Microsoft 365 Support Links

Helpful Microsoft 365 Links

- **Office 365 Status** – for an up-to-date view of the health of the Microsoft Office 365 services.
- **All About Office 365 Admin Center** – Your introduction as your company's Office 365 Administrator into the Office 365 portal where you manage your Office 365 services, users and licenses.
- **Office 365 Admin Help Center** – Help and guidance for everything about Office 365 with help on how to get started, how to setup and managed your Office 365 services, to help on how to train your users with lots of online videos. Just remember to call OneNeck for your billing and support escalation.
- Office 365 Community support – The Office 365 community has helpful **blogs**, useful content, and knowledgeable experts in the **community forums** to answer your questions.
- **Office Help & Training** – All of you Office 365 self-help and training.
- **Convert a User Mailbox to a Shared Mailbox** – Microsoft Learn
- **Overview: Remove a Former Employee & Secure Data**

Helpful Overall Microsoft Links

- **Microsoft Service Trust Portal**
- **Microsoft Compliance Offerings**
- **Microsoft Product Terms Site**
- **Microsoft Learn**
- **Microsoft Docs**
- **Microsoft Customer Agreement**

Understanding Microsoft Billing

Learn About Microsoft 365 and Online Services

- **Microsoft Learn**
- **Welcome to Microsoft 365**
- **Microsoft 365 Documentation**
- **Microsoft Teams Admin Documentation**
- **Microsoft Intune Product & Capabilities**
- **Microsoft Defender Products & Services**
- **Microsoft Power Automate Documentation**

All Users

- **MS-900 Microsoft 365 Fundamentals**

Microsoft 365 Administrator & Role Based

- **Microsoft 365 Certified: Endpoint Administrator**
- **Microsoft 365 Certified: Messaging Administrator**
- **Microsoft 365 Certified: Teams Administrator**
- **Microsoft Certified: Identity and Access Administrator**
- **Microsoft Certified: Information Protection and Compliance Administrator**
- **Microsoft 365 Certified: Administrator Expert**
- **Microsoft 365 Certified: Collaboration Communications Systems Engineer**

Microsoft 365 Architecture

- **Microsoft 365 Solution & Architecture Center**
- **Overview of Cloud Policy Service for Microsoft 365**
- **Tenant Management for Microsoft 365 for Enterprise**
- **Microsoft Cybersecurity Reference Architectures (MCRA)**
- **Microsoft Teams IT Architecture & Voice Solutions Posters**

Microsoft 365 Productivity

- **Microsoft Adoption Score (how to enable)** (tips on improving productivity with what you have)
- **Setup Audio Conferencing for Microsoft Teams** (free with Office licensing – must be added)
- **MS Bookings (turn on)** (Make scheduling meetings easier on everybody)
    - **MS Bookings – 1. Main set up page**
    - **MS Bookings – 2. Create a Calendar**
    - **MS Bookings – 3. Define a service offering in Bookings**
    - **MS Bookings – 4. Customize and publish your booking page**
    - **MS Bookings – 5. Create a Service with Multiple Staff at the Same Meeting**

- Assigning Licenses by Groups
    - **Identify and resolve license assignment problems for a group in Microsoft Entra ID**
    - **What is group-based licensing in Microsoft Entra ID?** (Requires Entra ID P1 capability)
        - **Assign or Unassign Licenses for Users in the Microsoft 365 Admin Center**
        - **Add Users and Assign Licenses in Microsoft 365**
        - **Assign Licenses to a Group Using the Microsoft 365 Admin Center**
- **Using Microsoft Power Automate (included in most packages)**
    - **Check out the Home Page**
    - **Create your first flow**
    - **Trigger a cloud flow based on email properties – Microsoft Learn**
- **Using Microsoft To Do | Microsoft 365**
    - **How to use Microsoft To Do & Get Organized! YouTube – Lela Gharani**
    - **How to Use Microsft To Do With Outlook, Teams & Palnner – Integrations | YouTube Leila Gharani**
    - **To Do List and Task Management App | Microsoft To Do (Includes Install)**
    - **To Do Help & Learning | Microsoft Support**
    - **Six tips to make the most of Microsoft To Do on Windows | Microsoft Tech Community**
- **Microsoft Planner – New Release-March2024 | Microsoft Tech Community**
    - **YouTube Channel covering features | YouTube**
    - **Microsoft Planner Items on Microsoft 365 Roadmap | Microsoft 365 Roadmap**

Copilot for Microsoft 365

Copilot is here – learn more:

- **The Copilot System: Explained by Microsoft**
- **Semantic Index for Copilot: Explained by Microsoft**
- **How Microsoft Copilot for Microsoft 365 works**
- **How to get ready for Microsoft Copilot for Microsoft 365**
- **Microsoft 365 AI help and learning**
- **Copilot for Microsoft 365 – Microsoft Community Hub**
- **Copilot for Microsoft 365 – Microsoft Adoption**
- **What Can Copilot's Earliest Users Teach Us About Generative AI at Work? (microsoft.com)**
- **Microsoft 365 Copilot Use Cases by Department | Microsoft 365**

Other Copilot links:

- **Microsoft Copilot for Microsoft 365 overview**
- **Data, Privacy, and Security for Microsoft Copilot for Microsoft 365**
- **Copilot (microsoft.com)**
- **What is Microsoft Copilot? (Microsoft Copilot vs Copilot for Microsoft 365) (youtube.com)**
- **How does Microsoft Copilot for Microsoft 365 work?**
- **Microsoft 365 Roadmap | Microsoft 365 (search on Copilot)**
- **Get access to Microsoft Copilot Studio – Microsoft Copilot Studio | Microsoft Learn**
- **Microsoft Copilot Studio | Extend Copilots or Create Your Own**

Microsoft has expanded Copilot for Microsoft 365 eligibility to include customers with the following plans: Microsoft 365 Apps for Business, Microsoft 365 Apps for Enterprise, Microsoft Teams Essentials, Microsoft Teams Enterprise, Microsoft Teams EEA (European Economic Area), Exchange Kiosk, Exchange Plan 1, Exchange Plan 2, SharePoint Plan 1, SharePoint Plan 2, OneDrive for Business Plan 1, OneDrive for Business Plan 2, Microsoft Planner Plan 1 (formerly Project Plan 1), Microsoft Project Plan 3, Microsoft Project Plan 5, Project Online Essentials, Visio Plan 1, Visio Plan 2, Microsoft, and ClipChamp.

Microsoft Security

Link to MFA / Conditional Access Policies Standard

- **What is Conditional Access in Azure Active Directory? – Microsoft Entra | Microsoft Learn**
- **Conditions in Conditional Access policy – Azure Active Directory – Microsoft Entra | Microsoft Learn**
- **Plan an Azure Active Directory Conditional Access deployment – Microsoft Entra | Microsoft Learn**
- **Multi-factor Authentication (MFA) – One simple action you can take to prevent 99.9 percent of attacks on your accounts | Microsoft**

us signal

Azure “Break The Glass” Account

- **Manage emergency access admin accounts – Azure AD – Microsoft Entra | Microsoft Learn**
- **Update on MFA requirements for Azure sign-in – Microsoft Community Hub**
- **Build resilience with credential management in Microsoft Entra ID – Microsoft Entra | Microsoft Learn**

MFA Number Matching

- **Use number matching in multifactor authentication (MFA) notifications – Azure Active Directory – Microsoft Entra | Microsoft Learn**
- **Multi-factor Authentication (MFA) – One simple action you can take to prevent 99.9 percent of attacks on your accounts | Microsoft**

Email Authentication

- **Email authentication in Microsoft 365 | Microsoft Learn**
- **Tool to help validate Email Authentication | Microsoft**

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