Microsoft 365 for Support Team

Technical Guide

Ahmed Abdelwahed
ahmed@abdelwahed.me
www.abdelwahed.me
LinkedIn

Part 1: Fundamentals & Email Support

User creation, license assignment, Outlook setup and troubleshooting, MFA configuration

LAB 01 Create Users and Assign Licenses

Scenario

Three new hires start at Contoso next Monday. The HR system sent you a list with their names, job titles, and intended licenses. You need to create their accounts, assign the correct licenses, place them in the right groups, and email their temporary credentials to their manager.

Objectives

- Create individual user accounts via the Microsoft 365 Admin Center.
- Read and interpret the license blade on a user object.
- Assign licenses directly and via group-based licensing.
- Verify a license has fully provisioned the user's mailbox and OneDrive.
- Build a CSV bulk-import file and load three users in one operation.

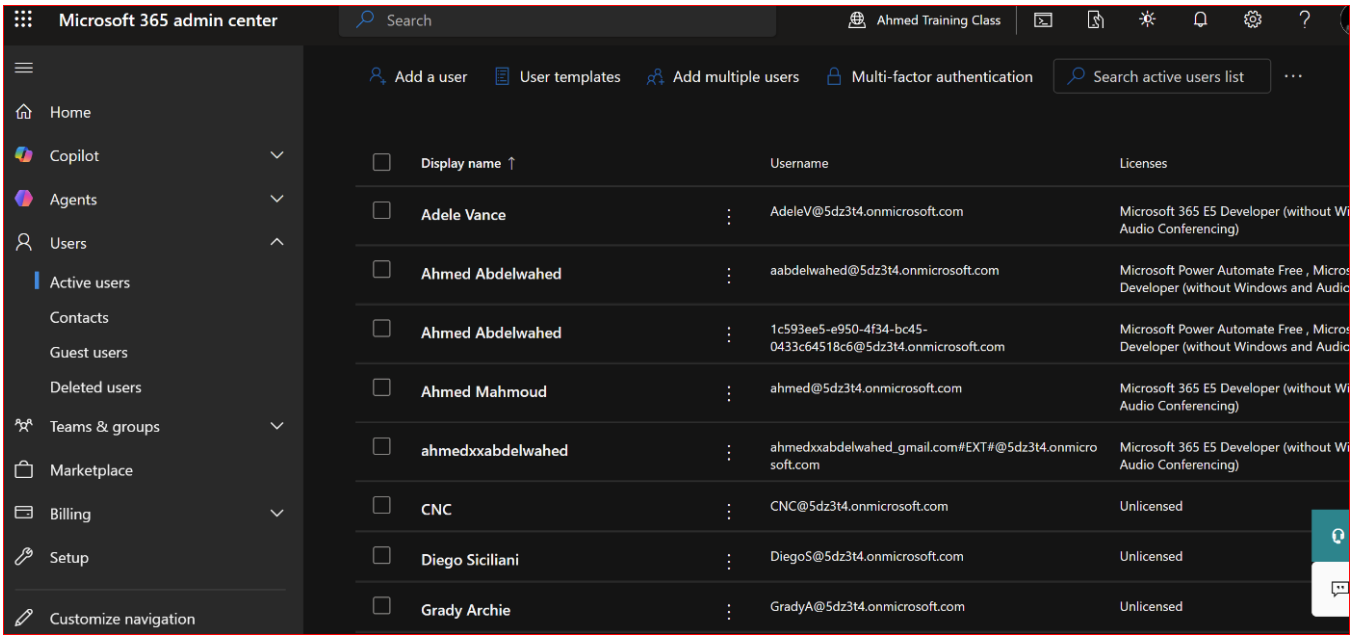
Pre-flight

- You are signed in to https://admin.microsoft.com with the global administrator account you created during trial sign-up.
- Your trial tenant has at least 5 unassigned E5 licenses (the default trial gives 25).

Step-by-step

Part A — Create one user in the GUI

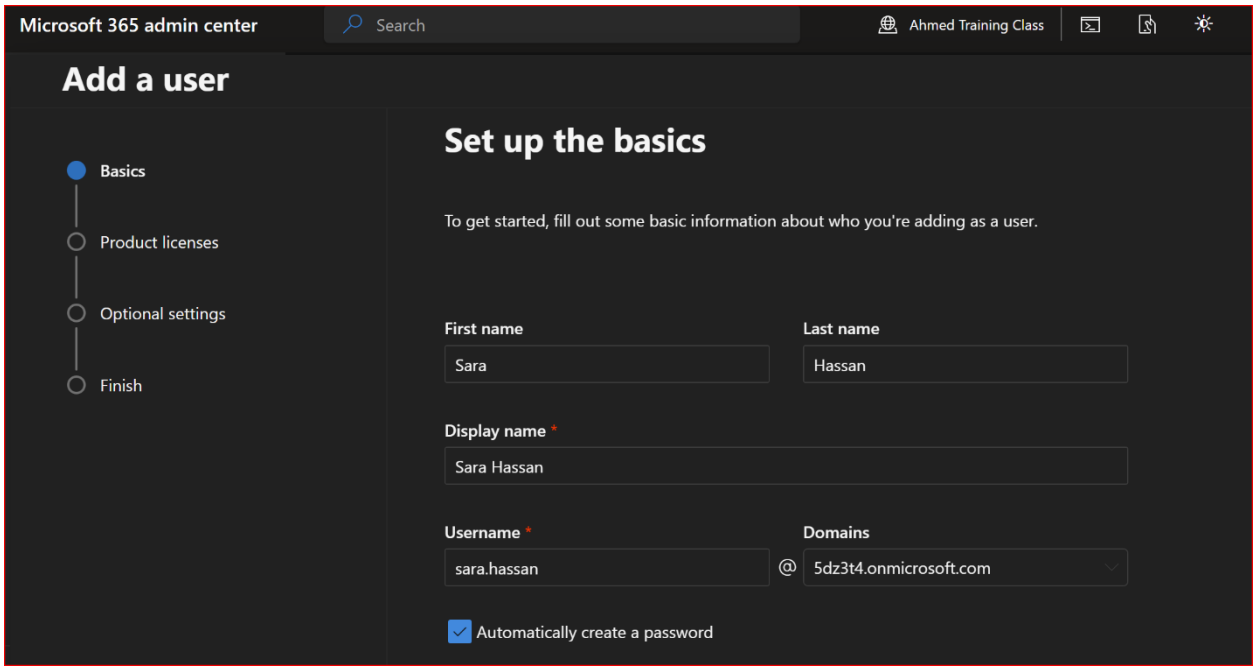
1. **Open the M365 Admin Center.** In a new browser tab, go to www.admin.microsoft.com and sign in as the global admin.
2. **Navigate to Users.** In the left blade, expand Users and click Active users.



3. **Click "Add a user".** The new-user wizard opens on the right.
4. **Fill in the Basics page.** First name: Sara | Last name: Hassan | Display name: Sara Hassan | Username: sara.hassan | Domain: <yourtenant>.onmicrosoft.com.
5. **Set the password.** Tick "Automatically create a password" and tick "Require this user to change their password when they first sign in."

> ⚠ **Password handling in real life**
> Auto-generated passwords are convenient for trials but are emailed in plain text to whoever you nominate. In production, deliver credentials via an out-of-band channel — phone the manager, use a one-time-secret tool, or use Microsoft's Temporary Access Pass (TAP) feature. Never put a password in the body of a regular email.

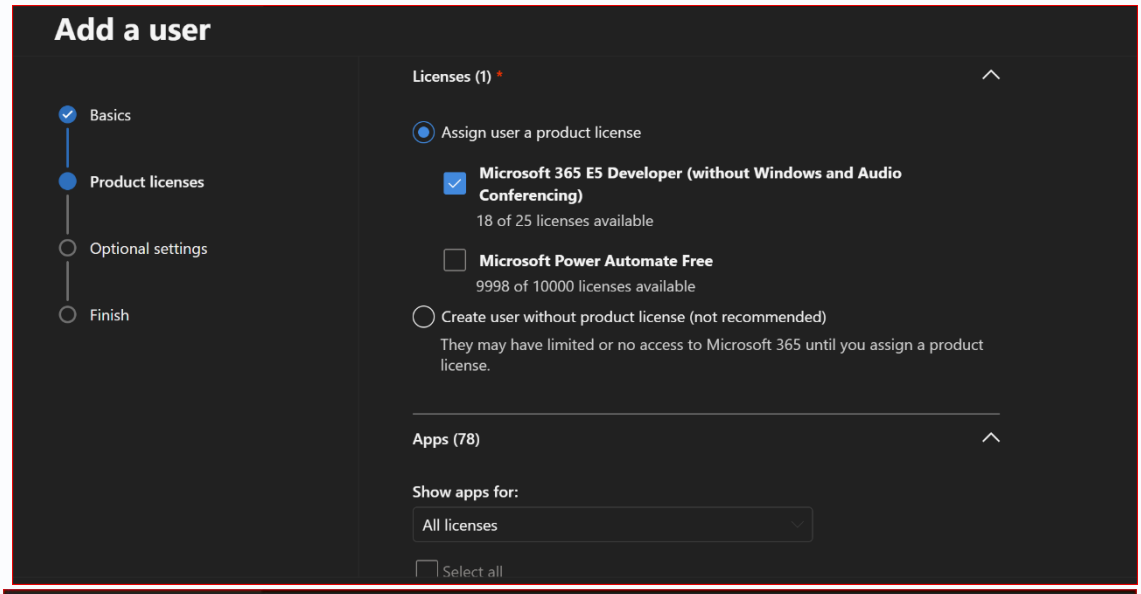
6. **Assign location and license.** Country: Oman. Pick Microsoft 365 E5 from the license list. Leave the apps and services at their defaults — we will inspect them shortly.
7. **Set the user's role.** Leave as "User (no admin center access)".
8. **Add profile info.** Job title: Marketing Analyst. Department: Marketing. Office: Muscat HQ.
9. **Click Finish adding.** The system displays the temporary password — copy it to Notepad; you will need it to test the account in Lab 02.

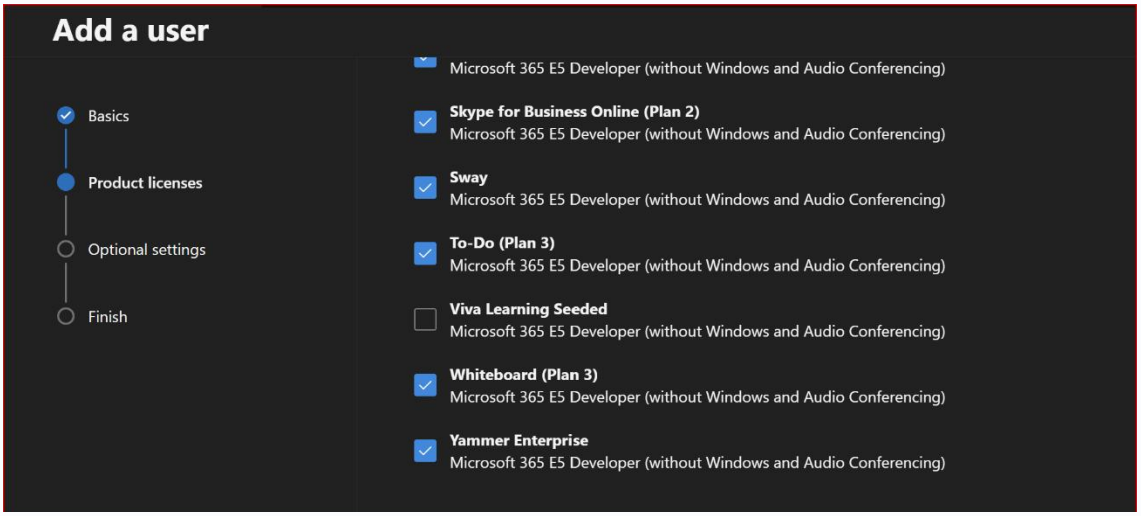


Part B —

Inspect the license assignment

10. **Open Sara Hassan from Active users.** Click her display name to open the user pane.
11. **Click the Licenses and apps tab.** You will see Microsoft 365 E5 ticked and every service plan beneath it (Exchange Online Plan 2, SharePoint Plan 2, Teams, M365 Apps, Intune, Viva, etc.).
12. **Untick "Viva Engage Core" and click Save changes.** This simulates a tenant policy where Viva is disabled per user. Note that the tick disappears, but the parent E5 license remains assigned.



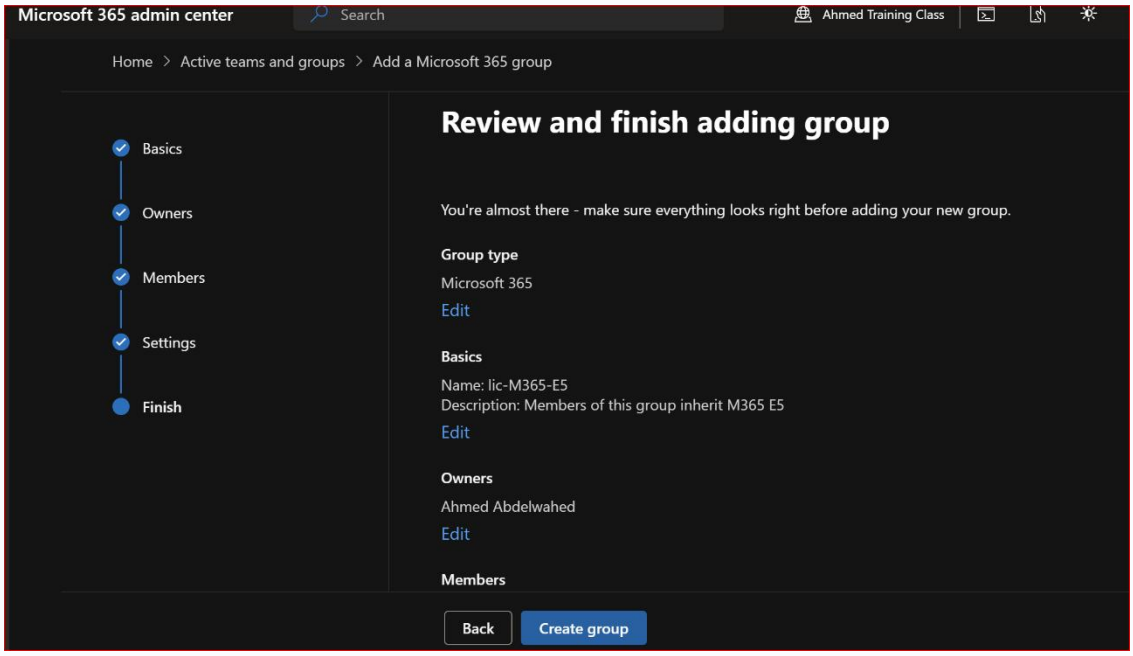


✓ Service plan vs. license

The parent (Microsoft 365 E5) is the license. Each tick beneath it is a service plan. Disabling a service plan does NOT free up the license — Sara still consumes one of your 25 E5 seats. To free a seat, untick the parent.

Part C — Create a licensing group

13. **Open the Groups blade.** Left nav → Groups → Active groups.
14. **Click Add a group.** Choose group type: Security. Name: lic-M365-E5. Description: "Members of this group inherit M365 E5."
15. **Leave membership empty for now.** We will add Sara in a moment.
16. **Open the group → Settings → Licenses → Assign.** Pick Microsoft 365 E5 → Save.



> ⚠ **Don't double-assign**
> If you assign the group license to a user who already has the same license directly, the user will show both "Direct" and "Inherited" — this works but is messy. The clean pattern is one or the other. We will fix Sara now.

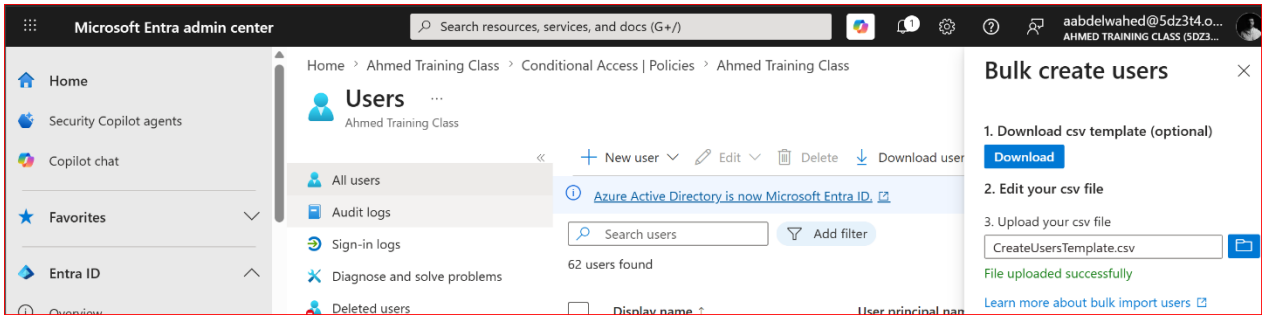
17. **Go back to Sara → Licenses and apps → untick the Microsoft 365 E5 box.** Save changes. Sara now has no direct license.
18. **Open the group lic-M365-E5 → Members → Add members.** Search for Sara Hassan → Add. Save.
19. **Wait 30–60 seconds, then re-open Sara → Licenses and apps.** You should see Microsoft 365 E5 ticked with the label "Inherited (lic-M365-E5)". The tick boxes for the service plans are now read-only.

Part D — Bulk import three users from CSV

20. **Back at Active users, click the … menu → CSV bulk add.** The wizard opens.
21. **Download Microsoft's sample CSV.** Open it in Excel. Notice the column headers — these are the exact column names the importer expects.
22. **Replace the sample rows with three new users.** Use the table below. Save as users-batch1.csv (CSV UTF-8).

First	Last	UPN	Title	Department
Aisha	Al-Balushi	aisha.albalushi@<yourtenant>.onmicrosoft.com	Support Analyst	IT
Khalid	Al-Mamari	khalid.almamari@<yourtenant>.onmicrosoft.com	Sales Rep	Sales
Layla	Al-Habsi	layla.alhabsi@<yourtenant>.onmicrosoft.com	HR Coordinator	Human Resources

23. **Upload the CSV.** The system validates it. If errors appear, fix the CSV and try again — common mistakes: extra commas, missing UPN, password too short.



24. **Choose the license.** Microsoft 365 E5 → Next → Run.
25. **Confirm all three users now appear in Active users.** Also check that they show up as members of lic-M365-E5 if you assigned the license via the group method (recommended).

Verification

- Sara Hassan, Aisha, Khalid, and Layla all appear in Active users.
- All four show "Licensed" status.
- Open each one → Mail tab → confirm a primary email address and an Exchange mailbox are listed (may take 5–10 minutes after provisioning).
- Open each one → OneDrive tab → "Create link to files" should be visible (OneDrive provisions on first sign-in, but the SharePoint URL is reserved).

Troubleshooting

Symptom	Cause	Fix
"Username is already in use."	UPN collision in the tenant.	Pick a different alias, e.g. sara.hassan2.
"This license is not available."	No free E5 seats.	Free a seat by unassigning from another user, or buy more in the Billing blade.
License saves but mailbox never appears.	Provisioning queue backed up.	Wait 15 minutes; if still stuck, run a license toggle (remove, save, re-add, save).
CSV upload fails on row 2.	Encoding is ANSI not UTF-8, or password column too short.	Re-save as CSV UTF-8; passwords ≥ 8 chars with complexity.

Stretch goals

- Create a dynamic security group with the rule (user.department -eq "Marketing") and confirm Sara is auto-added. Note: requires Entra ID P1 which is included in E5.
- Use PowerShell instead of the GUI: install the Microsoft.Graph module, sign in with Connect-MgGraph, and create one user with New-MgUser.
- Set up an Administrative Unit for the Marketing department and delegate user-management rights to a Marketing manager — practicing the principle of least privilege.

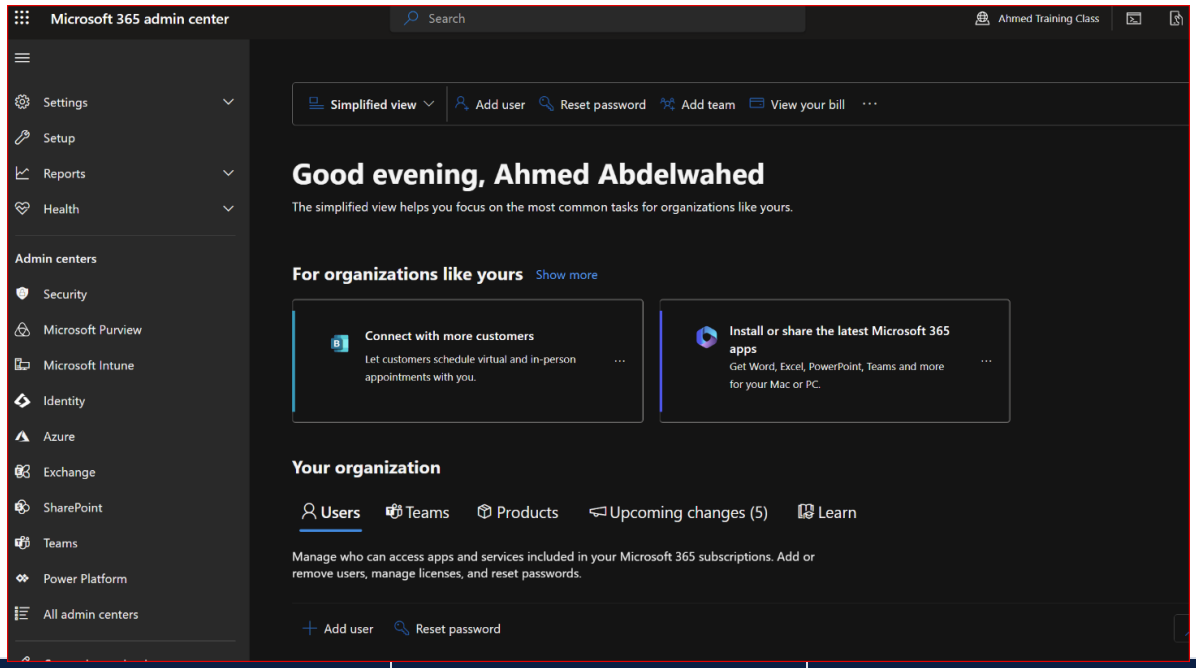
LAB 02 Admin Center Tour & Service Health Check

Scenario

Before resolving any ticket, an L1 engineer learns to find their way around the admin portals — and to check Service Health before deep-diving. Today we will visit all eight portals and bookmark them, then walk through how to read the Service Health dashboard.

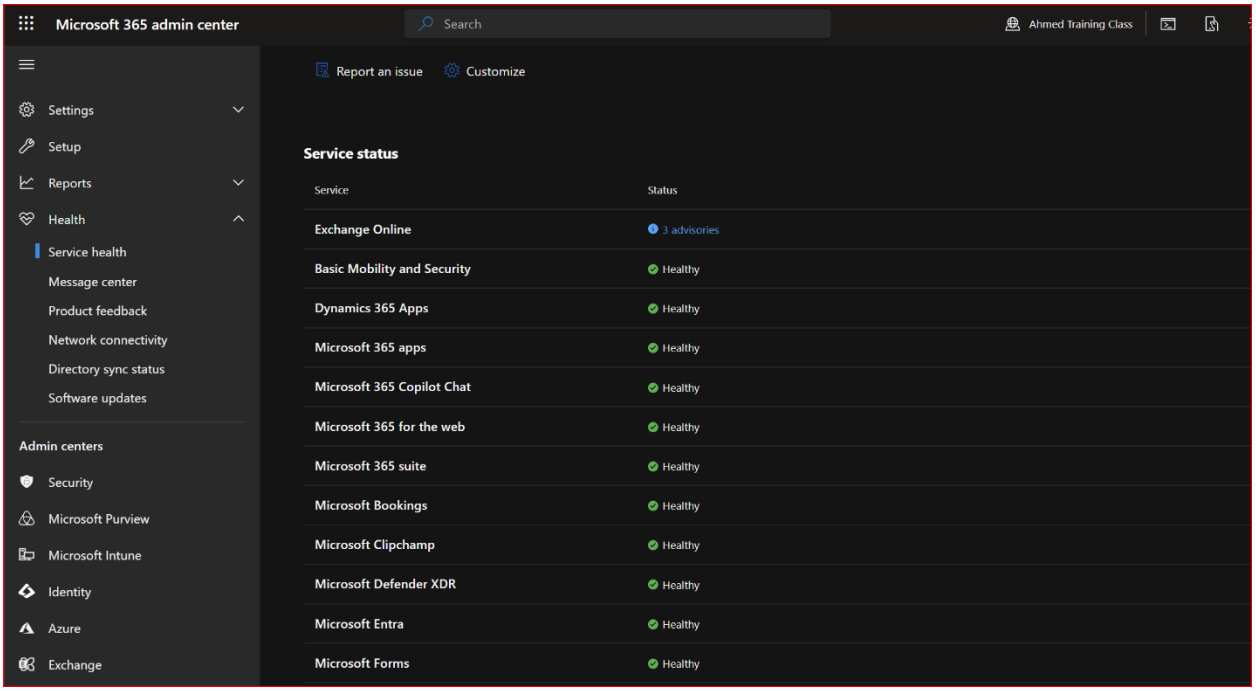
Step-by-step

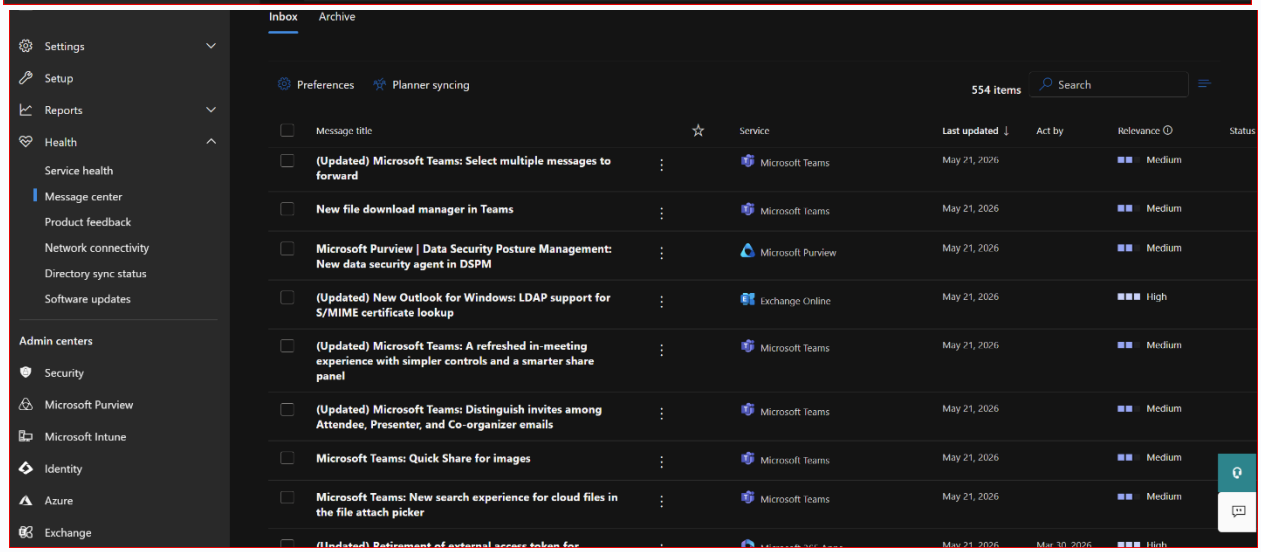
1. **Open the M365 Admin Center.** https://admin.microsoft.com — bookmark it as "M365 Admin".
2. **Click Show all in the left nav.** Scroll to the bottom — you will see "Admin centers" listing every other portal.
3. **Open each portal in a new tab and bookmark it.** Suggested folder name: "M365 Admin Centers".

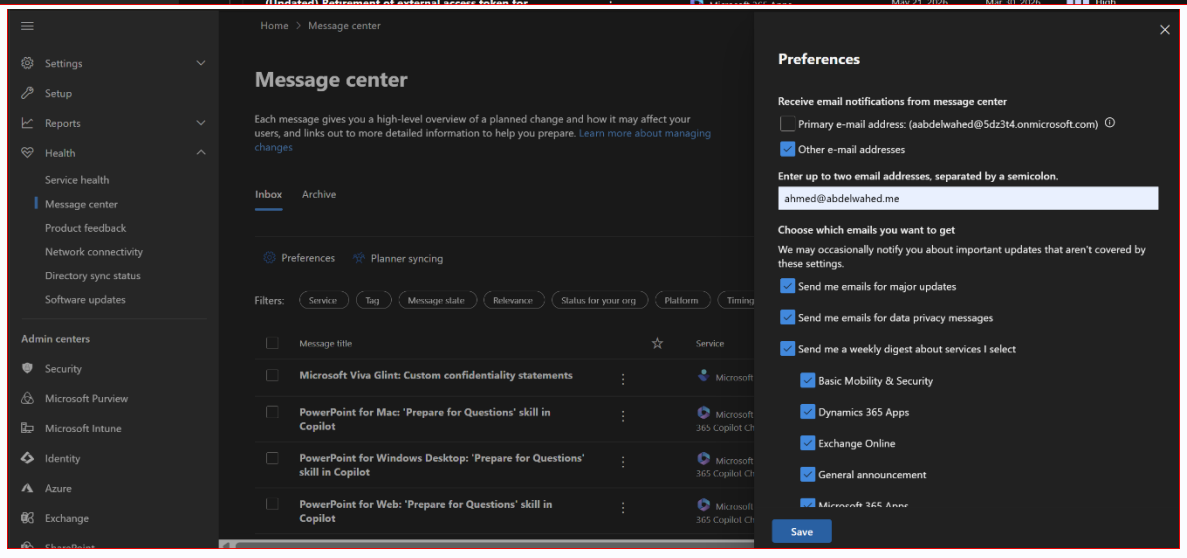


Portal	URL	Bookmark name
Entra Admin	www.entra.microsoft.com	Entra
Exchange Admin	www.admin.exchange.microsoft.com	Exchange
Teams Admin	www.admin.teams.microsoft.com	Teams Admin
SharePoint Admin	www.<tenant>-admin.sharepoint.com	SharePoint Admin
Defender	www.security.microsoft.com	Defender
Compliance	www.compliance.microsoft.com	Compliance
Intune	www.intune.microsoft.com	Intune

4. **Go back to admin.microsoft.com → Health → Service health.** You see a status grid of every service: Exchange, Teams, SharePoint, Identity, etc. Each cell is green, yellow, or red.
5. **Click any service to see its incident detail.** Note the incident ID (e.g. EX1234567), title, root-cause statement, user impact, and current status.


Microsoft 365 admin center
Search
Ahmed Training Class
Report an issue
Customize
Settings
Setup
Reports
Health
Service health
Message center
Product feedback
Network connectivity
Directory sync status
Software updates
Admin centers
Security
Microsoft Purview
Microsoft Intune
Identity
Azure
Exchange
Service status
Service
Status
Exchange Online
3 advisories
Basic Mobility and Security
Healthy
Dynamics 365 Apps
Healthy
Microsoft 365 apps
Healthy
Microsoft 365 Copilot Chat
Healthy
Microsoft 365 for the web
Healthy
Microsoft 365 suite
Healthy
Microsoft Bookings
Healthy
Microsoft Clipchamp
Healthy
Microsoft Defender XDR
Healthy
Microsoft Entra
Healthy
Microsoft Forms
Healthy


Inbox
Archive
Preferences
Planner syncing
554 items
Search
Message title
Service
Last updated
Act by
Relevance
Status
(Updated) Microsoft Teams: Select multiple messages to forward
Microsoft Teams
May 21, 2026
Medium
New file download manager in Teams
Microsoft Teams
May 21, 2026
Medium
Microsoft Purview | Data Security Posture Management: New data security agent in DSPM
Microsoft Purview
May 21, 2026
Medium
(Updated) New Outlook for Windows: LDAP support for S/MIME certificate lookup
Exchange Online
May 21, 2026
High
(Updated) Microsoft Teams: A refreshed in-meeting experience with simpler controls and a smarter share panel
Microsoft Teams
May 21, 2026
Medium
(Updated) Microsoft Teams: Distinguish invites among Attendee, Presenter, and Co-organizer emails
Microsoft Teams
May 21, 2026
Medium
Microsoft Teams: Quick Share for images
Microsoft Teams
May 21, 2026
Medium
Microsoft Teams: New search experience for cloud files in the file attach picker
Microsoft Teams
May 21, 2026
Medium


Home > Message center
Message center
Each message gives you a high-level overview of a planned change and how it may affect your users, and links out to more detailed information to help you prepare. Learn more about managing changes
Inbox
Archive
Preferences
Planner syncing
Filters:
Service
Tag
Message state
Relevance
Status for your org
Platform
Timing
Message title
Service
Microsoft Viva Glint: Custom confidentiality statements
PowerPoint for Mac: 'Prepare for Questions' skill in Copilot
PowerPoint for Windows Desktop: 'Prepare for Questions' skill in Copilot
PowerPoint for Web: 'Prepare for Questions' skill in Copilot
Preferences
Receive email notifications from message center
Primary e-mail address: (aabdelwahed@5dz3t4.onmicrosoft.com)
Other e-mail addresses
Enter up to two email addresses, separated by a semicolon.
ahmed@abdelwahed.me
Choose which emails you want to get
We may occasionally notify you about important updates that aren't covered by these settings.
Send me emails for major updates
Send me emails for data privacy messages
Send me a weekly digest about services I select
Basic Mobility & Security
Dynamics 365 Apps
Exchange Online
General announcement
Save

> **✓ L1 reflex**
> Before you start debugging a complex problem, glance at Service Health. If Microsoft has declared an active incident affecting the user's service, you don't need to recreate the Outlook profile — you need to tell the user to wait, and capture the incident ID in your ticket.

6. **Open Health → Message center.** This is where Microsoft posts upcoming changes — new features, retired features, breaking changes. Filter by service to see only the ones relevant to you.
7. **Find one upcoming change for Outlook or Teams.** Read the announcement. Note the publish date and the effective date — a typical lead time is 30–90 days.

LAB 03 Outlook Profile — Setup, Repair, Rebuild

Scenario

Sara Hassan just received her laptop. You'll set up Outlook on the desktop for the first time, send her a test email, then deliberately break the profile so you can practice repair and rebuild — exactly the way you'd handle a real ticket.

Objectives

- Set up a new Outlook profile signed in to Sara's mailbox.
- Verify Exchange connectivity using Connection Status (Ctrl-click tray icon).
- Repair a broken profile.
- Recreate the profile from scratch.
- Clear cached credentials with Credential Manager.

Pre-flight

- A Windows 10/11 device with Microsoft 365 Apps (Outlook) installed.
- Sara Hassan's UPN and password from Lab 01.
- Force a password change at first sign-in is enabled (this is the realistic flow).

Step-by-step

Part A — First-time Outlook setup

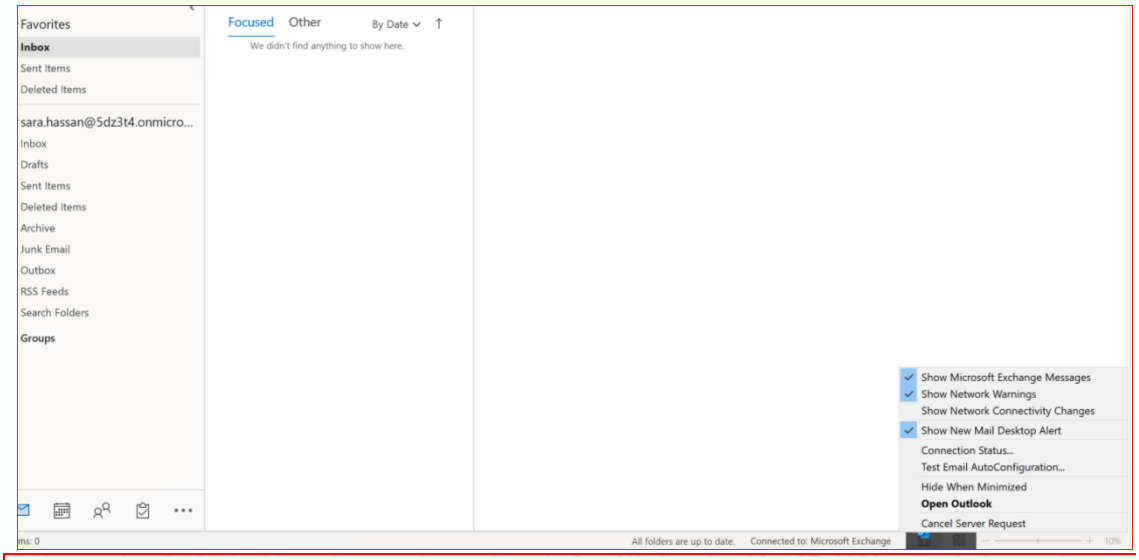
1. **Sign Sara into Windows.** Or skip if testing on a shared device; just sign Sara into Outlook directly.
2. **Launch Outlook for the first time.** The Auto Account Setup wizard appears.
3. **Enter Sara's UPN.** sara.hassan@<yourtenant>.onmicrosoft.com → Connect.
4. **Sign in with the temporary password.** Outlook prompts to change the password — set a new one and continue.

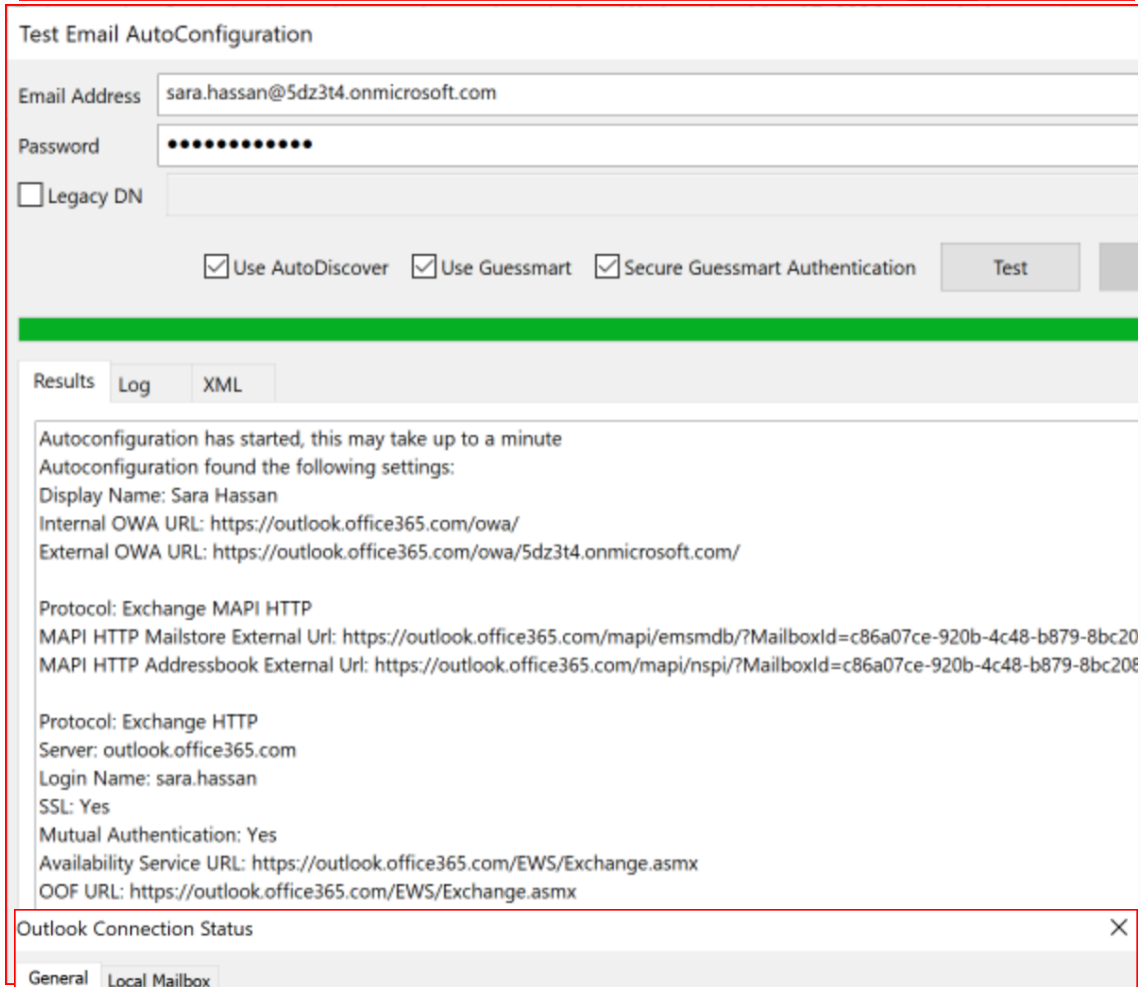
> **⚠ UPN vs. SMTP — the classic L1 trap**
> Outlook prompts the user with their UPN, not their email address. If Sara's UPN is sara.hassan@<yourtenant>.onmicrosoft.com but her display email is sara.hassan@contoso.com (after the custom domain is added), she may type the wrong address and get authentication errors that look like wrong-password. Always confirm the UPN in Admin Center before resetting anything.

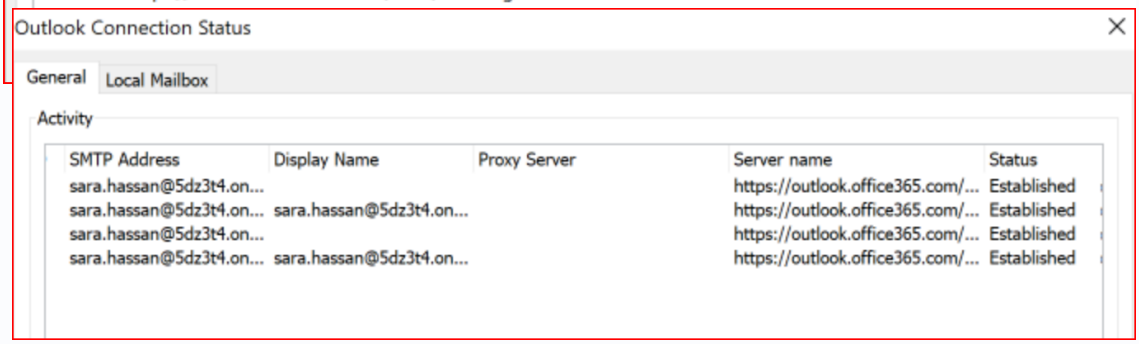
5. **Allow Outlook to download a copy of the mailbox.** This builds the OST cache file.
6. **Click Done when the wizard finishes.** Outlook opens with the inbox.
7. **Send a test email.** From Sara to herself. Verify it arrives within a minute.

Part B — Read the Connection Status pane

8. **With Outlook running, hold Ctrl and right-click the Outlook icon in the system tray.** Two new options appear: Test E-mail AutoConfiguration and Connection Status.
9. **Click Connection Status.** A grid of active connections shows: server name, status (Established/Connecting), authentication method, encryption.


Favorites
Inbox
Sent Items
Deleted Items
sara.hassan@5dz3t4.onmicro...
Inbox
Drafts
Sent Items
Deleted Items
Archive
Junk Email
Outbox
RSS Feeds
Search Folders
Groups
Focused
Other
By Date
We didn't find anything to show here.
Show Microsoft Exchange Messages
Show Network Warnings
Show Network Connectivity Changes
Show New Mail Desktop Alert
Connection Status...
Test Email AutoConfiguration...
Hide When Minimized
Open Outlook
Cancel Server Request
All folders are up to date.
Connected to: Microsoft Exchange


Test Email AutoConfiguration
Email Address
sara.hassan@5dz3t4.onmicrosoft.com
Password
Legacy DN
Use AutoDiscover
Use Guessmart
Secure Guessmart Authentication
Test
Results
Log
XML
Autoconfiguration has started, this may take up to a minute
Autoconfiguration found the following settings:
Display Name: Sara Hassan
Internal OWA URL: https://outlook.office365.com/owa/
External OWA URL: https://outlook.office365.com/owa/5dz3t4.onmicrosoft.com/
Protocol: Exchange MAPI HTTP
MAPI HTTP Mailstore External Url: https://outlook.office365.com/mapi/emsmdb/?MailboxId=c86a07ce-920b-4c48-b879-8bc20
MAPI HTTP Addressbook External Url: https://outlook.office365.com/mapi/nspi/?MailboxId=c86a07ce-920b-4c48-b879-8bc208
Protocol: Exchange HTTP
Server: outlook.office365.com
Login Name: sara.hassan
SSL: Yes
Mutual Authentication: Yes
Availability Service URL: https://outlook.office365.com/EWS/Exchange.asmx
OOF URL: https://outlook.office365.com/EWS/Exchange.asmx


Outlook Connection Status
General
Local Mailbox
Activity
SMTP Address
Display Name
Proxy Server
Server name
Status
sara.hassan@5dz3t4.on...
https://outlook.office365.com/...
Established
sara.hassan@5dz3t4.on...
sara.hassan@5dz3t4.on...
https://outlook.office365.com/...
Established
sara.hassan@5dz3t4.on...
https://outlook.office365.com/...
Established
sara.hassan@5dz3t4.on...
sara.hassan@5dz3t4.on...
https://outlook.office365.com/...
Established

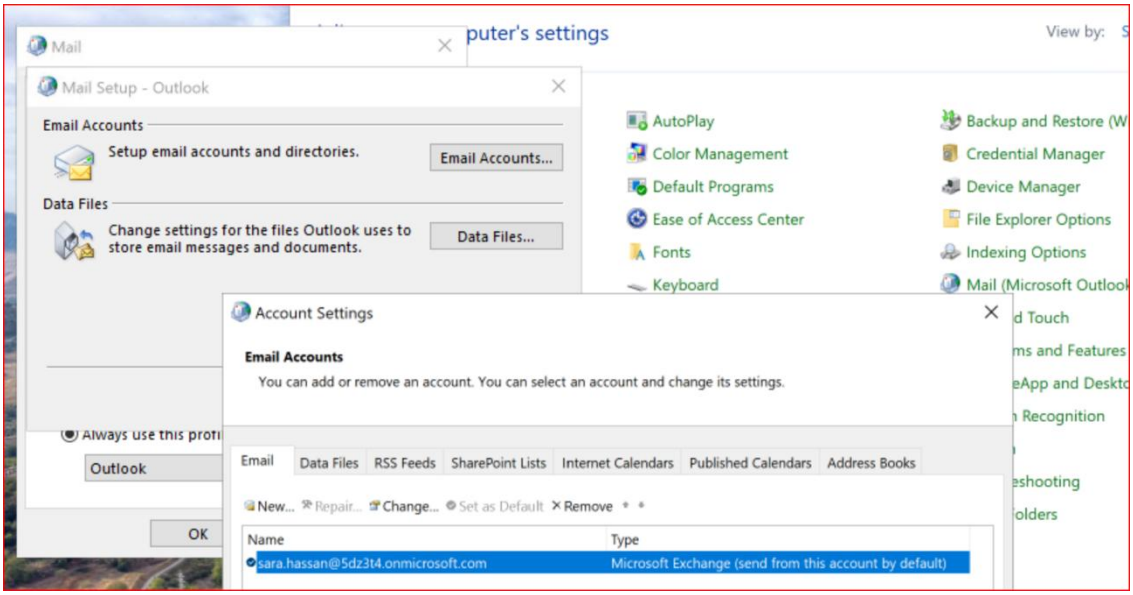
✓ **What healthy looks like**

- Multiple rows labelled "outlook.office365.com" with status "Established".
- AuthN: Bearer*.
- Encryption: SSL.
- Type: HTTPS for both Mail and Directory.

If you see "Connecting..." stuck for more than 10 seconds, the client cannot reach the service — check network or sign-in token.

Part C — Break and repair

10. **Close Outlook completely.** Confirm via Task Manager that OUTLOOK.EXE is gone.
11. **Open Control Panel → Mail (Microsoft Outlook).** If you don't see Mail, switch the Control Panel view to Small icons. If you see two copies, click the 32-bit/64-bit version that matches your Outlook installation.
12. **Click Show Profiles → highlight the active profile → Properties → E-mail Accounts → Repair.** Outlook runs the Auto-discover + repair routine — this resolves perhaps 60% of stuck/disconnected tickets.
13. **Re-launch Outlook.** Verify the inbox loads.



Part D — Recreate the profile from scratch

14. **Close Outlook.** Confirm via Task Manager.
15. **Open Control Panel → Mail → Show Profiles.** Click Add to create a new profile. Name it: Sara-Test-Profile.
16. **Enter Sara's UPN.** Outlook auto-discovers, prompts for password, builds a new profile.
17. **Set "Always use this profile" to Sara-Test-Profile.** Click OK.
18. **Launch Outlook.** It now uses the new profile. The OST cache is rebuilt from scratch (this can take minutes on a large mailbox).

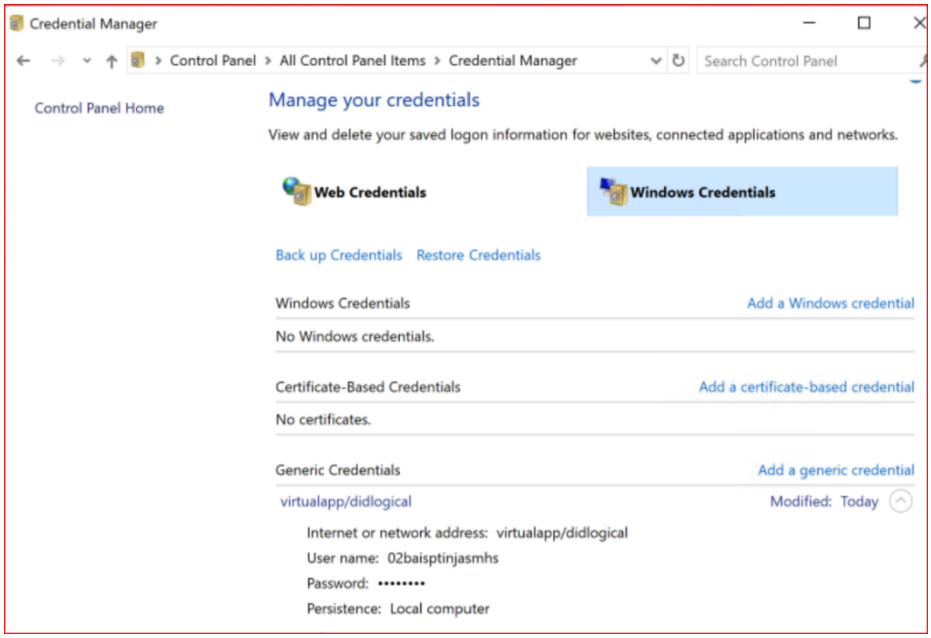
✓ **When to recreate**

Recreate the profile when:

- Repair didn't resolve the issue.
- Profile shows two accounts, one of them stale.
- **Credentials prompt won't stop and Credential Manager has been cleared.**
- OST file is corrupted (Event Viewer shows MAPI errors).

Part E — Clear cached credentials

19. **Sign out of all M365 apps.** Close Outlook, Teams, OneDrive, Word.
20. **Open Credential Manager.** Press Win+R → **control /name Microsoft.CredentialManager**. Click Windows Credentials.
21. **Find every entry that starts with MicrosoftOffice, msteams_adalsso, or OneDrive_*.** Expand each → Remove.
22. **Re-launch Outlook.** You'll be re-prompted for sign-in — this re-acquires fresh OAuth tokens. 30%+ of "password keeps prompting" tickets resolve this way.



Useful Outlook command-line switches

Switch	What it does	When to use
`outlook /safe`	Starts Outlook without add-ins.	Outlook crashes on launch — isolate add-in problems.
`outlook /resetnavpane`	Resets the folder pane.	Folders missing or duplicated on the left rail.
`outlook /cleanautocompletecache`	Wipes the auto-complete nickname cache.	User mailed the wrong address from the suggestion list.
`outlook /resetfolders`	Restores missing default folders.	Inbox / Sent Items disappears or is duplicated.
`outlook /sniff`	Reprocesses meeting invites.	Calendar shows ghost meetings or duplicates.
`scanpst.exe`	PST/OST repair utility.	OST corruption — find it in Office\rootN\Office16.

LAB 04 Exchange Admin — Aliases, Shared Mailboxes, Message Trace

Scenario

Three tickets came in this morning. (1) Sara needs an alias so she can receive mail at info@. (2) Marketing wants a shared mailbox marketing@ with three delegated users. (3) Khalid says "my customer never received my quote" — you'll run a message trace to prove it was sent.

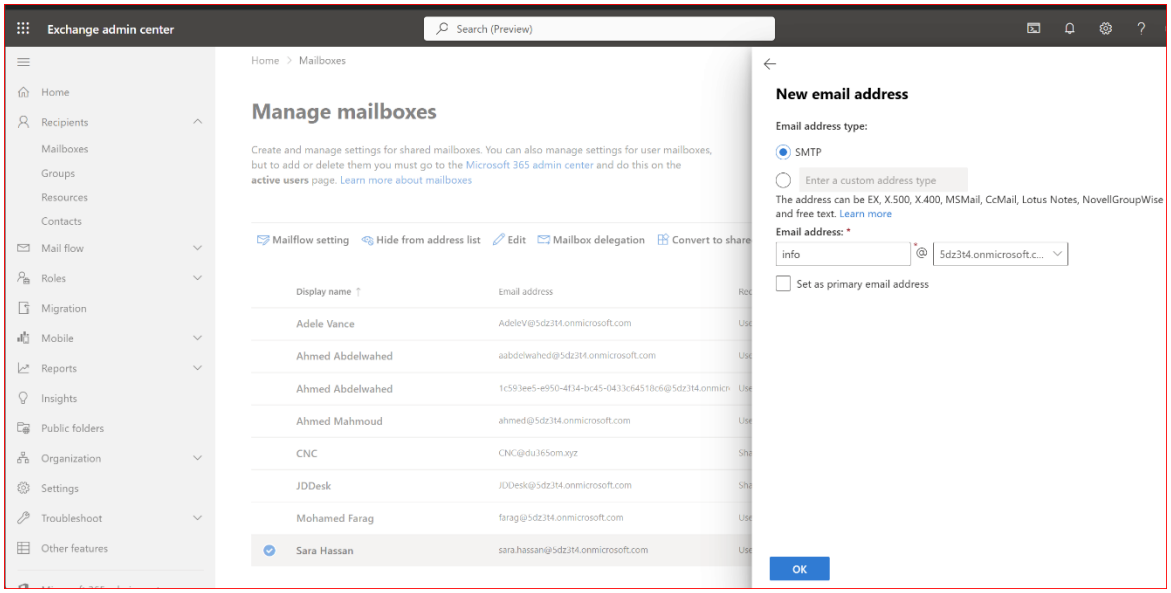
Objectives

- Add and remove email aliases on a mailbox.
- Create a shared mailbox and delegate access.
- Run a message trace and interpret the result.
- Release a message from quarantine.

Step-by-step

Part A — Add an alias to Sara's mailbox

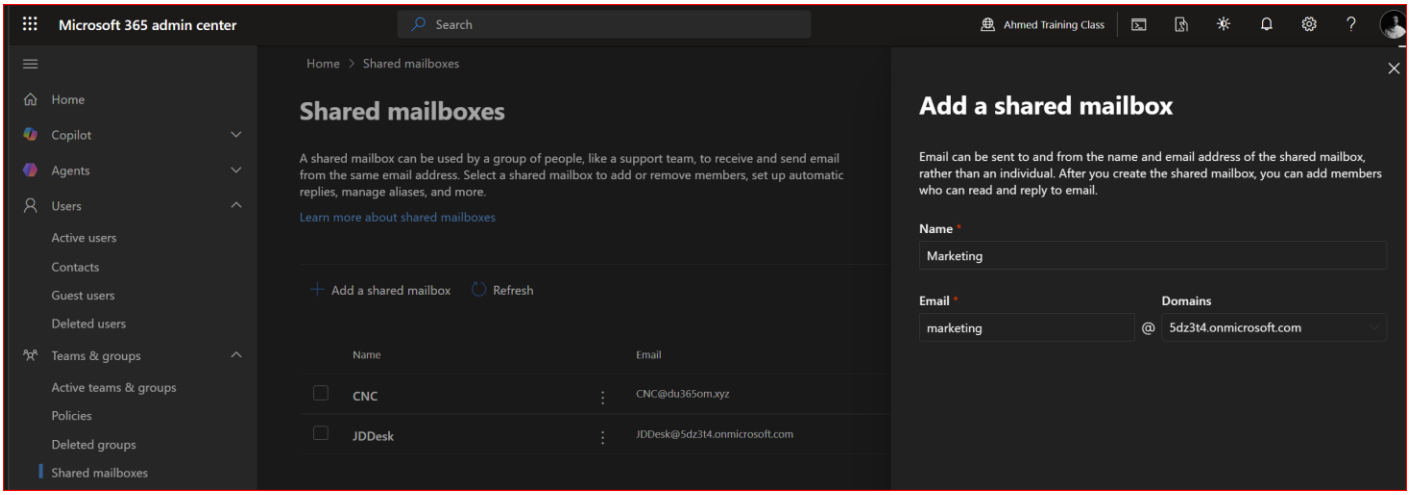
1. **Open the Exchange Admin Center.** admin.exchange.microsoft.com.
2. **Click Recipients → Mailboxes.** Find Sara Hassan and click her name.
3. **Go to the Manage email address types section → Manage email address types.** Click + Add email address.
4. **Type info as the local part, pick the trial domain.** Leave "Make this the reply address" UNTICKED — primary stays on her name.
5. **Save changes.** It can take 5 minutes to propagate.

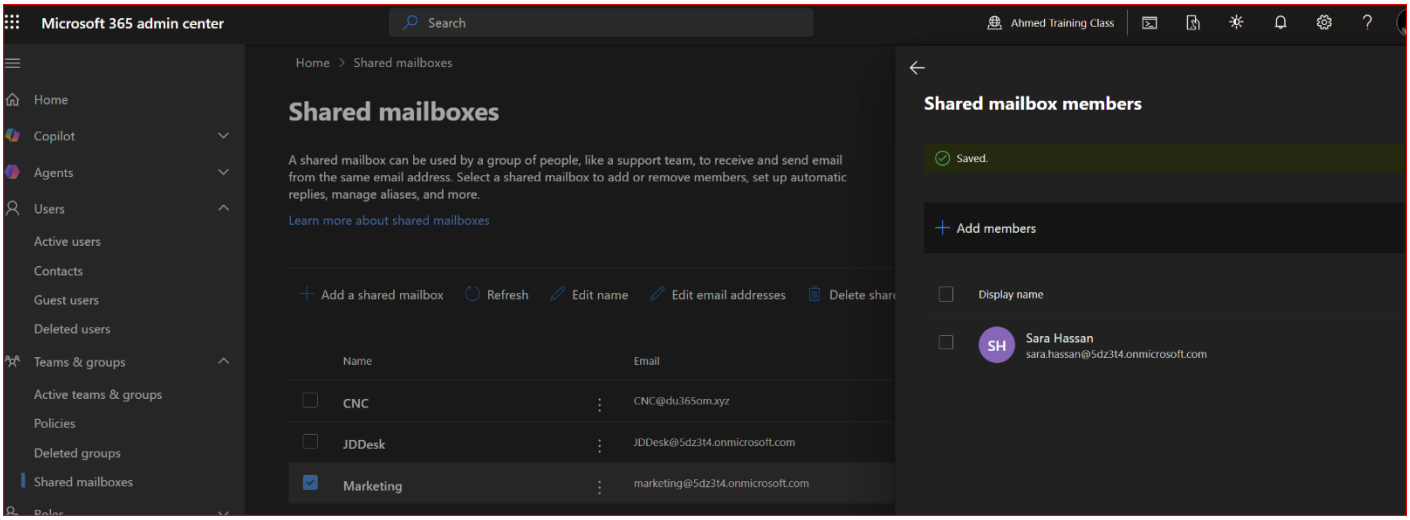


> ⚠ **Alias vs. primary**
> An alias receives mail but never sends it. Mail FROM Sara still uses her primary SMTP, not info@. If someone replies to info@, the reply goes to Sara's inbox — but her From: shows her own name. If you actually want a separate "info" identity, create a shared mailbox (next part).

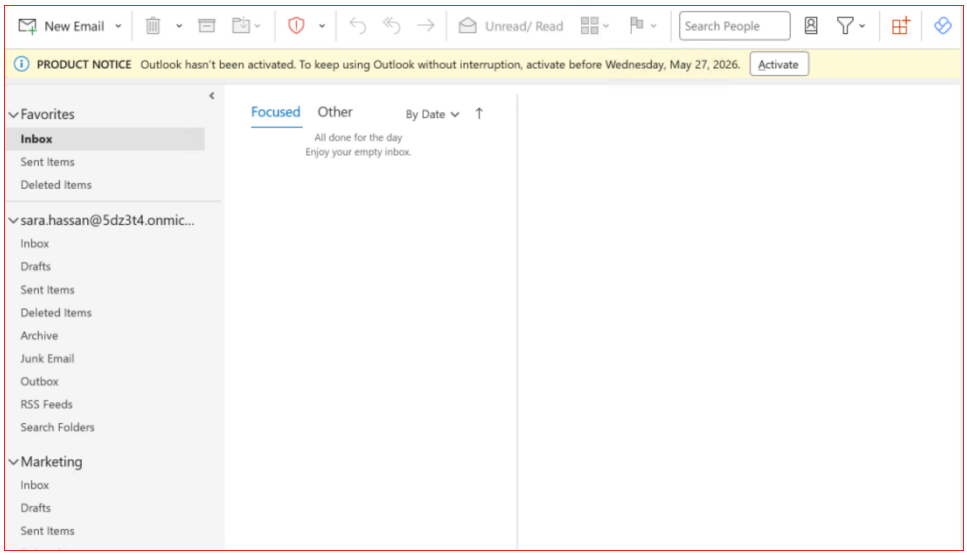
Part B — Create a shared mailbox

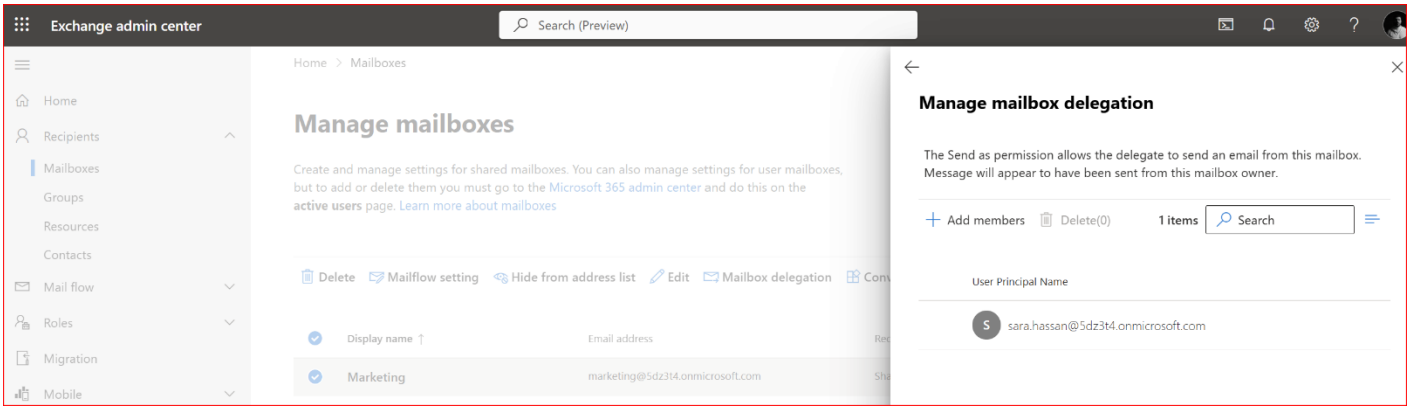
6. **In M365 Admin Center, go to Teams & groups → Shared mailboxes.** Click Add a shared mailbox.
7. **Set Display name: Marketing | Email: marketing.** Pick the trial domain → Save.
8. **Click "Add members".** Add Sara Hassan, Aisha, and Khalid. Save.





9. **Wait 5 minutes, then have Sara restart Outlook.** She should see a new folder pane entry: "Marketing". **Outlook auto-maps** shared mailboxes when Full Access is granted.



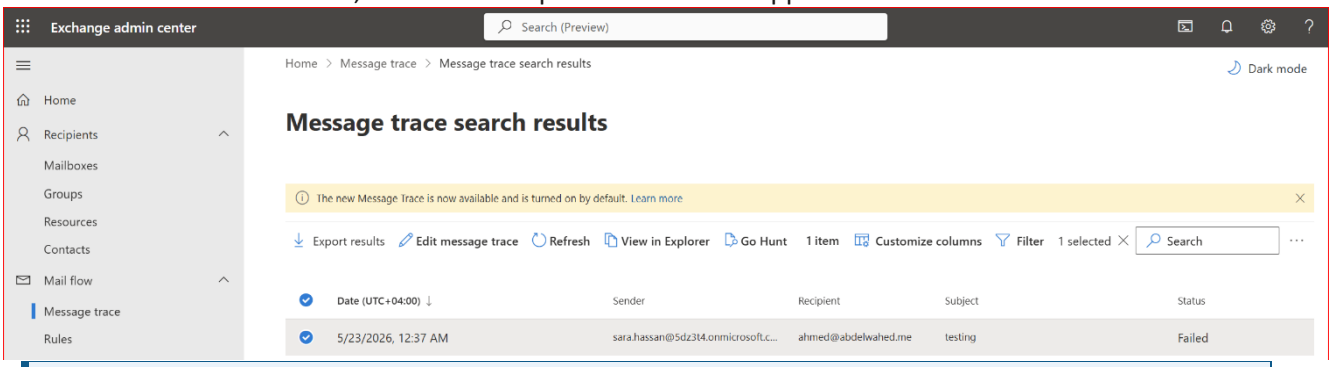


10. **Verify Send As works.** From the Marketing mailbox in Outlook, click New → set From: marketing → send a test mail to your personal account.

> **✓ Shared mailbox economics**
> Shared mailboxes up to 50 GB are FREE — they don't consume a license. Above 50 GB, or to enable Online Archive on a shared mailbox, you need to assign an Exchange Online Plan 1 or 2 license. This is one of the few areas where L1 can save the company real money by recommending the right pattern.

Part C — Run a message trace

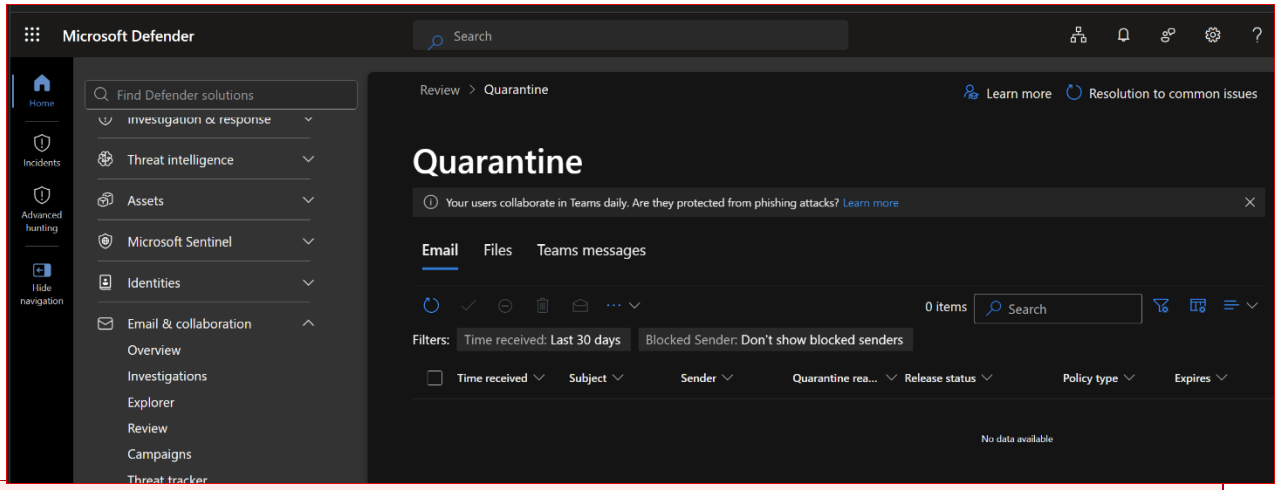
11. **In EAC, go to Mail flow → Message trace.** Click Start a trace.
12. **Set Date range: today.** Sender: leave blank. Recipient: type your personal email. Click Search.
13. **Click any message in the result.** You see the full path: when Exchange accepted it, what rules processed it, when it was delivered, and whether spam-filter actions applied.



> **✓ How to read a trace**
> Status "**Delivered**" with timestamp → mail reached the recipient's mailbox. Done.
>
> Status "**Filtered as spam**" → check the user's Junk folder or quarantine.
>
> Status "**Failed**" → user got an NDR; the trace shows the SMTP reject reason.
>
> Status "**Pending**" → in flight or queued upstream — try again in 5 min.
>
> **No trace at all** → the message never left Exchange Online — check Outlook Sent Items vs. server Sent Items.

Part D — Quarantine release

14. **Go to security.microsoft.com → Email & collaboration → Review → Quarantine.** If your tenant is empty, skip to the next step — we'll generate a test case.
15. **To force a quarantine, ask a colleague to email Sara a message with subject "Free crypto giveaway click here".** The anti-spam policy usually flags it.
16. **Filter the quarantine view by Recipient: Sara.** Click the flagged message → Release.
17. **Pick "Release to user(s)" → Sara → Yes, I confirm.** The message will arrive in her inbox within a minute.



> **⚠ Release responsibly**
> Quarantine catches genuine threats. Before releasing, expand the message and inspect: sender domain, attachments, links. If you have any doubt — even a slight one — escalate to your security team. A released phishing email is a real incident.

LAB 05 PST Files — Create, Import, Archive

Scenario

Aisha is migrating from an old laptop. She kept years of mail in a local PST file. You need to import it into her cloud mailbox, then enable her Online Archive so she can keep it in the cloud and stop dragging PSTs around.

Objectives

- Create a PST file from Outlook.
- Import a PST file into a mailbox using Outlook.
- Enable Online Archive (Exchange In-Place Archive) on a user.
- Move PST content into the Online Archive.

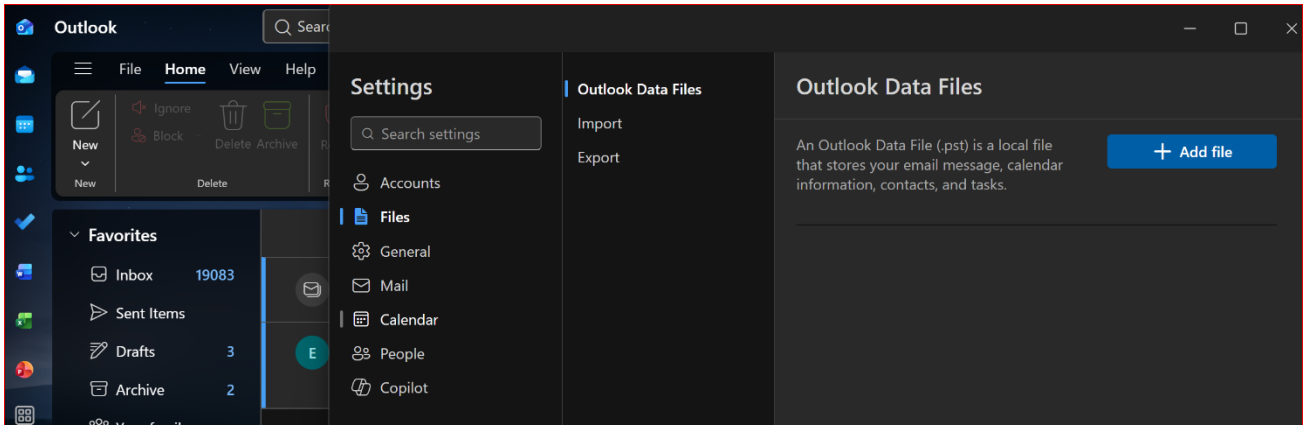
Pre-flight

- Outlook desktop signed in as Aisha (use Lab 01 + Lab 03 procedure).
- E5 license assigned — this includes the Exchange Online (Plan 2) service plan, which is required for Online Archive.

Step-by-step

Part A — Create a sample PST

1. **Send Aisha some sample mail.** From your personal email, send her 5 emails with different subjects.
2. **In Outlook, click File → New Outlook Data File.** Pick Outlook Data File (.pst). Save it as C:\Lab\aisha-old.pst — create the folder if needed. Optionally set a password (in production: never set passwords on PSTs you can't recover).



3. **Drag the 5 test emails into the new PST folder.** They are now in the local file only — not on the server.
4. **Close Outlook.** Confirm the file C:\Lab\aisha-old.pst exists and is several KB in size.

Part B — Import the PST

5. **Re-open Outlook.** Click File → Open & Export → Import/Export.
6. **Pick "Import from another program or file" → Next.** Pick "Outlook Data File (.pst)" → Next.
7. **Browse to C:\Lab\aisha-old.pst.** Choose "Do not import duplicates" → Next.
8. **Set destination: "Import items into the same folder in" → Aisha's mailbox.** Click Finish.

9. **Wait for import to finish.** On a real, large PST this can take hours.
10. **Verify the imported messages appear in Aisha's Inbox.** And confirm they are now visible on OWA at outlook.office.com — that proves they're in the cloud, not just local.

Part C — Enable Online Archive

11. **Open EAC → Recipients → Mailboxes → Aisha.** Find the section "Manage mailbox archive" or "Mailbox features" → enable In-Place Archive.
12. **Save changes.** Wait 5 minutes.
13. **Have Aisha restart Outlook.** A new mailbox section "Online Archive – Aisha Al-Balushi" should appear at the bottom of the folder list.

> ✓ **Online Archive sizing**
> Default archive size with E5: 100 GB, expandable to 1.5 TB with auto-expanding archive. Default retention policy moves items older than 2 years from the primary mailbox to the archive automatically — see Microsoft 365 Compliance Center → Information governance → Retention policies.

Part D — Move PST contents into the archive

14. **In Outlook, expand the imported folder.** Highlight all messages → drag them into a new folder under "Online Archive – Aisha" called Legacy-PST.
15. **Wait for the operation to complete.** Status bar shows progress.
16. **Verify on OWA.** Aisha's archive should be browsable at outlook.office.com — click "In-place Archive" in the left rail.

Verification

- PST file created and imported.
- Imported mail visible on web (proves it's on the server, not local-only).
- Online Archive enabled and visible in Outlook.
- PST contents migrated into the archive successfully.

Troubleshooting

Symptom	Cause	Fix
Import wizard says "file is corrupted".	Bad PST.	Run scanpst.exe (in Office install dir) — repairs minor corruption.
Online Archive option is greyed out.	License doesn't include Exchange Plan 2.	Verify license — E1 doesn't include Archive; E3/E5 does.
Drag into archive is glacially slow.	Cached mode is replicating each item.	Use OWA instead — web is server-side, much faster for bulk.
"Cannot expand the folder. The set of folders cannot be opened."	OST corruption.	Close Outlook, delete the .ost file from %localappdata%\Microsoft\Outlook, restart Outlook — rebuilds the cache.

LAB 06 MFA Registration, SSPR, and Reset

Scenario

Security has asked you to enable MFA for all new users and to enable self-service password reset (SSPR) so the helpdesk stops getting password-only tickets. You'll configure both, register methods on Sara's account, then practice the standard L1 "reset MFA for a locked-out user" workflow.

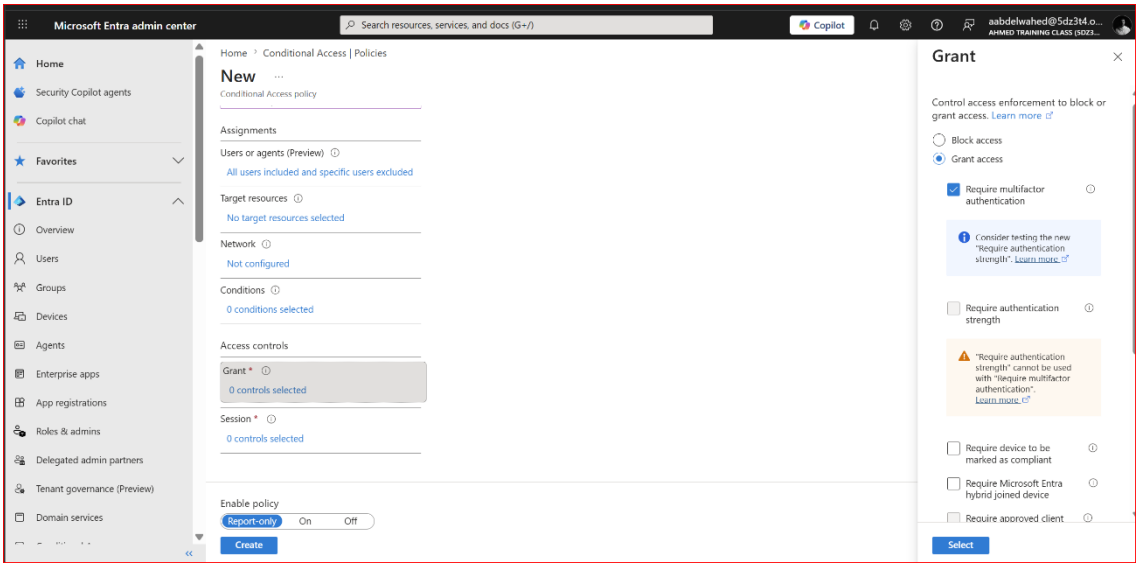
Objectives

- Enable MFA via a Conditional Access policy (modern method).
- Enable SSPR for all users.
- Register Authenticator on Sara's account.
- Reset MFA methods on a user and re-enrol them.
- Issue a Temporary Access Pass (TAP) for emergency access.

Step-by-step

Part A — Enable MFA via Conditional Access

1. **Open the Entra Admin Center.** entra.microsoft.com.
2. **Go to Protection → Conditional Access.** Click + Create new policy.
3. **Name it: "CA01 - Require MFA for all users".**
4. **Assignments — Users: All users (exclude break-glass admin account if you have one).**
5. **Cloud apps: All cloud apps.**
6. **Grant: Grant access → Require multi-factor authentication.**
7. **Enable policy: Report-only first.** Always test new CA policies in report-only mode before enforcing — gives you a sign-in log preview of who would be blocked.
8. **Create.** Review the policy in the list.

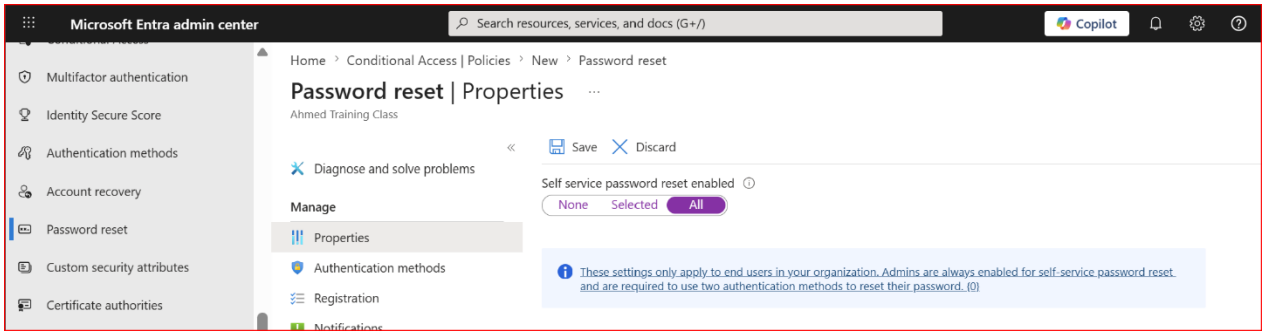


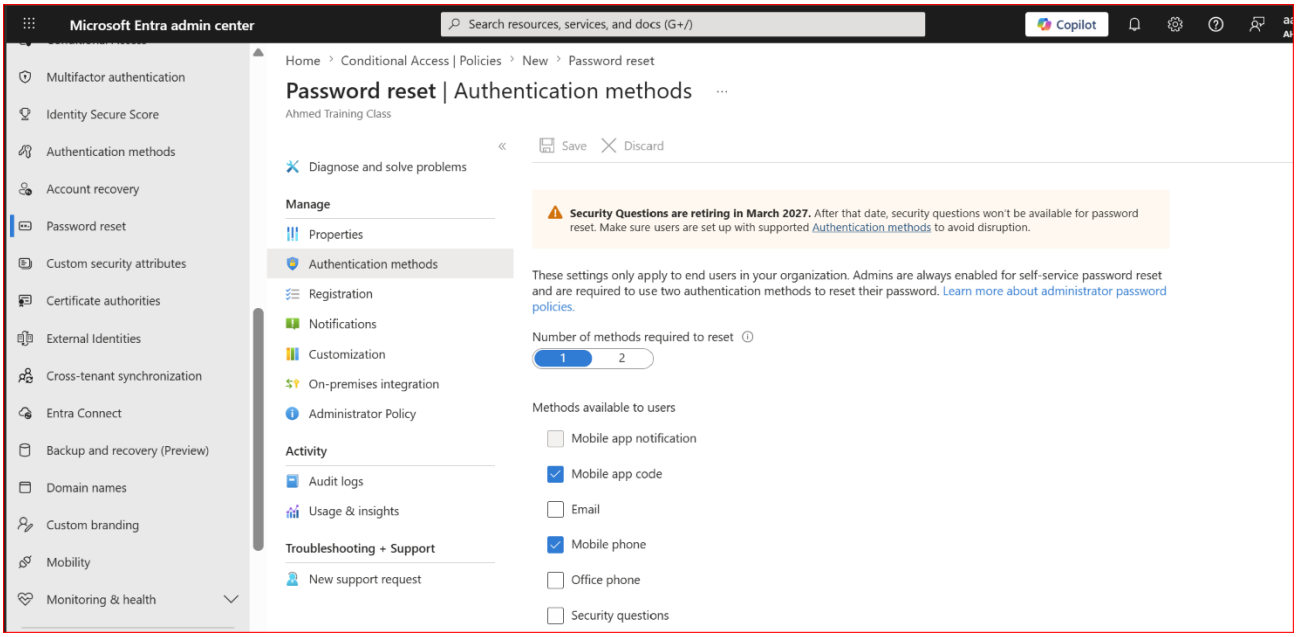
> **⚠ The break-glass account**
> Real tenants always have one cloud-only emergency-access account excluded from every CA policy, with a 32-char password stored in a vault. This is what saves you when MFA itself is broken. In your trial, your sign-up admin acts as a stand-in. Never lock yourself out by enforcing MFA without an excluded escape hatch.

1. **After a day in report-only, switch the policy to On.** For the lab, switch it now — but only if you confirmed your admin is excluded.

Part B — Enable SSPR

2. **Entra → Protection → Password reset → Properties.** Self-service password reset enabled: All. Save.
3. **Authentication methods → Methods required to reset.** Pick "Two" methods. Methods available: Microsoft Authenticator, Email, Mobile phone. Save.
4. **Registration → Require users to register when signing in.** Yes. Number of days before reconfirmation: 180. Save.





Part C — Register MFA + SSPR methods on Sara

5. **Open an InPrivate / Incognito browser window.** Go to myaccount.microsoft.com.
6. **Sign in as Sara.** Force-change the password if prompted (from Lab 03).
7. **Sara is automatically redirected to register security info.** Welcome to the Combined Security Info experience.
8. **Add method → Authenticator app → Next.** Install Microsoft Authenticator on your phone first (Apple App Store / Google Play).
9. **Scan the QR code with Authenticator.** Approve the test notification on the phone.
10. **Add a second method.** Phone (SMS) → enter a working mobile number → verify with code.
11. **Sign out, sign back in.** You'll be prompted for MFA. Approve via Authenticator push.

Part D — Test SSPR

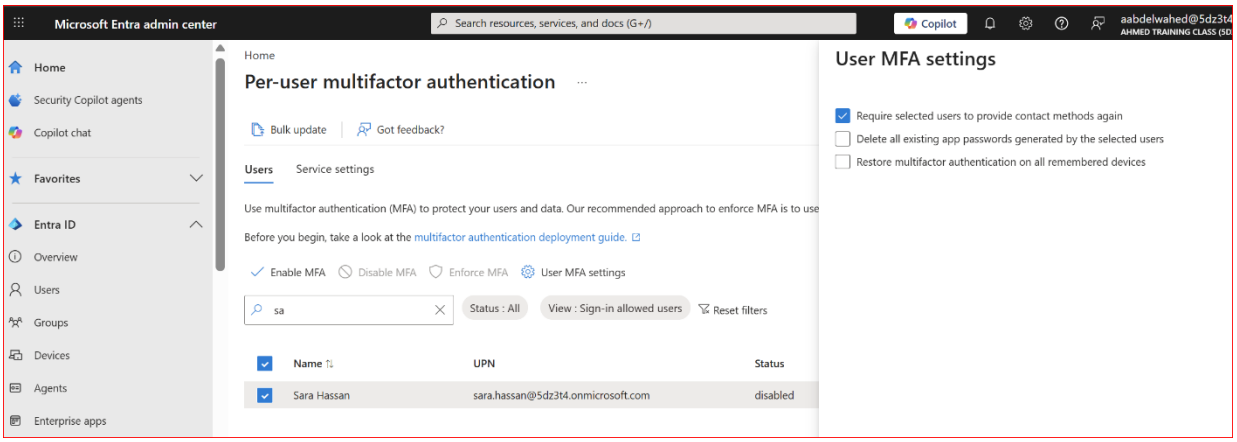
12. **Sign out from Sara's account.** Close the InPrivate window.
13. **Open** https://passwordreset.microsoftonline.com Or click "Forgot password?" on any M365 sign-in page.
14. **Type Sara's UPN + the CAPTCHA.** Click Next.
15. **Pick a verification method.** Authenticator code → enter the rolling 6-digit number.
16. **Set a new password.** Sign in.

> ✓ **Selling SSPR to users**
> After a user registers, password resets become a 30-second self-serve task instead of a phone call. Use the welcome email to every new hire to remind them to register two methods at aka.ms/mysecurityinfo. Every successful SSPR is a ticket you didn't have to take.

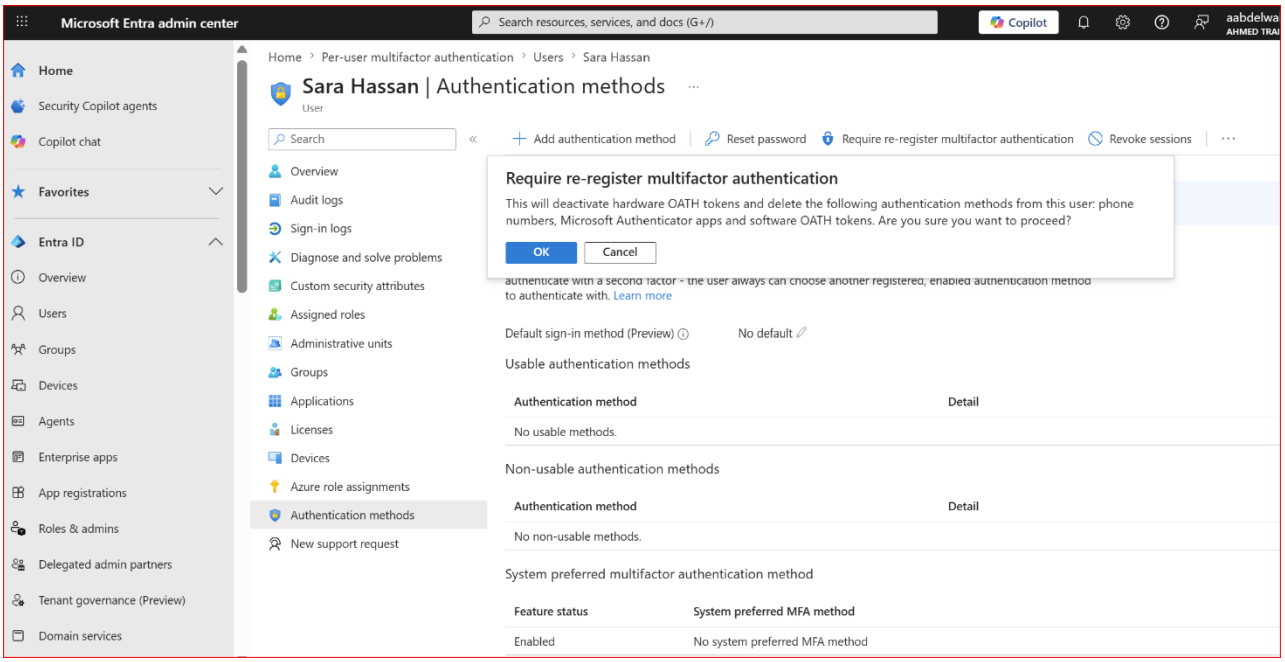
Part E — Reset MFA when a user is locked out

Common scenario: Sara lost her phone, has no Authenticator, no SMS access. You need to reset her MFA so she can re-register from a new device.

17. **In M365 Admin Center, open Sara → … menu → Multifactor authentication.** This opens the classic Per-user MFA portal.
18. **Find Sara → click Manage user settings.** Tick "Require selected users to provide contact methods again" → Save.

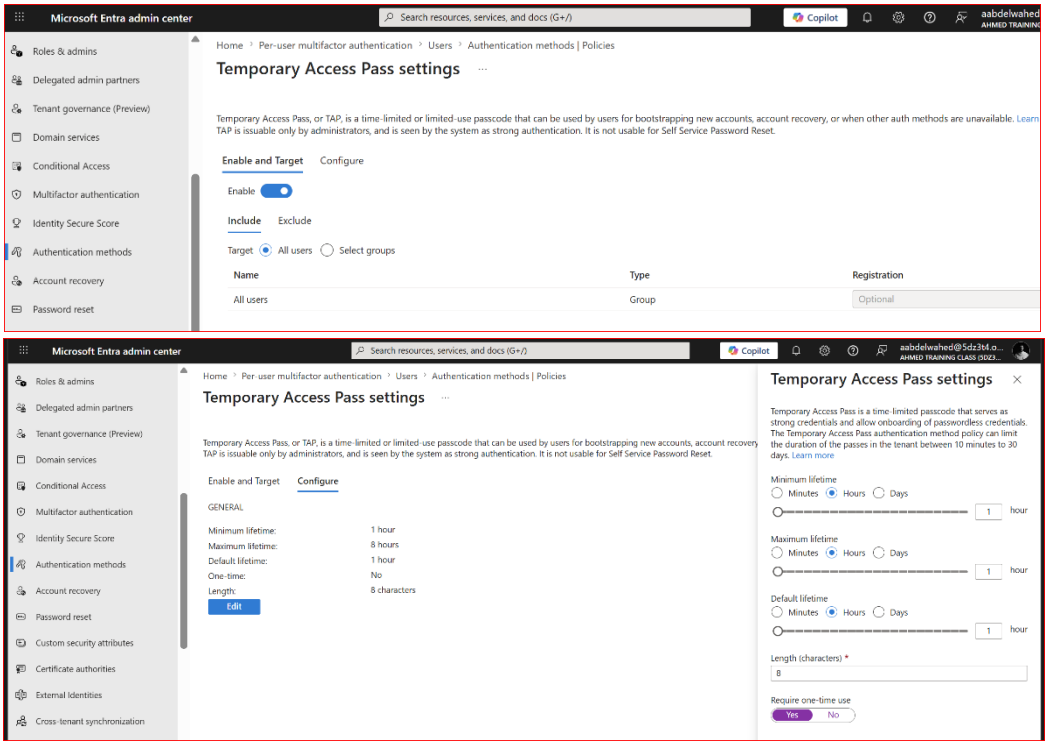


19. **Alternatively in Entra: Users → Sara → Authentication methods → Require re-register MFA.** Same effect; this is the modern path.

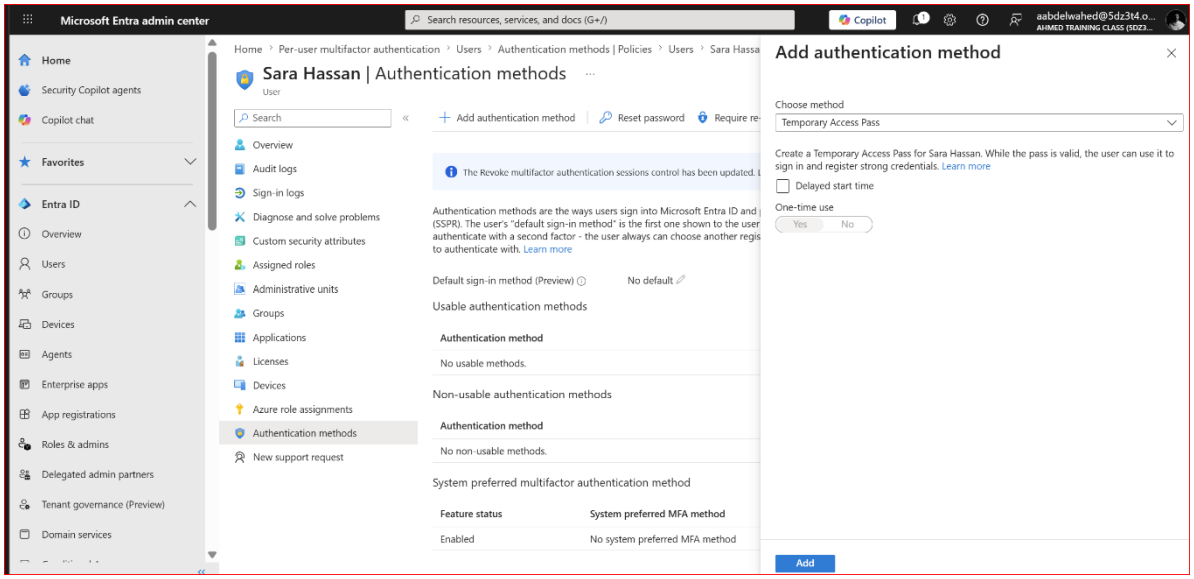


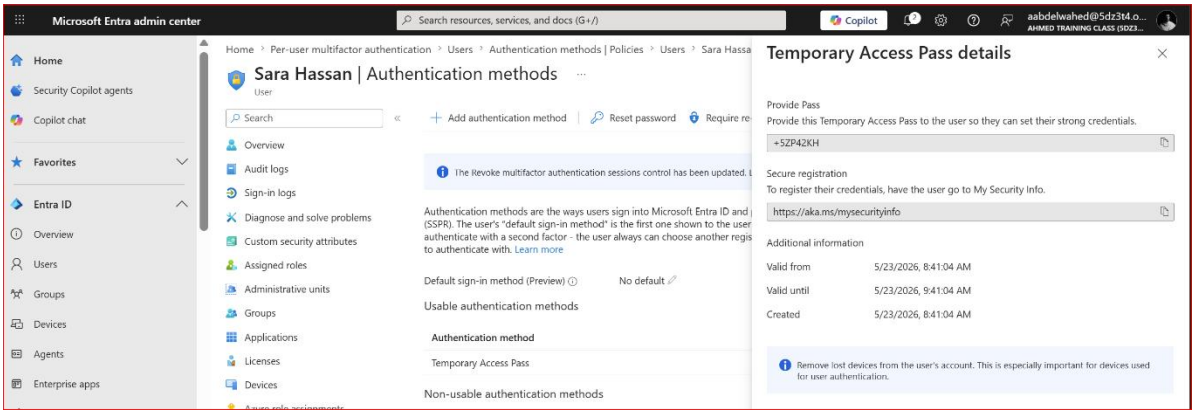
Part F — Issue a Temporary Access Pass

20. **Entra → Protection → Authentication methods → Policies → Temporary Access Pass.** Enable for All users. Save.



21. **Go back to Sara → Authentication methods.** Click + Add authentication method → Temporary Access Pass.
22. **Set Lifetime: 1 hour. One-time use: yes.** Generate.
23. **Copy the TAP code — you can only see it once.** Share securely with Sara (out-of-band, e.g. phone call).





✓ TAP — the modern replacement for temp passwords

A TAP is a time-limited, single-use passcode the user types instead of their password during sign-in. It bypasses the user's existing methods so they can register new ones. Standard L1 use: when MFA is lost and the user has no recovery method. Industry best practice replaces "give them a temp password over the phone" with "issue a TAP."

Part 2: Collaboration

Teams, OneDrive, SharePoint troubleshooting

LAB 07 OneDrive — Sync, Sharing, Recovery

Scenario

Khalid says "my files aren't syncing." He has a green check next to some files but red Xs on others, and one folder won't sync at all. You'll diagnose, fix, then practice sharing and restoring deleted files.

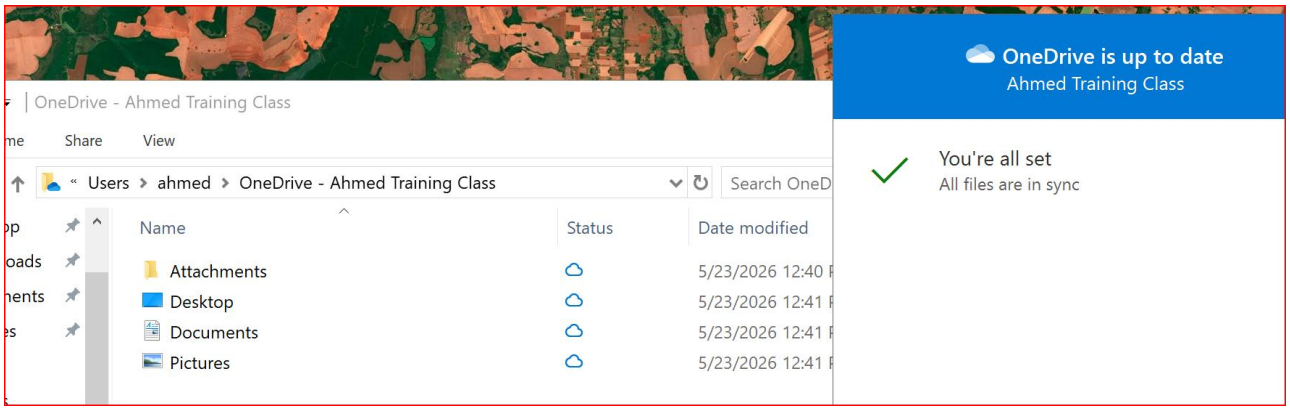
Objectives

- Set up the OneDrive sync client and sign in.
- Read the OneDrive status icons.
- Resolve sync errors (file name conflicts, locked files, quota).
- Reset the sync client cleanly.
- Share a file with internal and external users.
- Restore deleted files and roll back the entire OneDrive.

Step-by-step

Part A — Set up sync

1. **Sign Khalid into Windows.** Or use a clean test PC.
2. **Open OneDrive from the Start menu.** First-run wizard opens.
3. **Enter Khalid's UPN → Sign in.** Authenticate with password + MFA push.
4. **Pick the local folder.** Accept the default C:\Users\<khalid>\OneDrive - <yourtenant>.
5. **Choose which folders to sync.** Tick Known Folder Move for Desktop, Documents, Pictures. This is what real organizations push via Intune.
6. **Finish.** OneDrive tray icon appears with a blue cloud.



Part B — Read the status icons

Look in File Explorer at the OneDrive folder. Each file has a status icon:

Icon	Meaning	What to tell the user
Green check (filled)	Pinned — always kept on the local drive.	Available offline; uses disk space.
Green check (outline)	Synced — local copy exists.	Open instantly; will be evicted if disk is low.
Cloud	Online-only — not yet downloaded.	Will download when opened. Needs internet.
Blue arrows (sync)	Currently syncing.	Just wait.
Red X / circle	Sync error.	Right-click → "View sync problems."
Person icon	Shared with others.	Open Sharing dialog to see who.

Part C — Break sync deliberately

7. **In the OneDrive folder, create a file named: PRN.docx** Windows reserves a handful of names — `PRN`, `CON`, `AUX`, `NUL` — that OneDrive cannot sync. The file gets a red X.
8. **Right-click the tray icon → View sync problems.** Read the error: "File name contains invalid characters or is a reserved name."
9. **Rename the file to printer-test.docx.** Wait 10 seconds — the red X clears, the file syncs.
10. **Create a long path: 270 characters of nested folders ending in a file.** OneDrive's hard limit on path length is 400 characters (was 256 in classic Windows). Anything beyond fails to sync.
11. **Resolve by shortening the folder names.**

Part D — Reset OneDrive sync

12. **Open Run (Win+R).** Paste exactly: `%localappdata%\Microsoft\OneDrive\onedrive.exe /reset`

```
%localappdata%\Microsoft\OneDrive\onedrive.exe /reset
```

13. **Press Enter.** Tray icon disappears. Wait up to 2 minutes.
14. **If it doesn't restart automatically, run:**

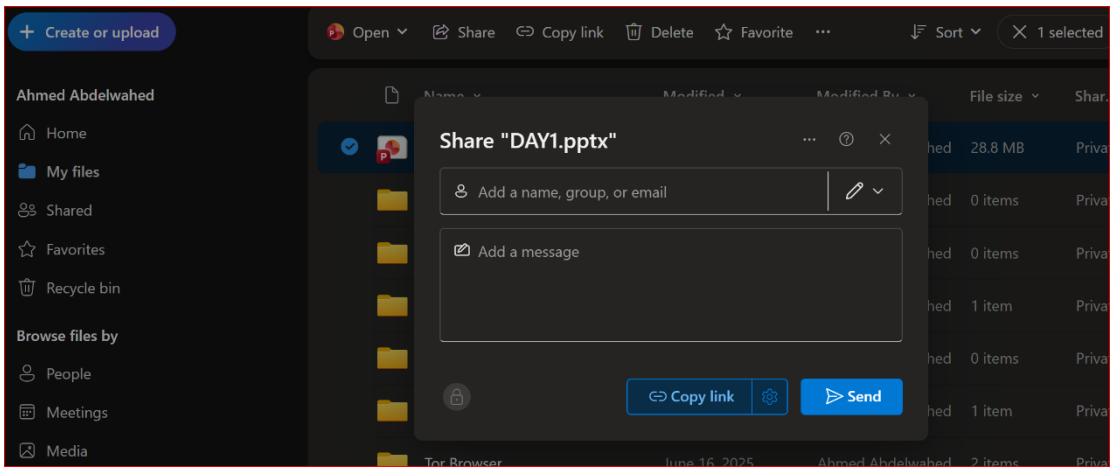
```
%localappdata%\Microsoft\OneDrive\onedrive.exe
```

15. **Sign in again.** OneDrive rebuilds its local sync state. Existing local files are reused — nothing is downloaded twice.

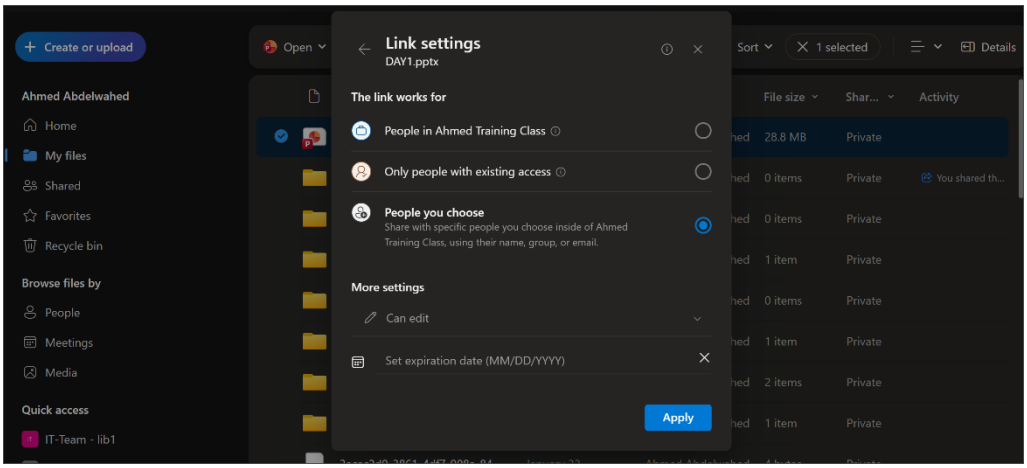
> ✓ **When to reset**
>
> Reset OneDrive when:
>
> - Sync is stuck for more than an hour without progress.
> - Two users sharing a PC see each other's files.
> - The tray icon won't appear after Windows updates.
> - Files appear in OneDrive web but never download to local — even after a restart.

Part E — Sharing

16. **In the OneDrive web (onedrive.com), upload one PowerPoint file.** Pick anything.
17. **Click Share next to the file.** Modify the link settings: "People in <yourtenant> with the link" → tick "Can edit" → Apply.
18. **Copy the link.** Paste in a sticky note for the next step.



19. **Open InPrivate browser → sign in as Sara → paste the link.** Sara sees the file in PowerPoint web with edit rights.
20. **Now change the link to "Specific people".** Add Sara by name → "Can view" → Apply → Send.



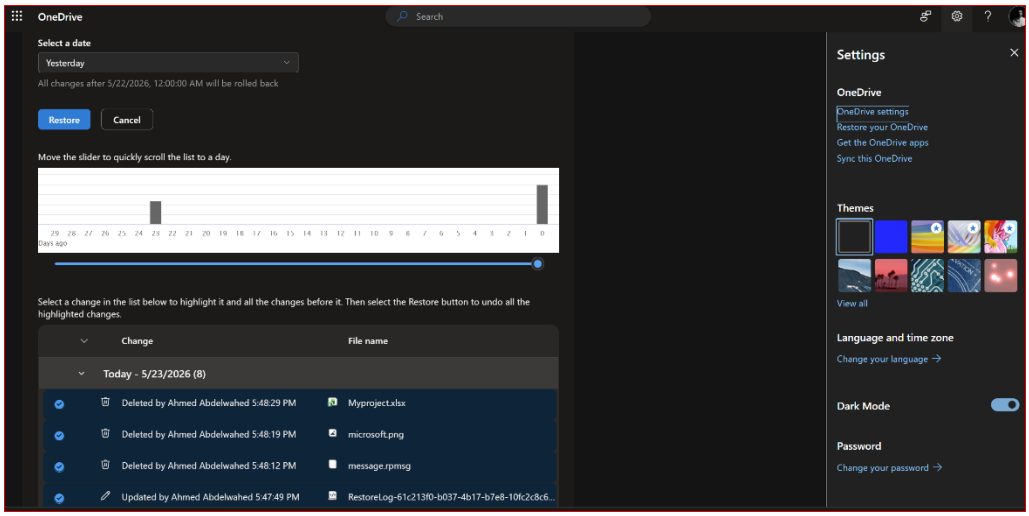
21. **Open the link from Aisha's InPrivate session.** She sees view-only.
22. **Try the same link signed in as Khalid (the file is not shared with him).** He sees Access Denied.

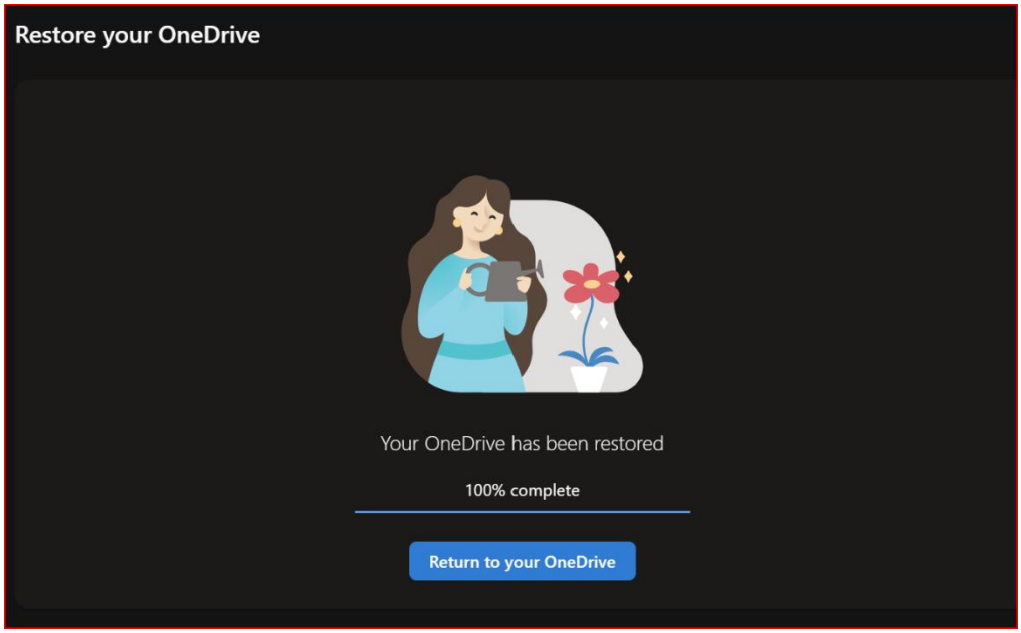
Part F — Restore a deleted file

23. **In OneDrive web, delete one of the test files.** It moves to the Recycle bin.
24. **Open the Recycle bin → tick the file → Restore.** It reappears in the original folder.
25. **Delete the file again, then empty the recycle bin.** Click Second-stage recycle bin (top of the page).
26. **The file is still there — restore it from the second stage.** OneDrive retains items **93** days in stage 1 and another **93** days in stage 2.

Part G — Restore the entire OneDrive (ransomware drill)

27. **In OneDrive web → Settings (gear) → Options → Restore your OneDrive.** This is Microsoft's built-in ransomware recovery — rolls back the entire OneDrive to a point in time.
28. **Pick "Yesterday".** A slider shows file changes over the last 30 days. Move the slider, see what files are affected.
29. **Click Restore.** Confirm — every file change after the chosen time is rolled back.





> ⚠ **Production use**
> Restore your OneDrive is destructive — it undoes legitimate changes too. In a real ransomware incident, scope the time as tightly as possible. For Lab 07 it's harmless because all data is fake.

LAB 08 Teams — Setup, Channels, Cache Reset

Scenario

The Marketing team is forming. You'll create a Team, add channels (standard and private), invite a guest, then practise the most common Teams troubleshooting flow — cache reset.

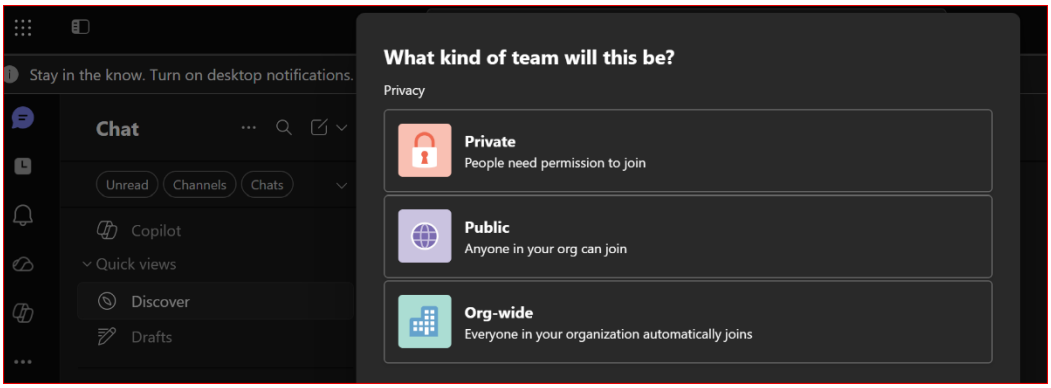
Objectives

- Create a Team and structure its channels.
- Add internal members and an external guest.
- Locate the underlying SharePoint site for the Team's files.
- Reset the Teams cache to fix "won't sign in" tickets.
- Make a test meeting and find the recording.

Step-by-step

Part A — Create a Team

1. **Sign in to teams.microsoft.com as Sara.** Or use the desktop app.
2. **Click Join or create a team → Create team.** Pick "From scratch" → Public (within tenant).
3. **Name: Marketing | Description: Marketing campaigns and assets.** Create.
4. **Skip adding members for now — click Skip.**



Part B — Add channels

5. **Click … next to the Team name → Add channel.** Standard channel: Campaigns. Add.
6. **Add another channel: Q4-Launch.** Type: Private. The wizard prompts for members — add Aisha. Sara is automatically owner.
7. **Add one more: External-Agency.** Type: Shared. (Note: Shared channel requires Microsoft 365 cross-tenant access settings — may be limited in a fresh trial.)

> ✓ **Channel types — quick recall**
>
> **Standard** — visible to everyone in the Team.
>
> **Private** — subset of Team members; lives in a separate, hidden SharePoint site.
>
> **Shared** — members of the Team plus people / teams from other tenants; in its own SharePoint site as well.

Part D — Invite a guest

8. **Back in the Marketing team, click … → Add member.** Type a personal email (Outlook.com / Gmail). Teams asks: "Add <email> as a guest."
9. **Click Add → Save.** The guest receives an invitation by email.
10. **Open the invite from your personal mailbox → click Open Microsoft Teams.** Sign in / register, accept the invite.

> ⚠ **Guest access scope**
> Guests can see the entire Team's content unless you put them only in a private channel. Default guest permissions: post messages, share files, join meetings. They CANNOT create channels, add other guests, or access the underlying SharePoint admin. Configure global guest policy in Teams Admin → Users → Guest access.

Part E — Test the meeting + recording flow

11. **In Marketing → Campaigns channel, click Meet → Meet now.** Pick "Get a link" for now.
12. **Join the meeting.** Start recording (… menu → Record and transcribe → Start recording).
13. **Speak for 30 seconds, then stop recording.** End the meeting.
14. **After 5–10 minutes, the recording appears.** In the channel posts AND in the organiser's OneDrive (because it was an ad-hoc meeting in a channel — channel recordings land in the channel's SharePoint).
15. **Find the recording.** Channel Files → Recordings folder. Note: 1:1 ad-hoc meeting recordings would land in the organiser's OneDrive instead.

Part F — Cache reset (the universal Teams fix)

Teams classic and Teams new store their cache in different locations. Here's the standard L1 procedure for the New Teams (the default in 2025–2026):

16. **Quit Teams completely.** Right-click tray icon → Quit. Check Task Manager — confirm no msedgewebview2.exe attached to Teams.
17. **Open the cache folder.** Run dialog (Win+R):

```
%localappdata%\Packages\MSTeams_8wekyb3d8bbwe\LocalCache
```

18. **Delete the contents (not the folder itself).**
19. **Re-launch Teams.** It re-downloads cached data and re-authenticates.

For the classic Teams client (if you encounter it):

```
%appdata%\Microsoft\Teams
```

Quit Teams, delete the entire folder, re-launch — same effect.

LAB 09 SharePoint — Site, Permissions, Recovery

Scenario

HR wants a Communication Site for company announcements. You'll create it, set the right permissions, upload some content, then practise the recovery dance when something is accidentally deleted.

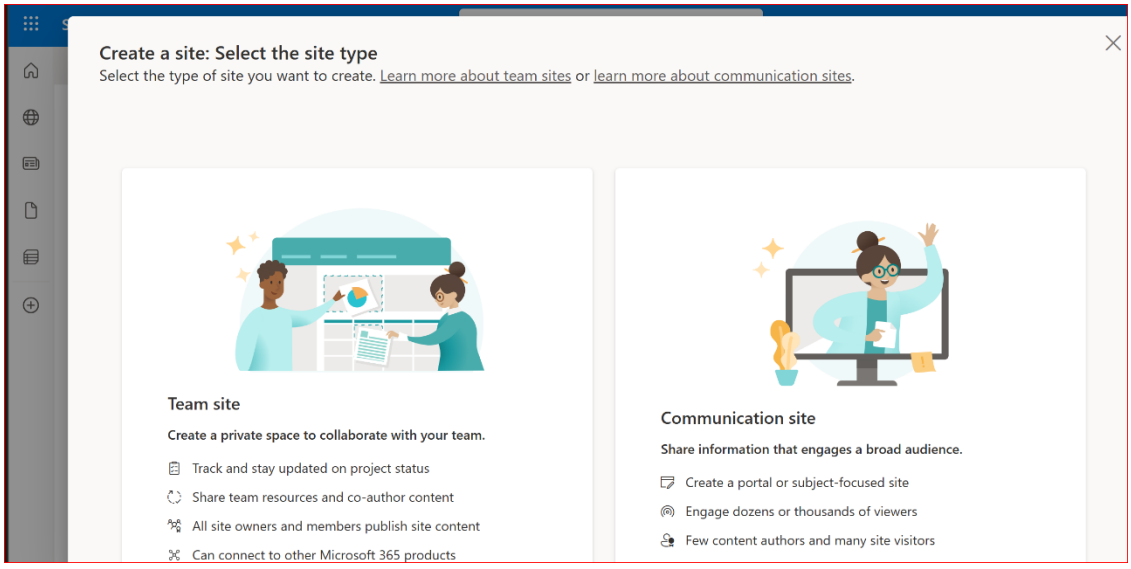
Objectives

- Create a Communication Site and a Team Site.
- Distinguish the permission models.
- Add users with the correct permission level.
- Recover deleted files from both stages of the recycle bin.
- Restore an entire site from the SharePoint Admin Center.

Step-by-step

Part A — Create both site types

1. **Open the SharePoint Start page.** <yourtenant>.sharepoint.com or via the M365 launcher → SharePoint.
2. **Click + Create site → Communication site.** Template: Topic. Name: HR Announcements. Owner: Sara.
3. **Click Next → Finish.** Site is created in seconds.
4. **Back at the SharePoint start page → + Create site → Team site.** Name: HR Team. Owner: Sara. Public. Finish.



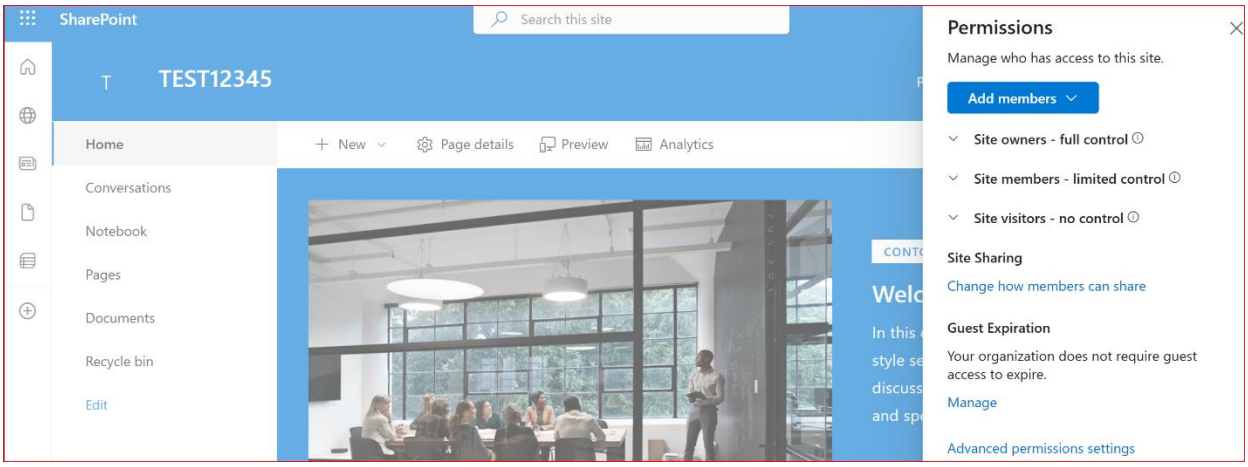
✓ Behind the scenes

Communication Site = no M365 Group, no automatic Team, no shared mailbox. Designed for broadcast.

Team Site = backed by an M365 Group, with its own mailbox, calendar, and (if you provision one) Teams team. Designed for collaboration.

Part B — Permissions

5. **Open the HR Announcements site → Settings (gear) → Site permissions.** You see three groups: Owners, Members, Visitors.



6. **Click Add members → "Share site only".** Add Aisha as a Visitor (read only) → don't notify (cleaner for the lab).
7. **Verify.** Sign in as Aisha in InPrivate → confirm she can browse the site but cannot add content.
8. **Now open HR Team → Settings → Site permissions.** Promote Aisha from Visitor to Member.
9. **Verify again.** Aisha can now upload and edit documents.

Part C — Upload content

10. **On the HR Announcements home page, click Edit (top right).** Drag a Hero web part into the layout. Set its title to "Welcome to Contoso."
11. **Add a Document Library web part below.** Point it at the Documents library.
12. **Click Save and republish.** The page is now the site landing page.
13. **Upload three sample files into Documents.**

Part D — Recover deleted files

14. **Delete one of the files from Documents.** Confirm it's gone.
15. **Open the site's Recycle bin (left rail).** The file is there. Restore it.
16. **Delete it again, then go to Site contents → Recycle bin → second-stage Recycle bin (top right of the page).** Restore from there.

