

# Office 365

## Essentials

Get up and running with the fundamentals of Office 365



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By Nuno Árias Silva

# Office 365 Essentials

Get up and running with the fundamentals of Office 365

**Nuno Árias Silva**

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# Office 365 Essentials

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# Contributors

## About the author

With a master's degree in IT and more than 20 years of working experience, **Nuno Árias Silva** is a specialist in Office 365, focusing on Exchange, Virtualization, and System Center. Nuno has over 30 certifications—MCT, MCSE, MCITP, MCSA, MCTS, and many more. He has worked in the aerospace, transportation, financial services, government, and health care industries. Currently, he is a manager at Gfi Portugal, and he has assisted Microsoft with various workshops. He also contributes to blogs. He has been a speaker at Microsoft events such as Microsoft Ignite, SPS Events, and TUGA IT.

*There are a number of people who have made this project possible. I would like to thank Devika Battike for her patience and valuable guidance throughout the project, and Prateek Bharadwaj, the acquisition editor. Many thanks to André Vala and Tiago Costa, my colleagues and partners; Microsoft, who helped this book happen; and GFi. Finally, my family, who gave me strength, support, and time to write this book.*

## About the reviewers

**Mark Dunkerley** is a motivated and passionate technology leader residing in Orlando, Florida. He holds a bachelor's degree of science in business administration and a master's in business administration. He has worked in the technology field for over 15 years, and he has experience in multiple technical areas. He has earned certifications from AirWatch, Microsoft, CompTIA, VMware, AXELOS, Cisco, and EMC.

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*It was a great pleasure to review this book because it's a great resource for professionals who need to implement and manage Microsoft Office 365 and are not yet familiar with the service.*

**André Vala** is a Microsoft MVP for Office Servers and Services and a SharePoint solutions architect. He has been working with SharePoint for the past 12 years on projects that range from corporate intranets and extranets to large internet portals. He has been an invited speaker at several Microsoft events, such as TechDays and DevDays in Lisbon, Road To SharePoint 2010, and community and user group events such as the Portuguese SharePoint User Group and the Portuguese Office 365 User Group meeting.

*Office 365 is large and complex topic, given the huge amount of services and features it has. Nuno was able to break it down into set of easy-to-read introductory chapters that span the most important workloads and focus on the essential pieces of planning, deploying, adopting, and monitoring Office 365. I believe this will be an invaluable resource, covering the first steps with a challenging set of technologies.*

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# Preface

Microsoft Office 365 is a suite of productivity tools and services that can be used both online as well as through desktop versions. Some of the productivity programs that are included within Microsoft Office 365 are Word, Excel, PowerPoint, Outlook, SharePoint, and OneNote, but there are many others.

It can either be called Microsoft Office 365, using Microsoft's brand, or, as in this book, just Office 365. There are other books that cover the use of Office 365, but this book covers how to use Office 365 and start using new technologies. This integration is often necessary for organizations that already have, or will need to have, integration with some level of on-premises infrastructure for administration or other purposes.

Most organizations leverage Microsoft Active Directory (AD) as their primary identity system to manage users, groups (distribution or security), and group policies. AD is the identity management solution that is most widely used in enterprises, and the intention is not for it to be replaced by Office 365. Most organizations that are migrating to Office 365 have their on-premises email systems, such as Exchange, and leverage on-premises technologies such as AD for security and authentication purposes.

With Office 365, your organization has the option to utilize some or all of its programs, or simply use and adapt parts of mailboxes to Office 365 or other programs such as SharePoint and OneDrive. These are all examples of conclusions that organizations see using studies to go to cloud, and this book addresses these kinds of everyday operations with planning, distribution, setup, support, and management of Office 365 programs.

By the end of this book, you will have hands-on experience working with Office 365 and its collaboration tools and services.



Office 365 being a dynamic technology, the reference links included in the chapter are subject to timely updates.

## Who this book is for

This book is designed for readers who have a fundamental understanding of Office 365 services, but might not have technical expertise in the administration and configuration of the on-premises technologies equivalent to those services such as Exchange, SharePoint, Office, and Skype for Business. Office 365 has various technologies, and this book assumes that the audience for each of these technologies has the relevant expertise to administer and change some configurations on those workloads. This book includes information that can serve multiple audiences and roles, such as information on how to implement the fundamental workloads in areas such as migration plan, identity plan, network assessments, and security. The audience must have some operational expertise for managing AD, running network assessments, and making configuration changes such as Domain Name System (DNS), proxies, and firewalls. Is not required but is advised in all implementations to have a separate environment to test in lab and to implement the topics covered in this book.

## What this book covers

Chapter 1, *Introduction to Office 365*, describes what Office 365 is, gives an introduction to Microsoft cloud productivity services, what they are where they reside, and what the vision for the future is.

Chapter 2, *Fundamentals of Office 365*, explains the fundamentals or deploying technologies in Office 365.

Chapter 3, *Office 365 Basic Workloads*, explains the basic workloads of Office 365.

Chapter 4, *Identities and Authentication*, explains basic identities and how to integrate Office 365 into your organization.

Chapter 5, *Configuring Office 365*, explains how to configure Office 365 and its services.

Chapter 6, *Managing Office 365*, understand how to manage Office 365 and who do we manage.

Chapter 7, *Exchange Online*, provides an introduction to Exchange Online, planning, migrating, and administering Exchange Online.

Chapter 8, *SharePoint Online*, describes what SharePoint Online is and how to implement it.

Chapter 9, *Skype for Business*, describes what Skype for Business is and how to implement it.

Chapter 10, *Working with Microsoft Teams*, introduces a new way to work as a team, understand what is the future and so on.

Chapter 11, *Delve*, describes what Delve is and how to use it to be more productive.

Chapter 12, *Managing Workloads*, describes how to manage workloads, from basic to complex tasks.

Chapter 13, *Adopting Office 365*, describes how to adopt Office 365.

Chapter 14, *Monitoring and Support*, describes how to monitor and how to support Office 365.

## To get the most out of this book

The software required to this book is Office 365 subscription, it could be a trial that are described in this book how to be created and also could be necessary additional software depending on the workloads and scenarios that you need to implement. Those additional necessary are described in each section of the chapter of the book.

## Download the color images

We also provide a PDF file that has color images of the screenshots/diagrams used in this book. You can download it from [https://www.packtpub.com/sites/default/files/downloads/Office365Essentials\\_ColorImages.pdf](https://www.packtpub.com/sites/default/files/downloads/Office365Essentials_ColorImages.pdf).

## Conventions used

There are a number of text conventions used throughout this book.

**CodeInText**: Indicates code words in text, database table names, folder names, filenames, file extensions, pathnames, dummy URLs, user input, and Twitter handles. Here is an example: "Fill in your domain name, for example, `yourdomainname.com`, and click on the **Next** button."

A block of code is set as follows:

```
Start-ADSyncSyncCycle -PolicyType Delta
```

When we wish to draw your attention to a particular part of a code block, the relevant lines or items are set in bold:

```
$UserCredential = Get-Credential  
Connect-MsolService -Credential $UserCredential
```

Any command-line input or output is written as follows:

```
Get-MsolUser -UserPrincipalName user365@o365pt.org | FL
```

**Bold:** Indicates a new term, an important word, or words that you see onscreen. For example, words in menus or dialog boxes appear in the text like this. Here is an example: "Choose the **Sign-in status**, assign licenses, and click **Next**."



Warnings or important notes appear like this.



Tips and tricks appear like this.

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# 1 Introduction to Office 365

In this chapter, we will introduce you to the foundations of Office 365. This chapter will cover the following topics:

- Office 365 products
- Office 365 plans
- Licensing
- Terminology

With this introduction of the foundations of Office 365, you will have a better understanding of what Office 365 is.

## Products within Office 365

The cloud is the latest innovation in the **information technology (IT)** world. Companies are changing the way they use their technologies, migrating their workloads to the cloud to access new technologies, and optimizing their budgets to be more competitive in the market. These kinds of technologies have their own innovations and new features that are only available in the cloud, while others might, eventually, be available on premises at a later time.

Office 365 is a **software as a service (SaaS)** product, which means you don't need to worry about energy, data centers, hardware, redundancy, operating systems, security, or features updates. It is an enterprise solution available to organizations of all sizes, and one of its big advantages is that you only pay for what you want to use.

# Office 365 Enterprise versus Office 365 Home

The difference between Office 365 Enterprise and Office 365 Home has to do with the difference between the requirements of enterprises and large organizations versus those of home users. Home users simply want to use the email system and simple editing tools, and be able to share documents and files. Organizations need security auditing and access to other types of information that the home users do not need.

## Office 365 plans

*What are the Office 365 plans?* Plans are predefined mixes of products and features of Office 365 that you can use in your organization based on your needs.

This mix of products will consist of a combination of Exchange, SharePoint, Skype for Business, and other workloads and features, for example:

- **Office 365 ProPlus or Essentials:** Desktop productivity suite
- **Exchange Online:** Enterprise-class email solution
- **SharePoint Online:** Collaboration, repository, and file sharing
- **Skype for Business:** Online communication, including video and voice calls

These productivity tools have their own features and, combined with other products, they will have the integration that the end users need. Organizations need to keep their software and solutions updated to be competitive in the market, and they need to evaluate their IT costs based on what is needed and when. But with Office 365, these features are updated on a weekly or monthly basis to help organizations stay up to date without requiring big upgrade projects, such as those that are needed for on-premises systems.

While this book is based on a technology that is constantly changing, the core products and plans have not changed much since the beginning of Office 365. The Office 365 plans differ with respect to the Enterprise and Business plans according to the size and type of your organization.

At the time of writing this chapter, the plans are divided into six different groups:

- Home
- Small business
- Education
- Nonprofit
- Enterprise
- Firstline Workers

There are also individual services, such as the following:

- Business-class email, for information refer to <https://products.office.com/en/exchange/exchange-online>)
- File storage and sharing, for information refer to <https://products.office.com/en/onedrive-for-business/online-cloud-storage>)
- Online meetings, for information refer to <https://products.office.com/en/skype-for-business/online-meetings>)



You can view the updated version of these plans here at <https://products.office.com/en/business/compare-more-office-365-for-business-plans>. The plan that is most used by organizations is the Enterprise plan.

## Periodic table of Office 365

One of the best ways to understand Office 365 is to start with the periodic table of Office 365, created by Matt Wade and Niels Gregers Johansen. To have access to the full-site experience of the periodic table of Office 365, go to <http://jumpto365.com/>.

This periodic table was created for potential customers and users to easily and quickly understand the products that make up Office 365, and to visualize the features combined in the areas of each workload.

Office 365 encompasses several workloads, and the periodic table of Office 365 shows these as being grouped in several areas:

- **Presentations:** The tools to give and show presentations are as follows:
  - **Sway:** Sway is an app in Office 365 that allows users to easily create dynamic presentations in a web format. It is the next-generation tool to create and share information. You can read more at <https://support.office.com/en-us/article/getting-started-with-sway-2076c468-63f4-4a89-ae5f-424796714a8a?ui=en-US&rs=en-US&ad=US>.
  - **PowerPoint Online:** PowerPoint Online is the web version of PowerPoint, and is the light version of the desktop edition of PowerPoint. It can be installed on a PC or Mac. You can create presentations with images, transitions, and videos, among other features. You can read more at <https://support.office.com/en-us/article/create-a-presentation-in-powerpoint-online-21360025-7eef-4173-9d7c-08281d55f64a>.
- **Office Online:** The tools to be more productive are as follows:
  - **Word Online:** Word Online is the web version of Word, and is the light version of the desktop release of Word. It can be installed on PC or Mac. You can create and edit documents with basic commands. You can read more at <https://support.office.com/en-us/article/video-what-is-word-ae9c7ff-f9c5-415f-80dc-103ad5e344d7?ui=en-US&rs=en-US&ad=US>.
  - **Excel Online:** Excel online is the web version of Excel, and is the light version of the desktop edition of Excel. It can be installed on PC or Mac. You can create and edit spreadsheets with basic features. You can read more at <https://support.office.com/en-us/article/video-what-is-excel-842fb550-07cb-42d1-9a9f-c55789efed57?ui=en-US&rs=en-US&ad=US>.
  - **OneNote Online:** OneNote Online is the web version of OneNote, and is the light version of the desktop edition of OneNote. It can be installed on PC or Mac. You can create and edit notes with basic commands. You can read more at <https://support.office.com/en-us/article/get-started-with-the-new-onenote-ab84fcc2-f845-41ac-9c29-89b0720c8eb3>.

- **PowerPoint Online:** PowerPoint Online is the web version of PowerPoint, and is the light version of the desktop edition of PowerPoint. It can be installed on a PC or Mac. You can create presentations with images, transitions, and videos among other features. You can read more at <https://support.office.com/en-us/article/create-a-presentation-in-powerpoint-online-21360025-7eef-4173-9d7c-08281d55f64a>.
- **File storage and collaboration:** The way that you storage and collaborate are as follows:
  - **SharePoint Online:** SharePoint Online is a web-based collaboration platform that is designed to be the place where teams work together in your organization. It can be used to create intranets and extranets, and can be used to share your work with other people and take your collaboration to the next level. You can read more at <https://products.office.com/en-us/sharepoint/sharepoint-online-collaboration-software>.
  - **OneDrive for Business:** OneDrive for Business is a cloud storage service delivered by Microsoft that is part of Office 365, and is built on the top of SharePoint. With OneDrive for Business, you can store all your files, and share and access them from anywhere. You can read more at <https://support.office.com/en-us/article/what-is-onedrive-for-business-187f90af-056f-47c0-9656-cc0ddca7fdc2>.
  - **Delve:** Delve is a search and discovery experience provided by Office 365 that gives you a view and a central place to discover content and people in your organization, with insights powered by Microsoft Graph. You can read more at <https://support.office.com/en-us/article/what-is-office-delve-1315665a-c6af-4409-a28d-49f8916878ca>.
- **Business application platform:** The applications that you can leverage to the next level of automation are as follows:
  - **PowerApps:** PowerApps is a no-code tool to create next-generation business applications that can connect your Office 365 services to your system's data in a fast and easy way. You can read more at <https://powerapps.microsoft.com/en-us/>.
  - **Flow:** Flow is the new generation of cloud-based workflow engines created to automate business processes and help you with your daily repetitive tasks. You can read more at <https://flow.microsoft.com/en-us/>.

- **Power BI:** Power BI is a powerful data-visualization and exploration tool that can connect to multiple data sources and easily generate dynamic and great-looking dashboards. You can read more at <https://powerbi.microsoft.com/en-us/>.
- **Outlook:** The tool to work on your daily basis are as follows:
  - **Mail:** Mail is the email service of Office 365 that is based on Exchange Server provided as a service by Microsoft. You can read more at <https://support.office.com/en-us/article/mail-in-outlook-web-app-ed7b1cb9-ef40-4fbd-a302-278cc7f4dcf5>.
  - **Calendar:** Calendar is the part of your mailbox in which you manage your schedule. You can read more at <https://support.office.com/en-us/article/calendar-in-outlook-web-app-5219c457-d1fe-4c2f-9032-1a816b88e936>.
  - **People:** People is the part of your mailbox where you manage your contacts. You can read more at <https://support.office.com/en-us/article/people-overview-outlook-web-app-5fe173cf-e620-4f62-9bf6-da5041f651bf?ui=en-US&rs=en-US&ad=US>.
  - **Tasks:** Tasks is the place within your mailbox where you can create and manage tasks. You can read more at <https://support.office.com/en-us/article/getting-started-in-outlook-web-app-0062c7be-f8e3-486e-8b14-5c1f793ceefd>.
- **Project management:** The way that you have to manage your projects are:
  - **Planner:** Planner is a simple and visually based work-management tool that comes as part of Office 365. It allows you to create plans, assign tasks to your team, and view these tasks in a Kanban board. You can read more at <https://products.office.com/en-us/business/task-management-software>.
  - **Project Online:** Project Online is a central management tool that you can use to manage complex projects and your project portfolio. You can read more at <https://support.office.com/en-us/article/get-started-with-project-online-e3e5f64f-ada5-4f9d-a578-130b2d4e5f11>.
- **Chat and conferencing:** The tools to collaborate more efficiently are as follows:
  - **Skype for Business:** Skype for Business is the enterprise unified communication tool, with support for chat, audio and video calls, conferencing, and online meetings. You can read more at <https://www.skype.com/en/business/>.

- **Teams:** Teams is the next-generation, team-collaboration tool that takes the place of the Hub to coordinate teamwork. It leverages content from SharePoint, email, chat, and other tools to work seamlessly, according to your daily needs. You can read more at <https://products.office.com/en-us/microsoft-teams/group-chat-software>.
- **Small business applications:** The small business applications are as follows:
  - **Bookings:** Bookings is a simple, self-service scheduling application designed for small and medium businesses, with native integration with your calendar and availability. You can read more at <https://products.office.com/en/business/scheduling-and-booking-app>.
  - **StaffHub:** StaffHub is a simple shift- and schedule-management tool designed for firstline workers. It helps to manage teams that work in shifts and facilitates communication between team members and managers. You can read more at <https://staffhub.office.com/>.
- **Employee profiles:** The way you search the people to collaborate are:
  - **Delve:** Delve is a search and discovery experience provided by Office 365 that gives you a central place to view and discover content and people in your organization, with insights powered by Microsoft Graph. You can read more at <https://support.office.com/en-us/article/what-is-office-delve-1315665a-c6af-4409-a28d-49f8916878ca>.
  - **People:** People is the part of your mailbox where you manage your contacts. You can read more at <https://support.office.com/en-us/article/people-overview-outlook-web-app-5fe173cf-e620-4f62-9bf6-da5041f651bf?ui=en-US&rs=en-US&ad=US>.
- **Forms:** This is where you can do some forms:
  - **Forms:** Forms is a new tool for creating simple forms and polls, and allows you to collect feedback from your organization's employees or customers. You can read more at <https://forms.office.com/>.
  - **PowerApps:** PowerApps is a no-code tool to create next-generation business applications that can connect your Office 365 services to your systems data in a fast and easy way. You can read more at <https://powerapps.microsoft.com/en-us/>.

- **Task management:** The daily task management tools to collaborate daily are as follows:
  - **Tasks:** Tasks is the place within your mailbox where you can create and manage tasks. You can read more at <https://support.office.com/en-us/article/getting-started-in-outlook-web-app-0062c7be-f8e3-486e-8b14-5c1f793ceefd>.
  - **To-Do:** This is a task-management tool that is focused on the individual. It comes with a mobile companion app and integrates with Outlook. You can read more at <https://products.office.com/en-us/microsoft-to-do-list-app>.
  - **Planner:** Planner is a simple work-management tool that is part of Office 365, and allows you to create plans, assign tasks to your team, and view these tasks in a Kanban board. You can read more at <https://products.office.com/en-us/business/task-management-software>.
- **Social networking:** This is where you can share to the organization using a wide network:
  - **Newsfeed:** Newsfeed is a simplified social experience based on SharePoint that provides light social features to your intranet. You can read more at <https://support.office.com/en-gb/article/what-items-appear-in-your-newsfeed-bd3d9268-0408-4ad4-bc51-2e4ec5406e16>.
  - **Yammer:** Yammer is a secure social network for your organization that provides many powerful collaboration features not only for internal users, but also for collaboration with users external to your organization. You can read more at <https://products.office.com/en/yammer/yammer-overview>.

In summary, this periodic table will help you understand the services and tools that are included in Office 365.



If you are Portuguese like me, you can view the translated version (made by me) at <http://jumpto365.com/#/periodictable/pt>.

## Home

In Office 365 Home, there are four plans:

- Office 365 Home
- Office 365 Personal
- Office Home & Student 2016 for PC
- Office Home & Business 2016

These plans have the following features:

- Office 365 Home:
  - Office installed on PC, Mac, or mobile devices
  - 1 TB of OneDrive for Business
- Office 365 Personal:
  - Office installed on PC, Mac, or mobile devices
  - 1 TB of OneDrive for Business
- Office 365 Home & Student:
  - Office installed on PC, Mac, or mobile devices
- Office 365 Home & Business:
  - Office installed on PC, Mac, or mobile devices

To view all the latest features, go to <https://products.office.com/en/office-365-home>.

## Business

In Office 365 Business, there are three plans:

- Office 365 Business
- Office 365 Business Premium
- Office 365 Business Essentials

The main features of these plans are as follows:

- Office 365 Business:
  - Office installed on PC, Mac, or mobile devices
  - 1 TB of OneDrive for Business
- Office 365 Business Premium:
  - Office installed on PC, Mac, or mobile devices
  - 50 GB of mailbox
  - 1 TB of OneDrive for Business
- Office 365 Business Essentials:
  - 50 GB of mailbox
  - 1 TB of OneDrive for Business

To view the latest features, go to <https://products.office.com/en/business/office-365-business>.

## Education

In Office 365 Education, there are two plans:

- Office 365 for Education (100% free)
- Office 365 Education E5

The main features of these plans are as follows:

- Office 365 for Education (100% free):
  - Office on the web
  - 50 GB of mailbox
  - 1 TB of OneDrive for Business
- Office 365 Education E5:
  - Office installed on PC, Mac, or mobile devices
  - 100 GB of mailbox
  - 1 TB of OneDrive for Business

To view the latest features, go to <https://www.microsoft.com/en-us/education/products/office/default.aspx>.

# Nonprofit

In Office 365 Nonprofit, there are five plans:

- Office 365 Nonprofit Business Essentials
- Office 365 Nonprofit Business Premium
- Office 365 Nonprofit E1
- Office 365 Nonprofit E3
- Office 365 Nonprofit E5

The main features of these plans are as follows:

- Office 365 Nonprofit Business Essentials:
  - Office on the web
  - 50 GB of mailbox
  - 1 TB of OneDrive for Business
- Office 365 Nonprofit Business Premium:
  - Office installed on PC, Mac, or mobile devices
  - 50 GB of mailbox
  - 1 TB of OneDrive for Business
- Office 365 Nonprofit E1:
  - Office on the web
  - 50 GB of mailbox
  - 1 TB of OneDrive for Business
- Office 365 Nonprofit E3:
  - Office installed on PC, Mac, or mobile devices
  - 100 GB of mailbox
  - 1 TB of OneDrive for Business
- Office 365 Nonprofit E5:
  - Office installed on PC, Mac, or mobile devices
  - 100 GB of mailbox
  - 1 TB of OneDrive for Business

To view the latest features, go to <https://products.office.com/en/nonprofit/office-365-nonprofit-plans-and-pricing?tab=1>.

# Enterprise

In Office 365 Enterprise, there are four plans:

- Office 365 ProPlus
- Office 365 Enterprise E1
- Office 365 Enterprise E3
- Office 365 Enterprise E5

The main features of these plans are as follows:

- Office 365 ProPlus:
  - Office installed on PC, Mac, or mobile devices
- Office 365 Enterprise E1:
  - Office on the web
  - 50 GB of mailbox
  - 1 TB of OneDrive for Business
- Office 365 Enterprise E3:
  - Office installed on PC, Mac, or mobile devices
  - 100 GB of mailbox
  - 1 TB of OneDrive for Business
- Office 365 Enterprise E5:
  - Office installed on PC, Mac, or mobile devices
  - 100 GB of mailbox
  - 1 TB of OneDrive for Business
  - Advanced security
  - Analytics (My Analytics)
  - Advanced voice features **Public Switched Telephony Network (PSTN)**

To view the latest features, go to <https://products.office.com/en/business/compare-more-office-365-for-business-plans>.

## Firstline Workers

In Office 365 Firstline there is, currently, only one plan:

- Office 365 F1

In this plan, the main features are:

- Office on the web
- 2 GB of mailbox
- 2 GB of OneDrive for Business

To view the latest features, go to <https://products.office.com/en-us/business/enterprise-firstline-workers>.

## Office 365 plans – summary

This summary is intended to provide you with a better understanding of the fact that the plans that Microsoft has created are always based on the type and size of your organization. It is possible to combine plans in the enterprise that fit your needs based on your experience of these kinds of products. However, it is advised that you contact a gold productivity partner to help you select which plans best fit your organization. You can also see that the Office 365 service descriptions provide additional details about each plan. For more information you can refer to <https://technet.microsoft.com/en-us/library/office-365-service-descriptions.aspx>.

## Feature availability across Office 365 plans

For specific information about the plans pricing and features regarding specific business types, see the following web pages:

- **Business:** Office 365 Business plans and pricing  
(<https://products.office.com/en-in/compare-all-microsoft-office-products?tab=2>)
- **Education:** Office 365 Education plans and pricing  
(<https://products.office.com/en-IN/academic/compare-office-365-education-plans#>)

- **U.S. Government:** Office 365 U.S. Government plans  
(<https://products.office.com/en-IN/government/compare-office-365-government-plans>)
- **Nonprofit:** Office 365 Nonprofit plans and pricing  
(<https://products.office.com/en-IN/nonprofit/office-365-nonprofit-plans-and-pricing?tab=1>)
- **Office 365 Germany:** Office 365 Germany plans  
(<https://products.office.com/en/business/office-365-germany>)

Many of the Office 365 business plans have add-ons that you can buy for your subscription. An add-on offers added functionality to the subscription. For more information, you can see the specific add-ons that are available for different versions of Office 365 for Business at <https://support.office.com/en-us/article/buy-or-edit-an-add-on-for-office-365-for-business-4e7b57d6-b93b-457d-aecd-0ea58bff07a6?ui=en-US&rs=en-US&ad=US>.



To view the latest features, go to <https://technet.microsoft.com/en-us/library/office-365-plan-options.aspx>.

The following table is a summary of features across business subscriptions:

Features	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium	Office 365 Education	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5 / Office 365 E5 Education	Office 365 Enterprise F1
Administers Office 365 by using the Office 365 admin center or Windows PowerShell	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Protects content by using Azure Information Protection	No	No	No	No	No	Yes	Yes	No

Features	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium	Office 365 Education	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5 /Office 365 E5 Education	Office 365 Enterprise F1
Microsoft Bookings	No	No	Yes	No	No	No	No	No
Microsoft Flow	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Microsoft Forms	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Microsoft Graph API	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Microsoft MyAnalytics	No	No	No	No	No	No	Yes	No
Microsoft Planner	Yes	No	Yes	Yes	Yes	Yes	Yes	No
Microsoft PowerApps	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Microsoft StaffHub	No	No	No	Yes	Yes	Yes	Yes	Yes
Microsoft Teams10	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Office Delve	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Office 365 Groups	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Office 365 Video	No	No	No	Yes	Yes	Yes	Yes	Yes
OneNote Class Notebook	No	No	No	Yes	No	No	Yes	No
Sway	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes



To view the entire table, refer to <https://technet.microsoft.com/en-us/library/mt844095.aspx> (Saved%20copy).

## Licensing

Office 365's licensing is based on the type of organization you have. Office 365 is Microsoft's productivity solution in the cloud. It is sold as suites that are available for every organization, regardless of their size. Depending on the suite, Office 365 can include the full downloadable Office client, also available as a set of web-based applications (Word, Excel, PowerPoint, and so on), business-class email, file sharing, meeting and communications solutions, and an internal collaboration social network—all while helping to keep data private and protected from potential threats. Office 365 provides users with simple management IT solutions, grants them access to the productivity solution from anywhere, and comes with a financially backed service level agreement.

## Subscription model

Office 365 provides the ability for organizations to add and remove licenses, and enterprises are billed on an annual or monthly basis, depending on the type of subscription and the way that you purchased them from our partner.

## Office 365 volume licensing

For companies with enterprise agreements or similar contracts with Microsoft, Office 365 can also be licensed in volume. For more information on this, refer to the licensing guide at: <http://docplayer.net/17893150-Office-365-licensing-brief.html>.

## Office 365 technical dependencies

The previously mentioned Office 365 suites are a collection of online services that, when purchased together, give customers what we call a suite discount. Customers who do not need or want to buy full suites can purchase individual services as separate products. Note that some of these online services have technical dependencies on others. For example, **Exchange Online Protection (EOP)** provides an added level of security to the Exchange Online and/or Exchange server services; customers can't use EOP if they don't have either Exchange Online or Exchange server deployed.

For more information on the technical dependencies, refer to <https://technet.microsoft.com/en-us/library/office-365-service-descriptions.aspx>.

# Terminology

As more and more organizations move to the cloud, Office 365 is continuing to grow in popularity. With this growth comes a variety of new terms that users and organizations need to understand. The following is a list of common Office 365 terms that you should familiarize yourself with as you explore this new world:

- **Microsoft Office 365:** Microsoft Office 365 is a suite of productivity tools and services that can be used both online and through desktop versions. Microsoft Office 365 includes many productivity programs, such as Word, Excel, PowerPoint, Outlook, SharePoint, and OneNote among others. It can be used like a brand or just Office 365.
- **Microsoft 365:** Microsoft 365 is a packaged offering of Windows, Office 365, and security products.
- **OneNote:** Microsoft OneNote is an application that helps you to take and share notes, and supports multiple users editing at the same time. Users can use it to take both handwritten and typed notes, audio, drawings, and screenshots.
- **OneDrive for Business:** OneDrive for Business allows users to store, modify, sync, and share files collaboratively in real time. OneDrive is a fully cloud-based service.
- **Sway:** Sway is a digital storytelling tool that helps to create new types of presentation or personal stories.
- **SharePoint:** SharePoint allows organizations to create websites to store, share, and organize information from almost any device. With SharePoint, all of an organization's important data can be accessed from any web browser and with any device.
- **Outlook:** Microsoft Outlook is the business email client that is part of the Office 365 suite. Outlook can also refer to a webmail client, **Outlook Web Access (OWA)**, which can be used to access email through a web browser.
- **Excel:** Microsoft Excel is a spreadsheet tool that offers organizations the ability to access and analyze many types of data.
- **PowerPoint:** Microsoft PowerPoint is a program that helps to create presentations. Users integrate data from other Office programs directly into their presentations for presenting and sharing, and to share knowledge.