Office 365

Administrator's Guide for Midsize Businesses and Enterprises

power to you

Office 365

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Welcome to Microsoft Office 365 from Vodafone

Congratulations, you are the Administrator for Microsoft Office 365 from Vodafone

Vodafone has created this guide to help you get started.

The guide takes you through:

1 Get an Introduction to Office 365

2 Get Started

3 Set-up the Service

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1 Get an Introduction to Office 365

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Please read 'How to use this Guide' on the next page

Office 365

Welcome to Office 365 from Vodafone

How to use this Guide

Understand how to make the best use of this guide

This guide has been designed to give you a high level view of the administrative features of Microsoft Office 365 from Vodafone.

Topics are presented in the recommended order for setting up and managing your service. You can either follow the suggested flow or jump to a topic of interest.

The navigation pane on the left side of each page indicates the current topic. To go back and forward in the guide use the icons at the bottom of each page.

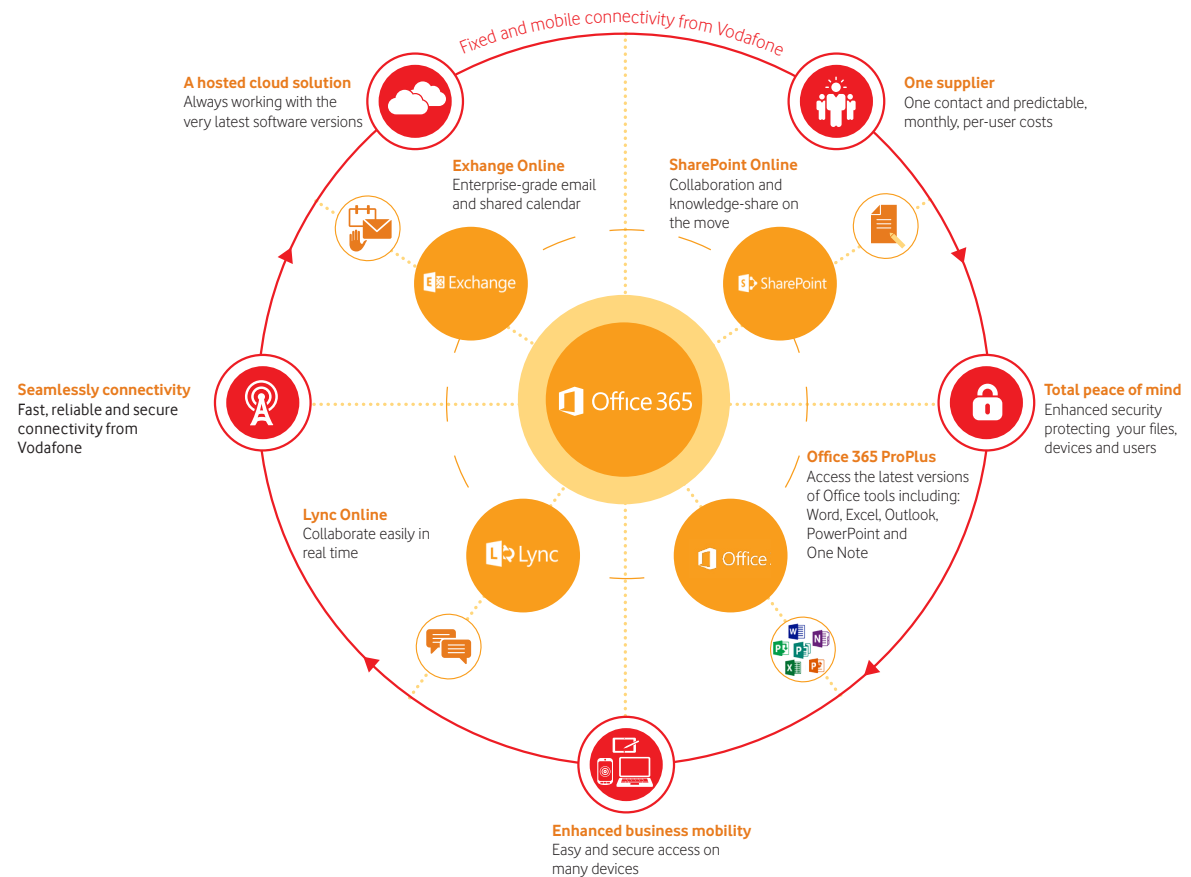TIPS are provided throughout the guide.

Business unlimited

Office 365

Office 365

Get an Introduction to Office 365

Understand Microsoft Office 365 from Vodafone and the benefits to your business

Microsoft Office 365 from Vodafone is helping to empower people to work the way they want, on their terms, from sole proprietors, to mid-sized businesses and large organisations. It provides you with the Microsoft products you know and trust. It delivers fast, reliable and secure connectivity from Vodafone so you can work the way you want, on virtually any device, virtually anywhere.

Microsoft Office 365 from Vodafone is a completely flexible solution that allows your business to select all of the Microsoft products or just the ones that are most suited to your business.

Fixed and mobile connectivity from Vodafone

A hosted cloud solution
Always working with the very latest software versions

One supplier
One contact and predictable, monthly, per-user costs

Exhange Online
Enterprise-grade email and shared calendar

SharePoint Online
Collaboration and knowledge-share on the move

Exchange

SharePoint

Office 365

Seamlessly connectivity
Fast, reliable and secure connectivity from Vodafone

Total peace of mind
Enhanced security protecting your files, devices and users

Lync Online
Collaborate easily in real time

Office 365 ProPlus
Access the latest versions of Office tools including: Word, Excel, Outlook, PowerPoint and One Note

Lync

Office

Enhanced business mobility
Easy and secure access on many devices

TIP

For more information about Microsoft Office 365 from Vodafone please refer to ... [Placeholder for Vodafone local companies to refer to additional marketing material]
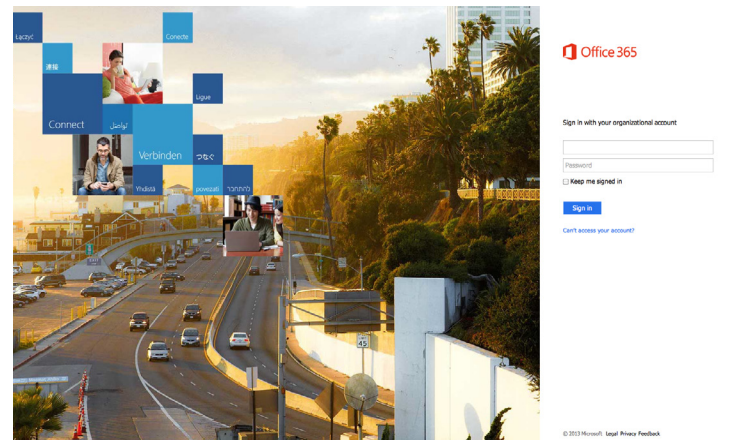
Get Started
Sign in for the
first time

Get access to the Microsoft Online Portal and understand the sign in requirements

The Microsoft Online Portal provides a gateway to online services and stored information. The landing page gives administrators and users access to these features.

URL: **https://login.microsoftonline.com**

Use the ID and Password your business received from Vodafone when they subscribed to Office 365. When you sign in for the first time, you will be asked to change the password. Sign in is successful when the dashboard screen displays.

TIP
Save this link for future ease of access. Administrator's sign-in details are

the same as their user sign-in ID and password.

Get Started
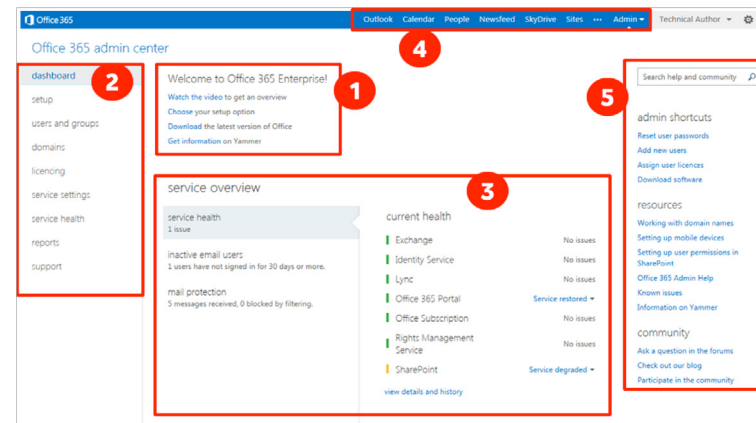
Explore the Office 365 Microsoft Online Portal

Discover the Microsoft Online Portal

In order to make full use of the portal, you need to become familiar with the features available on the landing page. From here, you can navigate to screens which enable you to manage users, domains and service settings, access downloads and shortcuts and monitor the health and maintenance of the service.

There are five areas on the Microsoft Online Portal landing page:

1. **Welcome to Office 365** – relevant links to help you to become familiar with the product. This appears at initial log in.

2. **Dashboard** – the dashboard gives access to key functions to manage the service.

3. **Service overview** – the current status of each of the services displays here.

4. **Toolbar** – from here you can access key applications for day to day use. This is the main navigation pane for users.

5. **Shortcuts and resources** – here you search for topics in the help and community parts of Office 365. You can also access admin shortcuts and resources.

URL: **https://portal.microsoftonline.com**

TIP

To return to the Microsoft Online Portal from any screen, click on Admin > Office 365.

Note: Only Administrators can access Admin options.

Set-up the Service

Prepare the business and understand the steps required to set-up the service

In this section, you will learn how to set-up Microsoft Office 365 from Vodafone.

Step 1 – Specify a Domain Name and Confirm Ownership

Step 2 – Add Users and Assign Licenses

Step 3 – Set the Domain Purpose and Configure the Domain Name System (DNS)

Step 4 – Import User Data - Optional

Step 5 – Start using the Services

Path: **Microsoft Online Portal > Admin > Office 365 > setup**

Advanced Set-up

Depending on your business' requirements you might need to go through more advanced set-up steps. To determine whether you should follow an advanced set-up process, please refer to the following information on Microsoft TechNet:

http://technet.microsoft.com/en-us/library/hh852466.aspx
http://technet.microsoft.com/en-us/library/hh852483.aspx

If you require support, please contact your Vodafone representative.

TIP
The online wizard guides you through the process.

Set-up the Service

Step 1

## Specify a Domain Name and Confirm Ownership

When your business subscribed to Office 365, you were given a domain name in the following format: mychoice.onmicrosoft.com. The service is fully functional using this domain name.

However, if you want a particular domain name to appear on your email addresses and website, you may wish to connect a domain name to Office 365.

If you do not already hold a domain name, you may wish to set one up. There are a number of domain name providers offering this service.

When you have received confirmation that the domain name is approved and has been assigned to you, the first step is to set it up in the Office 365 environment. The online wizard will guide you through the relevant steps.

Path: Microsoft Online Portal > Admin > Office 365 > setup > Specify a domain name and confirm ownership
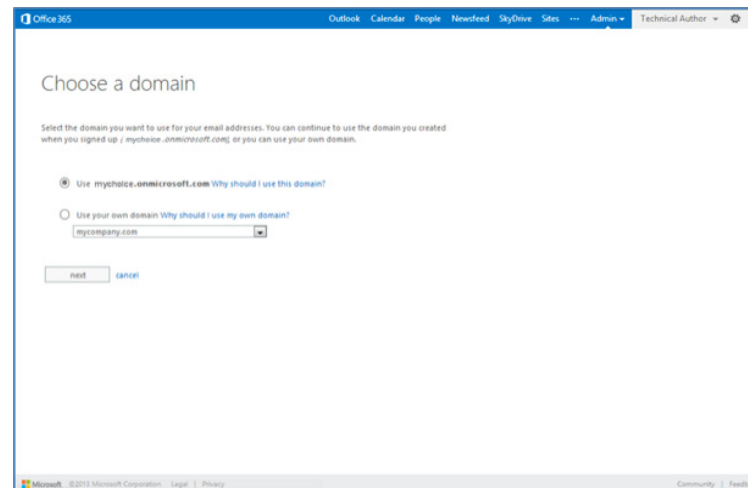
TIP

All the changes that the wizard indicates will need to be made on the domain provider site.
**Please allow up to 72 hours for domain ownership to be confirmed.**

Set-up the Service

Step 2

Add Users and Assign Licenses

The next step is to build your community of users. These are the people in your business who will access the Office 365 services on a regular basis. You can add new users to your service individually, delete existing users, edit account details and allocate licenses to a user. You can also add bulk user accounts into Office 365, by uploading user details using a special file format, referred to as (.csv).

Path: **Microsoft Online Portal > Admin > Office 365 > setup > Add Users and Assign Licenses**
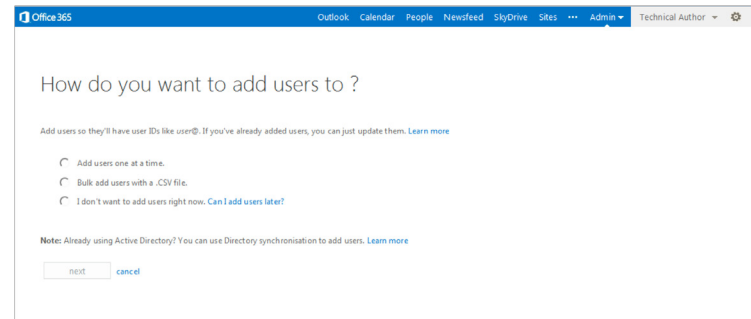
Add Administrators

Depending on the size of the business, you may want to designate several administrators for different functions. There are four administrator roles available.

Path: **Microsoft Online Portal > Admin > Office 365 > setup > Add Users and Assign Licenses > Add users one at a time**
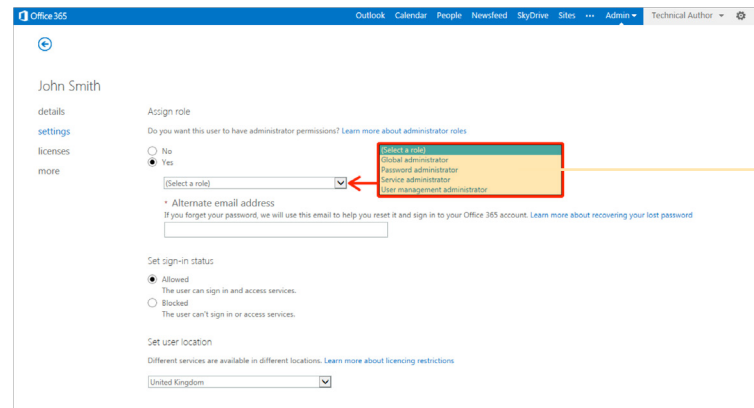
Global Administrator – Access all administrative features. Assign other admin roles. A Global administrator is also the SharePoint Online administrator.

Password Administrator – Reset passwords. Monitor service health. Limited to resetting passwords for users and password administrators.

Service Administrator – Monitor service health.

User Management Administrator – Reset passwords. Monitor service health. Manage user accounts and user groups. This administrator cannot delete a global administrator or create other admin roles.

TIP

More than one global administrator is recommended as this will ensure that you have a back-up in the event of unavailability or absence.

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Office 365

Set-up the Service

Step 3

Set the Domain Purpose and Configure the Domain Name System (DNS)

The next step is to choose the domain names you wish to use for certain purposes and create the domain name service records. You can assign different purposes to the domain names you have verified. In order to activate these, you will need to make changes to the DNS records of your provider with the information provided through the wizard.

Path: **Microsoft Online Portal > Admin > Office 365 > setup > Set the domain purpose and configure DNS**
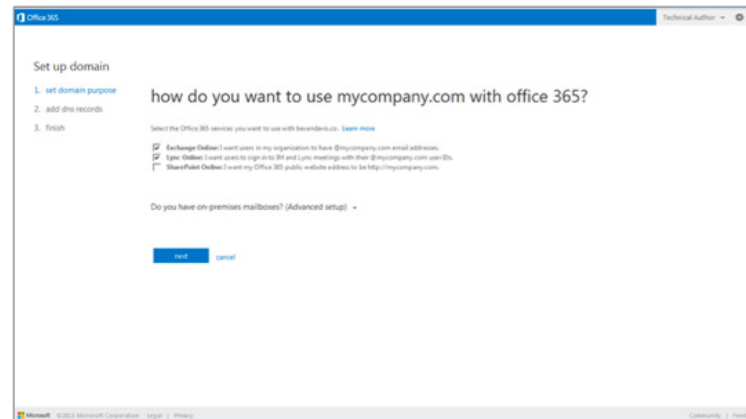
11

Set-up the Service

Step 4

Import User Data – Optional

You may wish to import existing user data such as email files, calendar entries and contact lists. This is optional and you can select one of three migration options outlined below. You would do this for instance to maintain an up to date set of data for your users.

Path: **Microsoft Online Portal > Admin > Office 365 > setup > Import user data (Optional)**

TIP

Consider performing a staged Exchange migration for a high volume of data.

As a more advanced set-up step, it is possible to synchronise your on premises Active Directory and the cloud directory. See Microsoft Online Portal > Users and Groups > click Active Directory Synchronization Set up.
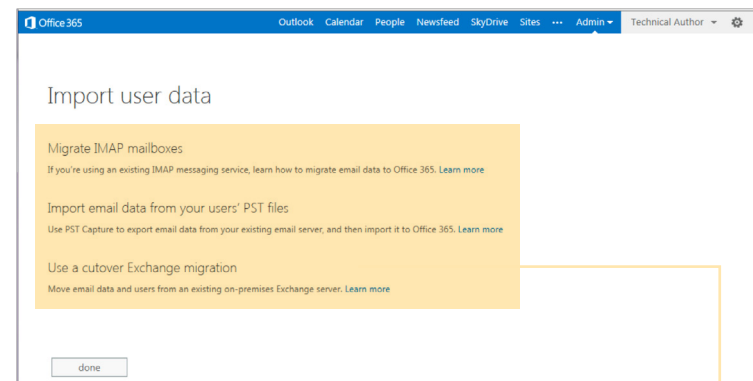
Migrate IMAP mailboxes – IMAP - Internet message access protocol (IMAP) is a protocol for e-mail retrieval.
I**mport email data from your users' PST files** – Personal Storage Table (PST) is an open, proprietary file format used to store messages, calendar events, and other items within Microsoft software. You can search for PST files and import these using a comma separated values (.csv) file format.
Use cutover Exchange migration – It is possible to import data from an existing Exchange Admin Centre.

Set-up the Service

Step 5

Start using the Services

When you have completed the previous steps, follow the guidelines indicated on the screen below. This will enable you to roll-out the service successfully for your users. This is the last step.

Path: Microsoft Online Portal > Admin > Office 365 > setup > Start using your services
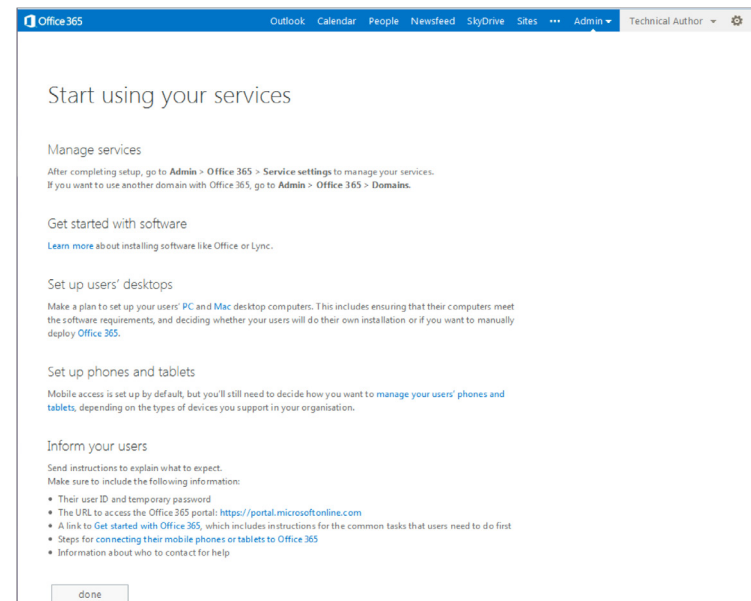
Customise Settings for Individual Products

In order to make full use of the Office 365 service, you can customise the settings for the individual products listed below

- Microsoft® Exchange Online

- Microsoft® Lync Online

- Microsoft® SharePoint

Please note that:

- Your company may not have purchased rights to use all of the above products.

- There are no customisation options for Office.

Customise Settings for Individual Microsoft® Exchange Online

Understand what services can be customised and enabled in Microsoft Exchange Online

Microsoft Exchange Online is a hosted messaging solution that delivers the capabilities of Microsoft Exchange Server as a cloud-based service. It gives rich and familiar access to email, calendar, contacts and tasks across PCs, the web and mobile devices.

Path: **Microsoft Online Portal > Admin > Exchange**
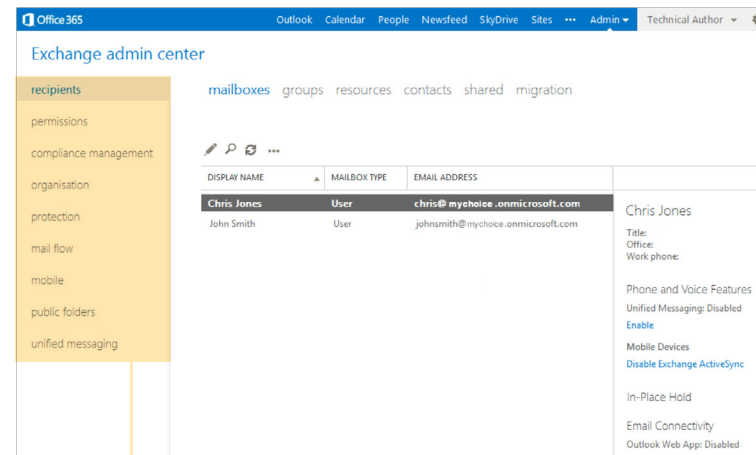
Recipients – Define requirements for distribution groups, mailboxes, contacts and more.
Permissions – Add, edit and configure roles and policies.
Compliance Management – Search mailboxes for email and message types that contain specific keywords.
Organisation – Enable the sharing of calendar information at individual and organisation level.
Protection – Manage malware, connection and content filters.
Mail flow – Define rules for how email messages are managed.
Mobile – Manage mobile device access and mailbox policies.
**Public Folders** – Manage public mailboxes and folders.
Unified Messaging – Manage Unified Messaging (UM) for the business.

Customise Settings for Individual
Microsoft® Lync Online

Understand how to get the best from Lync to ensure users receive a seamless communication service

Microsoft Lync Online is a hosted, enterprise-class communications solution which provides communications capabilities, including Presence, Instant Messaging (IM), PC-to-PC audio and video calling.

Path: **Microsoft Online Portal > Admin > Lync**
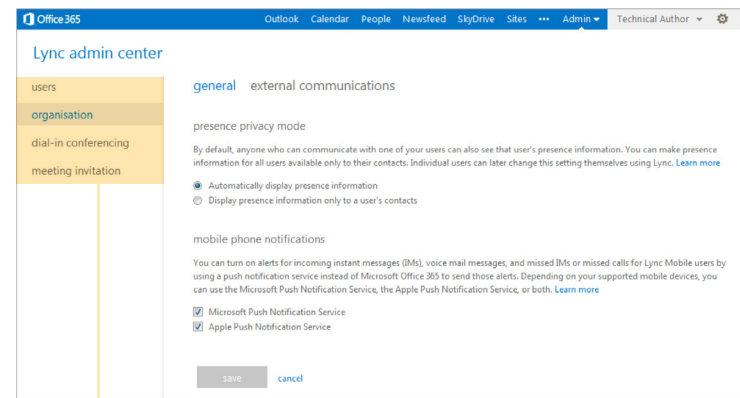
Users – Manage how your users communicate and who can communicate with them.
Organisation – Define how users presence information displays and activate alerts for incoming Lync instant and voicemail messages.
Dial-in-conferencing – Configure dial-in conferencing. Prior to this, you must set up an account with a qualified Lync Online audio conferencing provider.
**Meeting invitation** – Customise meeting invitations to include logo, organisations URL and legal disclaimers.

Customise Settings for Individual

Microsoft® SharePoint Online

Learn more about the settings available in SharePoint

SharePoint is an integrated solution which encourages collaboration between team members. Businesses can share knowledge, resources and other information, within the business and externally.

Path: Microsoft Online Portal > Admin > SharePoint
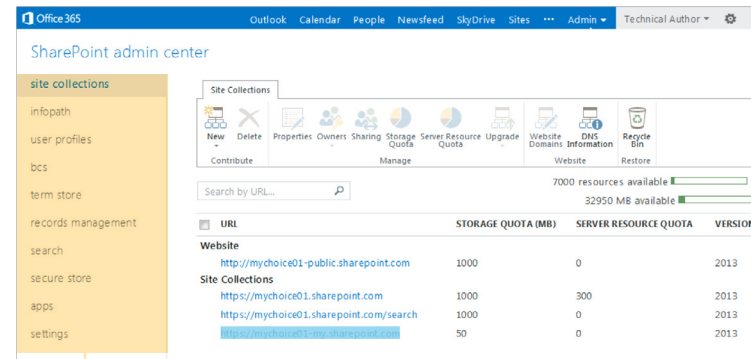
Site Collections – Site collections are a group of related private or external web sites which share common features such as permissions.

InfoPath – Users can open and complete InfoPath forms directly in a browser without it being installed on their computer.

User Profiles – This is a central location where administrators can configure user details such as user profiles, organisation profiles and My Site settings.

BCS – Business Connectivity Services (BCS) enables SharePoint to create, read and write connections to external data.

Term Store – A Term Store is a set of related keywords organised into a list, for example a product category or a materials list. It helps you to improve the consistency and search capability of information within a site collection.

Records Management – Records Management enables you to configure connections to a document repository.

Search – The Search service allows administrators to customise a search experience for users.

Secure Store – The Secure Store contains credentials such as account names and passwords required to connect to external business applications.

Apps – From here, you can make applications (apps) available to the business. You can also track application usage, review errors and manage license requests.

Settings – The settings function enables you to control how users invite people from outside the business to access content.

Manage the Services After Go Live

Learn about the options available to manage the service on a day to day basis

In this section, you will understand how to:

- Manage Users and Groups

- Manage Domains

- Manage Licensing

- Manage Service Services

- Manage Service Health

- Manage Reports
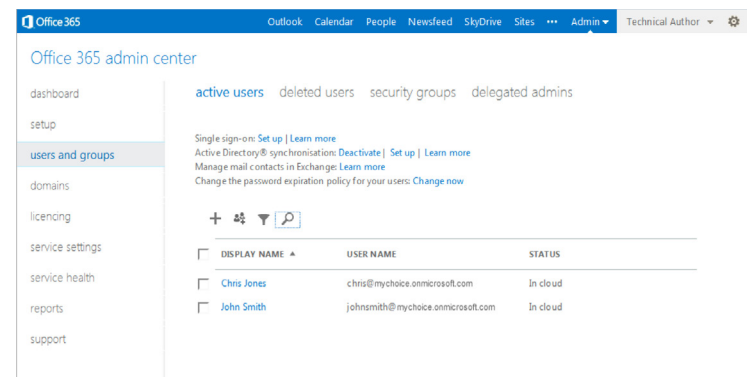
Manage the Services After Go Live

Manage Users and Groups

Manage users, groups and administrators and understand how to synchronise directories

When your service is up and running, you will have requirements to administer existing user accounts, to add users, delete users and view inactive accounts.

If your business maintains an on-site directory, you will also need to ensure that your on-premises and cloud directories are synchronised.

Path: **Microsoft Online Portal > Admin > Office 365 > user and groups**

Manage the Services After Go Live

Manage Domains

Understand how to manage existing domains and add additional domains after initial set-up

On page 11 of this guide we described how to connect domain names to the service. This topic covers adding new domains and how to manage existing ones at a later date.

Path: **Microsoft Online Portal > Admin > Office 365 > domains**
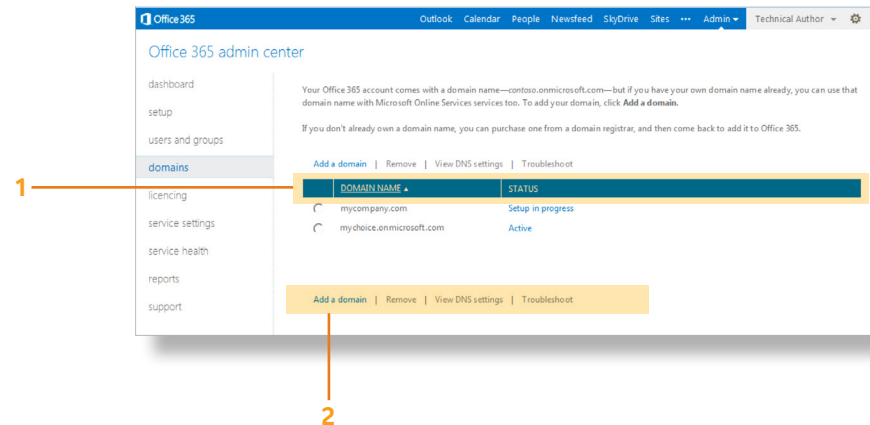
1 **Domain name** – View the domains which have been identified for connection to your Office 365 service.
   Status - View where the domain name is in the set-up process.
2 **Add a domain** – Add a new domain to connect it to your service.
   Remove – Remove a domain name from the service.
   View DNS settings – View the Domain Name System settings for the domains you wish to link to the service. This toolbar option will not display if the set-up process is not in progress.
   Troubleshoot – View troubleshooting information in order to repair or report issues.

TIP
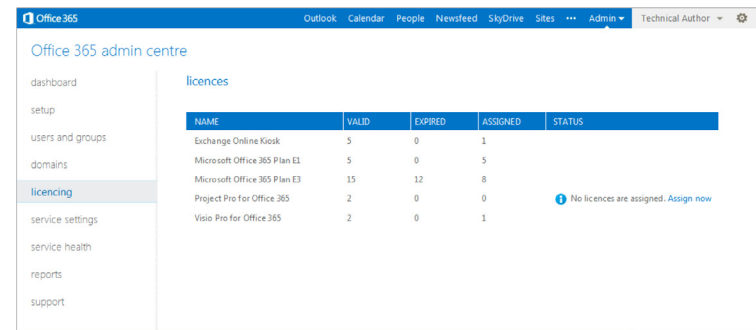**Domains associated with email addresses, user accounts, or distribution groups cannot be removed.**

Manage the Services After Go Live
Manage Licensing

Understand the status of licenses

This feature gives you an overview of the number of valid, expired and assigned licences. In a previous section, it was described how administrators can assign licenses to users during the set-up process.

Path: **Microsoft Online Portal > Admin > Office 365 > licencing**

TIP

See Manage Users and Groups for more information on how to assign licences.
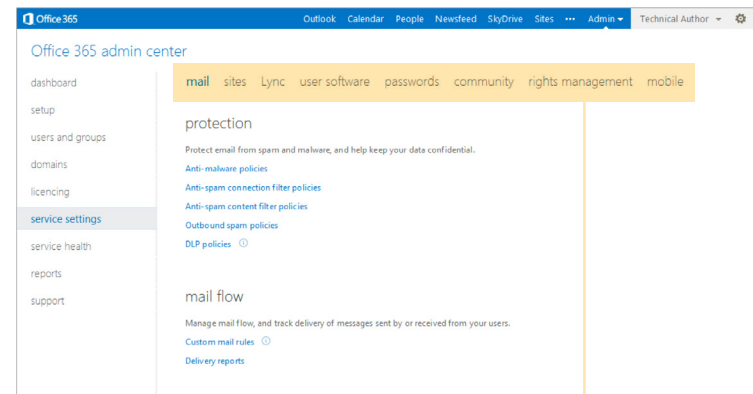
Manage the Services After Go Live
Manage Service Settings

Manage service settings and understand what options can be customised

Service Settings enable you to define key aspects of the Office 365 service. The settings which you can customise are described below.

Path: **Microsoft Online Portal > Admin > Office 365 > service settings**

Mail – View and manage mail protection, mail flow and auditing reports.
Sites – Create sites that enable users to share and publish information online.
Lync – Manage privacy, mobile and external Lync communications for your business and connect Lync with your audio conferencing provider.
User Software – Select the software packages users require and indicate how they will be deployed. Users can install these directly from Office 365 or ask an administrator to deploy them manually.
Passwords – Set the password expiry policy.
Community – Enable users to participate in the Office 365 Community. Please note that the default setting is 'on'.
Rights Management – Manage the Windows Azure Active Directory Rights Management to protect email and documents for secure data sharing.
Mobile – Activate and manage your BlackBerry® Business Cloud Services from RIM®.

TIP

See the section Customise Settings for Individual Products of this guide.

Manage the Services After Go Live

Manage Service Health

View service alerts and monitor the well-being of the service with real-time indicators

This screen displays service health and planned maintenance, including details of service disruption or outage and alerts, which may require your action.

Path: **Microsoft Online Portal > Admin > Office 365 > service health**
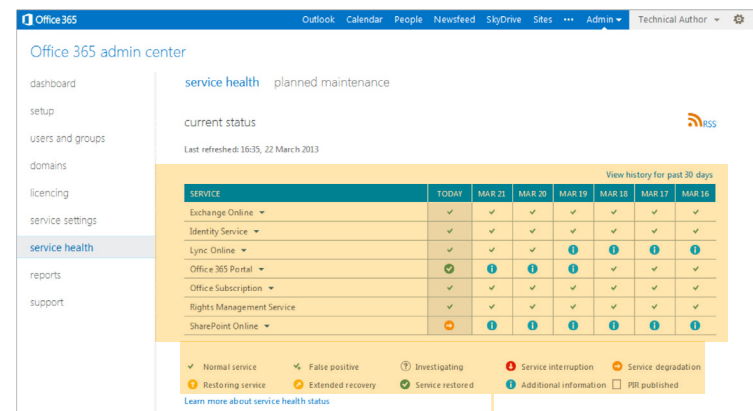
Service – Each of the individual services such as Exchange, SharePoint and Lync display here.
Days – A six day overview of the services displays here. You can also view details for the past 30 days.
**Key** – The key provides symbols for the different status flags that may occur.

TIP
Subscribe to the RSS feed to receive real-time access to information.

Manage the Services After Go Live
Manage Reports

View how your business is using Microsoft Office 365 from Vodafone

Reports provide you with a snapshot of how your business is using Office 365. The report options depend on the service to which your business has subscribed.

Path: **Microsoft Online Portal > Admin > Office 365 > reports**
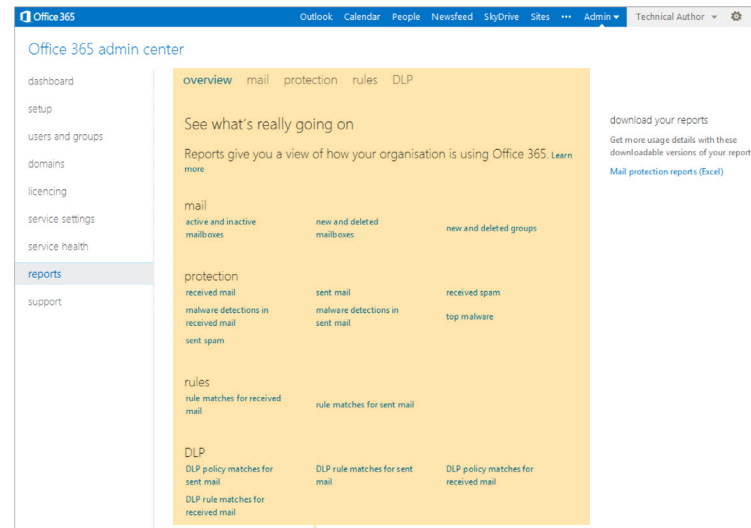
Overview – Home screen for the reports section.
Mail – Displays active and inactive mailboxes.
Protection – Displays the quality of received mail and status of received mail including top recipients.
Rules – Displays the rules, rule matches and top rules for received mail.
DLP – Displays the data loss prevention (DLP) policies for sent mail.

TIP
To enable further analysis of reporting information, the report centre offers you the option to download an Excel format report.
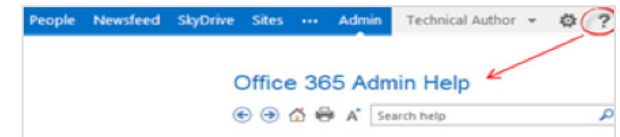
Available Support

Understand the options available address problems and get them resolved

If you experience issues, you have a number of options to get those resolved.

Path: **You can access help from different parts of the screen in Office 365**

1. Click the question mark on the top right hand side to access Office 365 Admin Help.

2. Use the prompts to 'Learn more'. These prompts take you to information about that topic in Office 365 Admin Help.
They display in different locations throughout the service.

3. Use the Troubleshooting facility in Community Office 365.

   For best results work through these steps:

   • Indicate if you are the administrator or a user

   • Select the appropriate Office 365 Plan

   • Select the area of service

   • Select the issue

   • Review the solutions displayed.

4. Contact your Vodafone support centre –

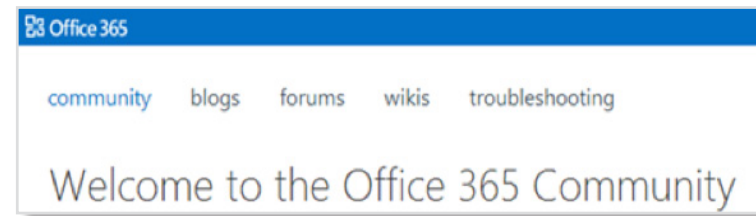   This is a placeholder for the markets to include their owndetails
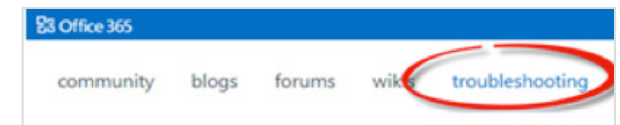
Additional Resources

Get access to more useful information and guidance

If you would like to know more, please find additional information at:

1. **Community Office 365** – http://community.office365.com

   - Ask questions in the forum
   - Browse blogs and wikis

2. **TechNet** – http://technet.microsoft.com

   - Find useful technical information, news and events for IT professionals