

Microsoft Office 365 Admin

**Module 3 – Maintaining Office 365 Data
and Recipients**

WORKBOOK

Microsoft Office 365 Admin

Maintaining Office 365 Data and Recipients

Maintaining Office 365 Users: Introduction

- Non-Licensed Users
- Licensed Users
- Shared Mailboxes
- Contacts
- Resource Users

Migrating Mail to Office 365

- Know where your domain is registered
- Domain wide migration: Admin Password
- Individual User Migration: User Credentials
- Terms to Know:
 - Registrar
 - Mx Records
 - Mail Settings
 - PST File

Importing Data Over

- Outlook: Individual Mailbox
- 3rd Party Utilities



Exchange Admin Center

Managing Mail Flow

- Inbound | Outbound Rules
- Message Trace
- Accepted Domains
- Remote Domains
- Connectors

Admin Center: Teams



Questions and Answers

Review Questions:

1. What is an example of a resource mailbox? (Choose all that apply)
 - A. Room
 - B. Equipment
 - C. Supplies Ordering
 - D. All of the above

2. What is the minimum number of users that can access a shared mailbox?
 - A. Zero
 - B. One
 - C. Two
 - D. Three

3. What type of record in DNS needs to be modified in order to direct mail to your Office 365 mailboxes?
 - A. A
 - B. CNAME
 - C. MX
 - D. IP

4. Which of the following tabs are available in the Exchange Admin Center?
 - A. Recipients
 - B. Permissions
 - C. Protection
 - D. All of the above

5. In which tab will you be able to do a message trace?
 - A. Mail Flow
 - B. Organization
 - C. Mobile
 - D. Public Folders

Answer Key:

1. A, B

You can create a resource mailbox for both rooms and equipment.

2. B

The minimum number of users that can access a shared mailbox is one.

3. C

The MX record is the mail exchanger, and this needs to point to Office 365.

4. D

Recipients, Permissions, and Protection are all part of the Exchange Admin Center.

5. A

Mail Flow is where you will find Message Trace.