

Managing Microsoft 365 Messaging

This course provides a detailed description of the key components of the Microsoft 365 messaging service, Exchange Online. It describes how messaging administrators can use Exchange Online to perform various configuration tasks to manage, help secure, monitor, and troubleshoot mail flow. Students will learn how to manage Exchange Online recipient objects, message transport and mail flow, messaging infrastructure and security, message hygiene, and compliance. This course is primarily designed for students who want to be messaging administrators in a Microsoft 365 environment.

Audience Profile

This course is primarily intended for Exchange Server and Microsoft 365 messaging administrators who want to manage a secure, efficient, and effective email collaboration platform that uses Exchange Online and Microsoft 365.

Required Prerequisites

- Basic understanding of cloud services
- Basic knowledge of Microsoft cloud services and Microsoft 365 applications
- Basic experience with Active Directory Domain Services (AD DS) and Microsoft Entra ID
- Basic understanding of authentication types and cloud licensing
- Basic experience with business email systems such as Microsoft Exchange

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Module 1: Overview of Exchange Online

In this module, you'll explore the various services that Microsoft 365 provides. You'll learn the basics of Exchange Online and the administration tools you can use to manage this service.

Lesson 1: Introduction to Microsoft 365 services

- What is Microsoft 365?
- Overview of Microsoft 365 workloads
- Overview of Microsoft 365 subscriptions
- Provisioning a Microsoft 365 tenant

Lesson 2: Introduction to Exchange Online

- Overview of Exchange Online

- How does Exchange Online compare to Exchange Server?
- Key reasons to use Exchange Online
- What is Exchange hybrid deployment?
- Organization relationships in Exchange Online

Lesson 3: Overview of Exchange Online administration tools

- Microsoft 365 admin center
- Exchange admin center
- Managing Microsoft 365 and Exchange Online with PowerShell

Lab: Exploring Microsoft 365 and Exchange Online admin portals

- Exercise 1: Provisioning a Microsoft 365 tenant
- Exercise 2: Adding products and licenses to a Microsoft 365 tenant
- Exercise 3: Reviewing Microsoft 365 and Exchange admin centers
- Exercise 4: Managing Exchange Online with PowerShell
- Exercise 5: Assigning product licenses to users

Module 2: Managing Exchange Online recipient objects

Microsoft Exchange Online—the cloud version of the on-premises Microsoft Exchange Server—provides similar features and benefits as the on-premises messaging platform. Exchange Online supports numerous recipient object types, including mailboxes for users and resources, both shared and linked mailboxes, and public folders. To provide users with a seamless messaging experience, it's important that you know how to create and manage the settings for these recipient objects. Additionally, because address lists are an important part of an organization's messaging systems, you should learn how to create and manage address lists and related policies.

Lesson 1: Exchange Online recipient objects

- Overview of recipient object types in Exchange Online
- Overview of user mailboxes
- Overview of resource mailboxes
- Overview of shared mailboxes
- Overview of link mailboxes
- Overview of mail contacts and mail users
- Managing groups in Exchange Online
- Overview of public folders

Lesson 2: Creating and managing Exchange Online recipient objects

- Creating and managing user mailboxes and mailbox settings
- Creating and managing resource mailboxes
- Creating and managing shared mailboxes
- Creating and managing contacts
- Creating and managing groups
- Creating and managing public folders

Lab A: Creating and managing Exchange Online recipients

- Exercise 1: Creating a new user mailbox
- Exercise 2: Managing user mailbox settings
- Exercise 3: Creating and managing groups by using the Exchange admin center
- Exercise 4: Creating Exchange Resources and Contacts
- Exercise 5: Validating Email Functionality

Lesson 3: Creating and managing email address lists and policies

- Overview of address lists in Exchange Online
- Creating and managing address lists
- Creating and managing address books and address book policies
- Configuring offline address books

Lab B: Managing address lists and address book policies in Exchange Online

- Exercise 1: Creating address lists
- Exercise 2: Creating and assigning Address book policies

Module 3: Managing administration in Exchange Online

In on-premises Active Directory environments, administrators use security groups to implement delegated management. They add a user to a security group and specify a level of administrative permissions on an organizational unit (OU) by using the Delegate Control Wizard in Active Directory Domain Services (AD DS).

Microsoft 365, and thereby Exchange Online, uses a slightly different process known as role-based access control (RBAC). In this module, you'll learn about RBAC for Applications in Exchange Online, the Exchange Online permission model, and how to manage administrator roles and user roles in Exchange Online.

Lesson 1: Overview of Exchange Online administration

- Overview of the Exchange Online permission model
- Microsoft 365 or Office 365 permissions in Exchange Online
- What is RBAC?
- Implementing RBAC for Applications in Exchange Online

Lesson 2: Managing administrator roles in Exchange Online

- What are role groups and management role groups?
- Built-in role groups in Exchange Online
- Creating and managing role groups in Exchange Online
- Feature permissions in Exchange Online

Lesson 3: Managing user roles in Exchange Online

- Overview of Exchange Online user roles
- Implementing user roles with role assignment policies
- Managing roles and role assignment policies

Lab: Managing role-based access control for administration in Exchange Online

- Exercise 1: Reviewing and assigning Admin Roles in Microsoft 365
- Exercise 2: Creating and managing role groups in Exchange Online
- Exercise 3: Managing user roles with role assignment policies

Module 4: Managing authentication and security in Microsoft Entra ID

In this module, you'll learn how to manage authentication and security options in Microsoft Entra ID. You'll also learn how Exchange Online and Exchange Server use Microsoft Entra ID for authentication.

Lesson 1: Managing authentication and objects in Microsoft Entra ID

- Overview of Microsoft Entra ID
- Authentication types with Microsoft Entra ID
- Authentication methods in Microsoft Entra ID
- Managing user objects and user settings in Microsoft Entra ID
- Managing group objects and group settings in Microsoft Entra ID

Lesson 2: Implementing security in Microsoft Entra ID

- What is MFA?
- What is conditional access?
- Creating conditional access policies
- Overview of Privileged Identity Management
- Implementing password protection
- Implementing self-service password reset
- Microsoft Entra ID security defaults

Lesson 3: Implementing authentication for Exchange Online clients

- Authentication in Exchange Online
- Authentication in Exchange hybrid deployments
- Enabling hybrid modern authentication

Lab: Implementing authentication and security features in Microsoft Entra ID

- Exercise 1: Managing objects and reviewing authentication methods in Microsoft Entra ID
- Exercise 2: Configuring SSPR
- Exercise 3: Enforcing multifactor authentication by using a conditional access policy

Module 5: Managing mail flow in Exchange Online

It's important that you understand how Exchange Online manages mail flow. This starts with configuring domains and connectors, including custom domain names. You'll also need to know how to manage mail flow in hybrid contexts and create and manage mail flow rules. To be able to remediate problems with mail delivery, you must be familiar with monitoring and message tracing. In this module, you'll learn how to manage and troubleshoot mail flow. You'll also learn how to use Microsoft Service Health to monitor Exchange Online.

Lesson 1: Managing domains and connectors in Exchange Online

- Configuring and managing SMTP domains for Exchange Online
- Overview of remote domains
- Overview of connectors
- Configuring and managing connectors in Exchange Online

Lesson 2: Managing mail flow in Exchange Online

- Overview of mail flow in Exchange Online

- Managing mail flow in hybrid scenarios
- Overview of mail flow rules
- Configuring and managing mail flow rules
- Using mail flow rules for specific scenarios

Lab A: Managing mail flow for Exchange Online

- Exercise 1: Configuring Connectors to manage mail flow
- Exercise 2: Configuring Mail flow rules
- Exercise 3: Validating mail flow rules

Lesson 3: Monitoring and troubleshooting mail flow in Exchange Online

- Troubleshooting mail flow
- Message tracing in Exchange Online
- Exchange Online reporting
- Monitoring Exchange Online with Microsoft Service Health
- Alert policies and alerts in Exchange Online

Lab B: Monitoring and troubleshooting mail flow

- Exercise 1: Monitoring Exchange Health and mail flow
- Exercise 2: Troubleshooting Exchange Online mail flow

Module 6: Managing message security in Exchange Online

In this module, you'll learn about email protection, threat protection, and message encryption. You'll learn how to use tools such as Exchange Online Protection, Microsoft Defender, and Microsoft Purview to manage message security and encryption.

Lesson 1:

- Overview of Exchange Online Protection
- Planning mail flow for Exchange Online Protection
- How does email protection work?

Lesson 2: Overview of the Microsoft Defender platform

- What is Microsoft Defender?
- Overview of Microsoft Defender for Office 365
- How threat protection works in Microsoft Defender for Office 365
- What is Microsoft Defender for Identity?
- Attack simulation in Microsoft Defender for Office 365

Lesson 3: Using Microsoft Defender for message security

- Preset security policies in Exchange Online Protection and Microsoft Defender for Office 365
- Managing and configuring anti-spam protection
- Managing and configuring anti-malware protection
- Managing and configuring spoofing protection
- Managing and configuring phishing protection
- Configuring Safe Attachments
- Configuring Safe Links
- Configuring connection filtering
- Configuring outbound spam protection
- Configuring quarantine and quarantine policies

Lab A: Implementing message security with preset security policies

- Exercise 1: Running an email attack simulation
- Exercise 2: Configuring preset security policies
- Exercise 3: Removing preset security policies

Lesson 4: Implementing message encryption in Exchange Online

- How does message encryption work in Exchange Online?
- Implementing message encryption in Exchange Online with Microsoft Purview
- Managing message encryption
- Managing advanced message encryption in Exchange Online

Lab B: Configuring threat policies and Purview Message Encryption

- Exercise 1: Creating a custom quarantine policy
- Exercise 2: Configuring threat policies
- Exercise 3: Configuring Microsoft Purview Message Encryption

Module 7: Implementing compliance in Exchange Online

Organizations that have compliance regulations must follow specific standards to protect their data and to manage the data lifecycle. Microsoft 365 includes a product named Microsoft Purview, which provides multiple functionalities that organizations can use to implement their compliance regulations. Microsoft datacenters are also compliant with many international industry standards that organizations are required to follow. This module explains how messaging administrators can help ensure that their organization's data in Microsoft Exchange Online will be managed according to the compliance regulations.

Lesson 1: Implementing DLP in Exchange Online

- Overview of DLP
- How do DLP rules work?
- DLP policy templates in Exchange Online
- Creating DLP policies
- Configuring and managing policy tips

Lesson 2: Implementing data lifecycle management in Exchange Online

- Overview of data lifecycle management
- Overview of Microsoft 365 retention policies
- Creating and managing retention policies in Microsoft 365
- Overview of retention policies in Exchange Online
- Overview of Exchange Online journaling

Lesson 3: Implementing information protection in Exchange Online

- Overview of sensitive information types
- What are sensitivity labels?
- Creating and publishing sensitivity labels
- Using sensitivity labels to apply encryption

Lesson 4: Implementing and managing eDiscovery for Exchange resources

- Overview of Microsoft Purview eDiscovery
- Overview of content search
- Creating and running a content search
- Previewing and exporting search results
- Creating and managing eDiscovery holds for Exchange Online

Lab A: Implementing messaging compliance

- Exercise 1: Protecting and classifying Exchange messages by using sensitivity labels
- Exercise 2: Configuring Data Loss Prevention policies
- Exercise 3: Creating and managing an eDiscovery case

Lesson 5: Auditing in Exchange Online

- Overview of auditing reports in Exchange Online
- Exporting mailbox audit logs
- Running litigation hold reports
- Running role group change reports

- Managing administrator audit logs

Lab B: Message lifecycle management using archiving and retention

- Exercise 1: Enabling In-place archive for user mailboxes
- Exercise 2: Configuring and publishing Microsoft 365 retention labels

Module 8: Configuring clients for Exchange Online

Typically, users use both desktop and mobile devices, and platform-appropriate apps for operating systems such as Windows, iOS, Android, and macOS. Users might also access their email from a web browser such as Microsoft Edge. In this module, you'll learn how to configure Exchange Online to support the various client apps used by your users.

Lesson 1: Outlook clients for Exchange Online

- Overview of Outlook for PC and Outlook for Mac
- Outlook for iOS and Android clients
- Overview of Exchange ActiveSync, POP3, and IMAP4 clients
- Modern authentication with mobile clients
- Securing Outlook for iOS and Android in Exchange Online
- S/MIME for Outlook for iOS and Android in Exchange Online

Lesson 2: Configuring and using Outlook on the web

- Outlook on the web in Exchange Online
- Creating and managing Outlook web app policies in Exchange Online
- Public attachment handling in Exchange Online

Lesson 3: Configuring and troubleshooting client access in Exchange Online

- Overview of Remote Connectivity Analyzer
- Client Access Rules in Exchange Online
- Modern authentication for Outlook in Exchange Online

Lab: Configuring clients for Exchange Online

- Exercise 1: Configuring Outlook Web App Policies
- Exercise 2: Managing Microsoft 365 app installations