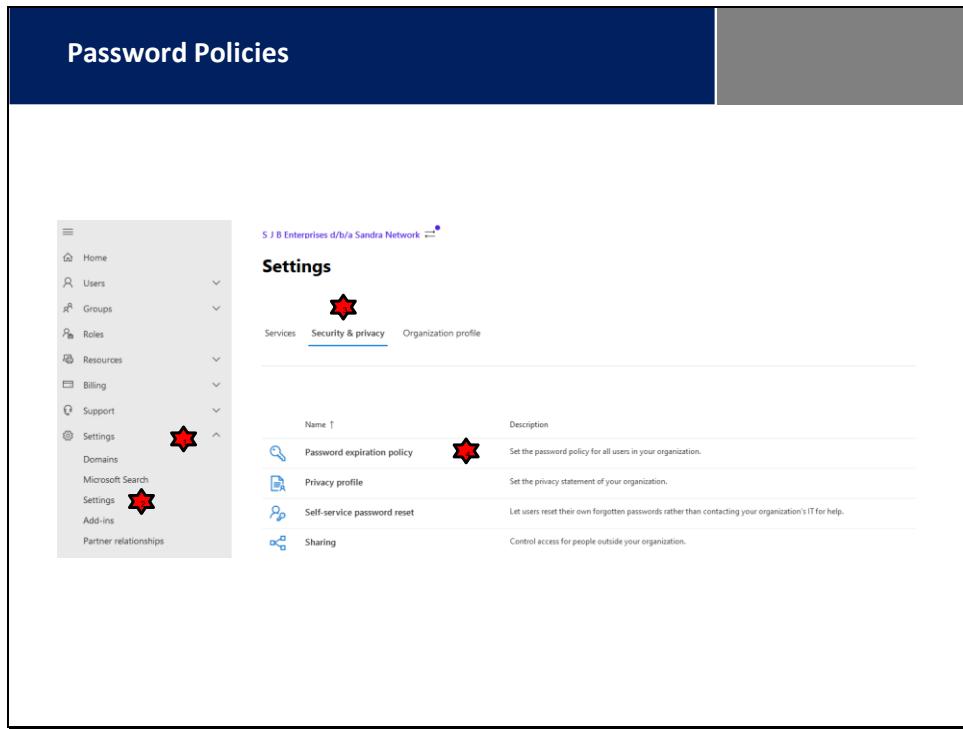
Slide 7



Two-Factor Authentication

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

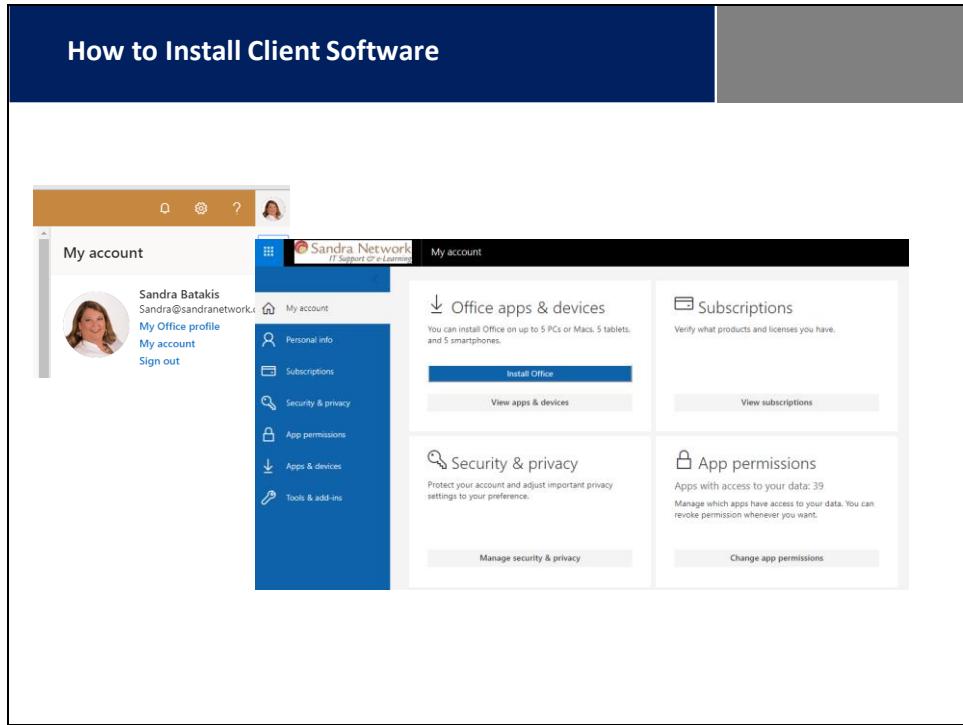
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Adding a User License

- 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

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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.