RM ™
Education

Setting up Office 365
2: Domain configuration

Introduction

Microsoft Office 365 makes Office available in the cloud, from any computer at any location. This includes the full suite of Office productivity tools, including Outlook email via Exchange Online.

We recommend that you make Office 365 available to your establishment through RM Unify. You can use RM Unify to create your Office 365 users, and RM Unify (Premium) makes it easy to keep these accounts synchronised. Therefore staff and students can access their email and other Office applications from RM Unify without any additional sign-on.

About this article

This article is written for two audiences:

- Network administrators who have chosen one of RM's Office 365 'wrap' services, with or without RM Unify.

- Other network administrators who need to set up Office 365 with RM Unify by themselves.

It is a companion to *Setting up Office 365 1: Tenancy, domain and licences*, available from DWN3332709 in the RM Education Knowledge Library. RM Unify users should also refer to *Office 365 with RM Unify Installation and Setup Guide*, available from article DWN3332757. You should follow the instructions that apply to you in those documents **before** you follow this one.

This article gives instructions and general guidance for configuring your Office 365 domain to suit the needs of your establishment.

If you have purchased an Office 365 wrap service from RM, you will also be in contact with an order coordinator for advice on when to do the configuration.

Important: Please take care not to make DNS changes that will redirect your email until you are completely ready to do so, as this can result in service disruption and the permanent loss of email. RM Education wrap services include migrating email and coordinating mail redirection to ensure a safe transition.

Requirements

Office 365 user accounts

Do not follow the instructions in this article until the Office 365 user accounts for your staff and students have been created. If that is not yet the case:

RM Unify
For instructions see the *Office 365 with RM Unify Installation and Setup Guide* (DWN3332757).

DirSync
If you have purchased an RM service to provision your Office 365 users via DirSync, RM will contact you after your Office 365 users have been provisioned.

CSV import to Office 365
It is also possible to create and maintain Office 365 user accounts by importing users directly into Office 365 from CSV files. Microsoft provides instructions and help for importing users and completing the domain configuration. You can access these from your Office 365 account.
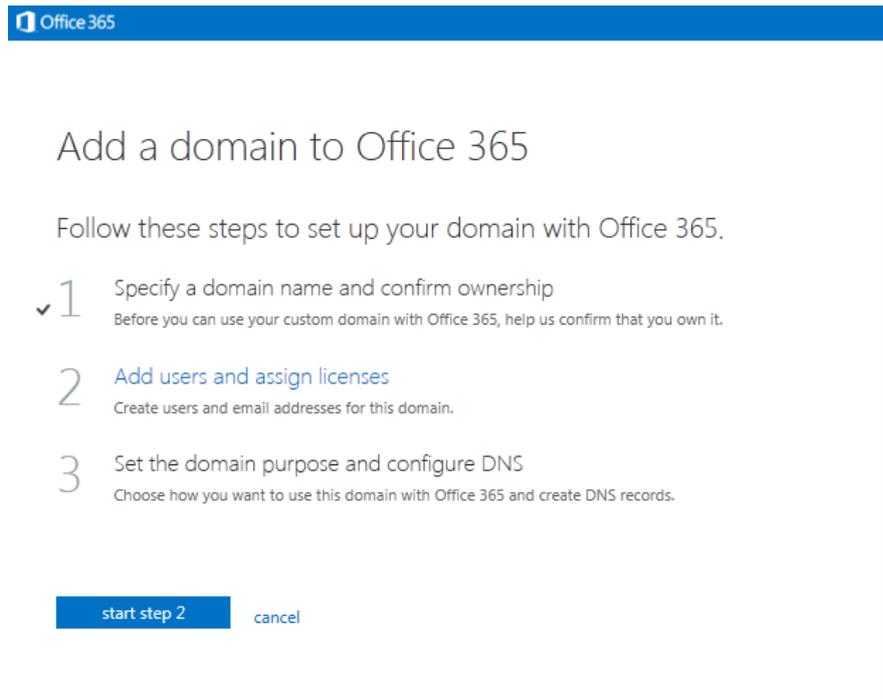
Instructions

1. Log in to your Office 365 tenancy using your Office 365 administrator account.

2. On the Admin tab, in the left-hand pane choose 'domains'.
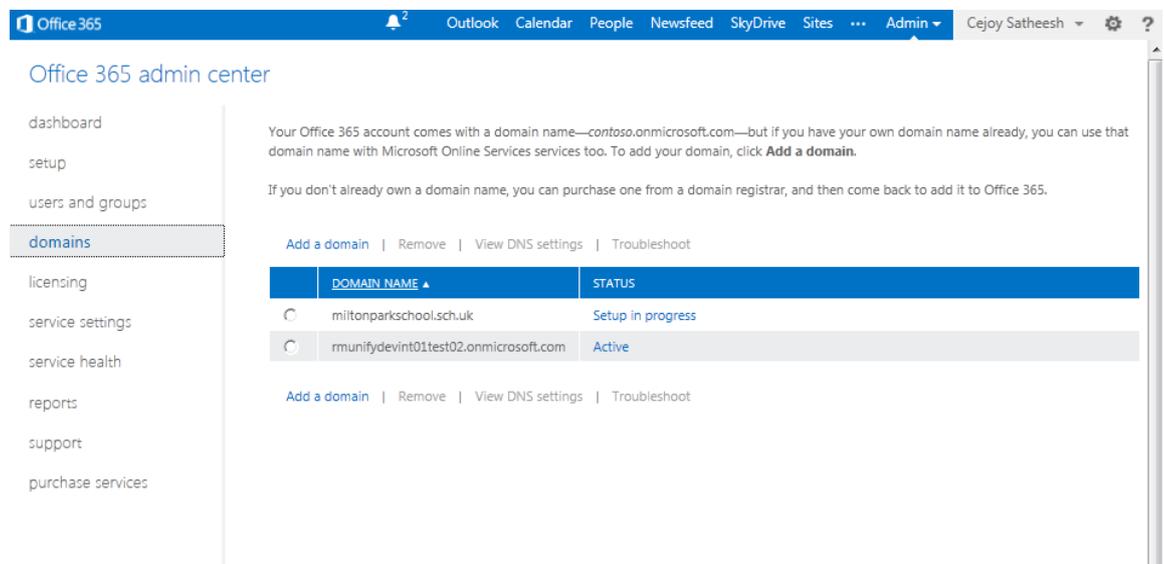
3. Click the Status entry for the domain you want to configure (not the 'onmicrosoft.com' domain).

    The 'Add a domain to Office 365' wizard is displayed. At this point it will have advanced to step 2, 'Add users and assign licenses':
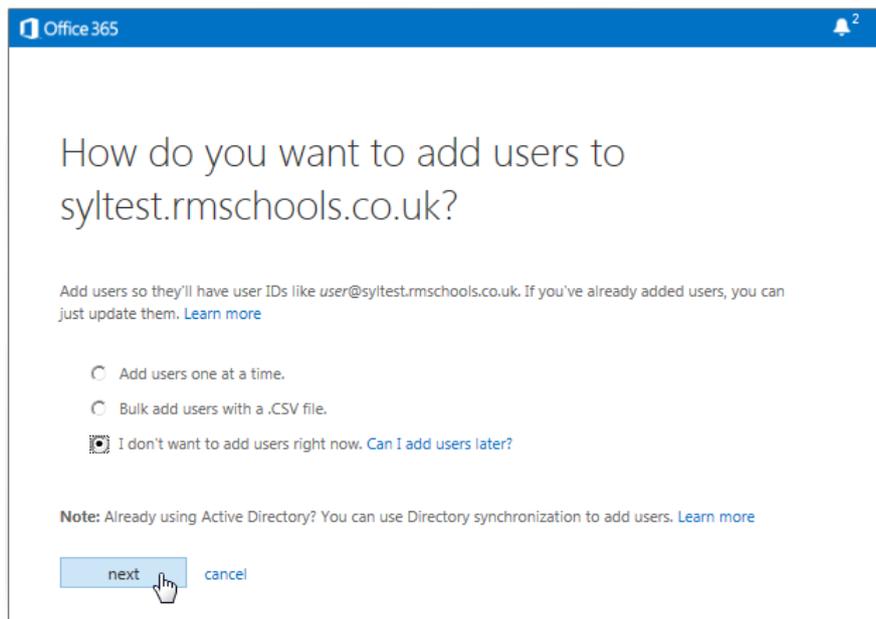
4. Click 'start step 2'.

5. You are prompted to select a method of adding users.

   If you have followed our instructions so far, and are using RM Unify or have purchased an RM service to populate your Office 365 users with DirSync, you will have already created the necessary Office 365 users.

   If you are sure this has been done, click 'I don't want to add users right now…'. Then click Next.

6. Click 'start step 3'.
   A 3-step 'Set up domain' wizard is displayed.

7. You are prompted to select the Office 365 services you want to use with this domain.

- Select each service that you want to use with this domain.
  Note that you will not be able to select SharePoint Online if you have selected Exchange Online or Lync Online.

- There is also an option to use on-premises mailboxes with Office 365, an untypical setup option which is beyond the scope of this guide.
  You can click the 'Do you have on-premises mailboxes?' option to set this up or to get further help if required.

- When you are happy with your selections, click Next.

8.   The next screen gives details of the DNS records that you need to create to configure the domain. The required records will depend on the services you have chosen.

In this example:

o   The MX record is required to redirect email from an existing email domain.

Important: Do not create or amend an MX record to redirect your email until you are completely ready to do so, as this can result in service disruption and the permanent loss of email.

If you use aliases in your existing email (for example to route **enquiries@myschool.sch.uk** to an individual staff member), make a note of these before you redirect the email, as you will need to recreate them.

o   The CNAME record is an Autodiscover record used by Outlook clients to help find the Exchange Online service.

o   The TXT record is used to set up protection against spam and malware.

> **Note** This record should **replace** any TXT record that you created for Microsoft to verify your domain when you set up your establishment's Office 365 tenancy account.
>
> Now that it is no longer needed, the domain verification DNS record should be removed.

If you are also configuring Lync instant messaging, there are further DNS records to add:

Lync Online

TYPE	SERVICE	PROTOCOL	PORT	WEIGHT	PRIORITY	TTL	NAME	TARGET
SRV	_sip	_tls	443	1	100	1 Hour	syltest.rmschools.co.uk	sipdir.online.lync.com
SRV	_sipfederationtls	_tcp	5061	1	100	1 Hour	syltest.rmschools.co.uk	sipfed.online.lync.com

TYPE	HOST NAME	POINTS TO ADDRESS	TTL
CNAME	sip.syltest.rmschools.co.uk	sipdir.online.lync.com	1 Hour
CNAME	lyncdiscover.syltest.rmschools.co.uk	webdir.online.lync.com	1 Hour

Additional Office 365 Records

TYPE	HOST NAME	POINTS TO ADDRESS	TTL
CNAME	msoid.syltest.rmschools.co.uk	clientconfig.microsoftonline-p.net	1 Hour

- o The SRV records are required to support instant messaging and presence in Outlook Web App, signing into meetings as a guest with Lync Web App, communicating with Lync users in other organizations, and communicating with Skype users.

- o The CNAME records are Autodiscover records used by Lync desktop clients and Lync mobile clients to help find the Lync Online service.

- o An Additional Office 365 CNAME record is used by the Microsoft Online Services Sign-In Assistant to help Lync and Outlook desktop clients authenticate to Microsoft Online Services.

Use this information to create the required DNS records (or request that your DNS hosting provider creates them on your behalf). The method will be the same as for the verification record you created when setting up your Office 365 account (see *Setting up Office 365 1: Tenancy, domain and licences*, available from DWN3332709). By clicking the 'step-by-step instructions…' link, you can view specific instructions for selected DNS hosting providers, or general instructions if yours is not listed.

When you have created all the DNS records you need, allow time for the changes to update. If you need to close Office 365, you can return to this wizard by logging back on and selecting the Status link for the domain.

9. At the final screen click 'finish'.

Further configuration

You should bear in mind that the domain can be further configured with DNS records to provide additional features if required, for example:

- Custom domain name of the public website on Sharepoint

- Email aliases

- Server configuration.