



**Administrator's Guide for Small Businesses**

The future is exciting.






**Ready?**



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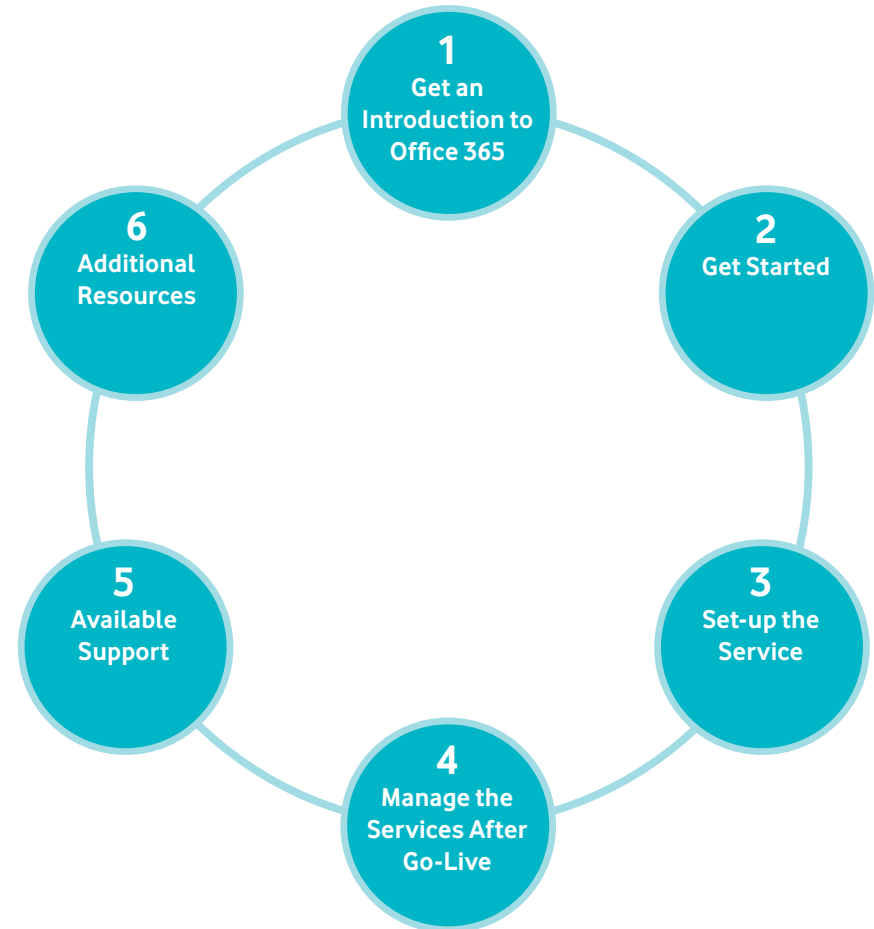
# Welcome to Microsoft Office 365 from Vodafone

## 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
- 4 Manage the Services After Go-Live
- 5 Available Support
- 6 Additional Resources



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



# 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.

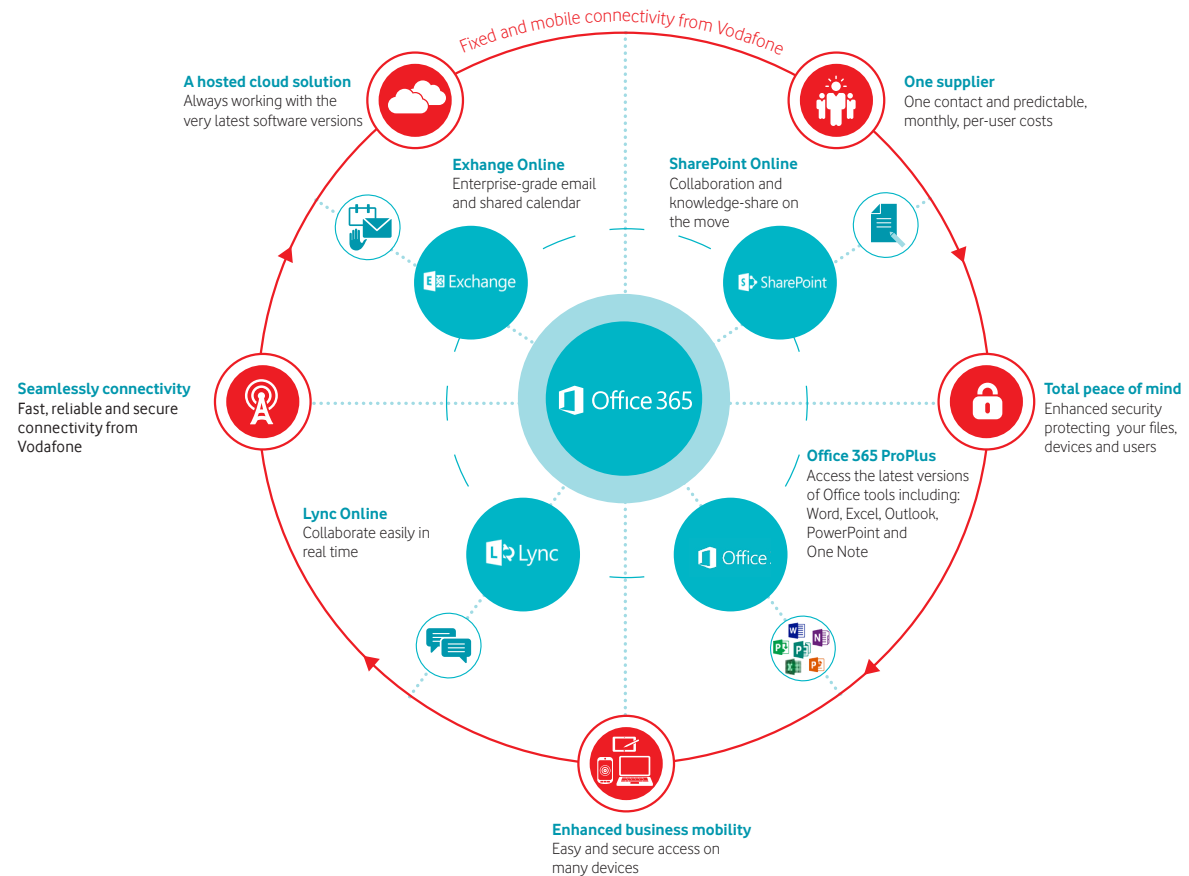


# Get an Introduction to Office 365

## 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.



**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

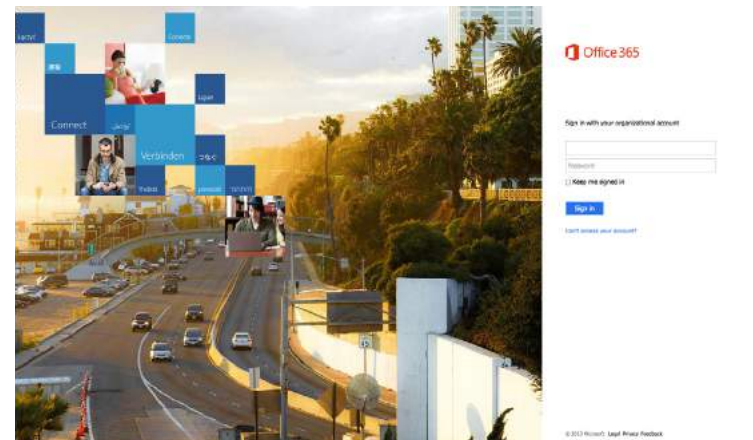
### Sign in for the first time

#### 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

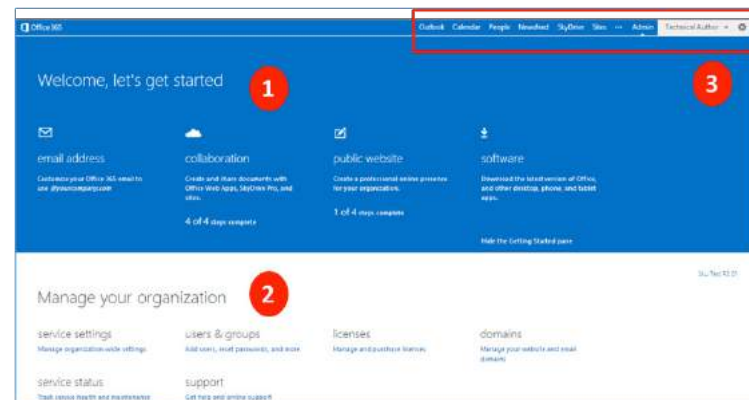
### Explore the Office 365 Microsoft Online Portal

## 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, and access downloads and shortcuts. You can also monitor and maintain the service.

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

- 1. Welcome, let's get started** – provides an overview of how to setup the service. Click the 'Hide the Getting Started Pane' to display the Portal in full screen.
- 2. Manage your Organisation** – provides access to manage service options, such as:
  - Service and settings – manage organisation wide settings
  - Users & groups - add users, reset passwords and more
  - Licenses – manage and purchase licenses
  - Domains – manage your website and email domains
  - Service status – track service health and maintenance.
- 3. The top navigation bar** gives all users access to available applications. The Admin option is accessible to administrators only.



#### TIP

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





## 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. There are five steps:

**Step 1** – Confirm that you Own mycompany.com

**Step 2** – Setup Office 365 and Keep your Website where it's Hosted

**Step 3** – Update existing Office 365 Email Addresses

**Step 4** – Add Users to Office 365

**Step 5** – Complete the Process

**Path:** [Microsoft Online Portal >Getting Started Pane > email address](#)

The online wizard guides you through the process.

Note: When using the path for the first time, the wizard will ask a number of questions.



#### TIP

If the getting started pane is hidden, go to [Microsoft Online Portal > Admin > Manage your organisation > setup](#).





# Set-up the Service

## Step 1

### Confirm that you own mycompany.com

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.

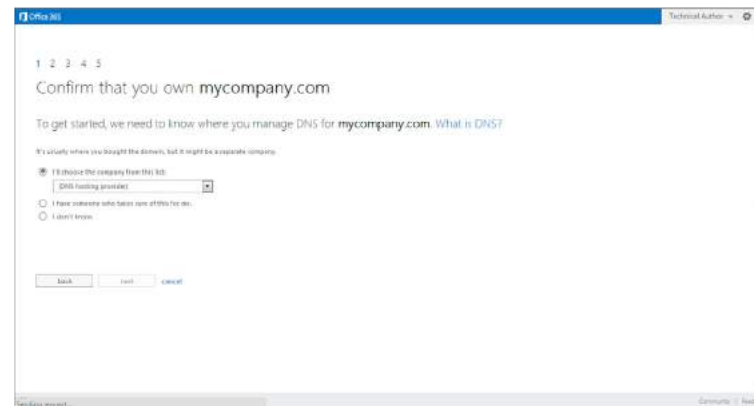
However, if you want a particular domain name to appear on your email addresses and website, you can connect a domain name to Office 365.

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](#) > [Getting Started Pane](#) > [email address](#) > [Confirm that you own mycompany.com](#)



### 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.



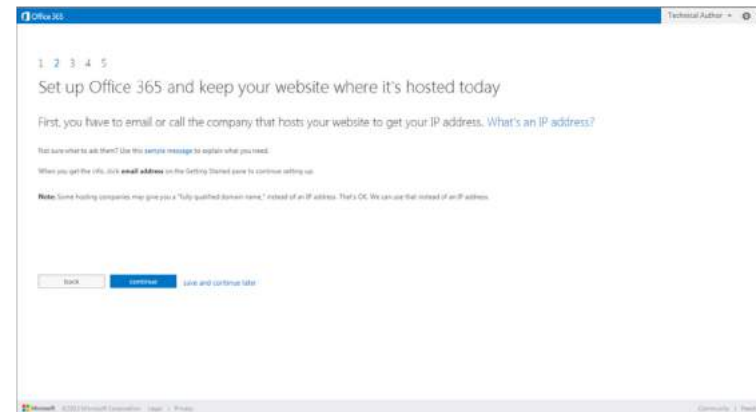
# Set-up the Service

## Step 2

### Set up Office 365 and keep your website where it's hosted today

If you want to keep your @mycompany.com website where it is hosted today, go through these steps.

**Path:** Microsoft Online Portal > Admin > Getting Started Pane > email address > Set up Office 365 and keep your website where it's hosted today



#### TIP

A 'fully qualified' domain name provided by the hosting company can be used instead of an IP address.



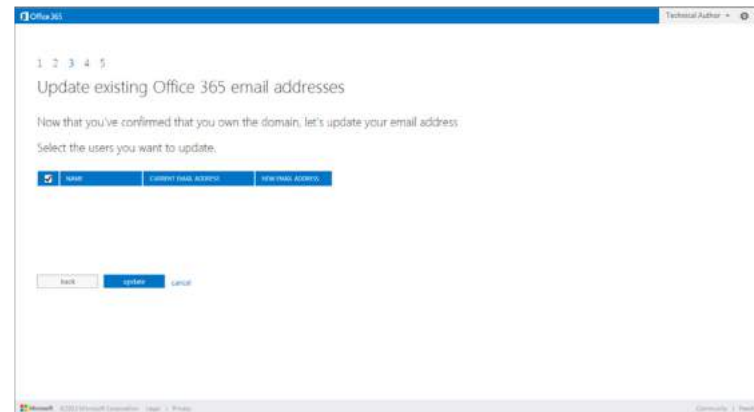
# Set-up the Service

## Step 3

### Update existing Office 365 email addresses

If you have created users with email addresses ending @mychoice.onmicrosoft.com, you might want to update their email addresses to @mycompany.com.

**Path:** [Microsoft Online Portal > Admin > Getting Started Pane > email address > Update existing Office 365 email addresses](#)



#### TIP

Select the box at the top of the blue column to select all users.



# Set-up the Service

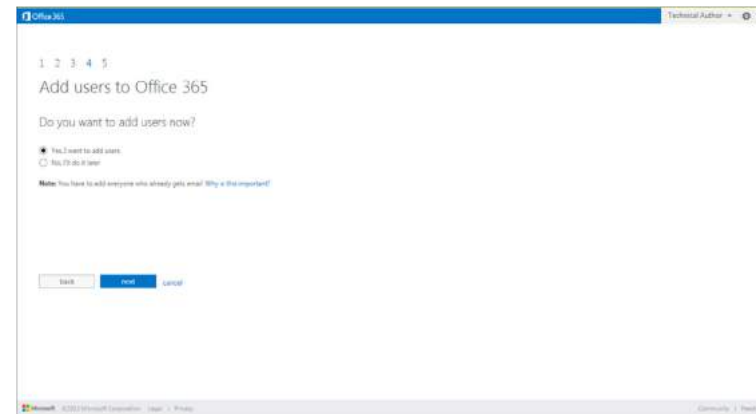
## Step 4

### Add users to Office 365

The next step is to build your community of users. These are the people in your business who will access the Microsoft Office 365 services on a regular basis.

You can add new users to your service individually, set passwords, delete existing users, edit account details and allocate licenses to a user.

**Path:** [Microsoft Online Portal](#) > [Admin](#) > [Getting Started Pane](#) > [email address](#) > [Add users to Office 365](#)



#### TIP

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



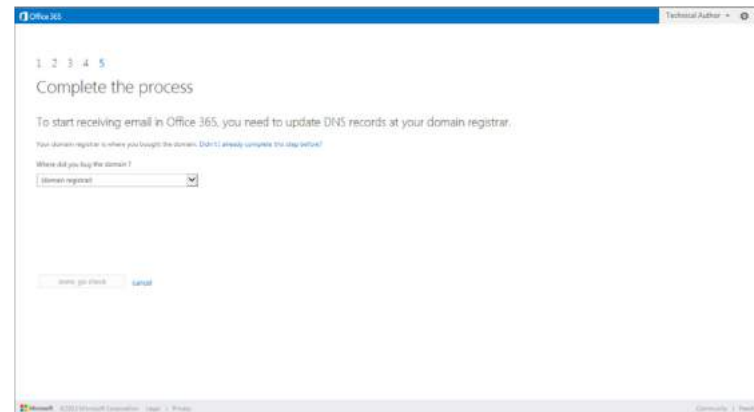
# Set-up the Service

## Step 5

### Complete the process

In order to start receiving email in Office 365 you will need to update the DNS records at your domain provider with the information provided through the wizard. DNS (Domain Name System) translates URLs (internal names) into internet addresses (IPs). For some Office 365 functionality, DNS records need to be adjusted. This update will ensure that emails get delivered.

**Path:** [Microsoft Online Portal](#) > [Admin](#) > [Getting Started Pane](#) > [email address](#) > [Complete the process](#)



#### TIP

You may have updated your DNS records during step 1.



# 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 Service Settings
- Manage Users and Groups
- Manage Licenses
- Manage Domains
- Manage Service Status



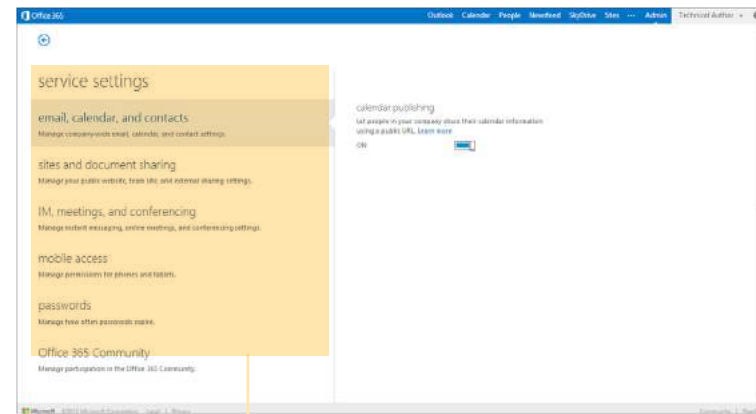
# Manage the Services After Go Live

## Manage the 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 > Getting Started Pane > Service Settings](#) or [Microsoft Online Portal > Admin > Service Settings](#)



**Email, calendar and contacts** – Publishing a calendar creates URLs allowing recipients to subscribe to the calendar using Outlook or Outlook Web App. Users can control the detail others can see. The default setting is 'on'.

**Sites and document sharing** – If your business teams perform work that involves sharing documents or collaborating directly with external clients, or customers, then use the document sharing feature in Team Site. Ensure External Services and Sharing are enabled.

**IM, meetings and conferencing** – Set up dial-in conferencing if the business is using Lync on mobile phones or tablets. Add, change, or remove dial-in conferencing settings for meeting organisers and conference call leaders.

**Mobile access** – Manage permissions for phones and tablets. **Passwords** – Set a rule, or policy for user passwords to expire after a certain number of days. The maximum number of days is 730.

**Office 365 Community** – Enable users to participate in the Office 365 Community to troubleshoot problems.



#### TIP

Users are notified to change their passwords 14 days before password expiry.





## Manage the Services

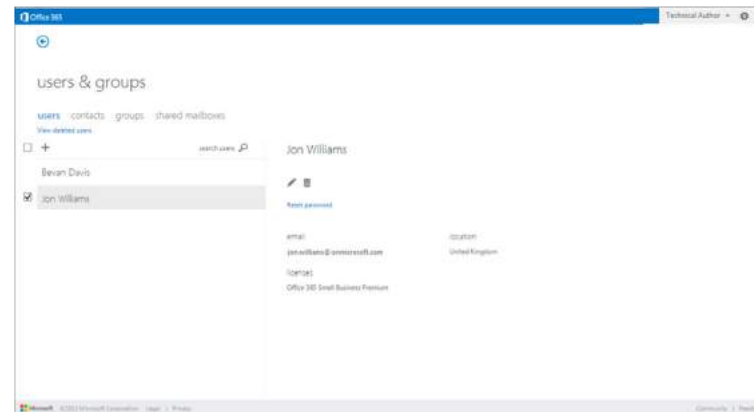
### After Go Live

#### Manage Users and Groups

## Manage users, groups, administrators and shared mailboxes

When your service is up and running, you will have requirements to administer existing user accounts, to add users, delete users and set up groups and shared mailboxes.

**Path:** [Microsoft Online Portal](#) > **Admin**> **Add users, reset passwords and more**



#### TIP

Shared mailboxes make it easy for more than one user to monitor and send email from a common account.



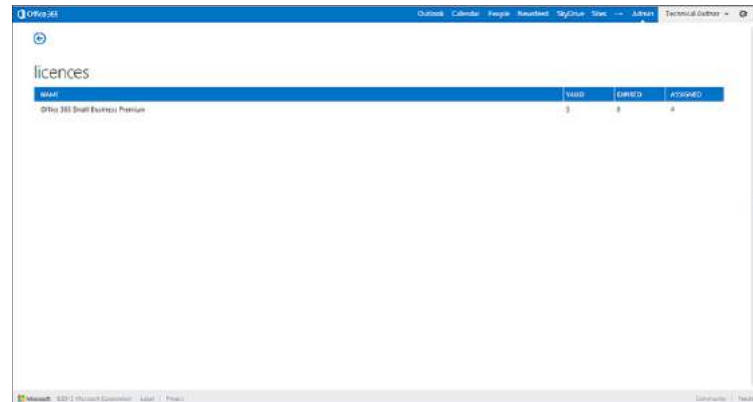
# Manage the Services After Go Live

## Manage Licences

### Understand the status of licenses

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

**Path:** [Microsoft Online Portal](#) > [Admin](#) > [Manage licences](#)



NAME	VALID	EXPIRED	ASSIGNED
Office 365 Small Business Premium	3	0	4



#### TIP

See [Manage Users and Groups](#) for more information on how to assign licenses.



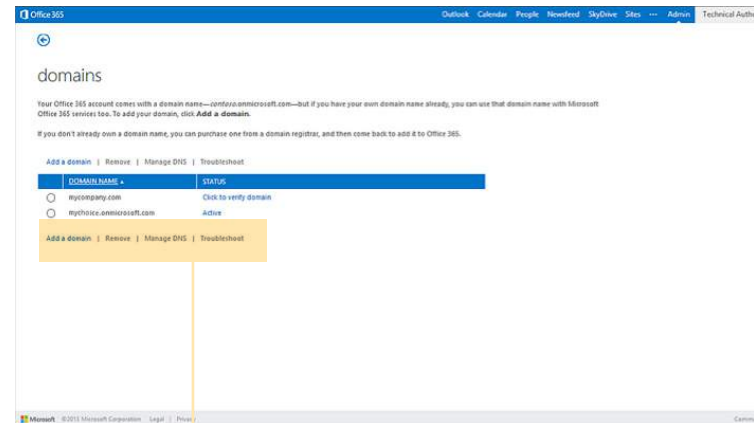
# Manage the Services After Go Live

## Manage Domains

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

On page 9 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](#) > [Manage your website and email domains](#)



**Add a domain** – Add a new domain to connect it to your service.  
**Remove** – Remove a domain name from the service.  
**Manage DNS settings** – View the Domain Name System status and create and manage new 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 Service Status

### 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](#) > [Track service health and maintenance](#)

The screenshot shows the 'Office 365' service health dashboard. At the top, it says 'current status planned maintenance' and 'Last refreshed: 4:20 PM, March 20, 2013'. Below this is a table with columns for 'Service', 'Today', and five other days. The 'Service' column lists various services like Exchange Online, Lync Online, and SharePoint Online. The 'Today' column and other day columns contain status indicators: green circles for 'Normal service', yellow circles for 'Minor issues', red circles for 'Service interruption', and blue circles for 'Planned maintenance'. A legend at the bottom explains these symbols.

Service	Today	Day 1	Day 2	Day 3	Day 4	Day 5
Exchange Online	Normal	Normal	Normal	Normal	Normal	Normal
Lync Online	Normal	Normal	Normal	Normal	Normal	Normal
SharePoint Online	Normal	Normal	Normal	Normal	Normal	Normal
Office 365 Portal	Minor issues	Minor issues	Minor issues	Minor issues	Minor issues	Minor issues
Other services	Normal	Normal	Normal	Normal	Normal	Normal

**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.

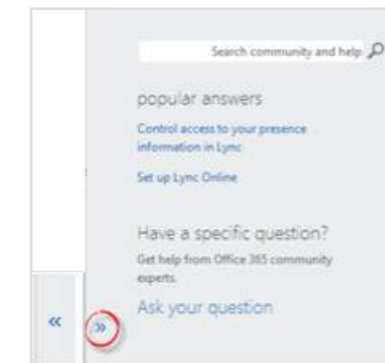
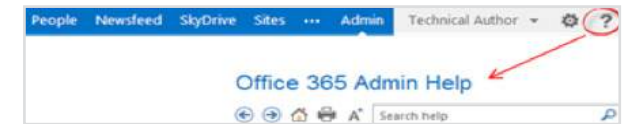
# Available Support

## 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'.
3. Use the Troubleshooting facility in Community Office 365.
4. Contact your Vodafone support centre –  
This is a placeholder for the markets to include their own details.

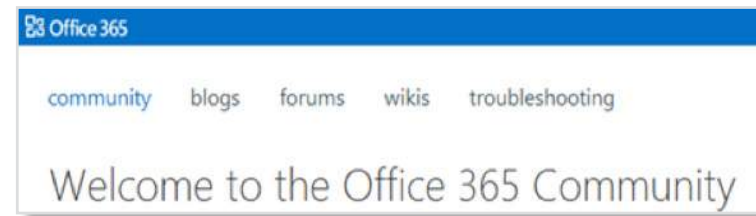


## Additional Resources **Get access to more useful information and guidance**

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

