

FAQs – Microsoft 365

Service Offerings

1. What is Microsoft 365?

Microsoft 365 is a line of subscription services which enables you to use the Microsoft Office software suite (Word, Excel, PowerPoint, etc.) over the life of the subscription, as well as cloud-based software as a service (Exchange, SharePoint, Microsoft Teams, etc.). Unlike traditional/ conventional licenses (where new versions require the purchase of a new license), the Microsoft 365 Packs include automatic updates to the latest version at no additional charge.

2. What will I get in Microsoft 365 Business Starter Pack?

With Microsoft 365 Business Starter Pack, you get;

- Office Online via supported web browsers
- Office mobile apps (for mobile devices with up to a 10.1-inch screen) including Outlook, Word, PowerPoint, Excel and OneNote
- Exchange Essentials with up to 15 GB of email data storage
- OneDrive for Business with up to 5 GB of data storage
- Kaizala Pro
- Microsoft Teams with file sharing in Teams channels limited to a total capacity of 1 TB + 0.5 GB per licensed end user (pooled at the tenant level & excluding meeting recordings)

3. I use Microsoft 365 for my business. Can I avail Microsoft 365 Business Starter Pack?

Microsoft 365 Business Starter Pack is available only for first time users of Microsoft 365 services. Hence, if you are an existing customer (tenant) who has active Microsoft 365 subscription, then you will not be able to avail Microsoft Business Starter Pack.

4. What is OneDrive?

OneDrive is the cloud service that enables access document, update and store important files from a single source.

To know more about OneDrive

<https://support.microsoft.com/en-us/office/onedrive-video-training-1f608184-b7e6-43ca-8753-2ff679203132>.

5. What is Microsoft Exchange Online?

Exchange Online is a hosted messaging solution that gives you access to Emails, calendar, calendar, contact and through official mailbox.

Know more about Exchange Online

<https://support.microsoft.com/en-us/office/get-to-know-outlook-on-the-web-3f1a229b-0d60-438f-b515-dd7a28026bc13>.

6. What is Microsoft Teams?

Microsoft Teams is a collaboration tools which helps you to collaborate and communicate over reliable and secure video conferencing tool with up to 250 peoples at a time.

<https://support.microsoft.com/en-us/office/video-what-is-microsoft-teams-422bf3aa-9ae8-46f1-83a2-e65720e1a34d>.

7. What is Kaizala Action Cards?

Kaizala is business messaging App to connect with multimedia messaging, audio and video on a simple chat interface with your entire network within and outside the business.

8. How can I activate the Microsoft 365 services?

The Authorized Signatory can log in to the Self-Care portal and follow the activation steps for Microsoft 365 services;

- a. Select a primary sub-domain on Microsoft platform
- b. Get the 'admin' created on Microsoft platform
- c. Add users/ employees and assign licenses to users

For more activities related to domain mapping and assigning roles, the admin can visit <https://portal.office.com>.

9. How many licenses/ seats can be assigned to Microsoft 365 Business Starter subscription?

Maximum 25 users can be assigned to Microsoft 365 Business Starter subscription.

10. What is the storage space for OneDrive for Business in Microsoft 365 Business Starter Pack?

OneDrive for Business is available with 5 GB in Microsoft 365 Business Starter Pack.

11. What is the mailbox size for Microsoft 365 Business Starter Pack?

The Mailbox sizes for Microsoft 365 Business Starter Pack is 15 GB.

12. Is the Calendar feature also available in Exchange?

Yes, the Calendar feature is also available as part of the Exchange. Using the Calendar feature, you can manage your appointments, share available meeting times, schedule meetings, and get reminders.

13. Is the 'Calendar Sharing' feature available?

Yes, sharing calendar is also available as part of the calendar feature. Using shared calendars, you can easily schedule meetings and respond to invitations.

14. Can multiple users work on the same document simultaneously in Microsoft 365 Business Starter Pack?

Yes, real-time co-authoring is allowed in Microsoft 365 Business Starter Pack.

15. Can Microsoft Teams application be downloaded on the desktop?

Yes, Microsoft Teams is a free downloadable apps for desktop and Mac. The desktop app has some additional features that is not available on the browser. You can not only chat with your team from your desktop but also perform other activities such as document sharing, group meetings, create teams, etc.

16. How can I create groups in Microsoft 365?

Click on the below link to know how can you create groups in Microsoft 365

<https://docs.microsoft.com/en-us/microsoft-365/admin/create-groups/office-365-groups?view=o365-worldwide>.

17. How can I map domain in Outlook?

Click on the below link to know how to map domain in Microsoft 365

<https://docs.microsoft.com/en-us/microsoft-365/admin/setup/add-domain?view=o365-worldwide#:~:text=Go%20to%20the%20Settings%20%E2%80%9CDomains,that%20you%20own%20the%20domain.>

18. How can I assign roles in Microsoft 365?

Click on the below link to know how to assign roles in Microsoft 365.

<https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/assign-admin-roles?view=o365-worldwide>.

19. How can I add users in Microsoft 365?

Click on the below link to know how to add users in Microsoft 365.

<https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/add-users?view=o365-worldwide>.

20. How is Microsoft 365 Email better than other services in the market?

With Microsoft 365 Email, you get;

1. Uniform identity for all business communications by having your business domain in your Email ID with Microsoft 365
2. Common domain and information sharing for employees
3. Access to OneDrive for Business for employees to store data at a common place
4. In-built enterprise-grade security, such as protection against spam, malware, and known threats for Exchange Online
5. Meets key international, regional, and industry-specific standards and terms, with more than 1,000 security and privacy controls
6. Control on access to business information with security groups and custom permissions

21. How is OneDrive for Business better than any other such services in the market?

With Microsoft 365, you get OneDrive for Business and with this you get better control of data, and collaboration/ sharing of documents is easier. Microsoft 365 have enterprise-grade security inbuilt in it, meeting key international, regional, and industry-specific standards and terms, with more than 1,000 security and privacy controls. It also allows control of who and when someone has access to your business information with security groups and custom permissions.

22. Why should I use Microsoft Teams instead of any other conferencing tool in the market?

Microsoft Teams is a collaboration tool designed to improve communication with web-conferencing features, robust chat service and file sharing. Syncing with Office Applications and services make collaboration seamless. Microsoft 365 subscriptions come with inbuilt enterprise grade security.

23. I do not have a domain, can I still use Microsoft 365?

Yes, you can continue using the Microsoft provided subdomain (@bizname.onmicrosoft.com). All the employee and user Email IDs will have this suffix and all the functionalities will be enabled using this ID. However, having your own domain (bizname.com) would make your communication more professional. And post mapping of the domain (MX record) with Microsoft platform, your employees can get @bizname.com.

24. Can a file be directly saved to OneDrive for Business?

Yes, you can work on a file and save it directly to OneDrive, your changes are updated across your synced devices.

25. Can a file be shared with external contacts?

Yes, files can be shared with external contacts by providing access or guest links.

26. When a file is shared, can it be rights protected?

Yes, you can securely share documents and send emails so only those with the right permissions can access the information.

27. Can files on OneDrive be accessed from anywhere? Do these files sync across devices?

Yes, files stored on OneDrive can be accessed from anywhere. Log-in with same credentials to sync the files across all devices.

28. Can I migrate my IMAP mailbox data and contents to Microsoft 365 mailbox?

Yes, data and contents of user mailboxes from any source email system can be migrated to Microsoft 365 Mailbox. The migration will use the Internet Message Access Protocol (IMAP) to migrate email when the source email system supports IMAP. This has a few limitations. It migrates items in a user's inbox (does not migrate contacts, calendar items, or tasks). A maximum of 500,000 items from user's mailbox can be migrated. The maximum size limit for an email to get migrated is 35 MB.

For more details: <https://docs.microsoft.com/en-us/exchange/mailbox-migration/migrating-imap-mailboxes/migrating-imap-mailboxes#things-to-consider>.

29. Can I migrate my Gmail Mailbox contents to Microsoft 365 Mailbox?

Yes, data and contents can be migrated from consumer Gmail Mailbox to Microsoft 365 Mailbox.

For more details: <https://docs.microsoft.com/en-us/exchange/mailbox-migration/migrating-imap-mailboxes/migrate-g-suite-mailboxes>.

30. Is it possible to migrate data and contents from other type of IMAP Mailbox?

Yes, it is possible to migrate the data and contents of user mailboxes from an Internet Mail Access Protocol (IMAP) email service to Microsoft 365.

For more details: <https://docs.microsoft.com/en-us/exchange/mailbox-migration/migrating-imap-mailboxes/migrate-other-types-of-imap-mailboxes>.

31. How do I migrate the data and contents on Outlook.com or Hotmail.com account to Microsoft 365 Mailbox?

Migrating from Outlook.com or Hotmail.com account to Microsoft 365 Mailbox involves enabling two-step verification (also known as two-factor authentication).

For more details: <https://docs.microsoft.com/en-us/exchange/mailbox-migration/migrating-imap-mailboxes/migrating-your-outlook-com-account>.

32. Where can I view details/ benefits for Microsoft 365 in JioBusiness Solution plans?

You can view JioBusiness Solution plans details/ benefits of Microsoft 365 in 'Tariff Plan' section on www.jio.com/business.

Onboarding & Activation

33. After the employees/ users are created, what do they need to do?

All the employees/ users will get their credentials (user ID and password) through an SMS. You can download the necessary (Outlook, Word, Excel, PowerPoint etc.) apps from the iOS App Store or Google Play Store. If they have access to a browser, they can log in to 'https://portal.office.com' to access the various applications/ services.

Customer Service

34. How can I train my employees and users?

Self-help video and DIY material will be available on the Self-Care portal under 'About Microsoft 365', where the Authorized Signatory can access it. The AS can accordingly decide what can be shared with their employees/ users.

35. Where can I verify the number of licenses available in my Pack?

Licenses can be verified in the Self-Care portal. Please refer to the user guide in 'About Microsoft 365' section in Self-Care portal for reference.

36. How can I assign licenses for my employees?

Licenses can be assigned in the Self-Care portal. Please refer to the user guide in 'About Microsoft 365' section in Self-Care portal for reference.

37. How do I know about all the features/ functionalities of Microsoft 365 Business Starter Pack or any other Microsoft 365 Services?

You can read about the services on www.jio.com/business website. Or, post activation of your Microsoft 365 subscription by accessing self-help video and DIY material available on the Self-Care portal under 'About Microsoft 365'. Or, when you login into <https://portal.office.com> with your credentials, all the apps/ services associated with your pack will be available.

38. Who should I contact in case of any Issue with Microsoft 365?

Please log into the Self-Care portal to access the FAQs, self-help videos and DIY material under 'About Microsoft 365'. Please reach out to JioBusiness support desk for help. You may call at 1800 8899 444 or write an email at businesscare@jio.com.

39. I am unable to open or view properly www.jio.com/business website?

Kindly clear your browser history and try again. For better user experience please, check if you are using these browser versions i.e. Chrome 1.0 or higher and Internet explorer 7 or higher.