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Office 365 Service Descriptions

7/18/2019 • 2 minutes to read

Microsoft Office 365 is a cloud-based service that is designed to help meet your organization's needs for robust security, reliability, and user productivity.

The topics in this library provide detailed descriptions of the services and features that are available with Office 365. To compare features across plans, see [Compare Office 365 for Business plans](#) or the relevant service description in the list below.

To search for support articles and information, see [Office Support](#).

NOTE

If you're looking for the Service Description comparison spreadsheet, it has been retired. The product feature availability tables on each Service Description page have been updated to better help you choose the version of Office 365 that suits your needs.

Microsoft offers the FastTrack Center Benefit for Office 365 for eligible services in eligible plans. The benefit lets you work remotely with Microsoft specialists to get your Office 365 environment ready for use. For more information, see [FastTrack Center Benefit for Office 365](#).

To get started, see the following service descriptions:

- [Office 365 Platform Service Description](#)¹
- [Office Applications Service Description](#)
- [Office for the web Service Description](#)
- [Exchange Online Service Description](#)
- [Exchange Online Protection Service Description](#)
- [Office 365 Advanced Threat Protection Service Description](#)
- [Exchange Online Archiving Service Description](#)
- [OneDrive for Business Service Description](#)
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- [Skype for Business Online Service Description](#)
- [Workplace Analytics Service Description](#)
- [MyAnalytics Service Description](#)
- [Power BI Service Description](#)
- [Project Online Service Description](#)
- [Visio for the web Service Description](#)
- [Yammer Service Description](#)
- [Microsoft 365 Business Service Description](#)

- [Microsoft 365 Tenant-Level Services Licensing Guidance](#)
- [Microsoft Dynamics 365 \(online\) Service Description](#)

NOTE

¹ Includes availability of [suite features](#), such as Office Delve, Microsoft MyAnalytics, Microsoft Sway, and Microsoft Teams.

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Office 365 Platform Service Description

9/16/2019 • 13 minutes to read

Microsoft Office 365 is available in a variety of plans to best meet the needs of your organization. If you're looking for the differences between the Office 365 plans, including Exchange Online plans, this article will show you which features are included in each of them.

Microsoft Office 365 delivers the power of cloud productivity to businesses of all sizes, helping save time, money, and free up valued resources. Office 365 combines the familiar Microsoft Office desktop suite with cloud-based versions of Microsoft's next-generation communications and collaboration services—including Microsoft Exchange Online, Microsoft SharePoint Online, Office for the web, and Microsoft Skype for Business Online—to help users be productive from virtually anywhere through the internet.

To compare features across plans, see [Compare Office 365 for Business plans](#) or, for a more detailed list of features, see the relevant service description at [Office 365 Service Descriptions](#).

- For information on Office 365 Education plans, start with the [Office 365 Education](#) page.
- For information on Office 365 US Government plans, start with the [Office 365 US Government](#) page.
- For information on Office 365 operated by 21Vianet, start with the [Office 365 operated by 21Vianet](#) page.
- For information on Office 365 Germany, start with the [Office 365 Germany](#) page.

Office 365 plans

Office 365 is available in a variety of plans to best meet the needs of your organization. For information about different plans, including standalone plan options and information on moving from one plan to another, see [Office 365 Plan Options](#).

To learn about volume licensing for Office 365, see [Licensing Terms and Documentation](#).

Office 365 Nonprofit plans and pricing

For organizations that qualify for Office 365 Nonprofit plans, these plans include exactly the same features as the corresponding business plans (for example, Office 365 Nonprofit Enterprise E5 includes the same features as Office 365 Enterprise E5). The only difference between the equivalent plans is the price you pay. For more information about Office 365 Nonprofit plans, see [Office 365 Nonprofit plans and pricing](#), and this [FAQ](#).

System requirements

For system requirements for Office 365, the monthly subscription-based service available for business, education, and government organizations, please see [Office 365 system requirements](#).

Service Level Agreement

For information about Service Level Agreements, see [Service Level Agreement](#). For information about recent uptimes for Office 365, see [Transparent operations from Office 365](#).

Security & Compliance Center

For information about the Security & Compliance Center and links to additional information and availability, see

Data storage location

To learn where your data is stored, see the [data storage map](#).

Multi-Geo capabilities in Office 365

Multi-Geo enables a single Office 365 tenant to span multiple Office 365 datacenter geographies, and gives you the ability to store Office 365 data for Exchange Online and OneDrive for Business, at-rest, on a per-user basis, in your chosen geography.

Available Geos: Asia Pacific, Australia, Canada, European Union, India, Japan, Korea, United Kingdom, United States.

To learn more visit [Introducing Multi-Geo in Office 365](#).

Feature availability across Office 365 plans

The following table lists all Office 365 platform features.

For specific information about pricing and features in the plans for various business types, see the following pages:

- Business: [Office 365 Business plans and pricing](#)
- Education: [Office 365 Education plans and pricing](#)
- U.S. Government: [Office 365 U.S. Government plans](#)
- Nonprofit: [Office 365 Nonprofit plans and pricing](#)
- Office 365 Germany: [Office 365 Germany plans](#)

Several of the Office 365 for business plans have add-ons that you can buy for your subscription. An add-on provides additional functionality to the subscription. For more information, see "Add-ons that are available for different versions of Office 365 for Business" in [Buy or edit an add-on for Office 365 for business](#).

Feature	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Office 365 administration							
Administer Office 365 by using the Microsoft 365 admin center or Windows PowerShell	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Protect content by using Azure Information Protection	No ²	No ²	No ²	No ²	Yes	Yes	No ²
Office 365 Suite Features	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Microsoft Bookings	No	No	Yes	No	No ²⁰	No ²⁰	No
Microsoft Flow	Yes	No	Yes	Yes	Yes	Yes	Yes ¹⁴
Microsoft Forms	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Microsoft Graph API	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Microsoft MyAnalytics ²²	Yes	Yes	Yes	Yes	Yes	Yes	No
Microsoft Planner	Yes	No	Yes	Yes	Yes	Yes	No
Microsoft PowerApps	Yes	No	Yes	Yes	Yes	Yes	Yes ¹³
Microsoft StaffHub	No	No	Yes	Yes	Yes	Yes	Yes
Microsoft Stream	Yes	No	Yes	Yes	Yes	Yes	Yes ¹⁸
Microsoft Sway	Yes	Yes	Yes	Yes ⁸	Yes ⁸	Yes ⁸	Yes ⁸
Microsoft Teams ¹⁰	Yes	No	Yes	Yes	Yes	Yes	Yes ¹²
Office Delve	Yes	Yes	Yes	Yes	Yes	Yes	No
Office 365 Groups	Yes	No	Yes	Yes	Yes	Yes	Yes
Office 365 Video	No	No	No	Yes	Yes	Yes	Yes ¹¹
OneNote Class Notebook	No	No	No	No	No	Yes ¹⁵	No

Microsoft Kaizala ¹⁹	Yes	No	Yes	Yes	Yes	Yes	Yes
User Account Management	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Cloud identity, Federated identity, or Multi-factor authentication	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Office 365 desktop setup	Yes	No	Yes	Yes	Yes	Yes	Yes
Bulk upload Using .csv files	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Directory Sync tool	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Exchange simple (cutover) migration	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Delete accounts and reset user passwords from Office 365 or by using Windows PowerShell ³	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Users can change their own password ⁴	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Manage licenses	Yes ⁶	Yes ⁶	Yes ⁶	Yes ⁶	Yes ⁶	Yes ⁶	Yes ⁶
Manage security groups from Office 365	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Multiple administrat or roles available	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Allow a partner to administer Office 365 for you	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Azure Active Directory services ²²	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Domains	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Add custom 2nd-level domains, like fourthcoffee.com	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Add custom 3rd-level domains, like marketing.f ourthcoffee.com	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Add up to 900 custom domains	Yes	Yes	Yes	Yes	Yes	Yes	Yes
DNS records managed by Office 365 (full redelegatio n)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
DNS records managed at your DNS hosting provider (partial redelegatio n)	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Use name.onmicrosoft.com domain or a custom domain name for email addresses and Skype for Business Online	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Use name.sharepoint.com for your team site	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Use a custom domain name for your team site	No	No	No	No	No	No	No
Host a public website with a different provider	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Use a different provider for email and IM	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Domain ownership verification required for custom domains	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Automated domain purchase and domain verification available for domains purchased through Go Daddy	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Service Health and Continuity	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Status information available on the Service health or Service status page	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Status of individual alerts available on the Microsoft 365 admin center dashboard	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Service health RSS feed	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Reports	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Active and inactive mailboxes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
New and deleted mailboxes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
New and deleted groups	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Mailbox usage	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Types of mailbox connections	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Sent and received mail	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Top senders and recipients	Yes	--	Yes	Yes	Yes	Yes	Yes

Spam detections	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Malware detections	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Top malware for mail	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Rule matches for mail	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Top rule matches for mail	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Top DLP policy matches for mail	No	No	No	No	Yes	Yes	No
DLP policy matches by severity for mail	No	No	No	No	Yes	Yes	No
DLP policy matches, overrides, and false positives for mail	No	No	No	No	Yes	Yes	No
Top DLP rule matches for mail	No	No	No	No	Yes	Yes	No
IM and audio sessions	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Application sharing, web, and dial-in conferences	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Video, application sharing, and file transfer sessions	Yes	Yes	Yes	Yes	Yes	Yes	Yes

IM and audio/video conferences	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Downloadable mail protection reports	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Browser used	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Operating system used	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Create your own reports using Office 365 reporting web services	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Service Updates	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Regular updates provided to all customers	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Notifications sent to Message Center when action is required	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Roadmap.office.com for some service updates	Yes	--	Yes	Yes	Yes	Yes	Yes
Option to turn on Targeted release	Yes	--	Yes	Yes	Yes	Yes	Yes
Help and Training	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1

Online help	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Community	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Other self-help resources	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Self-paced training	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Networking	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
IPv4 and IPv6 protocols	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Trust	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Privacy, Security, and Transparency	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Office 365 Cloud App Security	No	No	No	No	No	Yes	No
Advanced Threat Protection	No	No	No	No	No	Yes	No
Customer Lockbox	No	No	No	No	No	Yes	No
Customer Key for Office 365 ¹⁶	No	No	No	No	No	Yes	No
Office 365 Advanced eDiscovery ¹⁷	No	No	No	No	No	Yes	No
Secure Score ⁷	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Threat Intelligence	No	No	No	No	No	Yes	No

Compliance[ServiceDesk]							
SAS 70 / SSAE16 Assessments	Yes	Yes	Yes	Yes	Yes	Yes	Yes
ISO 27001 certified	Yes	Yes	Yes	Yes	Yes	Yes	Yes
EU Model Clauses	Yes	Yes	Yes	Yes	Yes	Yes	Yes
EU Safe Harbor	Yes	Yes	Yes	Yes	Yes	Yes	Yes
HIPAA-Business Associate Agreement	Yes	Yes	Yes	Yes	Yes	Yes	Yes
FISMA Authority to Operate	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Microsoft Data Processing Agreement	Yes	Yes	Yes	Yes	Yes	Yes	Yes
PCI-governed PAN data	No	No	No	No	No	No	No
Service Continuity							
BlackBerry	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium Office 365 Germany Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Use BlackBerry Internet Service (BIS)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Partners							

Create trial invitations and purchase orders for a customer who is using the specified plan	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Provide delegated administration	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Service Level Agreement	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Product Use Rights	Yes	Yes	Yes	Yes	Yes	Yes	Yes

¹ Office 365 does not provide support for any operating system that is not supported by its manufacturer.

² Azure Information Protection is not included, but can be purchased as a separate add-on and will enable the supported Information Rights Management (IRM) features. Some Azure Information Protection features require a subscription to Office 365 ProPlus, which is not included with Office 365 Business Essentials, Office 365 Business Premium, Office 365 Enterprise E1, Office 365 Education, or Office 365 Enterprise F1. The Office client apps that come with Microsoft 365 Business also support full Azure Information Protection (Plan 1) features.

³ If using directory synchronization with a local Active Directory, you must delete accounts or change passwords by using the local Active Directory, rather than the Office 365 portal or by using the Azure Active Directory module for Windows PowerShell.

⁴ To learn how to set self-service password management policies for users, see [Manage Passwords in Azure AD](#).

⁶ Reducing seats that were purchased with a term discount may be subject to an early termination fee. This is not applicable for subscriptions paid on a monthly basis.

⁷ Available at <https://seurescore.office.com>. Requires admin permissions. For more information, see [Introducing the Office 365 Secure Score](#).

⁸ Microsoft Sway is not currently available for customers in certain geographies. Some legacy Office 365 plans that are no longer in market as of August 2015 may also not have access to Microsoft Sway.

⁹ Diminished experience. If your organization is dependent upon Internet Explorer 8 or Internet Explorer 9 to access older web apps and services, you may want to consider upgrading to Internet Explorer 11 and evaluating Enterprise Mode for Internet Explorer 11. This update helps provide better backward compatibility for legacy web apps.

¹⁰ Microsoft Teams is available in Office 365 Business Essentials, Office 365 Business Premium, Office 365 Enterprise (E1, E3, E5, F1), and the Office 365 Education plans.

¹¹ In Office 365 Enterprise F1, Office 365 Video is limited to viewing only (no publishing or sharing).

¹² In Office 365 Enterprise F1, one-to-one audio/visual calls are supported. Meetings rights are limited to join only (no creating or initiating).

¹³ In Office 365 Enterprise F1, PowerApps is limited to consumption only (no publishing or sharing).

¹⁴ In Office 365 Enterprise F1, Flow is limited to consumption only and runs are limited to 750 per user per

month.

¹⁵ Only available in Office 365 Education plans, including Office 365 E5 Education. It is not available in Office 365 Enterprise E5.

¹⁶ For more information, see [Controlling your data in Office 365 using Customer Key](#).

¹⁷ Advanced eDiscovery is supported in the United States and in the Western Europe (Netherlands) region. (Customer data from Canada and Asia Pacific is exported to the United States. Customer data from Europe, the Middle East, and Africa is exported to Western Europe [Netherlands].)

¹⁸ Consumption only for Microsoft Stream: no publishing or sharing.

¹⁹ Starting in May 2019, existing eligible SKUs of Office 365 and Microsoft 365 will be backfilled with Kaizala Pro. From June 1, 2019, Kaizala Pro will be included in all eligible Office 365 and Microsoft 365 SKUs.

²⁰ Available as a free add-on. For more information, see [Get access to Microsoft Bookings](#).

²¹ For more information, see [MyAnalytics plans and environments](#).

²² Includes the Azure Active Directory features described in the **Office 365 Apps** column on the [Azure Active Directory pricing page](#). You must add Azure Active Directory Plan 1 or Plan 2, Enterprise Mobile Security, or Microsoft 365 E3 or E5 to get the premium Azure AD features.

Office 365 Plan Options

6/21/2019 • 6 minutes to read

Microsoft Office 365 is available in a variety of plans to best meet the needs of your organization.

Office 365 service families and plans

The following table lists the different service families and plans available in Office 365. For a high-level overview of features and pricing information, or to chat with an online representative, click any of the links in the plans column.

OFFICE 365 SERVICE FAMILY	PLANS
Business (Maximum of 300 users)	Office 365 Business Essentials Office 365 Business Office 365 Business Premium
Enterprise (Unlimited number of users)	Office 365 Enterprise E1 Office 365 Enterprise E3 Office 365 Enterprise E5 Office 365 Enterprise F1
Education (Unlimited number of users)	Office 365 Education Office 365 Education E5
Government (Unlimited number of users)	See all available business plans
Office 365 operated by 21Vianet in China	See all available business plans
Office 365 Germany	See all available business plans

Service availability within each Office 365 plan

Each Office 365 plan includes a number of individual services, such as Exchange Online and SharePoint Online. The following table shows the services that are available in each Office 365 plan.

IMPORTANT

While a service may be available across Office 365 plans, the features available in each plan may differ. To see the details of features that are available for each plan, refer to the individual service description or contact your Reseller or Microsoft sales representative for more information.

Several of the Office 365 for business plans have add-ons that you can buy for your subscription. An add-on provides additional functionality to the subscription. For more information, see [Buy or edit an add-on for Office 365 for business](#).

Service	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5 ^{4, 16}	Office 365 Enterprise F1
Office 365 Platform	Yes	No	Yes	Yes	Yes	Yes	Yes

--	--	--	--	--	--	--	--

Exchange Online	Yes ⁶	No	Yes ⁶	Yes ⁶	Yes ⁷	Yes ⁷	Yes ⁹
SharePoint Online	Yes	No	Yes	Yes	Yes	Yes	Yes
OneDrive for Business	Yes	Yes	Yes	Yes	Yes	Yes	Yes ⁵
Skype for Business Online ¹⁵	Yes ¹⁰	No	Yes ¹⁰	Yes ¹⁰	Yes ¹¹	Yes ¹³	Yes ¹⁴
Office for the web	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Office applications	No	Yes	Yes	No	Yes	Yes	No
Project Online	No ¹	No	No ¹	No ¹	No ¹	No ¹	No ¹
Power BI	No	No	No	No	No	Yes	No
Yammer Enterprise	Yes	No	Yes	Yes	Yes	Yes	Yes
Azure Information Protection ³	No ²	No	No ²	No ²	Yes	Yes	No ²
Microsoft Kaizala ¹⁷	Yes	No	Yes	Yes	Yes	Yes	Yes

¹ Project Online is not included, but can be purchased as a separate add-on service or added for free to the Office 365 Education plan.

² Azure Information Protection is not included, but can be purchased as a separate add-on and will enable the supported Information Rights Management (IRM) features. Some Azure Information Protection features require a subscription to Office 365 ProPlus, which is not included with Office 365 Business Essentials, Office 365 Business Premium, Office 365 Enterprise E1, Office 365 Education, or Office 365 Enterprise F1.

³ To learn more about which Azure Information Protection features are included with Office 365 plans, see [Azure Information Protection](#).

⁴ Office 365 Enterprise E5 contains Phone System, Audio Conferencing, and Calling Plan capabilities. To implement a Calling Plan requires an additional plan purchase (either Domestic or International).

⁵ Includes 2 GB storage. Does not include desktop sync functionality.

⁶ Includes Exchange Online Plan 1.

⁷ Includes Exchange Online Plan 2.

⁸ Includes Exchange Online Plan 1 plus supplemental features.

⁹ Includes Exchange Online Kiosk.

¹⁰ Includes Skype for Business Online Plan 2 with basic client limitations.

¹¹ Includes Skype for Business Online Plan 2 without any client limitations.

¹² Includes Skype for Business Online Plan 1 plus supplemental features.

¹³ Includes Skype for Business Online Plan 2 with voice support and without any client limitations.

¹⁴ Includes Skype for Business Online Plan 1.

¹⁵ Microsoft Teams is now the primary client for messaging, meetings and calling in Office 365. Starting Oct. 1, 2018, new Office 365 customers with 500 seats or less will be onboarded to Microsoft Teams and will not have access to Skype for Business Online. Tenants that are already using Skype for Business Online will be able to continue doing so (including provisioning new users) until they complete their transition to Microsoft Teams.

¹⁶ Includes Advanced Compliance, which provides the Advanced Data Governance, Advanced eDiscovery, Customer Lockbox, Customer Key, Privileged Access Management, and Long term audit log retention features.

¹⁷ Starting in May 2019, existing eligible SKUs of Office 365 and Microsoft 365 will be backfilled with Kaizala Pro. From June 1, 2019, Kaizala Pro will be included in all eligible Office 365 and Microsoft 365 SKUs.

Basic client limitations

The following features are available in the full client, but are not available in the basic client:

- Manage team call settings
- Manage delegates
- Make calls on behalf of another contact (manager/delegate scenario)
- Handle another's calls if configured as a delegate
- Manage a high volume of calls
- Initiate a call to a Response Group
- Call park
- Group call pickup

Changing or mixing plans

As the needs of your organization change, you may need to change your Office 365 plan. You can switch from your current Office 365 subscription to another Office 365 subscription:

- **In the same service family:** For example, you can move from Office 365 Business Essentials to Office 365 Business Premium, or from Office 365 Enterprise E1 to Office 365 Enterprise E3.
- **From a standalone plan:** For example, you can move from Exchange Online Plan 1 to Office 365 Enterprise E1.
- **To a different service family:** For example, you can move from Office 365 Business Essentials to Office 365 Enterprise E3.

For information about how to change subscriptions, including how to move from a trial to a paid subscription, see [Switch to a different Office 365 plan or subscription](#).

You can combine Enterprise, Business, and standalone plans (for example, Exchange Online Plan 1) within a single account. However, existing limitations on the number of seats per plan do not change. For example, you can have up to 300 seats per plan on both Office 365 Business Essentials and Office 365 Business Premium, but an unlimited number of users on Exchange Online Plan 1.

Standalone services

The following online services are available on their own, as standalone plans. They can also be added to Business and Enterprise service family plans that don't already include them. For pricing information, or to chat with an online representative, click on any of the plans listed in the following table.

SERVICE	PLANS
---------	-------

SERVICE	PLANS
Exchange Online	Exchange Online Plan 1 Exchange Online Plan 2 Exchange Online Protection Exchange Online Advanced Threat Protection Exchange Online Archiving Exchange Online Kiosk
SharePoint Online	SharePoint Online Plan 1 SharePoint Online Plan 2
OneDrive for Business	OneDrive for Business Plan 1 OneDrive for Business Plan 2
Skype for Business Online	Skype for Business Online Plan 1 Skype for Business Online Plan 2
Office applications	Office 365 ProPlus Office 365 Business Office 365 Business Premium
Project portfolio management	Project Online
Yammer	Yammer Basic
Organizational insights	Workplace Analytics
Business intelligence service	Power BI
Online diagram software	Visio Pro for Office 365
Information Rights Management	Azure Information Protection
Kaizala	Microsoft Kaizala Pro

Feature availability

To view feature availability across Office 365 plans, see [Office 365 Platform Service Description](#).

Office 365 System Requirements

7/18/2019 • 2 minutes to read

For system requirements for Office 365, the monthly subscription-based service for business, education, and government organizations, see [System requirements for Office](#) on the [office.com](#) products site.

Office 365 Security & Compliance Center

8/8/2019 • 5 minutes to read

The [Office 365 Security & Compliance Center](#) is designed to help you manage compliance features across Office 365 for your organization. Links to existing SharePoint and Exchange compliance features bring together compliance capabilities across Office 365.

NOTE

Currently, many of the compliance features are still accessible through service-specific management interfaces, such as the Exchange admin center (EAC). However, this will change in the future as more service-independent compliance features are added to the Security & Compliance Center.

Security & Compliance Center availability for Business and Enterprise plans

Feature	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1 Office 365 US Government G1	Office 365 Enterprise E3 Office 365 US Government G3	Office 365 Enterprise E5	Office 365 Enterprise F1 Office 365 US Government F1
Access to the Security & Compliance Center	Yes	Yes	Yes	Yes	Yes	Yes
Office 365 Cloud App Security	No	No	No	No	Yes	No
Threat management such as mail filtering and anti-malware	Yes	Yes	Yes	Yes	Yes	Yes
Advanced threat management , such as threat explorer for phishing campaigns ⁶	No	No	No	No	Yes	No
Customer Lockbox	No	No	No	No	Yes	No

Mobile device management	Yes	Yes	Yes	Yes	Yes	Yes
Data loss prevention for Exchange Online, SharePoint Online, and OneDrive for Business ^{7, 9}	No	No	No	Yes	Yes	No
Data loss prevention for Microsoft Teams chat and channel messages	No	No	No	No	Yes	No
Information barriers	No	No	No	No	Yes	No
Data governance ¹	Yes	Yes	Yes	Yes	Yes	Yes
Advanced data governance ²	No	No	No	No	Yes	No
Content search	Yes	Yes	Yes	Yes	Yes	Yes
eDiscovery cases	Yes	Yes	Yes	Yes	Yes	Yes
eDiscovery holds (including query-based eDiscovery holds)	No	No	No	Yes	Yes	No
eDiscovery export	No	No	No	Yes	Yes	No
Advanced eDiscovery ⁵	No	No	No	No	Yes	No
Archiving	Yes ³	Yes ³	Yes ³	Yes ⁴	Yes ⁴	No
Unified auditing ⁸	Yes	Yes	Yes	Yes	Yes	Yes
Manual retention policies	No	No	Yes	Yes	Yes	Yes

Supervision policies	No	No	No	No	Yes	No

¹ Data governance enables users to create, publish, and manually apply labels to documents; import data using drive shipping or over the network.

² Advanced data governance allows you to retain important information and delete unimportant information by classifying information based on a retention or deletion policy or both. It includes intelligent/automated actions such as recommending policies, automatically applying labels to data, applying labels based on sensitive data types or queries, disposition review, and use of smart import filters. It also includes the Supervision feature for reviewing employee communications for security and compliance purposes.

³ 50 GB limit.

⁴ Unlimited.

⁵ Advanced eDiscovery is supported in the United States and in the Western Europe (Netherlands) region. (Customer data from Canada and Asia Pacific is exported to the United States. Customer data from Europe, the Middle East, and Africa is exported to Western Europe [Netherlands].)

⁶ Advanced Threat Protection is available in Office 365 Enterprise E5 and as a standalone service for Office 365 Enterprise E1 and Office 365 Enterprise E3.

⁷ Includes files stored in Microsoft Teams repositories.

⁸ You can also use the [Office 365 Management Activity API](#) to retrieve events from the unified audit log.

⁹ A DLP add-on is available that can be added to any SKU that has either Exchange or SharePoint/OneDrive.

Security & Compliance Center availability for Standalone plans

Feature	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk	SharePoint Online Plan 1	SharePoint Online Plan 2	Skype for Business Online Plan 1	Skype for Business Online Plan 2
Access to the Security & Compliance Center	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Office 365 Cloud App Security	No	No	No	No	No	No	Yes
Threat management , such as mail filtering and anti-malware	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Advanced threat management, such as threat explorer for phishing campaigns	No	No	No	No	No	No	No
Customer Lockbox	No	No	No	No	No	No	No
Mobile device management	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Data loss prevention for Exchange Online, SharePoint Online, and OneDrive for Business ⁹	No	Yes	No	No	Yes ⁷	No	Yes
Data loss prevention for Microsoft Teams chat and channel messages	No	No	No	No	No	No	No
Information barriers	No	No	No	No	No	No	No
Data governance ¹	Yes ²	Yes	Yes	Yes	Yes	Yes	Yes
Advanced data governance ³	No	No	No	No	No	No	No
Content search	Yes	Yes	Yes	Yes	Yes	Yes	Yes
eDiscovery cases	Yes	Yes	Yes	Yes	Yes	No	No
eDiscovery export	No	Yes	No	No	Yes	No ⁴	No ⁴

eDiscovery holds (including query-based eDiscovery holds)	No	Yes	No	No	Yes	No ⁴	No ⁴
Advanced eDiscovery ⁵	No	No	No	No	No	No	No
Archiving ⁶	Yes	Yes	No	Yes	Yes	No	No
Unified auditing ⁸	Yes	Yes	Yes	Yes	Yes	No	No
Manual retention policies	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Supervision policies	No	No	No	No	No	No	No

¹ Data governance enables users to create, publish, and manually apply labels to documents; import data using drive shipping or over the network.

² Requires purchase of Exchange Online Archiving add-on.

³ Advanced data governance allows you to retain important information and delete unimportant information by classifying information based on a retention or deletion policy or both. It includes intelligent/automated actions such as recommending policies, automatically applying labels to data, applying labels based on sensitive data types or queries, disposition review, and use of smart import filters. It also includes the Supervision feature for reviewing employee communications for security and compliance purposes.

⁴ Skype conversations are stored as part of the mailbox.

⁵ Advanced eDiscovery requires Office 365 Enterprise E5 or an add-on license.

⁶ Skype archiving is within the user's mailbox.

⁷ Includes files stored in Microsoft Teams repositories.

⁸ You can also use the [Office 365 Management Activity API](#) to retrieve events from the unified audit log.

⁹ A DLP add-on is available that can be added to any SKU that has either Exchange or SharePoint/OneDrive.

Security & Compliance Center availability in Office 365 operated by 21Vianet

The Security & Compliance Center is not available in any plans for Office 365 operated by 21Vianet.

Security & Compliance Center availability in Office 365 Germany

The Security & Compliance Center is available for Office 365 Germany. For information about Office 365 Germany, see [Office 365 Germany](#).

Office 365 Suite Features

9/16/2019 • 6 minutes to read

The features listed in this topic are a collection of web-based tools that help you collaborate and communicate securely across many devices and multiple Office 365 services. These features help make new connections within your organization by unifying digital content creation, storage, and management with social tools for discovering and sharing information between users.

Microsoft Bookings

Microsoft Bookings is an online and mobile app for small businesses that provide services to customers on an appointment basis. Examples of such businesses include hair salons, dental offices, spas, law firms, financial services providers, consultants, and auto shops. Microsoft Bookings is available to customers in the U.S. and Canada who have an Office 365 Business Premium subscription.

For more information about Microsoft Bookings, go to [Say hello to Microsoft Bookings](#).

Microsoft Flow

Microsoft Flow allows you to automate workflows across applications. You can use Flow to connect email and IM alerts, synchronize files between applications, copy files from one service to another, collect data from one app and store it in another, and more. Templates are available to get you started. To learn more about Flow capabilities and how to use them, go to the Microsoft [Flow website](#).

Microsoft Forms

Microsoft Forms is a new part of Office 365 Education that allows you to quickly and easily create custom quizzes, surveys, questionnaires, registrations, and more. When you create a quiz or form, you can invite others to respond to it using any web browser, even on mobile devices. As results are submitted, you can use built-in analytics to evaluate responses. Forms data, such as quiz results, can be easily exported to Excel for additional analysis or grading. To learn more, see [What is Microsoft Forms?](#).

Microsoft Graph API

Use the Microsoft Graph API to quickly build apps that connect to a wealth of resources, relationships, and intelligence, all through a single endpoint: <https://graph.microsoft.com>. For example, you can build custom dashboards, workflows, and apps that retrieve data for your organization. For more information, see the [Microsoft Graph documentation](#).

Microsoft MyAnalytics

MyAnalytics provides insights into two of the key factors in your personal productivity: how you spend your time and who you spend it with. MyAnalytics takes a look at your everyday work patterns, finds areas that could benefit from your attention, and provides you with the tools to achieve more thoughtful use of your time. Learn more at [Microsoft MyAnalytics](#) and [Microsoft MyAnalytics for Office 365 admins](#).

Microsoft Planner

Microsoft Planner is a tool that gives users a visual way to organize teamwork. Teams can create new plans, organize and assign tasks, share files, chat about what they're working on, set due dates, and update status.

Microsoft Planner also offers the ability to associate documents with specific tasks, edit them together, and have conversations around tasks. To learn more, see [Introducing Microsoft Planner](#). Planner is not yet available in [Office 365 Germany](#).

Microsoft PowerApps

Microsoft PowerApps is an enterprise service that helps you quickly build, integrate, and share apps that work on any device. PowerApps lets you use built-in connections or those built by your company to connect your app to cloud and on-premises services, including Office 365, Dynamics CRM, OneDrive, SharePoint, SQL Server, Oracle databases, and more. You can easily share your PowerApps with coworkers by simply typing an email address. To learn more, go to the Microsoft [PowerApps website](#).

Microsoft StaffHub

Microsoft StaffHub is a cloud-based application that lets workers and their managers use their mobile devices to manage schedules and keep in touch. Employees can use StaffHub to request time off, trade shifts, and communicate with other employees. Employees can also send messages directly to each other or to the entire team. Managers can use StaffHub to send messages, create schedules, and send team news or company announcements. To learn more about StaffHub, go to the Microsoft [StaffHub website](#) and the [Office 365 Team blog](#).

Microsoft Stream

Microsoft Stream is an enterprise video service that people in your organization can use to upload, view, and share videos securely. You can share recordings of classes, meetings, presentations, training sessions, or other videos that aid your team's collaboration. Microsoft Stream also makes it easy to share comments on a video and tag time codes in comments and descriptions to refer to specific points in a video.

Microsoft Sway

Microsoft Sway is a professional digital storytelling app for business that helps you and your colleagues express ideas using an interactive, web-based canvas. Microsoft Sway's built-in design engine helps you produce professional, visually-appealing reports, presentations, and more without the need for extensive formatting or additional training. You can also modify the results to get the unique look and feel you want. Microsoft Sway makes your creation look great in any browser on any screen, and it can be shared with colleagues and customers by simply sending a link. Microsoft Sway helps you find and pull together all sorts of content without leaving the app, so you can drag and drop your images, text, videos, and charts right on to your canvas. To learn more, see [Sway](#). Microsoft Sway is not yet available in [Office 365 Germany](#).

Microsoft Teams

Microsoft Teams is a chat-centered workspace in Office 365 that helps team members achieve more together. Microsoft Teams serves as a hub for teamwork, providing instant access to chat conversations, content, and tools from across Office 365 into a single workspace. SharePoint and OneNote are built in, and team members can work on Office documents right within the app. Aside from chats, Microsoft Teams also supports video calls and meetings to enable teams to meet live, whether on demand, or scheduled. Team members can easily collaborate with multiple teams and search across people, chats, and files anytime. Microsoft Teams works across Windows, Mac, Web, Android, and iOS platforms. To learn more, see [Microsoft Teams Online Help](#). Teams is not yet available in [Office 365 Germany](#).

Office Delve

Office Delve enables users to search for and discover content across Office 365 based on personalized insights.

Delve is the first experience to be powered by Office Graph. To learn more about Office Delve, go to [What is Office Delve?](#).

Office 365 Groups

Groups in Office 365 connects users with the colleagues, information and applications they need to get more done together. Groups are open by default to enhance discoverability and sharing, but users can also create private groups for sensitive content. To learn more about groups, see [Groups in Office 365](#). For information about group limits, see "How do I manage my groups" in [Learn about Office 365 groups](#).

Office 365 Video

Office 365 Video is a secure, company-wide destination where you can upload, share and discover videos across your devices—powered by Microsoft Azure Media Services. Office 365 Video can help keep viewers engaged and informed, to communicate ideas broadly, and for organizations to be in unison. To learn more, see [Introducing Office 365 Video](#).

OneNote Class Notebook

Class Notebook is part of OneNote and is available for Office 365 Education and Office 365 E5 Education. Each notebook includes a Content Library for teachers to share course content, a Collaboration Space where teachers and students can work together, and a private notebook for each student. After a Class Notebook is created, teachers and students can use the OneNote app to access it from any device.

Microsoft Kaizala

Microsoft Kaizala is a simple and secure mobile work management app, bringing unique capabilities to Microsoft 365, with its ability to connect and engage people both inside and outside of an organization's directory – including contract workers, vendors, partners, suppliers, customers, and citizens – using large and [flexible group types](#). Kaizala's open directory model enables phone number-based identity for easy onboarding, and a simple user experience for messaging and work management. The Kaizala mobile app enables users to send instant messages and attachments such as pictures, documents, videos, audios and more as well as use action cards for surveys, polls, job assignments, announcements, trainings and more. [Kaizala is available with Office 365](#) and works on iPhone and Android. To learn more, go to the [Kaizala website](#).

Feature availability

To view feature availability across Office 365 plans, see [Office 365 Platform Service Description](#).

Office 365 US Government

9/16/2019 • 18 minutes to read

In response to the unique and evolving requirements of the United States public sector, Microsoft has created Office 365 US Government plans (or Office 365 Government). This section provides an overview of features that are specific to Office 365 Government US environments. We recommend that you read this supplementary section alongside the [Office 365 Service Descriptions](#).

How to use this Service Description section

The Office 365 US Government Service Description is designed to serve as an overlay to the general Office 365 Service Description. It defines the unique commitments and differences compared to Office 365 Enterprise offerings.

About Office 365 US Government environments

Office 365 US Government plans are monthly subscriptions and can be licensed to an unlimited number of users.

- The **Office 365 GCC** environment provides compliance with Federal requirements for cloud services, including FedRAMP Moderate, and requirements for criminal justice and federal tax information systems (CJI and FTI data types).
- The **Office 365 GCC High and DoD** environments deliver compliance with Department of Defense Security Requirements Guidelines, Defense Federal Acquisition Regulations Supplement (DFARS), and International Traffic in Arms Regulations (ITAR).

In addition to the features and capabilities of Office 365, the organizations that use Office 365 US Government benefit from the following features unique to Office 365 US Government:

- Your organization's customer content is logically segregated from customer content in Microsoft's commercial Office 365 Services.
- Your organization's customer content is stored within the United States.
- Access to your organization's customer content is restricted to screened Microsoft personnel.
- Office 365 US Government complies with certifications and accreditations that are required for US Public Sector customers.

[How to use this Service Description section](#)

Customer eligibility

Office 365 US Government is available to (1) US federal, state, local, tribal, and territorial government entities, and (2) other entities which handle data that is subject to government regulations and requirements and where use of Office 365 US Government is appropriate to meet these requirements, subject to validation of eligibility. Validation of eligibility by Microsoft will include confirmation of handling data subject to International Traffic in Arms Regulations (ITAR), law enforcement data subject to the FBI's Criminal Justice Information Services (CJIS) Policy, or other government-regulated or controlled data. Validation may require proof of registration with the U.S. Department of State for ITAR data or sponsorship by a government entity with specific requirements for the handling of data. The Office 365 DoD-environment is for the exclusive use of the United States Department of Defense.

While eligibility criteria are consistent across Office 365 Government offerings, Microsoft will only agree to DFARS and ITAR contract language for the GCC High environment.

Entities with questions about eligibility for Office 365 US Government should consult their account team.

Upon renewal of a customer's contract for Office 365 US Government, re-validation of eligibility is required.

[How to use this Service Description section](#)

Customer content located within the United States

Office 365 US Government services are provided from datacenters physically located in the United States. The following customer content is stored at rest in datacenters physically located only in the U.S.A.:

- Exchange Online mailbox content (email bodies, calendar entries, and the content of e-mail attachments)
- SharePoint Online site content and the files stored within that site
- Skype for Business archived conversations, uploaded documents, and whiteboarding sessions
- Microsoft Teams persistent chat threads

NOTE

With typical use, Skype for Business does not store customer content, but if such storage occurs, it will be stored in datacenters in the U.S.A.

If your users are located within the U.S.A. while using Office for the web (formerly known as Office Web Apps) or if you adopt the use of Active Directory Federation Services (AD FS) 2.0 and set up policies to help ensure your users connect to the services through single sign-on, any customer content that is temporarily cached in Office for the web will be located in the U.S.A.

[How to use this Service Description section](#)

Office 365 US Government and third-party services

Office 365 provides the ability to integrate third-party applications into SharePoint Online sites, Skype for Business, Office applications included in Office 365 ProPlus (such as Word, Excel, PowerPoint, and Outlook), and Outlook Web App. In addition, Office 365 supports integration with third-party service providers. These third-party applications and services might involve storing, transmitting, and processing your organization's customer data on third-party systems that are outside of the Office 365 infrastructure and therefore are not covered by the Office 365 compliance and data protection commitments. It is recommended that you review the privacy and compliance statements provided by the third parties when assessing the appropriate use of these services for your organization.

[How to use this Service Description section](#)

Restricted data access by administrators

Access to Office 365 US Government customer content by Microsoft administrators is restricted to screened personnel. For screening levels details, please refer to the Service Description page for each respective environment (GCC or GCC High and DoD).

FastTrack Center Onboarding Assistance

With the FastTrack Center Benefit for Office 365¹, you work remotely with FastTrack Specialists to get your Office 365 environment ready for use and plan rollout and usage within your organization. The FastTrack process

provides onboarding and user adoption services.

Onboarding consists of:

- Core onboarding - These are tasks required for tenant configuration and integration with Azure Active Directory (Azure AD) if needed. Core onboarding also provides the baseline for onboarding other eligible services.
- Service onboarding and migration - Service onboarding tasks enable scenarios in your tenant. Data migration (including email and files) is covered in [Data Migration](#).²

User adoption services are comprised of tasks that provide guidance for you to ensure your users are aware of the eligible services and can use them to drive business value. This assistance occurs in parallel to onboarding activities.

Specific information on the FastTrack Center process can be found [here](#). For a breakdown of engagement roles and responsibilities, please review [FastTrack Responsibilities](#) as well as [Your Responsibilities](#).

¹ You must purchase at least 50 licenses from the list of the [eligible plans](#) to receive FastTrack services,

² Data Migration services are available to Office 365 tenants with 500 or more licenses.

Data Migrations Performed by FastTrack

Customers who choose the [FastTrack](#) migration benefit will need to grant access to the team managing their data migrations. These personnel are US citizens and undergo the following background checks before performing migrations for customers of Office 365 US Government services.

Background Screening	GCC	GCC High and DoD
Verification of US Citizenship	Yes	Yes
Employment History Check	Yes	Yes
Education Verification	Yes	Yes
Social Security Number (SSN) search	Yes	Yes
Criminal History Check (7 year)	Yes	Yes

[How to use this Service Description section](#)

Office 365 US Government and Azure Government ExpressRoute

Office 365 US Government customers can use Azure Government ExpressRoute services to connect privately to supported Office 365 services instead of connecting over the public Internet.

For details such as supported providers, pricing models, and more, review the [Azure ExpressRoute information](#).

For details on Office 365 support for Azure ExpressRoute, see [Azure ExpressRoute for Office 365](#).

[How to use this Service Description section](#)

System requirements

For system requirements for Office 365 US Government plans, see [System requirements for Office](#) on the

[office.com](#) products site.

[How to use this Service Description section](#)

Security & Compliance Center

For information about the Security & Compliance Center and links to additional information and availability, see [Office 365 Security & Compliance Center](#).

Service availability for each plan

Each Office 365 plan includes a number of individual services, such as Exchange Online and SharePoint Online. The following table shows the services that are available in each Office 365 US Government plan.

Office 365 Services	Office 365 Government G1	Office 365 Government G3	Office 365 Government G5	Office 365 Government F1
Office for the web	Yes	Yes	Yes	Yes
Office 365 ProPlus	No	Yes	Yes	No
Exchange Online	Yes	Yes	Yes	Yes
Exchange Online Protection	Yes	Yes	Yes	Yes
SharePoint Online	Yes	Yes	Yes	Yes
OneDrive for Business	Yes	Yes	Yes	Yes
Skype for Business (Instant Messaging & Presence)	Yes ¹	Yes	Yes	Yes ¹
Voice - Phone System, Audio Conferencing	No ^{2, 3}	No ^{2, 3}	Yes ^{3, 5}	No
Power BI Pro	No ²	No ²	Yes	No ²
Project Online	No ²	No ²	No ²	No ²
Visio for the web	No ⁶	No ⁶	No ⁶	No ⁶
Yammer Enterprise	No ⁴	No ⁴	No ⁴	No ⁴

¹ Skype for Business Basic is available for all customers. The Skype for Business desktop client is a locally installed application that provides presence, instant messaging, and conferencing features for Office 365 plans that include Skype for Business Online. Office 365 ProPlus, G3, and G5 include the full Skype application, which includes additional features such as advanced telephony support, archiving, and compliance features. A Skype for Business Online license must be assigned for each user.

² Not included but can be purchased as a separate add-on. Project Online includes Project Online Desktop Client as a part of the subscription.

³ Not yet available in GCC High or DoD plans, but coming soon.

⁴ Yammer Enterprise is not a component of Office 365 US Government, but may be acquired at no cost as a standalone offer for each user licensed for Office 365 in GCC. This offer is currently limited to customers that purchase Office 365 GCC under Enterprise Agreements and Enterprise Subscription Agreements. Yammer is not available in GCC High or DoD.

⁵ Calling Plan is an add-on.

⁶ Not included but can be purchased as a separate add-on. Visio for the web includes the Visio desktop app as a part of the subscription.

Platform features

The following table lists the platform features and services that are available across the Office 365 US Government plans.

Feature	Office 365 Government G1	Office 365 Government G3	Office 365 Government G5	Office 365 Government F1
Office 365 administration				
Administer Office 365 by using the Microsoft 365 admin center	Yes ¹⁶	Yes ¹⁶	Yes	Yes ¹⁶
Manage core service settings from Office 365	Yes	Yes	Yes	Yes
Use Windows PowerShell to manage Office 365	Yes	Yes	Yes	Yes
Protect content by using Azure Information Protection	No ¹	Yes ¹⁵	Yes ¹⁵	No ¹
Office 365 Suite Features	Office 365 Government G1	Office 365 Government G3	Office 365 Government G5	Office 365 Government F1
Microsoft Bookings	No	No	No	No
Microsoft Flow	Yes ^{9, 15}	Yes ^{9, 15}	Yes ^{9, 15}	Yes ^{9, 15}
Microsoft Forms	Yes	Yes	Yes	Yes
Microsoft Graph API	Yes	Yes	Yes	Yes
Microsoft MyAnalytics	No	No	Yes ¹⁷	No
Microsoft Planner	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵

Microsoft PowerApps	Yes ^{9, 15}	Yes ^{9, 15}	Yes ^{9, 15}	Yes ^{9, 15}
Microsoft StaffHub	No	No	No	No
Microsoft Stream	Yes ^{9, 15}	Yes ^{9, 15}	Yes ^{9, 15}	No
Microsoft Sway	No	No	No	No
Microsoft Teams	Yes	Yes	Yes	Yes
Office Delve	Yes ¹⁷	Yes ¹⁷	Yes	Yes ¹⁷
Office 365 Groups	Yes	Yes	Yes	Yes
User Account Management	Office 365 Government G1	Office 365 Government G3	Office 365 Government G5	Office 365 Government F1
Cloud identity	Yes	Yes	Yes	Yes
Federated identity (single sign-on)	Yes	Yes	Yes	Yes
Multi-factor authentication	Yes	Yes	Yes	Yes
Phone factor authentication	Yes ⁹	Yes ⁹	Yes	Yes ⁹
Office 365 desktop setup	Yes	Yes	Yes	Yes
Manage users with Office 365	Yes	Yes	Yes	Yes
Bulk upload using .csv files	Yes ⁹	Yes ⁹	Yes	Yes ⁹
Directory Sync tool	Yes	Yes	Yes	Yes
Exchange simple (cutover) migration	Yes	Yes	Yes	Yes
Delete accounts by using Office 365	Yes ³	Yes ³	Yes ³	Yes ³
Admin can reset user password from Office 365 or by using Windows PowerShell	Yes ⁴	Yes ⁴	Yes ⁴	Yes ⁴
Users can change their own password	Yes ⁵	Yes ⁵	Yes ⁵	Yes ⁵

Manage licenses	Yes ^{7, 8}	Yes ^{7, 8}	Yes ^{7, 8}	Yes ^{7,8}
Manage security groups from Office 365	Yes	Yes	Yes	Yes
Multiple administrator roles available	Yes	Yes	Yes	Yes
Allow a partner to administer Office 365 for you	Yes ¹¹	Yes ¹¹	Yes ¹¹	Yes ¹¹
Azure Active Directory services	Yes	Yes	Yes	Yes
Domains	Office 365 Government G1	Office 365 Government G3	Office 365 Government G5	Office 365 Government F1
Add custom 2nd-level domains, like fourthcoffee.com	Yes	Yes	Yes	Yes
Add custom 3rd-level domains, like marketing.fourthcoffee.com	Yes	Yes	Yes	Yes
Add up to 900 custom domains	Yes	Yes	Yes	Yes
Domain ownership verification required for custom domains	Yes	Yes	Yes	Yes
Service Health and Continuity	Office 365 Government G1	Office 365 Government G3	Office 365 Government G5	Office 365 Government F1
Status information available on the Service health or Service status page	Yes ^{9, 15}	Yes ^{9, 15}	Yes ^{9, 15}	Yes ^{9, 15}
Status of individual alerts available on the Microsoft 365 admin center dashboard	Yes ^{9, 15}	Yes ^{9, 15}	Yes ^{9, 15}	Yes ^{9, 15}
Service health RSS feed	Yes	Yes	Yes	Yes
Reports	Office 365 Government G1	Office 365 Government G3	Office 365 Government G5	Office 365 Government F1

Active and inactive mailboxes	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
New and deleted mailboxes	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
New and deleted groups	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Mailbox usage	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Types of mailbox connections	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Sent and received mail	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Top senders and recipients	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Spam detections	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Malware detections	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Top malware for mail	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Rule matches for mail	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Top rule matches for mail	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Top DLP policy matches for mail	No	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
DLP policy matches by severity for mail	No	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
DLP policy matches, overrides, and false positives for mail	No	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Top DLP rule matches for mail	No	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
IM and audio sessions	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Application sharing, web, and dial-in conferences	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Video, application sharing, and file transfer sessions	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵

IM and audio/video conferences	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Downloadable mail protection reports	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Browser used	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Operating system used	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Create your own reports using Office 365 reporting web services	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Service Updates	Office 365 Government G1	Office 365 Government G3	Office 365 Government G5	Office 365 Government F1
Regular updates provided to all customers	Yes	Yes	Yes	Yes
Notifications sent to Message Center when action is required	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Roadmap.office.com for some service updates	No ^{10, 13}	No ^{10, 13}	No ^{10, 13}	No ^{10, 13}
Option to turn on Targeted Release	Yes ¹⁰	Yes ¹⁰	Yes ¹⁰	Yes ¹⁰
Help and Training	Office 365 Government G1	Office 365 Government G3	Office 365 Government G5	Office 365 Government F1
Online help	Yes	Yes	Yes	Yes
Community	Yes	Yes	Yes	Yes
Other self-help resources	Yes	Yes	Yes	Yes
Self-paced training	Yes	Yes	Yes	Yes
Networking	Office 365 Government G1	Office 365 Government G3	Office 365 Government G5	Office 365 Government F1
IPv4 and IPv6 protocols	Yes	Yes	Yes	Yes

Trust	Office 365 Government G1	Office 365 Government G3	Office 365 Government G5	Office 365 Government F1
Privacy, Security, and Transparency				
Advanced Data Governance	No ¹²	No ¹²	Yes	No ¹²
Cloud App Security	No ^{11, 12}	No ^{11, 12}	Yes ¹¹	No ^{11, 12}
Advanced Threat Protection	No ^{12, 18}	No ^{12, 18}	Yes ¹⁸	No ^{12, 18}
Customer Lockbox	No ^{9, 12, 15}	No ^{9, 12, 15}	Yes ^{9, 15}	No ^{9, 12, 15}
Office 365 Advanced eDiscovery	No ¹²	No ¹²	Yes	No ¹²
Secure Score ¹⁴	Yes ^{9, 15}	Yes ⁹	Yes ^{9, 15}	Yes ^{9, 15}
Office Message Encryption	No	Yes	Yes	No
Threat Intelligence	No ¹²	No ¹²	Yes	No ¹²
Compliance[Service Desc]				
SAS 70 / SSAE16 Assessments	Yes	Yes	Yes	Yes
ISO 27001 certified	Yes	Yes	Yes	Yes
EU Model Clauses	Yes	Yes	Yes	Yes
EU Safe Harbor	Yes	Yes	Yes	Yes
HIPAA-Business Associate Agreement	Yes	Yes	Yes	Yes
FISMA Authority to Operate	Yes	Yes	Yes	Yes
Microsoft Data Processing Agreement	Yes	Yes	Yes	Yes
PCI DSS Level One	Yes	Yes	Yes	Yes
PCI-governed PAN data	No	No	No	No

Service Continuity	Yes	Yes	Yes	Yes
BlackBerry	Office 365 Government G1	Office 365 Government G3	Office 365 Government G5	Office 365 Government F1
Use BlackBerry Internet Service (BIS)	No ²	No ²	No ²	No ²
Partners				
Create trial invitations and purchase orders for a customer who is using the specified plan	No ¹¹	No ¹¹	No ¹¹	No ¹¹
Provide delegated administration	No ¹¹	No ¹¹	No ¹¹	No ¹¹
Service Level Agreement	Yes	Yes	Yes	Yes
Product Use Rights	Yes	Yes	Yes	Yes

¹ Azure Information Protection is not included, but can be purchased as a separate add-on and will enable the supported Information Rights Management (IRM) features. Some Azure Information Protection features require a subscription to Office 365 ProPlus, which is not included with Office 365 Government G1 or Office 365 Government F1. >

² Existing BBICS and BIS customers can continue use of the service. New customers are not being accepted.

³ If using directory synchronization, you must delete accounts or change passwords by using Active Directory, rather than the Office 365 portal or by using the Azure Active Directory module for Windows PowerShell.

⁴ If using password synchronization, users must change their passwords in the local Active Directory.

⁵ To learn how to set self-service password management policies for users, see [Manage Passwords in Azure AD](#).

⁶ You can have only one public website with Office 365, unless you've upgraded from an earlier version of Office 365. In that case, you have two public websites, but only one of them can be hosted with a custom domain name. For more information about working with the two websites for Business subscriptions, see [Work with your two Office 365 public websites](#). If you have a different subscription, learn more about public websites at [Learn about partner website hosting and public websites in Office 365](#).

⁷ Reducing seats that were purchased with a term discount may be subject to an early termination fee. This is not applicable to subscriptions paid on a monthly basis.

⁸ The following plans do not support license seat changes from the Microsoft 365 admin center: Office 365 Government G1, Office 365 Government G3, Office 365 Government F1.

⁹ Not yet available in GCC High, but coming soon.

¹⁰ For Office 365 Government G1, G3, and F1, Targeted release and the Office 365 for business roadmap apply; however, there may be some differences or delays for specific service updates due to [compliance requirements](#).

¹¹ Not yet available in Office 365 Government offerings, but coming soon.

¹² Not included, but can be purchased as a separate add-on in GCC.

¹³ Not supported for Office 365 Government offerings.

¹⁴ Available at <https://securescore.office.com>. Requires admin permissions. For more information, see [Introducing the Office 365 Secure Score](#).

¹⁵ Not yet available in DoD environment, but coming soon.

¹⁶ Admin center does not include usage analytics in DoD or GCC High environments.

¹⁷ Not supported for GCC High or DoD environments.

¹⁸ Anti-phishing for user and domain impersonation and spoof intelligence are not yet available in GCC High and DoD.

[How to use this Service Description section](#)

Office application features

The following table shows the Office application features that are available across Office 365 US Government plans.

Feature	Office 365 Government G1	Office 365 Government G3	Office 365 Government G5	Office 365 Government F1
Office Applications				
Microsoft Word	No	Yes	Yes	No
Microsoft Excel	No	Yes	Yes	No
Microsoft PowerPoint	No	Yes	Yes	No
Microsoft OneNote	No	Yes	Yes	No
Microsoft Outlook	No	Yes	Yes	No
Microsoft Publisher	No	Yes	Yes	No
Microsoft Access	No	Yes	Yes	No
Skype for Business	Yes ³	Yes	Yes	Yes ³
Office for Mac for Office 365	No	Yes	Yes	No
Office Mobile for iPad/iPhone	Yes	Yes	Yes	Yes
Office Mobile for Android	Yes	Yes	Yes	Yes
Office Mobile for Windows Phone	Yes	Yes ⁴	Yes ⁴	Yes
Office Mobile for Windows 10 tablets	Yes	Yes	Yes	Yes
Outlook for iOS and Android^{5, 4}	Yes	Yes	Yes	Yes

Enterprise Value	Office 365 Government G1	Office 365 Government G3	Office 365 Government G5	Office 365 Government F1
5 installs per user on PC or Mac	No	Yes	Yes	No
Automated user account provisioning	Yes	Yes	Yes	Yes
Multilingual user interface	No	Yes	Yes	No
Client push deployment	No	Yes ⁴	Yes ⁴	No
Client support for on-premises Exchange	No	Yes	Yes	No
Client support for on-premises SharePoint	No	Yes	Yes	No
Control of software updates	No	Yes	Yes	No
Database Compare	No	Yes	Yes	No
Desktop virtualization	No	Yes	Yes	No
Excel Spreadsheet Compare	No	Yes	Yes	No
Excel Spreadsheet Inquire	No	Yes	Yes	No
Exchange Online and SharePoint Online Archiving and Compliance	No	Yes	Yes	No
Group Policy support	No	Yes	Yes	No
Information Rights Management using Azure Information Protection	No ¹	Yes ⁶	Yes ⁶	No ¹
Information Rights Management using Windows Server AD RMS	Yes ²	Yes ²	Yes ²	Yes ²
Office Add-in, ActiveX, and BHO support	No	Yes	Yes	No

OneNote client access to notebooks on SharePoint Server, SharePoint Online, OneDrive for Business, and Office 365	No	Yes	Yes	No
Office Lens	No	No	No	No
Office Telemetry	No	Yes ⁴	Yes ⁴	No
Offline support for client applications	No	Yes	Yes	No
Optimized side-by-side client installation	No	Yes	Yes	No
Power Map for Excel	No	Yes ⁴	Yes ⁴	No
Power Pivot for Excel	No	Yes ⁴	Yes ⁴	No
Power Query for Excel	No	Yes ⁴	Yes ⁴	No
Power View for Excel	No	Yes ⁴	Yes ⁴	No
Roaming settings	No	Yes	Yes	No
Shared computer activation	No	Yes ⁴	Yes ⁴	No
Support for blocking cloud-based file storage	No	Yes	Yes	No
Version upgrades	No	Yes ⁴	Yes ⁴	No
Volume activation (KMS/MAK)	No	No	No	No

¹ Azure Information Protection is not included, but can be purchased as a separate add-on and will enable the supported Information Rights Management (IRM) features. Some Azure Information Protection features require a subscription to Office 365 ProPlus, which is not included with Office 365 Government G1 or Office 365 Government F1.

² Windows Server AD RMS is an on-premises server that must be purchased and managed separately to enable the supported IRM features.

³ Skype for Business Basic is available for all customers. The Skype for Business desktop client is a locally installed application that provides presence, instant messaging, and conferencing features for Office 365 plans that include Skype for Business Online. Office 365 ProPlus, and Office 365 Enterprise E3 include the full Skype application, which includes additional features such as advanced telephony support, archiving, and compliance features. A Skype for Business Online license must be assigned for each user. For more information on Lync Basic features, see [Skype for Business Online client comparison tables](#).

⁴ Not yet available in GCC High or DoD environments, but coming soon.

⁵ See [Using Outlook for iOS and Android in the Government Community Cloud](#) for more details.

⁶ Not yet available in Office 365 DoD environment, but coming soon.

[How to use this Service Description section](#)

Office 365 GCC

9/16/2019 • 4 minutes to read

To meet the unique and evolving requirements of the United States Federal, State, Local, and Tribal governments, as well as contractors holding or processing data on behalf of the US Government, Microsoft offers Office 365 US Government Community (GCC) services. Available through multiple channels including Volume Licensing, interested organizations go through a validation process to ensure eligibility before an environment is established. Trials are available to only US Government entities at this time.

Please engage your account team or preferred partner to learn more, or initiate the validation process. Additional information can be found on the [Compare Office 365 Government Plans](#) page.

How to use this Service Description section

The Office 365 US Government Service Description is designed to serve as an overlay to the general Office 365 Service Description. It defines the unique commitments and differences compared to Office 365 Enterprise offerings.

US Government Community compliance

Office 365 US Government supports the Federal Risk and Authorization Management Program (FedRAMP) accreditation at a Moderate Impact level. FedRAMP artifacts are available for review by federal customers who are required to comply with FedRAMP. Federal agencies can review these artifacts in support of their review to grant an Authority to Operate (ATO).

Office 365 US Government also supports US Department of Defense Cloud Computing Security Requirements Guide for Level 2 (Non-Controlled Unclassified Information) systems.

Exchange Online, SharePoint Online, Exchange Online Archiving, Skype for Business, and Office for the web have features that can support customers' CJIS requirements for law enforcement agencies, and IRS-1075 requirements for customers who handle FTI.

Office 365 US Government Community screened personnel

Office 365 staff do not have standing access to customer content hosted in Office 365 US Government Community. Any staff who request temporary permission elevation which would grant access to customer content must first have passed the following background checks.

Microsoft Personnel Screening and Background Checks ¹	Description
U.S. Citizenship	Verification of U.S. citizenship
Employment History Check	Verification of seven (7) year employment history
Education Verification	Verification of highest degree attained
Social Security Number (SSN) Search	Verification that the provided SSN is valid

Criminal History Check	A seven (7) year criminal record check for felony and misdemeanor offenses at the state, county, and local level and at the federal level
Office of Foreign Assets Control List (OFAC)	Validation against the Department of Treasury list of groups with whom U.S. persons are not allowed to engage in trade or financial transactions
Bureau of Industry and Security List (BIS)	Validation against the Department of Commerce list of individuals and entities barred from engaging in export activities
Office of Defense Trade Controls Debarred Persons List (DDTC)	Validation against the Department of State list of individuals and entities barred from engaging in export activities related to the defense industry
Fingerprinting Check	Fingerprint background check against FBI databases
CJIS Background Screening	State-adjudicated review of federal and state criminal history by state CSA appointed authority within each state that has signed up for the Microsoft CJIS IA program

¹ applies only to personnel with temporary or standing access to customer content hosted in Office 365 US Government Community Cloud (GCC)

Office 365 US Government Community and Yammer

Yammer Enterprise is not a component of Office 365 US Government, but may be acquired at no cost as a standalone offer for each user licensed for Office 365 US Government Plan E1 and E3. This offer is currently limited to customers who purchase Office 365 US Government under Enterprise Agreement and Enterprise Subscription Agreements.

Currently, Yammer provides logical separation of customer data at the application layer. However, Yammer does not provide the same data location and data access features as Office 365 US Government, does not support FedRAMP accreditation, and is subject to different contract terms from Office 365 services. It is recommended that you review the [Yammer Service Description](#) and privacy terms when assessing the appropriate use of Yammer for your organization. To learn which Office 365 Government plans include Yammer, see [Office 365 US Government](#).

If you decide that the use of Yammer is appropriate for your organization as part of your Office 365 US Government subscription and you have purchased one of the above-mentioned plans that includes Yammer, under your Enterprise Enrollment, you can request an amendment to enable your Yammer Enterprise subscription.

Office 365 US Government Community and MyAnalytics

MyAnalytics is designed and operated in accordance with the FedRAMP control implementation for Office 365 services, but has not yet been reviewed by a 3PAO as part of the Office 365 annual FedRAMP audit. If necessary, please consult with your compliance office before enabling MyAnalytics services for users in your organization.

Office 365 US Government Community Cloud (GCC) customer support

Office 365 GCC customer support is provided under the same terms and conditions offered to [Worldwide versions of Office 365](#), including no support agent physical location or citizenship assurances. Office 365 GCC operates in conjunction with Azure Public Cloud, which is supported under the following [terms and conditions](#).

Microsoft reminds you not to share any controlled, sensitive or confidential information with Support Personnel as part of your Office 365 GCC-related support incident, until you confirm their authorization to view or access such data. Microsoft is committed to [protecting your privacy](#). Office 365 GCC Customer Support is not included in the service accreditation boundary and does not provide FedRAMP, SRG, ITAR, IRS 1075 or CJIS data handling and/or compliance assurances.

Office 365 GCC High and DoD

8/23/2019 • 5 minutes to read

To meet the unique and evolving requirements of the United States Department of Defense, as well as contractors holding or processing DoD controlled unclassified information (CUI) or subject to International Traffic in Arms Regulations (ITAR), Microsoft offers GCC High and DoD environments. Available through Volume Licensing, interested organizations go through a validation process to ensure eligibility before an environment is established. Trials are not available at this time.

Please engage your account team or preferred partner to learn more or initiate the validation process. For more information on how to buy, see [Microsoft 365 Government - How to Buy](#).

How to use this Service Description section

The Office 365 US Government Service Description is designed to serve as an overlay to the general Office 365 Service Description. It defines the unique commitments and differences compared to Office 365 Enterprise offerings.

Compliance

GCC High and DoD meet the compliance requirements for the following certifications and accreditations:

- The Federal Risk and Authorization Management Program at a Moderate baseline (FedRAMP Moderate), including those security controls and control enhancements as outlined in the National Institute of Standards and Technology (NIST) Special Publication 800-53.
- The security controls and control enhancements for United States Department of Defense Cloud Computing Security Requirements Guide (SRG) for information up to Impact Level 5 (L5).

Department of Defense subscribers to Office 365 will receive services provided from the DOD exclusive environment that meets DOD SRG L5. Non-Department of Defense subscribers will receive services from the US Government Defense environment which is assessed at L5, but uses L4 segmentation.

Background screening

Office 365 staff do not have standing access to GCC High and DoD production. Any staff who request temporary permission elevation which would grant access to customer content must first have passed the following background checks.

Microsoft Personnel Screening and Background Checks ¹	Description
U.S. Citizenship	Verification of U.S. citizenship
Employment History Check	Verification of seven (7) year employment history
Education Verification	Verification of highest degree attained
Social Security Number (SSN) Search	Verification that the provided SSN is valid

Criminal History Check	A seven (7) year criminal record check for felony and misdemeanor offenses at the state, county, and local level and at the federal level
Office of Foreign Assets Control List (OFAC)	Validation against the Department of Treasury list of groups with whom U.S. persons are not allowed to engage in trade or financial transactions
Bureau of Industry and Security List (BIS)	Validation against the Department of Commerce list of individuals and entities barred from engaging in export activities
Office of Defense Trade Controls Debarred Persons List (DDTC)	Validation against the Department of State list of individuals and entities barred from engaging in export activities related to the defense industry
Fingerprinting Check	Fingerprint background check against FBI databases
Department of Defense IT-2	Staff requesting elevated permissions to customer data or privileged administrative access to Dept of Defense SRG L5 service capacities must pass Department of Defense IT-2 adjudication based on a successful OPM Tier 3 investigation

¹ Applies only to personnel with temporary or standing access to customer content hosted in Office 365 US GCC-High or DOD clouds.

Feature nuances based on compliant cloud architecture

Office 365 subscriptions in the GCC High and DoD environments include the core Exchange Online, SharePoint Online, and Skype for Business features. Given the increased certification and accreditation of the infrastructure, there are some feature differences between the general commercial Office 365 offerings and those available in GCC High and DoD.

Exchange Online

Exchange Online Unified Messaging Support for On-Premises IP-PBX - Support for integrating on-premises IP-PBX systems with Exchange Online Unified Messaging is not supported in GCC High and DoD subscriptions.

SharePoint Online

Document sharing - SharePoint Online and OneDrive for Business enable seamless information sharing and collaboration between users and teams. Document owners can provide other users with access to their documents through the web interface or modern attachments in Outlook. When sharing a document, there are multiple options for managing permissions:

1. Only me
2. Anyone within my company
3. Anyone with this link
4. Specific people

Customers using SharePoint Online and OneDrive for Business in the GCC High or DoD environments can keep documents private (first option), share with anyone in their organization (second option), share with anyone who has the link to the document (third option), and share with specific people (fourth option). These options can be restricted based on tenant-level access controls as well.

When sharing with specific people, SharePoint will verify that users are the intended recipients of a link by sending them a one-time passcode to the email address that was shared to. However, when a GCC-High tenant shares with another GCC-High tenant, a Guest account will be created for the recipient in Azure AD, and they will sign in with their username and password.

Other examples:

- GCC High tenant A can share with GCC High tenant B, and B users sign in using Azure AD username and password.
- Non-GCC High tenant C can share with GCC High tenant A or B, and A or B users sign in using one-time passcodes.
- GCC High tenant A or B can share with Non-GCC High tenant C, and C users sign in using one-time passcodes.

Additionally, non-GCC High email addresses attached to user profiles are not supported and will not allow alert emails to be sent. For example, on premises User A is assigned a Gmail email address and then synced to Azure GCC High tenant. User A navigates to a library and creates an alert for any changes. The alert will not be sent to the Gmail address.

External Application Access - Connections to external applications such as data sources for Add-Ins are limited to sources that are located within the system security boundaries supported by GCC High and DoD.

Business Connectivity Services - BCS functionality is supported for connectivity scenarios in which the data sources remain reachable within the security boundary for your cloud service.

Sandbox Solutions - This feature has been deprecated and is not available. Any sandboxed solutions should be migrated to the [SharePoint Add-in extensibility model](#).

Skype for Business Online

PSTN Calling & PSTN Conferencing - Due to the requirement to use the Public Switched Telephone Network (PSTN) for telephony-oriented services, PSTN Calling & PSTN Conferencing services are currently not available in GCC High and DoD.

Identity

Multi-factor authentication using a federated identity model enables the use of PIV and CAC cards.

Yammer

Yammer Enterprise is not available in the GCC High and DoD environments.

Customer support

Microsoft reminds you not to share any controlled, sensitive, or confidential information with customer support personnel as part of your support incident when using Office 365 GCC High/DOD, at least until you confirm the support agent's authorization to view or access such data.

Microsoft is committed to protecting your [privacy](#)). However, Office 365 GCC High/DoD support is not included in the service accreditation boundary and does not provide FedRAMP, DOD SRG, ITAR, IRS 1075, or CJIS data handling compliance assurances.

Microsoft 365 Government - How to Buy

In response to the unique and evolving requirements of the United States public sector, Microsoft has created specific Microsoft 365 Government environments for US public sector customers. This section provides an overview of the environments and more information on How to Buy. It is recommended that you read this supplementary section alongside the [Office 365 Service Descriptions](#).

What's Microsoft 365 Government?

Microsoft 365 Government is a set of productivity, security, and mobility cloud software capabilities specifically tailored for US government agencies and contractors sponsored to hold controlled, unclassified information. Delivered through unique environments that meet the most stringent of compliance requirements, Microsoft 365 Government is a cloud offer for US government customers that matches as closely as possible the features and capabilities of Microsoft commercial cloud enterprise offerings.

What's the value of Microsoft 365 Government?

Microsoft 365 Government helps US government leaders and workers be productive virtually anywhere, anytime by enabling mobile productivity and secure collaboration with compliance by helping agencies effectively manage regulatory data-compliance requirements. The following table provides examples for key government roles.

Government leaders can...	Government employees can...	Field personnel can...				
Increase public trust through improved communication and transparency	Improve citizen services through better collaboration	Improve quality of services through mobile access to the information field personnel need, when they need it				
Improve access to insights that can help shape policy and budget decisions	Enhance cross-agency communications.	Enable collaboration and knowledge sharing to identify and resolve problems quickly				

Stay informed and connected with staff and citizens, in the office or on the road	Create deeper engagement with civil servants to help improve employee retention rates	Build a stronger sense of community across agency locations				
Ensure a US government-compliant solution that helps reduce costs and enhance agility						

What makes Microsoft 365 Government different from Microsoft 365 enterprise offerings?

Microsoft 365 Government is uniquely designed to address the compliance requirements of US government agencies in four key areas:

Exclusive community. Government data centers are available only to government agencies or departments—or commercial companies that have been authorized to hold and process-controlled information on behalf of the US government.

Screened personnel. Access to your organization's customer content is restricted to screened Microsoft personnel who are US citizens and has passed required background checks. Third-party audits. All of the infrastructure is audited by a certified third-party auditor who provides a security assessment report or attestation letter used by federal agencies to issue an authorization to operate (ATO).

Content storage. Data is stored within the continental United States with compliant infrastructure. The following table summarizes Microsoft 365 for US Government environments and commitments.

Offerings	Commitments	
Microsoft 365 Government GCC	FedRamp Moderate, CJIS, IRS 1075, DISA SRG L2	Yes
Microsoft 365 Government GCC High	FedRamp High, ITAR, DFARS, DOD SRG L4 Controls	Yes
Microsoft 365 Government DoD	DISA SRG L5	Yes

For more information about Microsoft security and compliance accreditation, visit the [Microsoft Trust Center](#)

Microsoft 365 for U.S. Government eligibility and validation

Microsoft 365 for U.S. Government is available to eligible government customers and non-government organizations sponsored to hold or process controlled information. The eligibility criteria for these two categories of customers is consistent across the Microsoft Government Cloud.

Both GCC and GCC High offerings are available to any customer that is eligible for the Microsoft Government Cloud, and the DoD environment is for the exclusive use of the U.S. Department of Defense. Service availability and price differ, and GCC remains the hero motion for all customers that do not hold FedRAMP High or DoD controlled unclassified information (CUI).

An eligible government customer is defined by one the following:

- A federal agency, defined as a bureau, office, agency, department or other entity of the U.S. Government
- A state/local entity, defined as one of the following:
 1. Any agency of a state or local government in the U.S.
 2. Any U.S. county, borough, commonwealth, city, municipality, town, township, special purpose district, or other similar type of governmental instrumentality established by the laws of a customer's state and located within the customer's state's jurisdiction and geographic boundaries
 3. The District of Columbia, the Commonwealth of Puerto Rico, Guam, American Samoa, the United States Virgin Islands, and the Northern Mariana Islands
- A tribal entity, defined as a federally recognized tribal entity eligible for funding and services from the U.S. Department of Interior by virtue of its status as an Indian tribe, or, in Alaska, a native village or Alaska Regional Native corporation

Non-government organizations who hold the following types of data and can provide the listed proofs qualify for the Microsoft Government Cloud validation process:

A commercial private entity with data that's subject to regulations. Accepted government data types include:

- International Traffic in Arms (ITAR)
- Controlled Unclassified Information (CUI)
- Department of Defense (DoD) Unclassified Controlled Nuclear Information (UCNI)
- Department of Energy (DoE) UCNI
- Criminal Justice Information (CJI)
- Department of Defense Impact Level Data
- Other types of data that require Microsoft 365 Government

An international commercial entity may qualify, though regulated data may be required to purchase the service through their US subsidiary.

Proof of membership in one of the groups listed above will be required for access to Microsoft 365 Government offerings.

What services and features are available in the Microsoft 365 Government cloud environments?

To learn more about the services available in Microsoft 365 Government, see the following resources:

- [Office 365 Government Service Description](#)
- [Enterprise Mobility + Security for US Government Service Description](#)
- [Microsoft Defender ATP for US Government GCC High customers](#)
- [Teams for Government - GCC deployments](#)
- [Teams for Government - GCC High deployments](#)
- [Teams for Government - DoD deployments](#)
- [Outlook for iOS and Android in the Government Community Cloud](#)
- [Microsoft PowerApps US Government](#)
- [Microsoft Flow US Government](#)
- [Microsoft 365 Government product page](#)

- [Microsoft 365 Roadmap](#)

What sales channels are available for Microsoft 365 Government?

The following table shows the options that can accommodate the needs of each segment.

	GCC		GCC High	DoD
SKU	Gov for government, GOVCON for commercial		GCC-High	DOD
Channel	EA (LSP), AOS-G, MPSA, Web Direct, CSP		EA (LSP), AOS-G	EA

How do I buy Microsoft 365 Government?

Follow these steps to purchase Microsoft 365 Government licenses:

1. [Complete and submit the form](#) to validate your organization's eligibility.
2. Work with the Microsoft account team or a qualified partner to place an order. Customers can purchase Microsoft 365 for US Government licenses only through select partners.

LSPs GCC and GCC High (+500 seats)

- CDW
- Connection (formerly PC Connection)
- Dell
- Hewlett Packard
- Insight
- PCM (also owns En Pointe Technologies)
- SHI
- SoftwareOne
- Softchoice
- Zones International

AOS-G partners GCC and GCC High (under 500 seats)

- Agile IT
- C3 Integrated Solutions
- Dox Electronics, Inc.
- F1 Solutions, Inc.
- KTL Solutions, Inc.
- LiftOff, LLC
- Planet Technologies
- Summit 7 Systems

Note: All Microsoft licensing solution providers (LSPs) in the preceding list can transact both GCC and GCC High through Enterprise Agreement (EA) to create the customer price sheet (CPS). Organizations that don't qualify for EA can purchase GCC licenses through the listed AOS-G partners or CSP partner program.

If you work with a CSP partner please contact them or [find a CSP](#).

What trials are available?

- [EMS](#). Customers can select the Try now button on the upper right portion of the EMS page to go through a gated sign-up process on the Office commerce portal, which routes them to the Azure Active Directory (AAD) portal.
- [Office 365](#). A free one-month trial is available exclusively for US government organizations, this is for GCC ONLY and excludes Government Contractors.
- Microsoft does not offer trials of Office 365 GCC to commercial customers, and there are no trials of GCC High or DoD

Where can I learn more?

See the following resources to find out more about Microsoft 365 Government.

- [Office 365 Government Service Description](#)
- [Enterprise Mobility + Security for US Government Service Description](#)
- [Microsoft Defender ATP for US Government GCC High customers](#)
- [Teams for Government - GCC deployments](#)
- [Teams for Government - GCC High deployments](#)
- [Teams for Government - DoD deployments](#)
- [Outlook for iOS and Android in the Government Community Cloud](#)
- [Microsoft PowerApps US Government](#)
- [Microsoft Flow US Government](#)
- [Microsoft 365 Roadmap](#)
- [Microsoft 365 Government product page](#)
- [Microsoft Government Industry page](#)
- [Microsoft IT Tech Community - Public Sector](#)
- [Azure Government](#)

Office 365 operated by 21Vianet

8/1/2019 • 75 minutes to read

Office 365 operated by 21Vianet is designed to meet the needs for secure, reliable, and scalable cloud services in China. This service is powered by technology that Microsoft has licensed to 21Vianet.

NOTE

The Office 365 operated by 21Vianet version of Office 365 is specific to China.

Microsoft does not operate the service itself. 21Vianet operates, provides, and manages delivery of the service. 21Vianet is the largest carrier-neutral Internet data center services provider in China, providing hosting, managed network services, and cloud computing infrastructure services. By licensing Microsoft technologies, 21Vianet operates local Office 365 datacenters to provide the ability to use Office 365 services while keeping data within China. 21Vianet also provides [subscription and billing services, as well as support](#).

NOTE

These services are subject to Chinese laws.

Due to the unique nature of the China services—operated by a partner from datacenters inside China—there are some features that have not yet been enabled. Customers will see the services come closer to full feature parity over time. See the service description footnotes for differences. For a higher-level overview of differences, see [Learn about Office 365 operated by 21Vianet](#).

Service availability within each plan

Each Office 365 plan operated by 21Vianet includes a number of individual services, such as Exchange Online and SharePoint Online. The following table shows the services that are available in each Office 365 plan.

NOTE

The Office 365 operated by 21Vianet version of Office 365 is specific to China.

Service	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Office 365 Platform ¹	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Exchange Online	Yes	No	Yes	Yes	Yes	Yes	Yes

SharePoint Online	Yes	No	Yes	Yes	Yes	Yes	Yes
OneDrive for Business	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Skype for Business Online	Yes	No	Yes	Yes	Yes	Yes	Yes
Office for the web	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Office 365 ProPlus	No	No	No	No	No	Yes	No
Project Online ²	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Power BI	No	No	No	No	No	No	No
Visio for the web ³	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Yammer Enterprise	No	No	No	No	No	No	No
Azure Information Protection	No	No	No	No	No	No	No

¹ Includes features such as Office 365 administration, Office 365 suite apps, user account management, domains, service health and continuity, reporting, service updates, help and training, networking, and so on. For more information, see the [Platform features](#) table.

² Project Online is not included, but can be purchased as a separate add-on service or added for free to the Office 365 A1 plan.

³ Visio for the web consumption (view capability) is available for free. Visio for the web create and edit capabilities require a license. For more information about Visio for the web, see the [Visio for the web Service Description](#).

System requirements

For system requirements for Office 365, see [System requirements for Office](#) on the [office.com](#) products site.

Security & Compliance Center availability in Office 365 operated by 21Vianet

The Office 365 Security & Compliance Center is not available in any plans for Office 365 operated by 21Vianet.

Platform features

The following table lists all platform features for Office 365 operated by 21Vianet.

NOTE

The Office 365 operated by 21Vianet version of Office 365 is specific to China.

Feature	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Office 365 administration							
Administer Office 365 by using the Microsoft 365 admin center or Windows PowerShell	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Protect content by using Azure Information Protection	No	No	No	No	No	No	No
Manual translation of Message Center posts via machine translation	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Office 365 Suite Features	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Microsoft Bookings	No	No	Yes	No	No	No	No
Microsoft Flow	No	No	No	No	No	No	No
Microsoft Forms	No	No	No	No	No	No	No

Microsoft MyAnalytics	No	No	No	No	No	No	No
Microsoft Planner	No	No	No	No	No	No	No
Microsoft PowerApps	No	No	No	No	No	No	No
Microsoft StaffHub	No	No	No	No	No	No	No
Microsoft Stream	No	No	No	No	No	No	No
Microsoft Sway ⁸	No	No	No	No	No	No	No
Microsoft Teams	No	No	No	No	No	No	No
Office Delve	No	No	No	No	No	No	No
Office 365 Groups	Yes	No	Yes	Yes	Yes	Yes	Yes
Office 365 Video	No	No	No	Yes	Yes	Yes	Yes ²
OneNote Class Notebook	No	No	No	Yes ¹⁵	No	No	No
User Account Management	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Cloud identity, Federated identity, or Multi-factor authentication ¹⁴	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Office 365 desktop setup	No	No	No	No	No	No	No
Bulk upload Using .csv files	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Directory Sync tool	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Exchange simple (cutover) migration	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Delete accounts and reset user passwords from Office 365 or by using Windows PowerShell ³	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Users can change their own passwords	No	No	No	No	No	No	No
Manage licenses	Yes ⁶	Yes ⁶	Yes ⁶	Yes ^{6, 7}	Yes ^{6, 7}	Yes ^{6, 7}	Yes ^{6, 7}
Manage security groups from Office 365	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Multiple administrat or roles available	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Allow a partner to administer Office 365 for you	No	No	No	No	No	No	No
Azure Active Directory services	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Domains	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet

Add custom 2nd-level domains, like fourthcoffee.com	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Add custom 3rd-level domains, like marketing.fourthcoffee.com	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Add up to 900 custom domains	Yes	Yes	Yes	Yes	Yes	Yes	Yes
DNS records managed by Office 365 (full redelegation)	Yes	Yes	Yes	Yes	No	Yes	Yes
DNS records managed at your DNS hosting provider (partial redelegation)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Use name.partner.onmsc.hina.cn domain or a custom domain name for email addresses and Skype for Business Online	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Use name-public.sharepoint.cn or a custom domain name for your SharePoint Online Public Website ^{5, 11}	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Use name.sharepoint.cn for your team site	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Use a custom domain name for your team site	No	No	No	No	No	No	No
Host a public website with a different provider	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Use a different provider for email and IM	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Host multiple SharePoint Online Public Websites with custom domain names ⁵	No	No	No	No	No	No	No
Domain ownership verification required for custom domains	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Automated domain purchase and domain verification available for domains purchased through Go Daddy	No	No	No	No	No	No	No
Service Health and Continuity	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Status information available on the Service health or Service status page	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Status of individual alerts available on the Microsoft 365 admin center dashboard	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Service health RSS feed	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Reports	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Active and inactive mailboxes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
New and deleted mailboxes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
New and deleted groups	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Mailbox usage	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Types of mailbox connections	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Sent and received mail	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Top senders and recipients	Yes	--	Yes	Yes	Yes	Yes	Yes
Spam detections	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Malware detections	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Top malware for mail	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Rule matches for mail	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Top rule matches for mail	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Top DLP policy matches for mail	No	No	No	No	No	Yes	No
DLP policy matches by severity for mail	No	No	No	No	No	Yes	No
DLP policy matches, overrides, and false positives for mail	No	No	No	No	No	Yes	No
Top DLP rule matches for mail	No	No	No	No	No	Yes	No

IM and audio sessions	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Application sharing, web, and dial-in conferences	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Video, application sharing, and file transfer sessions	Yes	Yes	Yes	Yes	Yes	Yes	Yes
IM and audio/video conferences	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Downloadable mail protection reports	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Browser used	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Operating system used	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Create your own reports using Office 365 reporting web services	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Service Updates	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Regular updates provided to all customers	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Notifications sent to Message Center when action is required, an issue is resolved, features are deployed, or your service changes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Roadmap.office.com for some service updates	Yes	--	Yes	Yes	Yes	Yes	Yes
Option to turn on Targeted release	No	--	No	No	Yes	Yes	Yes
Help and Training	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Online help	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Community	No	No	No	No	No	No	No
Other self-help resources ¹²	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Self-paced training	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Networking	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
IPv4 protocol	Yes	Yes	Yes	Yes	Yes	Yes	Yes
IPv6 protocol	No	No	No	No	No	No	No

Trust	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Privacy, Security, and Transparency	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Advanced Data Governance	No	No	No	No	No	No	No
Advanced Security Management	No	No	No	No	No	No	No
Advanced Threat Protection	No	No	No	No	No	No	No
Customer Lockbox	No	No	No	No	No	No	No
Office 365 Advanced eDiscovery	No	No	No	No	No	No	No
Secure Score ⁴	No	No	No	No	No	No	No
Threat Intelligence	No	No	No	No	No	No	No
Compliance[ServiceDesk]							
SAS 70 / SSAE16 Assessments	No	No	No	No	No	No	No
ISO 27001 certified	Yes	Yes	Yes	Yes	Yes	Yes	Yes
EU Model Clauses	No	No	No	No	No	No	No
EU Safe Harbor	No	No	No	No	No	No	No

HIPAA-Business Associate Agreement	No	No	No	No	No	No	No
FISMA Authority to Operate	No	No	No	No	No	No	No
Microsoft Data Processing Agreement	No	No	No	No	No	No	No
PCI-governed PAN data	No	No	No	No	No	No	No
Service Continuity							
BlackBerry	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Use BlackBerry Internet Service (BIS)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Partners							
Create trial invitations and purchase orders for a customer who is using the specified plan	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Provide delegated administration	No	No	No	No	No	No	No
Service Level Agreement^{†9}	Yes	Yes	Yes	Yes	Yes	Yes	Yes

[illegible]

Micros oft InfoPat h	No	No	No	No	No	No	No ⁵	No	No	No
Windo ws 10 Apps	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Office for Mac for Office 365	No	Yes	No	No	No	Yes	No ⁵	No	Yes	No
Office Mobile for iPad/iP hone	Yes	Yes	Yes	Yes	Yes	Yes	Yes ⁵	Yes	Yes	Yes
Micros oft Outloo k	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
[Office Mobile for Androi d] ¹⁵ (../ office-applica tions-service - descrip tion/off ice-applica tions.m d#offic e-mobile -for-androi d)	Yes	Yes	Yes	Yes	Yes	Yes	Yes ⁵	Yes	Yes	Yes
Office Mobile for Windo ws Phone	No	Yes	No	No	No	Yes	No ⁵	No	Yes	No

Office Mobile for Windows Phone	No	Yes	No	No	No	Yes	No ⁵	No	Yes	No
Outlook for Android	No	Yes	Yes	Yes	No	Yes	No ⁵	No	Yes	No
Enterprise Value	Office Professional Plus 2013 operated by 21Vianet	Office Professional Plus 2016 operated by 21Vianet	Office 365 ProPlus operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Essentials operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
5 installs per user on PC or Mac	No	Yes	Yes ⁶	Yes ⁶	No	Yes	No ⁵	No	Yes	No
Automated user account provisioning	N/A	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Multilingual user interface	Yes	Yes	Yes	No	No	Yes	No	No	Yes	No
Client push deployment	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	No
Client support for on-premises Exchange	Yes	Yes	Yes	Yes	No	Yes	No	No	Yes	No

Client support for on-premises SharePoint	Yes	Yes	Yes	Yes	No	Yes	No	No	Yes	No
Control of software updates	Yes	Yes	Yes	Yes	No	Yes	No	No	Yes	No
Database Compare	Yes	Yes	Yes	No	No	No	No	No	Yes	No
Desktop virtualization	Yes	Yes	Yes ⁷	No	No	No	No	No	Yes	No
Excel Spreadsheet Compare	Yes	Yes	Yes	No	No	No	No	No	Yes	No
Excel Spreadsheet Inquire	Yes	Yes	Yes	No	No	No	No	No	Yes	No
Exchange Online and SharePoint Online Archiving and Compliance	Yes ¹	Yes	Yes ¹	No	No	No	No	No	Yes	No
Group Policy support	Yes	Yes	Yes	No	No	No	No	No	Yes	No

Information Rights Management (IRM) using Azure Information Protection ¹¹	No	No	No	No	No	No	No	No	Yes	No
Information Rights Management (IRM) using Windows Server AD RMS ²	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Office Add-in, ActiveX, and BHO support	Yes	Yes	Yes	No	No	Yes	No	No	Yes	No
OneNote client access to notebooks on SharePoint Server, SharePoint Online, OneDrive for Business, and Office 365	No	Yes	No	No	No	Yes	No	No	Yes	No
Office Lens	No	No	No	No	No	No	No	No	No	No
Office Telephony	Yes	Yes	Yes	No	No	No	No	No	Yes	No

Offline support for client applications	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	No
Optimized side-by-side client installation	No	Yes	Yes	Yes	Yes	Yes	No	No	Yes	No
Power Map for Excel	No ³	No	No	No	No	No	No	No	Yes	No
Power Pivot for Excel	No	No	No	No	No	No	No	No	Yes	No
Power Query for Excel	No	No	No	No	No	No	No	No	Yes	No
Power View for Excel	No	No	No	No	No	No	No	No	Yes	No
Roaming settings	Yes	Yes	No	No	No	No	No	No	No	No
Shared computer activation	No	No	No	No	No	No	No	No	Yes	No
Support for blocking cloud-based file storage	Yes	Yes	Yes	No	No	No	No	No	Yes	No
Version upgrades	No	Yes	Yes	Yes	No	Yes	No	No	Yes	No

Volume activation (KMS/MAK)	Yes	Yes	No ⁸	No	No	No	No	No	No	No

¹ Archiving and compliance features are supported with this version of Office, but the Exchange Online and SharePoint Online plans are not included and must be purchased separately or used with supported on-premises server equivalents.

² Windows Server AD RMS is an on-premises server that must be purchased and managed separately in order to enable the supported IRM features.

³ If you have Office Professional Plus 2013 or a standalone version of Excel 2013, you can download and use the [Power Map Preview for Excel 2013](#) as an unsupported add-in.

⁴ Skype for Business Basic is available for all customers. The Skype for Business desktop client is a locally installed application that provides presence, instant messaging, and conferencing features for Office 365 plans that include Skype for Business Online. Office 365 ProPlus, and Office 365 Enterprise E3 include the full Skype application, which includes additional features including advanced telephony support, archiving, and compliance features. A Skype for Business Online license must be assigned for each user. For more information on Lync Basic features, see [Desktop client comparison tables](#).

⁵ Some schools are eligible for Education Plus, which includes Office 365 ProPlus, and allows students, faculty and staff to install the latest version of Office on up to five PC or Mac computers and on other mobile devices, including Windows tablets and the iPad. Schools qualify for Office 365 Education Plus when they license Office institution-wide for faculty and staff through Enrollment for Education Solutions, Open Value Subscription Education Solutions, or a school contract. Note that Access and Publisher are available on PCs only. OneNote for Mac is available as a separate download from the Mac App Store.

⁶ Office 2011 for Mac can be installed, but not activated.

⁷ Office 365 ProPlus is supported on user-dedicated virtual desktop infrastructure (VDI). Office 365 ProPlus only supports Remote Desktop Services (RDS) when purchased through a Volume Licensing Program.

⁸ Volume activation for Office 365 Enterprise E3 and Office 365 ProPlus are limited to installations on Windows Server 2008 R2 and newer with the RDS role enabled or Windows To Go installations. In either case, users accessing these installations need to be licensed users of Office 365 Enterprise E3 or Office 365 ProPlus.

⁹ Access is currently available if you're on Current Channel or on Targeted release for Deferred Channel. If you're on Deferred Channel, Access will be available in June 2017. For more information, see [Access included as part of Office 365 Business and Business Premium](#).

¹⁰ Visio for the web is currently in preview for Office 365 operated by 21Vianet. For more information about Visio for the web, see the [Visio for the web Service Description](#).

¹¹ Coming soon to Office 365 operated by 21Vianet.

¹⁵ Google services (including Play Store) are not accessible inside China. There are several app stores maintained by major phone manufacturers or search engine companies that users can install mobile apps from.

Office for the web features

NOTE

The Office 365 operated by 21Vianet version of Office 365 is specific to China.

The following table provides links to comparisons of Office for the web feature capabilities to feature-rich Microsoft Office desktop apps. Use the comparisons to discover what features are available in Office for the web, and then click on the feature name to read a brief description about how that feature works.

NOTE

- A limited selection of Office features has been chosen to represent the advanced capabilities of the Office desktop suite. The comparison tables are not a comprehensive list of Microsoft Office features.
- Microsoft Office 365 ProPlus is a monthly subscription offer of the latest Office desktop suite.
- Microsoft Office Web Apps Server 2013 on-premises customers get an Office for the web editing license if they have purchased an Office desktop suite license (such as Office Professional Plus, Office Standard, or an Office 365 ProPlus license).

Application	Office for the web operated by 21Vianet	Link to detailed feature comparison
Word	Word for the web operated by 21Vianet	Word
Excel	Excel for the web operated by 21Vianet	Excel
OneNote	OneNote for the web operated by 21Vianet	OneNote
PowerPoint	PowerPoint for the web operated by 21Vianet	PowerPoint

Exchange Online features

The following table lists the Exchange Online services that are available in Office 365 operated by 21Vianet plans.

NOTE

The Office 365 operated by 21Vianet version of Office 365 is specific to China

Feature	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet	
Planning and Deployment								
Hybrid deployment supported	Yes ^{9, 10}	Yes ¹⁰	Yes ^{9, 10}	Yes ¹⁰	Yes ¹⁰	Yes ¹⁰	Yes ¹⁰	
IMAP migration supported	Yes	Yes	Yes	Yes	Yes	Yes	Yes	

Cutover migration supported	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Staged migration supported	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Permissions	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet	
Role-Based Permissions	Yes	Yes	Yes	Yes	Yes	Yes	No	
Role Groups	Yes	Yes	Yes	Yes	Yes	Yes	No	
Role Assignment Policies	Yes	Yes	Yes	Yes	Yes	Yes	No	
Message Policy and Compliance	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet	
Archiving Exchange Online-based Mailboxes	Yes	Yes	Yes	Yes	Yes	Yes	No	
Cloud-Based Archiving of On-Premises Mailboxes	No	No	No	Yes	No	No	No	
Retention Tags and Retention Policies	Yes	Yes	Yes	Yes	Yes	Yes	Yes	

Encryption of data at rest (BitLocker)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
IRM using Azure Information Protection	No	No	No	No	No	No	No	
IRM using Windows Server AD RMS ²	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Office 365 Message Encryption	No	No	No	No	No	No	No	
S/MIME	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
In-Place Hold and Litigation Hold	No	--	No	Yes	No	Yes	No	
In-Place eDiscovery	Yes ⁷	Yes ⁷	Yes ⁷	Yes	Yes ⁷	Yes ⁷	Yes	
Transport Rules	Yes ³	Yes ³	Yes ³	Yes ³	Yes ³	Yes ³	Yes ³	
Data Loss Prevention	No	No	No	No	No	Yes	No	
Journaling	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Anti-Spam and Anti-Malware Protection	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet	
Built-In Anti-Spam Protection	Yes	Yes	Yes	Yes	Yes	Yes	Yes	

Customiz e Anti- Spam Policies	Yes	Yes	Yes	Yes	Yes	Yes	Yes ⁴	
Built-In Anti- Malware Protection	Yes ⁵	Yes ⁵	Yes ⁵	Yes ⁵	Yes ⁵	Yes ⁵	Yes ⁵	
Customiz e Anti- Malware Policies	Yes	Yes	Yes	Yes	Yes	Yes	Yes ⁴	
Quarantin e - administr ator managem ent	Yes	Yes	Yes	Yes	Yes	Yes	Yes ⁴	
Quarantin e - end- user self- managem ent	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Advanced Threat Protection	No	--	No	No	No	No	No	
Mail Flow	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterpris e E1 operated by 21Vianet	Office 365 Enterpris e E3 operated by 21Vianet	Office 365 Enterpris e F1 operated by 21Vianet	
Custom Routing of Outboun d Mail	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Secure Messagin g with a Trusted Partner	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Condition al Mail Routing	Yes	Yes	Yes	Yes	Yes	Yes	Yes	

Adding a Partner to an Inbound Safe List	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Hybrid Email Routing	Yes ⁹	--	Yes ⁹	Yes	Yes	Yes	Yes	
Recipients	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet	
Capacity Alerts	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Clutter	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
MailTips	Yes	Yes	Yes	Yes ¹²	Yes ¹²	Yes ¹²	Yes ¹²	
Delegate Access	Yes	Yes	Yes	Yes	Yes	Yes	No	
Inbox Rules	Yes	Yes	Yes	Yes	Yes	Yes	No	
Connected Accounts	Yes	Yes	Yes	Yes ¹³	Yes ¹³	Yes ¹³	Yes ¹³	
Inactive Mailboxes	No ⁶	--	No ⁶	Yes	No ⁶	Yes	No ⁶	
Offline Address Book	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Address Book Policies	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Hierarchical Address Book	Yes	--	Yes	Yes	Yes	Yes	No	
Address Lists and Global Address List	Yes	Yes	Yes	Yes ¹⁴	Yes ¹⁴	Yes ¹⁴	Yes ¹⁴	

Office 365 Groups	Yes	No	Yes	Yes	Yes	Yes	Yes	
Distribution Groups	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
External Contacts (global)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Universal Contact Card	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Contact Linking with Social Networks	Yes ¹¹	Yes ¹¹	Yes ¹¹	Yes ¹¹	Yes ¹¹	Yes ¹¹	Yes ¹¹	
Resource Mailboxes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Conference Room Management	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Out-of-Office Replies	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Calendar Sharing	Yes ¹²	Yes ¹²	Yes ¹²	Yes ¹²	Yes ¹²	Yes ¹²	Yes ¹²	
Reporting Features and Troubleshooting Tools	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet	
Microsoft 365 admin center reports	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Excel Reporting Workbook	No	Yes	No	No	Yes	Yes	Yes	

Web Services Reports	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Message Trace	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Auditing Reports	Yes	Yes	Yes	Yes	Yes	Yes	Yes ²	
Unified Messaging Reports	No	No	No	No	No	No	No	
Sharing and Collaboration	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet	
Federated Sharing (Including Calendar Publishing)	Yes ¹²	Yes ¹²	Yes ¹²	Yes ¹²	Yes ¹²	Yes ¹²	Yes ¹²	
Public Folders	Yes	Yes	Yes	Yes	Yes	Yes	No	
Clients and Mobile Devices	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet	
Microsoft Outlook	Yes	Yes	Yes	Yes	Yes	Yes	No ⁶	
Outlook Web App	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Exchange ActiveSync	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
POP and IMAP	Yes	Yes	Yes	Yes	Yes	Yes	Yes ⁸	
SMTP	Yes	Yes	Yes	Yes	Yes	Yes	Yes	

EWS Application support	Yes	Yes	Yes	Yes	Yes	Yes	No	
Outlook for Mac	Yes	Yes	Yes	Yes	Yes	Yes	No	
Voice Message Services	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet	
Voice Mail	No	No	No	No	No	No	No	
Integration Between Voice Mail and Third-Party FAX	No	No	No	No	No	No	No	
Third-Party Voice Mail Interoperability	No	Yes	No	No	No	No	No	
Skype for Business Integration	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
High Availability and Business Continuity	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet	
Mailbox Replication at Data Centers	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Deleted Mailbox Recovery	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Deleted Item Recovery	Yes	Yes	Yes	Yes	Yes	Yes	Yes	

Single Item Recovery	Yes	Yes	Yes	Yes	Yes	Yes	No	
Interoperability, Connectivity, and Compatibility	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet	
Skype for Business Presence in OWA and Outlook	Yes	Yes	Yes	Yes	Yes	Yes	No	
SharePoint Interoperability	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
EWS Connectivity Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
SMTP Relay Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Exchange Online Setup and Administration	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet	
Microsoft Office 365 portal access	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Microsoft 365 admin center access	Yes	Yes	Yes	Yes	Yes	Yes	No	
Exchange admin center access	Yes	Yes	Yes	Yes	Yes	Yes	Yes	

Remote Windows PowerShell access	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
ActiveSync Policies for Mobile Devices	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Usage Reporting	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Extending the Service - Customization, Add-ins, and Resources	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet	
Outlook Add-Ins and Outlook MAPI	Yes ¹	Yes ¹	Yes ¹	Yes ¹	Yes ¹	Yes ¹	No	

¹ Some third-party web parts and add-ins may not be available.

² Windows Server AD RMS is an on-premises server that must be purchased and managed separately in order to enable the supported IRM features.

³ Transport rules are made up of flexible criteria, which allow you to define conditions and exceptions, and actions to take based on the criteria. The available criteria and actions differ between Exchange Online, and Microsoft Exchange Server 2013. For a list of available criteria and actions, see the corresponding criteria and actions topics for each product.

⁴ Only accessible via direct access to the Exchange admin center (EAC) management interface.

⁵ Exchange Server 2013 uses only the Microsoft anti-malware engine. Exchange Online uses multiple anti-malware engines to scan inbound, outbound, and internal messages for malware.

⁶ An EOA subscription can be purchased separately for each mailbox that requires the inactive mailbox feature.

⁷ For eDiscovery, you need a separate query for on-premise vs. cloud.

⁸ POP is supported, but IMAP is not.

⁹ Office 365 Business Essentials and Business Premium do not provide access rights for utilization with on-premises servers. To be compliant, customer must purchase or have previously purchased the appropriate CALs or upgrade to an Enterprise SKU, which provides these access rights.

¹⁰ The Hybrid Configuration wizard is available for Exchange 2013 CU5 and greater on-premises deployments. However, some hybrid features have limitations - see the help topic. For details, see [Office 365 operated by 21Vianet](#).

¹¹ For Office 365 operated by 21Vianet, LinkedIn is available, but not Facebook.

¹² Hybrid deployment setup is available through the Hybrid Configuration wizard for Exchange 2013 CU5, or can be set up manually if you have Exchange 2013 SP1. See the help topic For details, see [Office 365 operated by 21Vianet](#).

¹³ Connected accounts are supported for POP & IMAP accounts, but disabled for Outlook.com (Hotmail).

¹⁴ Using a cmdlet to work with the Address List and Global Address List is not supported.

Exchange Online limits

For information about Exchange Online limits, see the following:

- [Address book limits](#)
- [Capacity alerts](#)
- [Mailbox folder limits](#)
- [Message limits](#)
- [Receiving and sending limits](#)
- [Reporting and message trace limits](#)
- [Retention limits](#)
- [Distribution group limits](#)
- [Journal, Transport, and Inbox rule limits](#)
- [Moderation limits](#)
- [Exchange ActiveSync limits](#)

IMPORTANT

- The limits applied to a Microsoft Office 365 organization may differ depending on how long the organization has been enrolled in the service. When a limit is changed in the Microsoft datacenters, it can take some time to apply the change to all existing customers.
- You can't modify most of these limits, but you and your users should be aware of them.
- These limits apply to both internal and external recipients.
- By default, Exchange Online Protection (EOP) protects Exchange Online mailboxes. For limits that apply to EOP features in Exchange Online, see [Exchange Online Protection Limits](#).

Exchange Online Protection features

The following table lists Exchange Online Protection (EOP) features that are available in Office 365 operated by 21Vianet plans. For more detailed information about EOP features, click the links in the table.

NOTE

The Office 365 operated by 21Vianet version of Office 365 is specific to China.

Feature	EOP standalone for Office 365 operated by 21Vianet	EOP features in Exchange Online for Office 365 operated by 21Vianet
Mail recipients	Yes ¹	Yes ¹
Admin role group permissions	Yes ²	Yes
Domain management	Yes ³	Yes ³
Match subdomains	Yes	Yes

Directory Based Edge Blocking (DBEB)	No	Yes
Transport rules	Yes ^{3, 4, 11}	Yes ^{3, 4, 11}
Audit logging	Yes ⁵	Yes
Data loss prevention (DLP)	No	No
Office 365 Message Encryption	No	No
Anti-spam protection (built-in)	Yes	Yes
Customize anti-spam policies	Yes ⁶	Yes
Anti-malware protection (built-in)	Yes ¹⁰	Yes
Customize anti-malware policies	Yes	Yes
Quarantine: administrator management	Yes	Yes
Quarantine: end-user self-management	Yes	Yes
Junk Email Reporting Add-in for Microsoft Office Outlook	Yes	Yes
Junk Email Reporting in Outlook Web App	No ⁷	No ⁷
Routing email between Office 365 and your own email servers	Yes	Yes
Secure messaging with a trusted partner	Yes	Yes
Safe listing a partner's IP address	Yes	Yes
Conditional mail routing	Yes	Yes
Hybrid mail routing	No	Yes
Microsoft 365 admin center reports	No ⁸	Yes ^{8, 9}
Excel download application reports	No	Yes
Reporting using web services	No	Yes
Message trace	Yes ¹²	Yes ¹²
Access to the Microsoft 365 admin center	Yes	Yes

Access to the Exchange admin center (EAC)	Yes	Yes
Remote Windows PowerShell access	Yes ²	Yes

¹ Mail users are defined as "Mailboxes," and, along with external mail contacts, can be added, removed, and otherwise managed directly in the Exchange admin center (EAC).

² No RBAC customization. Admin roles only.

³ Managed domains can be viewed and domain types can be edited in the EAC. All other domain management must be done in the Microsoft 365 admin center.

⁴ The available flexible criteria and actions differ between EOP and Exchange Online. For a list of available criteria and actions in EOP, see [Transport Rule Criteria](#) and [Transport Rule Actions](#). For a list of available criteria and actions in Exchange Online, see [Transport Rule Criteria](#) and [Transport Rule Actions](#).

⁵ EOP auditing reports are a subset of Exchange Online auditing reports that exclude information about mailboxes.

⁶ The default content filter action is to move spam messages to the recipients' Junk Email folder. For this to work with on-premises mailboxes, you must also configure two Exchange Transport rules on your on-premises servers to detect spam headers added by EOP. For more information, see [Ensure that Spam is Routed to Each User's Junk Email Folder](#).

⁷ This feature is available to Exchange Server 2013 Service Pack 1 (SP1) customers whose mailboxes are being filtered by EOP, and will soon be available to Exchange Online customers.

⁸ EOP reports are a subset of Exchange Online reports that exclude information about mailboxes.

⁹ Includes DLP reports.

¹⁰ Scans inbound and outbound messages, but does not scan internal messages sent from a sender in your organization to a recipient in your organization.

¹¹ The available predicates and actions differ between EOP and Exchange Online.

¹² Hybrid setup is not available through Hybrid Wizard, but can be set up manually if you have Exchange SP1.

Exchange Online Archiving features

Exchange Online Archiving is available through the following plans.

NOTE

The Office 365 operated by 21Vianet version of Office 365 is specific to China.

PLAN	DESCRIPTION
Exchange Online Archiving for Exchange Server for Office 365 operated by 21Vianet	Cloud-based archive for users with primary mailboxes in Exchange Server 2013 or Exchange 2010 (SP2 or later). If you want to add a cloud-based archive to a primary mailbox that's located on an on-premises Exchange server, you need to configure a hybrid deployment. For more information about hybrid deployments see Exchange Server Hybrid Deployments .
Exchange Online Archiving for Exchange Online for Office 365 operated by 21Vianet	The following plans already include archiving and do not require Exchange Online Archiving as an add-on: Office 365 A1 operated by 21Vianet Office 365 Enterprise E3 operated by 21Vianet Exchange Online Plan 2 for Office 365 operated by 21Vianet For details on the archiving capabilities of Exchange Online mailboxes, see Archive mailboxes in Exchange Online .

The following table shows the Exchange Online Archiving features available in Office 365 operated by 21Vianet.

Feature	Exchange Online Archiving for Exchange Server ¹	Exchange Online Archiving for Exchange Online ²
Archive Features in Exchange Online Archiving		
Archive mailbox	No	Yes
Move messages using Archive policy	No	Yes
Import data to the archive	No	Yes
Deleted item recovery	No	Yes
Deleted mailbox recovery	No	Yes
Mailbox backup	No	Yes
Client Features in Exchange Online Archiving		
Outlook ³	No	Yes
Outlook Web App	No	Yes
Compliance and Security Features in Exchange Online Archiving		
Retention policies	No	Yes
In-Place Hold and Litigation Hold ⁵	No	Yes
In-Place eDiscovery	No	Yes
Encryption between on-premises servers and Exchange Online Archiving	No	Yes
Encrypting between clients and Exchange Online Archiving	No	Yes
Encryption: S/MIME and PGP	Yes	Yes
IRM using Azure Information Protection	No	No
IRM using Windows Server AD RMS	Yes ⁴	Yes ⁴
Auditing	Yes	Yes

¹ User mailboxes must reside on Exchange 2010 SP2 or later.

² In-Place Archive can only be used to archive mail for a single user or entity for which a license has been applied. Using an In-Place Archive as a means to store mail from multiple users or entities is prohibited. For example, IT

administrators can't create shared mailboxes and have users copy (through the Cc or Bcc field, or through a transport rule) a shared mailbox for the explicit purpose of archiving.

³ For a list of supported Microsoft Outlook versions see [Client Features in Exchange Online Archiving](#).

⁴ Windows Server AD RMS is an on-premises server that must be purchased and managed separately in order to enable the supported IRM features.

⁵ When you put a mailbox on In-Place Hold or Litigation Hold, the hold is placed on both the primary and the archive mailbox.

SharePoint Online features

All Office 365 plans include the SharePoint Online service, but not all plans support all SharePoint features. The following table shows whether a feature is available in a plan.

NOTE

The Office 365 operated by 21Vianet version of Office 365 is specific to China.

Developer features	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
App Catalog (SharePoint)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
App Deployment: Cloud-Hosted Apps	Yes	Yes	Yes	Yes	Yes	Yes	Yes
App Deployment: SharePoint-Hosted Apps	Yes	Yes	Yes	Yes	Yes	Yes	Yes
App Management Services	Yes	Yes	Yes	Yes	Yes	Yes	Yes
BCS: Alerts for External Lists	No	No	No	No	No	Yes	No

BCS: App Scoped External Content Types (ECTs)	No	No	No	No	No	Yes	No
BCS: Business Data Web Parts	No	No	No	No	No	Yes	No
BCS: External List	No	No	No	No	No	Yes	No
BCS: OData connector	No	No	No	No	No	Yes	No
BCS: Profile Pages	No	No	No	No	No	No	No
BCS: Rich Client Integration	No	No	No	No	No	No	No
BCS: Secure Store Service	No	No	No	Yes	No	Yes	No
BCS: Tenant-level external data log	No	No	No	No	No	Yes	No
Browser- based customizati ons	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Client Object Model (OM)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Client-side rendering (CSR)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Custom Site Definitions	No	No	No	No	No	No	No
Custom Site Provisionin g Page	No	No	No	No	No	No	No

Developer Site	Yes	No	Yes	Yes	Yes	Yes	Yes
Forms Based Applications	Yes	No	Yes	Yes	Yes	Yes	Yes
Full-Trust Solutions	No	No	No	No	No	No	No
InfoPath Forms Services	No	No	No	No	No	No ¹⁴	No
JavaScript Object Model	Yes	Yes	Yes	Yes	Yes	Yes	Yes
List and Library APIs	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Remote Event Receiver	Yes	No	Yes	Yes	Yes	Yes	Yes
REST APIs	Yes	Yes	Yes	Yes	Yes	Yes	Yes
SharePoint Design Manager	Yes	No	Yes	Yes	Yes	Yes	Yes
SharePoint Designer 2013	Yes	No	Yes	Yes	Yes	Yes	Yes
SharePoint Store	No	No	No	No	No	No	No
SharePoint 2010 workflows (.NET 3.5)	No	No	No	No	No	No	No
SharePoint 2010 workflows (out of the box)	No	No	No	No	No	No	No
SharePoint 2013 and SharePoint 2016 workflows	Yes	No	Yes	Yes ⁴	Yes ⁴	Yes ⁴	Yes

Workload API: ECM APIs	Yes	No	Yes	Yes	Yes	Yes	Yes
Workload API: Search APIs	Yes	No	Yes	Yes	Yes	Yes	Yes
Workload API: Social APIs	Yes	No	Yes	Yes	Yes	Yes	Yes
IT Professional features	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Active Directory synchronization	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Alternate Access Mapping (AAM)	No	No	No	No	No	No	No
Analytics Platform	No	No	No	No	No	No	No
Anti-malware protection	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Claims-Based Authentication Support	No	No	No	No	No	No	No
Configuration Wizards	No	No	No	No	No	No	No
Deferred Site Collection upgrade	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Distributed Cache	No	No	No	No	No	No	No
Data loss prevention	No	No	No	No	No	No	No

Encryption at rest	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Host Header Site Collections	No	No	No	No	No	No	No
Improved Permissions Management	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Improved Self-Service Site Creation	No	No	Yes	No	No	No	No
Managed Accounts	No	No	No	No	No	No	No
Minimal Download Strategy (MDS)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
OAuth	Yes ⁹	Yes ⁹	Yes ⁹	Yes ⁹	Yes ⁹	Yes ⁹	Yes ⁹
Patch Management	No	No	No	No	No	No	No
Quota Templates	No	No	No	No	No	No	No
Read-Only Database Support	No	No	No	No	No	No	No
Remote BLOB Storage	No	No	No	No	No	No	No
Request Management	No	No	No	No	No	No	No
Request throttling	No	No	No	No	No	No	No
Resource throttling	No	No	No	No	No	No	No
Service Application Platform	Yes	No	Yes	Yes	Yes	Yes	Yes

SharePoint Health Analyzer	No	No	No	No	No	No	No
SharePoint admin center (Office 365)	Yes	Yes	Yes	Yes	Yes	Yes	No ⁴
Shredded Storage	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Site Collection Compliance Policies	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Site Collection Health Checks	Yes	Yes	Yes	Yes	Yes	Yes	Yes
State Service	No	No	No	No	No	No	No
Streamlined Central Administration	No	No	No	No	No	No	No
System Status Notifications	No	No	No	No	No	No	No
Unattached Content Database Recovery	No	No	No	No	No	No	No
Upgrade evaluation site collections	No	No	No	Yes	Yes	Yes	Yes
Usage Reporting and Logging	No	No	No	No	No	No	No
Windows PowerShell Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Content features	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Accessibility Standards Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Asset Library Enhancements/Video Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Auditing	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Auditing & Reporting (e.g., doc edits, policy edits, deletes)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Content Organizer	Yes	No	Yes	Yes	Yes	Yes	Yes
Design Manager	Yes	No	Yes	Yes	Yes	Yes	Yes
Document Sets	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Document Translation in Word for the web	No	No	No	No	No	No	No
eDiscovery Search	Yes ⁶	Yes	Yes ⁶	Yes ⁶	Yes ⁶	Yes ⁶	Yes ⁶
eDiscovery Hold	No ⁶	No	No ⁶	No ⁶	No ⁶	Yes ⁶	No ⁶
eDiscovery Export	No ⁶	No	No ⁶	No	No ⁶	Yes ⁶	No ⁶
Email enabled lists and libraries	No	No	No	No	No	No	No

External Sharing: External Access	Yes ¹⁰	Yes ¹⁰	Yes ¹⁰	Yes ¹⁰	Yes ¹⁰	Yes ¹⁰	Yes ¹⁰
External Sharing: Guest Link	Yes ¹⁰	Yes ¹⁰	Yes ¹⁰	Yes ¹⁰	Yes ¹⁰	Yes ¹⁰	Yes ¹⁰
Folder Sync	Yes ^{1, 10}	Yes	Yes ^{1, 10}	Yes ^{1, 10}	Yes ¹	Yes	Yes ^{2, 11}
Hybrid Auditing	No	No	No	No	No	No	No
Hybrid Taxonomy and Content Types	Yes	Yes	Yes	Yes	Yes	Yes	Yes ¹⁵
Information Rights Management (IRM)	No	No	No	No	No	No	No ⁴
Information Rights Management (IRM)	No	No	No	No	No	No	No
Managed metadata service	Yes	No	Yes	Yes	Yes	Yes	Yes
Metadata-driven Navigation	Yes	No	Yes	Yes	Yes	Yes	Yes
Multi-stage Disposition	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Office for the web (create/edit)	Yes	Yes	Yes	Yes	Yes	Yes	Yes ⁸
Office for the web (view)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Office ProPlus (Osub)	No	Yes	No	No	No	Yes	No
Office Web Apps Server integration	No	No	No	No	No	No	No

PowerPoint Automation Services	No	No	No	No	No	No	No
Preservation hold library	No	No	No	No	No	Yes	No
Quick Edit	Yes	Yes	Yes	Yes	Yes	Yes	No
Records management	Yes	No	Yes	Yes	Yes	Yes	Yes
Recycle Bin (SharePoint admin center)	Yes	Yes	Yes	Yes	Yes	Yes	No
Recycle Bin (site collection)	Yes	Yes	Yes	Yes	Yes	Yes	No
Related Items	Yes	No	Yes	Yes	Yes	Yes	Yes
Rich Media Management	Yes	No	Yes	Yes	Yes	Yes	Yes
Shared Content Types	Yes	Yes	Yes	Yes	Yes	Yes	Yes
SharePoint Translation Services	No	No	No	No	No	No	No
Surveys	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Unique Document IDs	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Video Search	No	No	No	No	No	Yes	No
Publishing Analytics	Yes	No	Yes	Yes	No	Yes	No
Catalog	No	No	No	No	No	Yes	No

Category page and catalog item page	No	No	No	No	No	Yes	No
Search web parts	No	No	No	No	No	Yes	No
Cross-Site Publishing	No	No	No	No	No	Yes	No
WCM: Designer Tools	Yes	No	Yes	Yes	Yes	Yes	Yes
Faceted navigation	No	No	No	No	No	No ⁷	No
Image Renditions	Yes	No	Yes	Yes	No	No	No
WCM: Managed navigation	Yes	No	Yes	Yes	Yes	Yes	Yes
WCM: Mobile and Device Rendering	Yes	No	Yes	Yes	Yes	Yes	Yes
WCM: Multiple Domains	No	No	No	No	No	No	No
WCM: Recommendations	Yes	No	Yes	Yes	Yes	Yes	Yes
WCM: Search Engine Optimizations (SEO)	Yes	No	Yes	Yes	Yes	Yes	Yes
Word Automation Services	No	No	No	No	No	No	No
Insights features	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet

Business Intelligence Center	No	No	No	No	No	No	No
Calculated Measures and Members	No	No	No	Yes	No	Yes	No
Data Connection Library	No	No	No	No	No	Yes	No
Decoupled PivotTables and PivotCharts	No	No	No	No	No	Yes	No
Excel Services	No	No	No	No	No	No	No
Field list and Field Support	No	No	No	No	No	Yes	No
Filter Enhancements	No	No	No	No	No	Yes	No
Filter Search	No	No	No	No	No	Yes	No
PerformancePoint Services	No	No	No	No	No	No	No
PerformancePoint Services (PPS) Dashboard Migration	No	No	No	No	No	No	No
Power BI	No	No	No	No	No	No	No
Power View for Excel in SharePoint	No	No	No	No	No	No	No
Power Pivot for Excel in SharePoint	No	No	No	No	No	No	No
Quick Explore	No	No	No	No	No	Yes	No

Scorecards & Dashboards	No	No	No	No	No	No	No
SQL Server Reporting Services (SSRS) Integrated Mode	No	No	No	No	No	No	No
Timeline Slicer	No	No	No	No	No	No	No
Use and Interact with Excel Workbooks Containing Data Models	No	No	No	No	No	No	No
Visio for the web ^{14, 15}	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Visio Services ¹⁴	No	No	No	No	No	No	No
Search features	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Advanced Content Processing	Yes	No	Yes	Yes	Yes	Yes	Yes
Continuous crawls	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Custom entity extraction	No	No	No	No	No	No	No
Deep links	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Event-based relevancy	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Expertise Search	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Extensible content processing	No	No	No	No	No	No	No
Graphical refiners	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hybrid search	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Manage search schema	Yes	No	Yes	Yes	Yes	Yes	Yes
On-premises search index	No	No	No	No	No	No	No
Phonetic name matching	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Query rules —add promoted results	Yes	No	Yes	Yes	Yes	Yes	Yes
Query rules —advanced actions	No	No	No	No	No	Yes	No
Query spelling correction	Yes	No	Yes	Yes	Yes	Yes	Yes
Query suggestions	Yes	No	Yes	Yes	Yes	Yes	Yes
Query throttling	Yes	No	Yes	Yes	Yes	Yes	Yes
On-hover preview	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ranking models	No ⁵	No	No	No ⁵	No ⁵	No ⁵	No ⁵
Refiners	Yes	Yes	Yes	Yes	Yes	Yes	Yes
RESTful Query API/Query OM	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Result sources	Yes	Yes	Yes	No	No	No	No
Search connector framework	No	No	No	No	No	No	No
Search results sorting	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Search vertical: "Conversations"	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Search vertical: "People"	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Search vertical: "Video"	No	No	No	No	No	Yes	No
"This List" searches	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Sites features	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Change the look	Yes	No	Yes	Yes	Yes	Yes	Yes
Connections to Microsoft Office Clients	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Cross Browser Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Custom Managed Paths	No	No	No	No	No	No	No
Governance	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hybrid App Launcher	Yes	Yes	Yes	Yes	Yes	Yes	Yes ¹⁵

Hybrid OneDrive Business and Sites	Yes	Yes	Yes	Yes	Yes	Yes	Yes ¹⁵
Large List Scalability and Management	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Mobile Connectivity	No	Yes ¹³	Yes ¹²	Yes ¹²	Yes ¹²	Yes ¹²	Yes ¹²
Multi-Lingual User Interface	Yes ¹³	Yes ¹³	Yes ¹³	Yes ¹³	Yes ¹³	Yes ¹³	Yes ¹³
My Tasks	Yes	No	Yes	Yes	Yes	Yes	Yes
OOTB Web Parts	Yes	No	Yes	Yes	Yes	Yes	Yes
Permissions Management	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Project functionality for team sites	Yes	No	Yes	Yes	Yes	Yes	Yes
Project site template	Yes	No	Yes	Yes	Yes	Yes	Yes
Project Summary web part	Yes	No	Yes	Yes	Yes	Yes	Yes
Project workspace	Yes	No	Yes	Yes	Yes	Yes	Yes
SharePoint Lists	Yes	No	Yes	Yes	Yes	Yes	Yes
SharePoint Ribbon	Yes	No	Yes	Yes	Yes	Yes	Yes
Document libraries	Yes	No	Yes	Yes	Yes	Yes	Yes
Task list	Yes	No	Yes	Yes	Yes	Yes	Yes

Team Site: Drag & Drop	Yes	No	Yes	Yes	Yes	Yes	Yes
Team Notebook	Yes	No	Yes	Yes	Yes	Yes	Yes
Team Site: Simplified Access	Yes	No	Yes	Yes	Yes	Yes	Yes
Site designs	Yes	No	Yes	Yes	Yes	Yes	Yes
Site Themes (change the look)	Yes	No	Yes	Yes	Yes	Yes	Yes
Site usage page	No	No	No	No	No	No	No
Variations	Yes	No	Yes	Yes	Yes	Yes	No
Work Manageme nt Service	Yes	No	Yes	Yes	Yes	Yes	Yes
Social features	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Ask Me About	No	No	No	No	No	No	No
Personal blogs	No	No	No	No	No	No	No
Communiti es Reputation, Badging, and Moderation	No	No	No	No	No	No	No
Community	No	No	No	No	No	No	No
Company Feed	No	No	No	No	No	No	No
Document Conversatio ns with Yammer	No	No	No	No	No	No	No

Follow	No	No	No	No	No	No	No
Microblogging	No	No	No	No	No	No	No
Newsfeed	Yes	No	Yes	Yes	Yes	Yes	No
One Click Sharing	No	No	No	No	No	No	No
People, Sites, Document Recommendations	No	No	No	No	No	No	No
Personal Site	No	No	No	No	No	No	No
Photos and Presence	No	No	No	No	No	No	No
Profile	No	No	No	No	No	No	No
Ratings	No	No	No	No	No	No	No
Shared with Me	No	No	No	No	No	No	No
Site Feed (classic team site using SharePoint social)	No	No	No	No	No	No	No
OneDrive for Business	Yes	Yes	Yes	Yes	Yes	Yes	Yes ²
Tag profiles	No	No	No	No	No	No	No
Tasks integrated with Outlook	Yes	Yes	Yes	Yes	Yes	Yes	No
Trending Tags	No	No	No	No	No	No	No
Wikis	No	No	No	No	No	No	No
Yammer	No	No	No	No	No	No	No

Add-Ons	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Additional Storage	Yes	No	Yes	Yes	Yes	Yes	Yes
Azure Provisioned Apps: Access Services ³	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Azure Provisioned Apps: Custom Code in Azure Lightweight Web Role (LWR)	Yes	Yes	Yes	Yes	Yes	Yes	Yes

¹ To use folder sync, you must have Office 2013 or later (Standard or Professional edition) or an Office 365 subscription that includes Office applications. Office 365 Business Essentials, Office 365 Enterprise E1, and Office 365 Education plans do not include subscriptions to Office desktop applications. However, you can use folder sync if you have Office 2013 or later installed and subscribe to one of these plans.

² Kiosk accounts have limited OneDrive for Business functionality. Kiosk customers can use the OneDrive for Business folder sync client application to sync team site document libraries with a shared computer and access documents offline. But kiosk accounts do not include a OneDrive for Business Personal Site, so they do not benefit from a OneDrive for Business personal library with 1 TB of online storage.

³ Access 2010 is not supported.

⁴ Because Kiosk users can't be administrators, tenants with Kiosk users need at least one Enterprise user to access the admin center.

⁵ SharePoint Online customers need to download and install the free Rank Model Tuning App in order to create and customize ranking models.

⁶ When you use eDiscovery features, the licensing requirement for a plan that permits that feature applies to all end users that are part of the eDiscovery action (Search, Hold, Export).

⁷ Authenticated SharePoint Online users can access private site collections with faceted navigation.

⁸ Kiosk users cannot create Office documents using live tiles. To create a document, kiosk users must do so from a SharePoint Online site by clicking **New** and then selecting a file type - Word document, Excel workbook, PowerPoint presentation, OneNote notebook, or Excel survey - from the **Create a new file** menu.

⁹ Some providers may be blocked in your country/region.

¹⁰ Sharing a document, library, or site by email with someone outside of your organization. Administrators do have the ability to turn it on, but will get a warning message indicating that it could make files shared accessible outside of your country. Users who attempt to share with someone outside of the organization will receive the same warning message.

¹¹ Kiosk accounts have limited OneDrive for Business functionality. Kiosk customers can use the OneDrive for Business folder sync client application to sync team site document libraries with a shared computer and access documents offline. But kiosk accounts do not include a OneDrive for Business Personal Site, so they do not benefit from a OneDrive for Business personal library with 1 TB or 5 TB of online storage.

- ¹² You can view documents in any Mobile browser. You need to install the Office Mobile app to edit documents. Office Mobile is currently available for Windows phones and tablets, Android phones and tablets, iPhone, and iPad.
- ¹³ Help is available only in Simplified Chinese and English.
- ¹⁴ Visio for the web consumption (view capability) is available for free. Visio for the web create and edit capabilities require a license. For more information about Visio for the web, see the [Visio for the web Service Description](#).
- ¹⁵ K1 users can access SharePoint Server in a hybrid setup, but Office 365 K1 does not include CAL rights to access the server; these rights must be purchased separately.

Skype for Business Online features

The following table lists Skype for Business Online features that are available across Office 365 operated by 21Vianet plans.

NOTE

This table indicates client and service availability across Office 365 options. If you want to compare individual features among the various Skype for Business desktop clients, web clients, and mobile clients, see [Desktop client comparison tables](#) and [Mobile Client Comparison Tables](#).

NOTE

The Office 365 operated by 21Vianet version of Office 365 is specific to China.

Feature	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Clients for Skype for Business Online							
Skype for Business	Yes ¹	Yes ¹	Yes ¹	Yes ^{1, 4}	Yes ^{1, 4}	Yes	No
Lync 2013 Basic	Yes	Yes	Yes	Yes	Yes	Yes	No
Skype for Business Windows Store app	Yes	Yes	Yes	Yes	Yes	Yes	No
Lync for Mac 2011	Yes	Yes	Yes	Yes	Yes	Yes	No
Skype for Business mobile clients	Yes	Yes	Yes	Yes	Yes	Yes	No

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Skype for Business Web App	Yes	Yes	Yes	Yes	Yes	Yes	No
Instant messaging, presence, and contacts	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
PC-to-PC IM and Presence	Yes	Yes	Yes	Yes	Yes	Yes	No
Multiparty IM and Presence	Yes	Yes	Yes	Yes	Yes	Yes	No
Contact Card Configuration	Yes	Yes	Yes	Yes	Yes	Yes	No
My Picture Configuration	Yes	Yes	Yes	Yes	Yes	Yes	No
My Picture: URL Photo Experience	No	No	No	No	No	No	No
Contact List Configuration	Yes	Yes	Yes	Yes	Yes	Yes	No
Unified Contact Store	No	No	No	No	No	No	No
Address Book Search	Yes	Yes	Yes	Yes	Yes	Yes	No
Distribution List Expansion	Yes	Yes	Yes	Yes	Yes	Yes	No
Persistent Chat	No	No	No	No	No	No	No

Photos of Sender/Receiver	Yes	Yes	Yes	Yes	Yes	Yes	No
Skype-to-Skype audio, video, and media	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Desktop sharing over video-based screen sharing (VbSS)	Yes	Yes	Yes	Yes	Yes	Yes	No
Desktop and application sharing over Remote Desktop Protocol (RDP)	Yes	Yes	Yes	Yes	Yes	Yes	No
File transfers	Yes	Yes	Yes	Yes	Yes	Yes	No
Video	Yes	Yes	Yes	Yes	Yes	Yes	No
Network Quality of Service (QoS) - Differentiated Services Code Point (DSCP)	No	No	No	No	No	No	No
Federation and public IM connectivity	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet

Office Communications Server 2007 R2 and Lync Server 2010 (IM, Presence, Audio, Video, Conferencing)	Yes	No	Yes	Yes	Yes	Yes	No
XMPP (used by Google Talk, for example) and Sametime federation	No	No	No	No	No	No	No
Skype federation	No	No	No	No	No	No	No
AOL and Yahoo! federation	No	No	No	No	No	No	No
Skype for Business Online meetings	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Ad Hoc and Schedule Audio Conferencing	Yes	Yes	Yes	Yes	Yes	Yes	No
Ad Hoc and Schedule Video Conferencing	Yes	Yes	Yes	Yes	Yes	Yes	No
Active Speaker Video	Yes	Yes	Yes	Yes	Yes	Yes	No
H.264 Encoding and Decoding	Yes	Yes	Yes	Yes	Yes	Yes	No
Multiparty Video	Yes	Yes	Yes	Yes	Yes	Yes	No

High Definition Video or Pictures of All Attendees	Yes	Yes	Yes	Yes	Yes	Yes	No
Presenter Controls	Yes	Yes	Yes	Yes	Yes	Yes	No
Participant Selected View	Yes	Yes	Yes	Yes	Yes	Yes	No
OneNote Sharing	Yes	Yes	Yes	Yes	Yes	Yes	No
Ad Hoc and Schedule Web Conferencing	Yes	Yes	Yes	Yes	Yes	Yes	No
Skype for Business meeting dial-in via Audio Conferencing (first party)	No	No	No	No	No	No	No
Skype for Business meeting dial-in via Certified Audio Conferencing Provider (ACP)	Yes	Yes	Yes	Yes	Yes	Yes	No
PowerPoint Sharing	Yes	Yes	Yes	Yes	Yes	Yes	No
File Transfer	Yes	Yes	Yes	Yes	Yes	Yes	No
Whiteboard and Annotations	Yes	Yes	Yes	Yes	Yes	Yes	No
PowerPoint Upload	Yes	Yes	Yes	Yes	Yes	Yes	No
Polling	Yes	Yes	Yes	Yes	Yes	Yes	No

Client-Side Recording and Playback	Yes	Yes	Yes	Yes	Yes	Yes	No
Server-Side Recording and Playback	No	No	No	No	No	No	No
Meeting Lobby	Yes	Yes	Yes	Yes	Yes	Yes	No
Skype Meeting Broadcast	No	No	No	No	No	No	No
Guest Access to Skype Meetings with Skype for Business Web App	Yes	Yes	Yes	Yes	Yes	Yes	No
Schedule Skype for Business Meetings in Outlook	Yes	Yes	Yes	Yes	Yes	Yes	No
Schedule Skype for Business Meetings in Outlook on Behalf of Others (Delegation)	Yes	Yes	Yes	Yes	Yes	Yes	No
Schedule Skype for Business Meetings with Web Scheduler	Yes	Yes	Yes	Yes	Yes	Yes	No
Schedule Online Meetings in Outlook Web App	Yes	Yes	Yes	Yes	Yes	Yes	No
Outlook Delegation for Scheduling Meetings	Yes	Yes	Yes	Yes	Yes	Yes	No

Create public meetings with static meeting IDs from Outlook	No	No	No	No	No	No	No
Voice calling	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Busy options	No	No	No	No	No	No	No
Branch office survivability	No	No	No	No	No	No	No
Call admission control	No	No	No	No	No	No	No
Call answer/initiate	No	No	No	No	No	No	No
Call delegation	No	No	No	No	No	No	No
Call forwarding and simultaneous ring	No	No	No	No	No	No	No
Call history	No	No	No	No	No	No	No
Call hold/retrieve	No	No	No	No	No	No	No
Call park	No	No	No	No	No	No	No
Call transfer (blind, consult, and mobile)	No	No	No	No	No	No	No
Caller ID	No	No	No	No	No	No	No
Call waiting	No	No	No	No	No	No	No

Camp-on	No	No	No	No	No	No	No
Clients for PC, Mac, and mobile	No	No	No	No	No	No	No
Device switching	No	No	No	No	No	No	No
Distinctive ringing	No	No	No	No	No	No	No
Do-not-disturb routing	No	No	No	No	No	No	No
Emergency calling - static location	No	No	No	No	No	No	No
Emergency calling - dynamic location	No	No	No	No	No	No	No
Enterprise calendar call routing	No	No	No	No	No	No	No
Extension dialing	No	No	No	No	No	No	No
Group call pickup	No	No	No	No	No	No	No
Hunt groups/call queues and treatment	No	No	No	No	No	No	No
Integrated dial-pad	No	No	No	No	No	No	No
Location-based routing	No	No	No	No	No	No	No
Music on hold	No	No	No	No	No	No	No
Outbound DID manipulation	No	No	No	No	No	No	No

Private line	No	No	No	No	No	No	No
Qualified IP desk phones	No	No	No	No	No	No	No
Shared line appearance	No	No	No	No	No	No	No
Skype and federated calling	No	No	No	No	No	No	No
Team calling	No	No	No	No	No	No	No
Video call monitor	No	No	No	No	No	No	No
Voicemail	No	No	No	No	No	No	No
Calling Plans in Office 365 (Domestic Calling Plan, with required add-on purchase)	No	No	No	No	No	No	No
Calling Plans in Office 365 (International Calling Plan, with required add-on purchase)	No	No	No	No	No	No	No
Communication Credits	No	No	No	No	No	No	No
Skype for Business Voice	No	No	No	No	No	No	No
Security and archiving	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
IM and Media Encryption	Yes	Yes	Yes	Yes	Yes	Yes	No

IM and File Filtering	No	No	No	No	No	No	No
Client Version Control	Yes	Yes	Yes	Yes	Yes	Yes	No
IM Content Archiving	No ²	No ²	No ²	No ²	No ²	No	No
Conference Content Archiving	No ²	No ²	No ²	No ²	No ²	No	No
Application Sharing, and Desktop Sharing Archiving	No	No	No	No	No	No	No
User Level Archiving Configuration	No ²	No ²	No ²	No ²	No ²	No	No
Login Trace Files	Yes	Yes	Yes	Yes	Yes	Yes	No
Exchange and SharePoint interoperability	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Presence Interoperability with Exchange Server	Yes	Yes	Yes	Yes	Yes	Yes	No
Presence Interoperability with Exchange Online	Yes	Yes	Yes	Yes	Yes	Yes	No
Unified Messaging interoperability with Exchange Server	No	No	No	No	No	No	No

Unified Messaging interoperability with Exchange Online	No	No	No	No	No	No	No
Outlook Web App interoperability	Yes	Yes	Yes	Yes	Yes	Yes	No
Archiving interoperability with Exchange Server	No	No	No	No	No	No	No
Archiving interoperability with Exchange Online	No	No	No	No	No	No	No
Skill Search with SharePoint Server	No	No	No	No	No	No	No
Skill Search with SharePoint Online	No	No	No	No	No	No	No
Skype for Business Online administration and management	Office 365 Business Essentials operated by 21Vianet	Office 365 Business operated by 21Vianet	Office 365 Business Premium operated by 21Vianet	Office 365 A1 operated by 21Vianet	Office 365 Enterprise E1 operated by 21Vianet	Office 365 Enterprise E3 operated by 21Vianet	Office 365 Enterprise F1 operated by 21Vianet
Microsoft Office 365 portal	Yes	Yes	Yes	Yes	Yes	Yes	No
Microsoft 365 admin center	Yes	Yes	Yes	Yes	Yes	Yes	No
Skype for Business admin center	Yes	Yes ³	Yes	Yes	Yes	Yes	No
Windows PowerShell	Yes	Yes	Yes	Yes	Yes	Yes	No

Skype for Business Online reporting in Microsoft 365 admin center	Yes	Yes	Yes	Yes	Yes	Yes	No
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¹ The Skype for Business (Lync) client is supported for use with these subscription options, but it is not included. Lync 2013 Basic is available for all customers. The Lync Basic desktop client is a locally installed application that provides presence, instant messaging, and conferencing features for Office 365 plans that include Skype for Business Online. Office 365 ProPlus, and Office 365 Enterprise E3 include the full Skype for Business (Lync) application, which includes additional features such as advanced telephony support, archiving, and compliance features. A Skype for Business Online license must be assigned for each user. For more information about Lync Basic features, see [Desktop client comparison tables](#).

² Archiving for Skype for Business Online depends upon the Exchange In-Place Hold feature, which is not included in this plan.

³ Only accessible through the Skype for Business admin center management interface.

⁴ In Office 365 operated by 21Vianet, the Skype for Business client is supported for use with these subscription options, but it is not included. To access multiparty video (gallery view), OneNote meeting notes, recording, and calendar delegation features, users must have rights to the full Skype for Business client. You can obtain the full Skype for Business client by purchasing Office 2013 Professional Plus.

⁵ In Office 365 operated by 21Vianet, tenants with a standalone Skype for Business plan can access reporting features if the tenant also has at least one active Exchange license, such as Exchange Online Plan 1 or Exchange Online Plan 2.

Skype for Business Online features across Office 365 standalone plans

The following table lists Office 365 plans that include the SharePoint Online service, but not all plans support all SharePoint features. The following table shows whether a feature is available in a plan.

NOTE

The Office 365 operated by 21Vianet version of Office 365 is specific to China.

NOTE

Skype for Business Online Standalone Plan 2 licensed users will get the Skype for Business Basic client, not the full Skype for Business client. If you want users to have the Skype for Business client, you will need to upgrade them to a license that includes it, such as an Enterprise-based license. To deploy the Skype for Business client to your users, see [Deploy the Skype for Business client in Office 365](#).

Feature	Skype for Business Online Standalone Plan 1 for Office 365 operated by 21Vianet	Skype for Business Online Standalone Plan 2 for Office 365 operated by 21Vianet
Clients for Skype for Business Online		
Skype for Business	No ¹	No ¹

Lync 2013 Basic	Yes	Yes
Skype for Business Windows Store app	Yes	Yes
Lync for Mac 2011	Yes	Yes
Skype for Business mobile clients	Yes	Yes
Skype for Business Web App	Yes	Yes
Instant messaging, presence, and contacts	Skype for Business Online Standalone Plan 1 for Office 365 operated by 21Vianet	Skype for Business Online Standalone Plan 2 for Office 365 operated by 21Vianet
PC-to-PC IM and Presence	Yes	Yes
Multiparty IM and Presence	Yes	Yes
Contact Card Configuration	Yes	Yes
My Picture Configuration	Yes	Yes
My Picture: URL Photo Experience	No	No
Contact List Configuration	Yes	Yes
Unified Contact Store	No	No
Address Book Search	Yes	Yes
Distribution List Expansion	Yes	Yes
Persistent Chat	No	No
Photos of Sender/Receiver	Yes	Yes
Skype-to-Skype audio, video, and media	Skype for Business Online Standalone Plan 1 for Office 365 operated by 21Vianet	Skype for Business Online Standalone Plan 2 for Office 365 operated by 21Vianet
Desktop sharing	No ²	Yes
Application sharing	No ²	Yes
File transfers	No	Yes
Voice	No	No
Video	Yes	Yes
Media path optimization	No	No

Network Quality of Service (QoS) - Differentiated Services Code Point (DSCP)	No	No
Video-based screen sharing	No ²	Yes
Federation and public IM connectivity	Skype for Business Online Standalone Plan 1 for Office 365 operated by 21Vianet	Skype for Business Online Standalone Plan 2 for Office 365 operated by 21Vianet
Office Communications Server 2007 R2 and Lync Server 2010 (IM, Presence, Audio, Video, Conferencing)	Yes	Yes
XMPP (used by Google Talk, for example) and Sametime federation	No	No
Skype federation	No	No
AOL and Yahoo! federation	No	No
Skype for Business Online meetings	Skype for Business Online Standalone Plan 1 for Office 365 operated by 21Vianet	Skype for Business Online Standalone Plan 2 for Office 365 operated by 21Vianet
Ad Hoc and Schedule Audio Conferencing	No	Yes
Ad Hoc and Schedule Video Conferencing	No	Yes
Active Speaker Video	No	Yes
H.264 Encoding and Decoding	No	Yes
Multiparty Video	No	Yes
High Definition Video or Pictures of All Attendees	No	Yes
Presenter Controls	No	Yes
Participant Selected View	No	Yes
OneNote Sharing	No	Yes
Ad Hoc and Schedule Web Conferencing	No	Yes
Dial-in Audio Conferencing via Certified Audio Conferencing Provider (ACP)	No	No
PowerPoint Sharing	No	Yes

Whiteboard and Annotations	No	Yes
PowerPoint Upload	No	Yes
Polling	No	Yes
Client-Side Recording and Playback	No	Yes ¹
Server-Side Recording and Playback	No	No
Meeting Lobby	No	Yes
Guest Access to Skype for Business Meetings with Skype for Business Web App	No	Yes
Schedule Skype for Business Meetings in Outlook	No	Yes
Schedule Skype for Business Meetings in Outlook on Behalf of Others (Delegation)	No	Yes
Schedule Skype for Business Meetings with Web Scheduler	No	Yes
Schedule Online Meetings in Outlook Web App	No	Yes
Outlook Delegation for Scheduling Meetings	No	Yes
Create public meetings with static meeting IDs from Outlook	No	No
Security and archiving	Skype for Business Online Standalone Plan 1 for Office 365 operated by 21Vianet	Skype for Business Online Standalone Plan 2 for Office 365 operated by 21Vianet
IM and Media Encryption	Yes	Yes
IM and File Filtering	No	No
Client Version Control	Yes	Yes
IM Content Archiving	No ³	No ³
Conference Content Archiving	No ³	No ³
Application Sharing, and Desktop Sharing Archiving	No	No
User Level Archiving Configuration	No ³	No ³

Login Trace Files	Yes	Yes
Exchange and SharePoint interoperability	Skype for Business Online Standalone Plan 1 for Office 365 operated by 21Vianet	Skype for Business Online Standalone Plan 2 for Office 365 operated by 21Vianet
Presence Interoperability with Exchange Server	Yes	Yes
Presence Interoperability with Exchange Online	Yes ⁵	Yes
Unified Messaging interoperability with Exchange Server	No	No
Unified Messaging interoperability with Exchange Online	No	No
Outlook Web App interoperability	Yes ⁵	Yes
Archiving interoperability with Exchange Server	No	No
Archiving interoperability with Exchange Online	No	No
Skill Search with SharePoint Server	No	No
Skill Search with SharePoint Online	No	No
Skype for Business Online administration and management	Skype for Business Online Standalone Plan 1 for Office 365 operated by 21Vianet	Skype for Business Online Standalone Plan 2 for Office 365 operated by 21Vianet
Microsoft Office 365 portal	Yes	Yes
Microsoft 365 admin center	Yes	Yes
Skype for Business admin center	Yes	Yes
Windows PowerShell	Yes	Yes
Skype for Business Online reporting in Microsoft 365 admin center	No ⁴	No ⁴

¹ The Skype for Business (Lync) client is supported for use with these subscription options, but it is not included. Lync 2013 Basic is available for all customers. The Lync Basic desktop client is a locally installed application that provides presence, instant messaging and conferencing features for Office 365 plans that include Skype for Business Online. Office 365 ProPlus, and Office 365 Enterprise E3 include the full Skype for Business (Lync) application, which include additional features including advanced telephony support, archiving & compliance features. A Skype for Business Online license must be assigned for each user. For more information on Lync Basic features, see [Desktop client comparison tables](#).

² A Skype for Business Online Plan 1 user may participate in a sharing session if they are invited by a Skype for

Business Online Plan 2 user.

³ Archiving for Skype for Business Online depends upon the Exchange In-Place Hold feature, which is not included in this plan.

⁴ Tenants with a standalone Skype for Business Online plan can access reporting features if the tenant also has at least one active Exchange license, such as Exchange Online Plan 1 or Exchange Online Plan 2.

⁵ Not supported if Exchange Online was purchased as part of a kiosk plan.

Project Online features

The following table lists the Project Online features that are available across Office 365 operated by 21Vianet plans.

NOTE

The Office 365 operated by 21Vianet version of Office 365 is specific to China.

Feature	Project Online Essentials for Office 365 operated by 21Vianet	Project Online Professional for Office 365 operated by 21Vianet	Project Online Premium for Office 365 operated by 21Vianet	Project Professional 2016 for Office 365 operated by 21Vianet	Project Server 2016 for Office 365 operated by 21Vianet
Core functionality (desktop client)					
Add columns	No	Yes	Yes	Yes	No
Backstage	No	Yes	Yes	Yes	No
Click-to-Run	No	Yes	Yes	Yes	No
Contextual right-click menus	No	Yes	Yes	Yes	No
Custom fields	No	Yes	Yes	Yes	No
Enhanced copy and paste across Microsoft Office applications	No	Yes	Yes	Yes	No
Gantt chart, calendar, and task sheet views	No	Yes	Yes	Yes	No
Microsoft Fluent user interface, the ribbon	No	Yes	Yes	Yes	No
Multiple-level undo	No	Yes	Yes	Yes	No

Network Diagram view	No	Yes	Yes	Yes	No
Office Store	No	No	No	No	No
Online help	No	Yes	Yes	Yes	No
PDF and XPS output	No	Yes	Yes	Yes	No
Placeholder text in Project fields	No	Yes	Yes	Yes	No
Project templates	No	Yes	Yes	Yes	No
Start experience	No	Yes	Yes	Yes	No
Text wrap	No	Yes	Yes	Yes	No
Timeline view		Yes	Yes	Yes	No
Zoom controls	No	Yes	Yes	Yes	No
Project planning (desktop client)	Project Online Essentials for Office 365 operated by 21Vianet	Project Online Professional for Office 365 operated by 21Vianet	Project Online Premium for Office 365 operated by 21Vianet	Project Professional 2016 for Office 365 operated by 21Vianet	Project Server 2016 for Office 365 operated by 21Vianet
Baseline rollup	No	Yes	Yes	Yes	No
Budget planning	No	Yes	Yes	Yes	No
Compare project versions	No	Yes	Yes	Yes	No
Deadlines	No	Yes	Yes	Yes	No
Filtering	No	Yes	Yes	Yes	No
Formulas and graphical indicators	No	Yes	Yes	Yes	No
Group and sort Project data	No	Yes	Yes	Yes	No
Reports	No	Yes	Yes	Yes	No
Team Planner	No	Yes	Yes	Yes	No

Task management (desktop client)	Project Online Essentials for Office 365 operated by 21Vianet	Project Online Professional for Office 365 operated by 21Vianet	Project Online Premium for Office 365 operated by 21Vianet	Project Professional 2016 for Office 365 operated by 21Vianet	Project Server 2016 for Office 365 operated by 21Vianet
Active and inactive tasks	No	Yes	Yes	Yes	No
Auto-complete	No	Yes	Yes	Yes	No
Automatic scheduling	No	Yes	Yes	Yes	No
Calendar date extended to 2149	No	Yes	Yes	Yes	No
Cross-project critical path	No	Yes	Yes	Yes	No
Task inspector	No	Yes	Yes	Yes	No
Task Path analysis	No	Yes	Yes	Yes	No
Top-down summary tasks	No	Yes	Yes	Yes	No
Update progress	No	Yes	Yes	Yes	No
User-controlled and manual scheduling	No	Yes	Yes	Yes	No
Project resource management (desktop client)	Project Online Essentials for Office 365 operated by 21Vianet	Project Online Professional for Office 365 operated by 21Vianet	Project Online Premium for Office 365 operated by 21Vianet	Project Professional 2016 for Office 365 operated by 21Vianet	Project Server 2016 for Office 365 operated by 21Vianet
Cost resources	No	Yes	Yes	Yes	No
Manage nonworking time	No	Yes	Yes	Yes	No
Resource leveling	No	Yes	Yes	Yes	No
Resource sheet and usage views	No	Yes	Yes	Yes	No
Resource substitution	No	Yes	Yes	Yes	No

Team resources	No	Yes	Yes	Yes	No
Work, generic, and material resources	No	Yes	Yes	Yes	No
Project publishing (desktop client)	Project Online Essentials for Office 365 operated by 21Vianet	Project Online Professional for Office 365 operated by 21Vianet	Project Online Premium for Office 365 operated by 21Vianet	Project Professional 2016 for Office 365 operated by 21Vianet	Project Server 2016 for Office 365 operated by 21Vianet
Create a Project site	No	Yes	Yes	Yes	No
Master projects on SharePoint	No	Yes	Yes	Yes	No
Presence with Skype for Business	No	Yes	Yes	Yes	No
Publish Projects to Project Server or Project Online	No	Yes	Yes	Yes	No
Save a Project MPP file to SharePoint	No	Yes	Yes	Yes	No
Task List Sync to SharePoint	No	Yes	Yes	Yes	No
Core services functionality	Project Online Essentials for Office 365 operated by 21Vianet	Project Online Professional for Office 365 operated by 21Vianet	Project Online Premium for Office 365 operated by 21Vianet	Project Professional 2016 for Office 365 operated by 21Vianet	Project Server 2016 for Office 365 operated by 21Vianet
Active Directory integration	Yes ¹	Yes	Yes	No	Yes
Administration, Deployment, and Extensibility	No ²	Yes	Yes	No	Yes
Getting Started	Yes	Yes	Yes	No	Yes
Issues and risk management (for team members)	Yes	Yes	Yes	No	Yes
Office 365 Trust Center	No	No	No	N/A	N/A

PPM Partner ecosystem	Yes	Yes	Yes	No	Yes
Service reliability	Yes	Yes	Yes	N/A	N/A
Service updates	Yes	Yes	Yes	N/A	N/A
Team member collaboration	Yes	Yes	Yes	No	Yes
Time and task management (for team members)	Yes	Yes	Yes	No	Yes
Project management	Project Online Essentials for Office 365 operated by 21Vianet	Project Online Professional for Office 365 operated by 21Vianet	Project Online Premium for Office 365 operated by 21Vianet	Project Professional 2016 for Office 365 operated by 21Vianet	Project Server 2016 for Office 365 operated by 21Vianet
Issues and risk management	No	Yes	Yes	No	Yes
Manage project resources	No	Yes	Yes	No	Yes
Schedule management	No	Yes	Yes	Yes	Yes
Time and task management	No	Yes	Yes	No	Yes
Portfolio management	Project Online Essentials for Office 365 operated by 21Vianet	Project Online Professional for Office 365 operated by 21Vianet	Project Online Premium for Office 365 operated by 21Vianet	Project Professional 2016 for Office 365 operated by 21Vianet	Project Server 2016 for Office 365 operated by 21Vianet
Analyze projects and optimize portfolio	No	No	Yes	No	Yes
Create and edit projects	No	Yes	Yes	No	Yes
Financial management	No	No	Yes	No	Yes
Participate in workflow	No	Yes	Yes	No	Yes
Portfolio analytics and selection	No	No	Yes	No	Yes

Program management	No	No	Yes	No	Yes
Reporting and business intelligence	Project Online Essentials for Office 365 operated by 21Vianet	Project Online Professional for Office 365 operated by 21Vianet	Project Online Premium for Office 365 operated by 21Vianet	Project Professional 2016 for Office 365 operated by 21Vianet	Project Server 2016 for Office 365 operated by 21Vianet
OData feeds	No	Yes	Yes	No	Yes
Out-of-the box portfolio dashboards	No	No	Yes	No	No
Power BI content pack	No	No	Yes	No	No
Project desktop reporting	No	Yes	Yes	Yes	No
Resource management	Project Online Essentials for Office 365 operated by 21Vianet	Project Online Professional for Office 365 operated by 21Vianet	Project Online Premium for Office 365 operated by 21Vianet	Project Professional 2016 for Office 365 operated by 21Vianet	Project Server 2016 for Office 365 operated by 21Vianet
Approve/reject/modify incoming resource engagement requests	No	No	Yes	No	Yes
Manage resource pool	No	No	Yes	No	Yes
Plan resource capacity	No	No	Yes	No	Yes
Request resource agreements	No	Yes	Yes	Yes	Yes
View available resources and build teams	No	Yes	Yes	Yes	Yes

¹ Active Directory integration includes Project Online Essentials users. However, a Project Online subscription is required to manage Active Directory integration.

² Only extensibility for team member scenarios is supported.

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Office 365 Germany

7/18/2019 • 76 minutes to read

Office 365 Germany is a differentiated option from the Office 365 services already available across Europe. It helps address the needs of the most regulated customers in Germany, the European Union (EU), and the European Free Trade Association (EFTA) by delivering our industry-leading productivity services for digital work, from German data centers, with data residency in Germany and strict data access and control measures via a unique data trustee model governed under German law.

The data trustee, T-Systems International, an independent German company and subsidiary of Deutsche Telekom, controls physical and logical access to customer data. Customer data cannot be accessed without approval from or supervision by the data trustee, which is governed by German law.

Based on this evolution in customers' needs, our cloud strategy for Germany will focus on delivery of the new cloud regions in Germany that are consistent with our global cloud offering. With this focus, we will no longer be accepting new customers or deploying any new services from the currently available Microsoft Cloud Germany. Existing customers can continue to use the current cloud services available today, which we'll maintain with necessary security updates. [Learn about Office 365 Germany](#).

Service availability for each plan

Each Office 365 Germany plan includes a number of individual services, such as Exchange Online and SharePoint Online. The following table shows the services that are available in each Office 365 plan.

Service	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Office 365 Platform ¹	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Exchange Online	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
SharePoint Online	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
OneDrive for Business	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Skype for Business Online	Yes	No	Yes	Yes	Yes	Yes	Yes	No
Office for the web	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Office 365 ProPlus ²	No	No	No	No	No	Yes	Yes	No
Project Online ³	No	No	No	No	No	No	No	No
Power BI ³	No	No	No	No	No	No	No	No
Visio for the web ⁴	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Yammer Enterprise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Azure Information Protection	No	No	No	No	No	No	No	No

NOTE

¹ Cloud-based subscription service with related features including the Microsoft 365 admin center where you can set up users and domains.

² You can buy an Office 365 ProPlus plan separately. Office 365 ProPlus is included with Office 365 Germany Enterprise E3 and Office 365 Germany Enterprise E4. [Modern authentication](#) must be enabled for use with Office 365 Germany.

³ Project Online and Power BI are not included, but can be purchased as a separate add-on service or added for free to the Office 365 Germany Education A1 plan.

⁴ Visio for the web consumption (view capability) is available for free. Visio for the web create and edit capabilities require a license. For more information about Visio for the web, see the [Visio for the web Service Description](#).

System requirements

For system requirements for Office 365, see [System requirements for Office](#) on the [office.com](#) products site.

Security & Compliance Center availability in Office 365 Germany

The Security & Compliance Center is available for Office 365 Germany. For more information and a list of features, see [Office 365 Security & Compliance Center](#).

What compliance certificates are provided for Office 365 Germany?

Office 365 Germany adheres to the cloud security and compliance standards of Office 365. Office 365 offers a comprehensive set of certifications, independently assessed by accredited auditors as part of Service Organization Controls (SOC), International Organization for Standardization (ISO), and audits. The certifications include ISO 27001/27002, 27017, 27018, and SOC 1 and 2. The additional data trustee controls in Office 365 Germany will be evaluated by independent assessors as part of our annual ISO and SOC audits.

Platform features

The following table lists all platform features that are available across Office 365 Germany plans.

For specific information about pricing and features in the plans for various business types, see [Office 365 Germany plans](#).

Feature	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Office 365 administration features								
Administer Office 365 by using the Microsoft 365 admin center or Windows PowerShell	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Protect content by using Azure Information Protection	No ²	No ²	No ²	No ²	No ²	No	No	No ²
Office 365 Suite Features	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Microsoft Bookings	No	No	No	No	No	No	No	No
Microsoft Flow	No	No	No	No	No	No	No	No
Microsoft Forms	No	No	No	No	No	No	No	No
Microsoft MyAnalytics	No	No	No	No	No	No	No	No
Microsoft Planner	No	No	No	No	No	No	No	No

Microsoft PowerApps	No	No	No	No	No	No	No	No
Microsoft StaffHub	No	No	No	No	No	No	No	No
Microsoft Sway	No	No	No	No	No	No	No	No
Microsoft Teams	No	No	No	No	No	No	No	No
Office Delve	Yes	No	Yes	Yes	Yes	Yes	Yes	No
Office 365 Groups	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Office 365 Video	No	No	No	Yes	Yes	Yes	Yes	No
User Account Management	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Cloud identity, Federated identity, or Multi-factor authentication	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Office 365 desktop setup	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Bulk upload Using .csv files	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Directory Sync tool	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Exchange simple (cutover) migration	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Delete accounts and reset user passwords from Office 365 or by using Windows PowerShell ³	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Users can change their own password ⁴	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Manage licenses ⁵	Yes	Yes	Yes	Yes ⁶	Yes ⁶	Yes ⁶	Yes ^{5, 6}	Yes ⁶
Manage security groups from Office 365	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Multiple administrator roles available	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Allow a partner to administer Office 365 for you	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Azure Active Directory services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Create app passwords	No	No	No	No	No	No	No	No
Domains	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1

Add custom 2nd-level domains, like fourthcoffee.de	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Add custom 3rd-level domains, like marketing.fourthcoffee.de	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Add up to 900 custom domains	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
DNS records managed by Office 365 (full redelegation)	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
DNS records managed at your DNS hosting provider (partial redelegation)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Use name.onmicrosoft.t.de domain or a custom domain name for email addresses and Skype for Business Online ⁸	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Use name.sh arepoint.de for your team site	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Use a custom domain name for your team site ⁷	No	No	No	No	No	No	No	No
Host a public website with a different provider	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Use a different provider for email and IM	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Domain ownershi p verificatio n required for custom domains	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Automate d domain purchase and domain verificatio n available for domains purchase d through Go Daddy	No	No	No	No	No	No	No	No
Service Health and Continuity	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1

Status information available on the Service health or Service status page	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Status of individual alerts available on the Microsoft 365 admin center dashboard	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Service health RSS feed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Reports	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Active and inactive mailboxes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
New and deleted mailboxes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
New and deleted groups	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Mailbox usage	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Types of mailbox connections	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Sent and received mail	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Video, application sharing, and file transfer sessions	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
IM and audio/video conferences	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Downloadable mail protection reports	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Browser used	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Operating system used	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Create your own reports using Office 365 reporting web services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Service Updates	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Regular updates provided to all customers	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Notifications sent to Message Center when action is required	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Roadmap. office.com for some service updates	Yes	--	Yes	Yes	Yes	Yes	Yes	Yes
Option to turn on Targeted release	Yes	--	Yes	Yes	Yes	Yes	Yes	Yes
Help and Training	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Online help	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Communi- ty	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Other self-help resources	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Self- paced training	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Networki- ng	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
IPv4 and IPv6 protocols	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Trust	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Privacy, Security, and Transpar- ency	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Advanced Threat Protectio- n	No	No	No	No	No	No	Yes	No

Customer Lockbox	No	No	No	No	No	No	Yes	No
Office 365 Advanced eDiscovery	No	No	No	No	No	No	No	No
Secure Score	No	No	No	No	No	No	No	No
Compliance[ServiceDesc]⁹								
SAS 70 / SSAE16 Assessments	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
ISO 27001 certified	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
EU Model Clauses	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
EU Safe Harbor	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
HIPAA-Business Associate Agreement	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
FISMA Authority to Operate	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Microsoft Data Processing Agreement	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
PCI-governed PAN data	No	No	No	No	No	No	No	No
Service Continuity								

BlackBerry	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Use BlackBerry Internet Service (BIS)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Partners								
Create trial invitations and purchase orders for a customer who is using the specified plan	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Provide delegated administration	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Service Level Agreement	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Product Use Rights	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

NOTE

¹ Office 365 Germany does not provide support for any operating system that is not supported by its manufacturer.

² Azure Information Protection is not included, but can be purchased as a separate add-on and will enable the supported Information Rights Management (IRM) features. Some Azure Information Protection features require a subscription to Office 365 ProPlus, which is not included with Office 365 Germany Business Essentials, Office 365 Germany Business Premium, Office 365 Germany Enterprise E1, Office 365 Germany Education A1, or Office 365 Germany Enterprise K1.

³ If using directory synchronization with a local Active Directory, you must delete accounts or change passwords by using the local Active Directory, rather than the Office 365 portal or by using the Azure Active Directory module for Windows PowerShell.

⁴ To learn how to set self-service password management policies for users, see [Manage Passwords in Azure AD](#).

⁵ Reducing seats that were purchased with a term discount may be subject to an early termination fee. This does not apply to subscriptions paid on a monthly basis.

⁶ Office 365 Germany Education A1 plans do not support license seat changes from the Microsoft 365 admin center.

⁷ The right to use client software applications, such as Office 365 ProPlus Office 2016, and Office 2013 is included in some Office 365 Germany plans. Client software applications run on an end user's device rather than in data centers in Germany. For purposes of your agreement with Microsoft, client software applications are not [German Online Services](#). Client software applications also may enable an end user to access online services that are not German Online Services. German data residency commitments and access control by the German data trustee apply only to the German Online Services.

⁸ [Modern authentication](#) must be enabled for use with Office 365 Germany.

⁹ Office 365 Germany is built in adherence to the cloud security and compliance standards of Office 365. Office 365 offers a comprehensive set of certifications, independently assessed by accredited auditors as part of SOC, ISO and audits. The certifications include ISO 27001/27002, 27017, 27018 and SOC 1 & 2 certification. The additional data trustee controls in Office 365 Germany will be evaluated by independent assessors as part of our annual ISO and SOC audits.

Office Application features

NOTE

Office 365 Germany plans include client software applications that are installed and run on an end user's device ("client software applications"), such as Office 365 ProPlus, Office 2013*, and Office 2016. Client software applications do not operate exclusively in German data centers and may enable an end user to access online services that are not [German Online Services](#). For purposes of your agreement with Microsoft, client software applications are not German Online Services. German data residency commitments and access control by German data trustee apply only to the German Online Services.

*Office 2013 for Office 365 Germany requires that [modern authentication be enabled](#).

Use the following tables to compare feature availability across Office 365 Germany plans.

Feature	Office 365 Germany Business	Office 365 Germany Business Essentials	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3 ⁹	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Office Applications ^{1, 2}								
Microsoft Word	Yes	No	Yes	No ⁷	No	Yes	Yes	No

Microsoft Excel	Yes	No	Yes	No ⁷	No	Yes	Yes	No
Microsoft PowerPoint	Yes	No	Yes	No ⁷	No	Yes	Yes	No
Microsoft OneNote	Yes	No	Yes	No ⁷	No	Yes	Yes	No
Microsoft Outlook	Yes	No	Yes	No ⁷	No	Yes	Yes	No
Microsoft Publisher	Yes	No	Yes	No ⁷	No	Yes	Yes	No
Microsoft Access	Yes ¹⁰	No	Yes ¹⁰	No ⁷	No	Yes	Yes	No
Skype for Business	Yes ⁶	Yes ⁶	Yes ⁶	Yes ⁶	Yes ⁶	Yes	Yes	Yes ⁶
Microsoft InfoPath	No	No	No	No ⁷	No	Yes	Yes	No
Windows 10 Apps	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Office for Mac for Office 365	Yes	No	Yes	No ⁷	No	Yes	Yes	No
Office Mobile for iPad/iPhone	Yes	No	Yes	No ⁷	No	Yes	Yes	No
Office Mobile for Android	Yes	No	Yes	No ⁷	No	Yes	Yes	No
Office Mobile for Windows Phone	Yes	No	Yes	No ⁷	No	Yes	Yes	No
Office Mobile for Windows Phone	Yes	No	Yes	No ⁷	No	Yes	Yes	No

Outlook for Android ¹¹	No	No	No	No ⁷	No	No	No	No
Enterprise Value	Office 365 Germany Business	Office 365 Germany Business Essentials	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
5 installs per user on PC or Mac	Yes ⁸	No	Yes	No ⁷	No	Yes	Yes	No
Automated user account provisioning	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Multilingual user interface	No	No	Yes	No	No	Yes	Yes	No
Client push deployment	Yes	Yes	Yes	No	No	Yes	Yes	No
Client support for on-premises Exchange	Yes	No	Yes	No	No	Yes	Yes	No
Client support for on-premises SharePoint	Yes	No	Yes	No	No	Yes	Yes	No
Control of software updates	Yes	No	Yes	No	No	Yes	Yes	No
Database Compare	No	No	No	No	No	Yes	Yes	No
Desktop virtualization	No	No	No	No	No	Yes	Yes	No

Excel Spreadsheet Compare	No	No	No	No	No	Yes	Yes	No
Excel Spreadsheet Inquire	No	No	No	No	No	Yes	Yes	No
Exchange Online and SharePoint Online Archiving and Compliance	Yes	No	Yes ⁵	No	No	Yes	Yes	No
Group Policy support	No	No	No	No	No	Yes	Yes	No
Information Rights Management using Azure Information Protection ³	No	No	No	No	No	No	No	No
Information Rights Management using Windows Server AD RMS ⁴	No	No	No	No	No	No	No	No
Office Add-in, ActiveX, and BHO support	No	No	Yes	No	No	Yes	Yes	No

OneNote client access to notebooks on SharePoint Server, SharePoint Online, OneDrive for Business, and Office 365	Yes	No	Yes	No	No	Yes	Yes	No
Office Lens	No	No	No	No	No	No	No	No
Office Telemetry	No	No	No	No	No	Yes	Yes	No
Offline support for client applications	Yes	Yes	Yes	No	No	Yes	Yes	No
Optimized side-by-side client installation	Yes	Yes	Yes	No	No	Yes	Yes	No
Power Map for Excel	No	No	No	No	No	Yes	Yes	No
Power Pivot for Excel	No	No	No	No	No	Yes	Yes	No
Power Query for Excel	No	No	No	No	No	Yes	Yes	No
Power View for Excel	No	No	No	No	No	Yes	Yes	No
Roaming settings	No	No	No	No	No	No	No	No
Shared computer activation	No	No	No	No	No	Yes	Yes	No

Support for blocking cloud-based file storage	No	No	No	No	No	Yes	Yes	No
Version upgrades	Yes	No	Yes	No	No	Yes	Yes	No
Volume activation (KMS/MAK)	No	No	No	No	No	No	No	No

NOTE

¹ Office 365 Germany plans include client software applications that are installed and run on an end-user's device ("client software applications"), such as Office 365 ProPlus, Office 2013, and Office 2016. Client software applications do not operate exclusively in German data centers and may enable an end-user to access online services that are not German Online Services. For purposes of your agreement with Microsoft, client software applications are not German Online Services. German data residency commitments and access control by German data trustee apply only to the German Online Services.

² Office 2013 requires that [modern authentication be enabled](#).

³ Azure Information Protection is not included but can be purchased as a separate add-on in order to enable the supported IRM features.

⁴ Windows Server AD RMS is an on-premises server that must be purchased and managed separately in order to enable the supported IRM features.

⁵ If you have Office Professional Plus 2013 or a standalone version of Excel 2013, you can download and use the [Power Map Preview for Excel 2013](#) as an unsupported add-in.

⁶ Skype for Business Basic is available for all customers. The Skype for Business desktop client is a locally installed application that provides presence, instant messaging, and conferencing features for Office 365 plans that include Skype for Business Online. Office 365 ProPlus, and Office 365 Germany Enterprise E3 include the full Skype application, which includes additional features including advanced telephony support, archiving, and compliance features. A Skype for Business Online license must be assigned for each user. For more information on Lync Basic features, see [Desktop client comparison tables](#).

⁷ Some schools are eligible for Education Plus, which includes Office 365 ProPlus, and allows students, faculty and staff to install the latest version of Office on up to five PC or Mac computers and on other mobile devices, including Windows tablets and the iPad. Schools qualify for Office 365 Education Plus when they license Office institution-wide for faculty and staff through Enrollment for Education Solutions, Open Value Subscription Education Solutions, or a school contract. Note that Access and Publisher are available on PCs only. OneNote for Mac is available as a separate download from the Mac App Store.

⁸ Office 2011 for Mac can be installed, but not activated.

⁹ Volume activation for Office 365 Germany Enterprise E3 and Office 365 ProPlus is limited to installations on Windows Server 2008 R2 and newer with the RDS role enabled or Windows To Go installations. In either case, users accessing these installations need to be licensed users of Office 365 Germany Enterprise E3 or Office 365 ProPlus.

¹⁰ Access is currently available if you're on Current Channel or on Targeted release for Deferred Channel. If you're on Deferred Channel, Access will be available in June 2017. For more information, see [Access included as part of Office 365 Business and Business Premium](#).

¹¹ Not available for Office 365 Germany, but coming soon.

Feature	Office Professional Plus 2013	Office Professional Plus 2016	Office 365 ProPlus ¹⁰
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Office Applications^{1, 2}			
Microsoft Word	Yes	Yes	Yes
Microsoft Excel	Yes	Yes	Yes
Microsoft PowerPoint	Yes	Yes	Yes
Microsoft OneNote	Yes	Yes	Yes
Microsoft Outlook	Yes	Yes	Yes
Microsoft Publisher	Yes	Yes	Yes
Microsoft Access	Yes	Yes	Yes
Skype for Business	Yes ⁷	Yes ⁷	Yes ⁷
Microsoft InfoPath	Yes	Yes	No
Windows 10 Apps	Yes	Yes	Yes
Office for Mac for Office 365	No	Yes	Yes
Office Mobile for iPad/iPhone	No	Yes	Yes
Office Mobile for Android	No	Yes	Yes
Office Mobile for Windows Phone	No	Yes	Yes
Office Mobile for Windows Phone	No	Yes	Yes
Outlook for Android ¹¹	No	No	No
Enterprise Value	Office Professional Plus 2013	Office Professional Plus 2016	Office 365 ProPlus
5 installs per user on PC or Mac	No	Yes	Yes ⁸
Automated user account provisioning	N/A	Yes	Yes
Multilingual user interface	Yes	Yes	Yes
Client push deployment	Yes	Yes	Yes
Client support for on-premises Exchange	Yes	Yes	Yes

Client support for on-premises SharePoint	Yes	Yes	Yes
Control of software updates	Yes	Yes	Yes
Database Compare	Yes	Yes	Yes
Desktop virtualization	Yes	Yes	Yes ⁹
Excel Spreadsheet Compare	Yes	Yes	Yes
Excel Spreadsheet Inquire	Yes	Yes	Yes
Exchange Online and SharePoint Online Archiving and Compliance	Yes ³	Yes	Yes ³
Group Policy support	Yes	Yes	Yes
Information Rights Management using Azure Information Protection ⁴	No	No	No
Information Rights Management using Windows Server AD RMS ⁵	No	No	No
Office Add-in, ActiveX, and BHO support	Yes	Yes	Yes
OneNote client access to notebooks on SharePoint Server, SharePoint Online, OneDrive for Business, and Office 365	No	Yes	Yes
Office Lens	No	No	No
Office Telemetry	Yes	Yes	Yes
Offline support for client applications	Yes	Yes	Yes
Optimized side-by-side client installation	No	Yes	Yes
Power Map for Excel	No ⁶	Yes	Yes
Power Pivot for Excel	Yes	Yes	Yes
Power Query for Excel	Yes	Yes	Yes
Power View for Excel	Yes	Yes	Yes

Roaming settings	Yes	Yes	Yes
Shared computer activation	No	No	Yes
Support for blocking cloud-based file storage	Yes	Yes	Yes
Version upgrades	No	Yes	Yes
Volume activation (KMS/MAK)	Yes	Yes	No ¹⁰

NOTE

¹ Office 365 Germany plans include client software applications that are installed and run on an end-user's device ("client software applications"), such as Office 365 ProPlus, Office 2013, and Office 2016. Client software applications do not operate exclusively in German data centers and may enable an end-user to access online services that are not German Online Services. For purposes of your agreement with Microsoft, client software applications are not German Online Services. German data residency commitments and access control by German data trustee apply only to the German Online Services.

² Office 2013 requires that [modern authentication be enabled](#).

³ Archiving and compliance features are supported with this version of Office, but the Exchange Online and SharePoint Online plans are not included and must be purchased separately or used with supported on-premises server equivalents.

⁴ Azure Information Protection is not included but can be purchased as a separate add-on in order to enable the supported IRM features.

⁵ Windows Server AD RMS is an on-premises server that must be purchased and managed separately in order to enable the supported IRM features.

⁶ If you have Office Professional Plus 2013 or a standalone version of Excel 2013, you can download and use the [Power Map Preview for Excel 2013](#) as an unsupported add-in.

⁷ Skype for Business Basic is available for all customers. The Skype for Business desktop client is a locally installed application that provides presence, instant messaging, and conferencing features for Office 365 plans that include Skype for Business Online. Office 365 ProPlus, and Office 365 Enterprise E3 include the full Skype application, which includes additional features including advanced telephony support, archiving, and compliance features. A Skype for Business Online license must be assigned for each user. For more information on Lync Basic features, see [Desktop client comparison tables](#).

⁸ Office 2011 for Mac can be installed, but not activated.

⁹ Office 365 ProPlus is supported on user-dedicated virtual desktop infrastructure (VDI). Office 365 ProPlus supports Remote Desktop Services (RDS) only when purchased through a Volume Licensing Program.

¹⁰ Volume activation for Office 365 Germany Enterprise E3 and Office 365 ProPlus is limited to installations on Windows Server 2008 R2 and newer with the RDS role enabled or Windows To Go installations. In either case, users accessing these installations need to be licensed users of Office 365 Germany Enterprise E3 or Office 365 ProPlus.

¹¹ Not available for Office 365 Germany, but coming soon.

Office for the web features

The following table provides links to comparisons of Office for the web feature capabilities available in Office 365 Germany plans to feature-rich Microsoft Office desktop apps. Use the comparisons to discover what features are available in Office for the web and then click on the feature name to read a brief description about how that feature works. You may discover that some people in your organization may need the advanced charting capability of the Excel desktop app while others may only need to view and lightly edit Word documents and PowerPoint presentations with Office for the web.

NOTE

- A limited selection of Office features has been chosen to represent the advanced capabilities of the Office desktop suite. The table is not a comprehensive list of Microsoft Office features.
- Microsoft Office 365 ProPlus is a monthly subscription offer of the latest Office desktop suite.
- Microsoft Office Web Apps Server 2013 on-premises customers get an Office for the web editing license if they have purchased an Office desktop suite license (such as Office Professional Plus, Office Standard, or an Office 365 ProPlus license).
- Due to the nature of Office 365 Germany, there are some features that have not yet been enabled. You will see the services come closer to full feature parity with global services over time.

Application	Office for the web	Link to detailed feature comparison
Word	Word for the web	Word
Excel	Excel for the web	Excel
OneNote	OneNote for the web	OneNote
PowerPoint	PowerPoint for the web	PowerPoint

Exchange Online features

The following table lists the Exchange Online features that are available across Office 365 Germany plans.

[illegible]

Cloud-Based Archiving of On-Premises Mailboxes	No	No	No	Yes	Yes	Yes	Yes	No	
Retention Tags and Retention Policies	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Encryption of data at rest (BitLocker)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
IRM using Azure Information Protection ³	No ⁴	No ⁴	No ⁴	No ⁴	No ⁴	No	No	No ⁴	
IRM using Windows Server AD RMS ³	No ⁵	No ⁵	No ⁵	No ⁵	No ⁵	No ⁵	No ⁵	No ⁵	
Office 365 Message Encryption	No ⁴	No ⁴	No ⁴	No ⁴	No ⁴	Yes	Yes	No ⁴	
S/MIME	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
In-Place Hold and Litigation Hold	No	--	No	Yes	No	Yes	Yes	No	
In-Place eDiscovery	Yes ⁶	Yes ⁶	Yes ⁶	Yes	Yes ⁶	Yes ⁶	Yes ⁶	Yes	

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

SMTP Relay Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Exchange Online Setup and Administration	Office 365 German y Business Essentials	Office 365 German y Business	Office 365 German y Business Premium	Office 365 German y Education A1	Office 365 German y Enterprise E1	Office 365 German y Enterprise E3	Office 365 German y Enterprise E4	Office 365 German y Enterprise K1	
Microsoft Office 365 portal access	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Microsoft 365 admin center access	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Exchange admin center access	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Remote Windows PowerShell access	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
ActiveSync Policies for Mobile Devices	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Usage Reporting	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Extending the Service - Customization, Add-ins, and Resources	Office 365 German y Business Essentials	Office 365 German y Business	Office 365 German y Business Premium	Office 365 German y Education A1	Office 365 German y Enterprise E1	Office 365 German y Enterprise E3	Office 365 German y Enterprise E4	Office 365 German y Enterprise K1	

Outlook Add-Ins and Outlook MAPI	Yes ¹⁶	Yes ¹⁶	Yes ¹⁶	Yes ¹⁶	Yes ¹⁶	Yes ¹⁶	Yes ¹⁶	No	

NOTE

¹ Exchange 2010 supports only minimal hybrid deployment. (Full hybrid deployment is not supported for Exchange 2010.) For more information about minimal hybrid deployment, see [Use express migration to migrate Exchange mailboxes to Office 365](#).

² Office 365 Germany Business Essentials and Office 365 Germany Business Premium do not provide access rights for utilization with on-premises servers. To be compliant, customer must purchase or have previously purchased the appropriate CALs or upgrade to an Enterprise SKU, which provides these access rights.

³ Not available for Office 365 Germany, but coming soon.

⁴ Azure Information Protection is not included but can be purchased as a separate add-on (or added for free to the Office 365 Germany Education A1 plan) in order to enable the supported IRM features. Office 365 Message Encryption depends on Azure Information Protection.

⁵ Windows Server AD RMS is an on-premises server that must be purchased and managed separately in order to enable the supported IRM features.

⁶ For eDiscovery, you need a separate query for on-premise vs. cloud.

⁷ Transport rules are made up of flexible criteria, which allow you to define conditions and exceptions, and actions to take based on the criteria. The available criteria and actions differ between Exchange Online, and Microsoft Exchange Server 2013. For a list of available criteria and actions, see the corresponding criteria and actions topics for each product.

⁸ Only accessible via direct access to the Exchange admin center (EAC) management interface.

⁹ Exchange Server 2013 uses only the Microsoft anti-malware engine. Exchange Online uses multiple anti-malware engines to scan inbound, outbound, and internal messages for malware.

¹⁰ Connected accounts are supported for POP & IMAP accounts, but disabled for Outlook.com (Hotmail).

¹¹ An EOA subscription can be purchased separately for each mailbox that requires the inactive mailbox feature.

¹² Using a cmdlet to work with the Address List and Global Address List is not supported.

¹³ Requires using Availability Address Space to support sharing with other tenants. For more information on how to create an Availability Address space, see [Add-AvailabilityAddressSpace](#).

¹⁴ Table indicates whether or not the client works with the associated plans. It does not mean the clients are necessarily included in the purchase of these plans.

¹⁵ POP is supported, but IMAP is not.

¹⁶ Some third-party web parts and add-ins may not be available.

Exchange Online Protection features

The following table lists the Exchange Online Protection (EOP) features that are available across Office 365 Germany plans. For more detailed information about EOP features, click the links in the table. When Exchange Online is mentioned, it typically refers to the Office 365 Enterprise service family.

Feature	EOP standalone	EOP features in Exchange Online	Exchange Enterprise CAL with Services
Mail recipients	Yes ¹	Yes ¹	Yes
Admin role group permissions	Yes ²	Yes	Yes

Domain management	Yes ³	Yes	Yes ³
Match subdomains	Yes	Yes	No
Directory Based Edge Blocking (DBEB)	Yes	Yes	Yes
Transport rules	Yes ^{3, 4, 14}	Yes ^{3, 4, 14}	Yes
Audit logging	Yes ⁵	Yes	Yes
Audit log search			
¹⁶	No	Yes	Yes
Data loss prevention (DLP)	No	Yes	Yes ⁶
Office 365 Message Encryption	Yes ¹²	Yes	Yes ¹²
Anti-spam protection (built-in)	Yes	Yes	Yes
Customize anti-spam policies	Yes ⁷	Yes	Yes
Anti-malware protection (built-in)	Yes ¹³	Yes	Yes
Customize anti-malware policies	Yes	Yes	Yes
Quarantine: administrator management	Yes	Yes	Yes
Quarantine: end-user self-management	Yes	Yes	Yes
Advanced data governance ¹⁷	No	Yes	Yes
Office 365 Threat Intelligence ¹⁸	No	Yes	Yes
Junk Email Reporting in Outlook Web App	Yes ⁸	No ⁸	No ⁸
Routing email between Office 365 and your own email servers	Yes	Yes	Yes
Secure messaging with a trusted partner	Yes	Yes	Yes

Safe listing a partner's IP address	Yes	Yes	Yes
Conditional mail routing	Yes	Yes	Yes
Hybrid mail routing	Yes	Yes	Yes
Microsoft 365 admin center reports	Yes ⁹	Yes ¹⁰	Yes ^{9, 10}
Excel download application reports	Yes	Yes	Yes ¹¹
Reporting using web services	No	Yes	Yes
Message trace	Yes ¹⁵	Yes ¹⁵	Yes
Access to the Microsoft 365 admin center	Yes	Yes	Yes
Access to the Exchange admin center (EAC)	Yes	Yes	Yes
Remote Windows PowerShell access	Yes ²	Yes	Yes

NOTE

- ¹ Mail users are defined as "Mailboxes," and, along with external mail contacts, can be added, removed, and otherwise managed directly in the Exchange admin center (EAC).
- ² No RBAC customization. Admin roles only.
- ³ Managed domains can be viewed and domain types can be edited in the EAC. All other domain management must be done in the Microsoft 365 admin center.
- ⁴ The available flexible criteria and actions differ between EOP and Exchange Online. For a list of available criteria and actions in EOP, see [Transport Rule Criteria](#) and [Transport Rule Actions](#). For a list of available criteria and actions in Exchange Online, see [Transport Rule Criteria](#) and [Transport Rule Actions](#).
- ⁵ EOP auditing reports are a subset of Exchange Online auditing reports that exclude information about mailboxes.
- ⁶ DLP policy tips are not available for Exchange Enterprise CAL with Services customers.
- ⁷ The default content filter action is to move spam messages to the recipients' Junk Email folder. For this to work with on-premises mailboxes, you must also configure two Exchange Transport rules on your on-premises servers to detect spam headers added by EOP. For more information, see [Ensure that Spam is Routed to Each User's Junk Email Folder](#).
- ⁸ This feature is available to Exchange Server 2013 Service Pack 1 (SP1) customers whose mailboxes are being filtered by EOP, and will soon be available to Exchange Online customers.
- ⁹ EOP reports are a subset of Exchange Online reports that exclude information about mailboxes.
- ¹⁰ Includes DLP reports.
- ¹¹ Exchange Enterprise CAL with Services customers should install the workbook by selecting the **Exchange Online** service rather than the **Exchange Online Protection** service.
- ¹² Supported for on-premises customers who purchase Azure Information Protection and use Exchange Online Protection to route email through Exchange Online.
- ¹³ Scans inbound and outbound messages, but does not scan internal messages sent from a sender in your organization to a recipient in your organization.
- ¹⁴ The available predicates and actions differ between EOP and Exchange Online.
- ¹⁵ Hybrid setup is not available through the Hybrid Wizard, but can be set up manually if you have Exchange SP1.
- ¹⁶ Available in Office 365 Germany E1 and above.
- ¹⁷ Available in Office 365 Germany E3.
- ¹⁸ Available as an add-on feature for Office 365 Germany.

Exchange Online Advanced Threat Protection features

The following table lists the Exchange Online Advanced Threat Protection features that are available across Office 365 Germany plans. For more detailed information about EOP features, click the links in the table. When Exchange Online is mentioned, it typically refers to the Office 365 Enterprise service family.

FEATURE	ATP STANDALONE	ATP FEATURES IN EXCHANGE ONLINE
Safe Links	Yes	Yes
Safe Attachments	Yes	Yes

OneDrive for Business features

The following table lists the OneDrive for Business standalone option and SharePoint Online features that are available in Office 365 Germany plans.

NOTE

To access OneDrive for Business reporting features, you must also have at least one active Exchange license, such as Exchange Online Plan 1 or Exchange Online Plan 2.

DEVELOPER FEATURES	ONEDRIVE FOR BUSINESS PLAN 1	ONEDRIVE FOR BUSINESS PLAN 2	SHAREPOINT ONLINE PLAN 1	SHAREPOINT ONLINE PLAN 2
App Catalog (SharePoint)	Yes	Yes	Yes	Yes
App Deployment: Cloud-Hosted Apps	Yes	Yes	Yes	Yes
App Deployment: SharePoint-Hosted Apps	Yes	Yes	Yes	Yes
App Management Services	Yes	Yes	Yes	Yes
BCS: Alerts for External Lists	No	No	No	Yes
BCS: App Scoped External Content Types (ECTs)	No	No	No	Yes
BCS: Business Data Web Parts	No	No	No	Yes
BCS: External List	No	No	No	Yes
BCS: OData connector	No	No	No	Yes
BCS: Profile Pages	No	No	No	No
BCS: Rich Client Integration	No	No	No	No
BCS: Secure Store Service	No	No	No	Yes
BCS: Tenant-level external data log	No	No	No	Yes
Browser-based customizations	Yes	Yes	Yes	Yes
Client Object Model (OM)	Yes	Yes	Yes	Yes
Client-side rendering (CSR)	Yes	Yes	Yes	Yes
Custom Site Definitions	No	No	No	No
Custom Site Provisioning Page	No	No	No	No

DEVELOPER FEATURES	ONEDRIVE FOR BUSINESS PLAN 1	ONEDRIVE FOR BUSINESS PLAN 2	SHAREPOINT ONLINE PLAN 1	SHAREPOINT ONLINE PLAN 2
Developer Site	No	No	Yes	Yes
Forms Based Applications	No	No	Yes	Yes
Full-Trust Solutions	No	No	No	No
InfoPath Forms Services	No	No	No	Yes
JavaScript Object Model	Yes	Yes	Yes	Yes
List and Library APIs	Yes	Yes	Yes	Yes
Remote Event Receiver	No	No	Yes	Yes
REST APIs	Yes	Yes	Yes	Yes
SharePoint Design Manager	No	No	Yes	Yes
SharePoint Designer 2013	No	No	Yes	Yes
SharePoint Store2 ²	Yes	Yes	Yes	Yes
SharePoint 2010 workflows (.NET 3.5)	No	No	Yes	Yes
SharePoint 2010 workflows (out of the box)	No	No	Yes	Yes
SharePoint 2013 and SharePoint 2016 workflows	No	No	Yes	Yes
Workload API: ECM APIs	No	No	Yes	Yes
Workload API: Search APIs	No	No	Yes	Yes
Workload API: Social APIs	No	No	Yes	Yes
IT Professional features	OneDrive for Business Plan 1	OneDrive for Business Plan 2	SharePoint Online Plan 1	SharePoint Online Plan 2

DEVELOPER FEATURES	ONEDRIVE FOR BUSINESS PLAN 1	ONEDRIVE FOR BUSINESS PLAN 2	SHAREPOINT ONLINE PLAN 1	SHAREPOINT ONLINE PLAN 2
Active Directory synchronization	Yes	Yes	Yes	Yes
Alternate Access Mapping (AAM)	No	No	No	No
Analytics Platform	No	No	Yes	Yes
Anti-malware protection	Yes	Yes	Yes	Yes
Claims-Based Authentication Support	No	No	No	No
Configuration Wizards	No	No	No	No
Data loss prevention	No	Yes	No	Yes
Deferred Site Collection upgrade	Yes	Yes	Yes	Yes
Distributed Cache	No	No	No	No
Encryption at rest	Yes	Yes	Yes	Yes
Host Header Site Collections	No	No	No	No
Improved Permissions Management	Yes	Yes	Yes	Yes
Improved Self-Service Site Creation	No	No	No	No
Managed Accounts	No	No	No	No
Minimal Download Strategy (MDS)	Yes	Yes	Yes	Yes
OAuth	Yes	Yes	Yes	Yes
Patch Management	No	No	No	No
Quota Templates	No	No	No	No
Read-Only Database Support	No	No	No	No

DEVELOPER FEATURES	ONEDRIVE FOR BUSINESS PLAN 1	ONEDRIVE FOR BUSINESS PLAN 2	SHAREPOINT ONLINE PLAN 1	SHAREPOINT ONLINE PLAN 2
Remote BLOB Storage	No	No	No	No
Request Management	No	No	No	No
Request throttling	No	No	No	No
Resource throttling	No	No	No	No
Service Application Platform	No	No	Yes	Yes
SharePoint Health Analyzer	No	No	No	No
SharePoint admin center (Office 365)	Yes	Yes	Yes	Yes
Shredded Storage	Yes	Yes	Yes	Yes
Site Collection Compliance Policies	Yes	Yes	Yes	Yes
Site Collection Health Checks	Yes	Yes	Yes	Yes
State Service	No	No	No	No
Streamlined Central Administration	No	No	No	No
System Status Notifications	No	No	No	No
Unattached Content Database Recovery	No	No	No	No
Upgrade evaluation site collections	No	No	Yes	Yes
Usage Reporting and Logging	No	No	No	No
Windows PowerShell Support	Yes	Yes	Yes	Yes
Content features	OneDrive for Business Plan 1	OneDrive for Business Plan 2	SharePoint Online Plan 1	SharePoint Online Plan 2
Accessibility Standards Support	Yes	Yes	Yes	Yes

DEVELOPER FEATURES	ONEDRIVE FOR BUSINESS PLAN 1	ONEDRIVE FOR BUSINESS PLAN 2	SHAREPOINT ONLINE PLAN 1	SHAREPOINT ONLINE PLAN 2
Asset Library Enhancements/Video Support	Yes	Yes	Yes	Yes
Auditing	Yes	Yes	Yes	Yes
Auditing & Reporting (e.g., doc edits, policy edits, deletes)	Yes	Yes	Yes	Yes
Content Organizer	No	No	Yes	Yes
Design Manager	No	No	Yes	Yes
Document Sets	Yes	Yes	Yes	Yes
Document Translation in Word for the web	Yes	Yes	Yes	Yes
eDiscovery Search	Yes	Yes	Yes	Yes
eDiscovery Hold	No	Yes	No	Yes
eDiscovery Export	No	Yes	No	Yes
Email enabled lists and libraries	No	No	No	No
External Sharing: External Access	No	No	No	No
External Sharing: Guest Link	No	No	No	No
Folder Sync	Yes	Yes	Yes	Yes
Hybrid Auditing	No	No	No	No
Hybrid Taxonomy and Content Types	Yes	Yes	Yes	Yes
Information Rights Management (IRM) ¹	No	No	No	No
Information Rights Management (IRM)	No	No	No	No
Managed metadata service	No	No	Yes	Yes
Metadata-driven Navigation	No	No	Yes	Yes

DEVELOPER FEATURES	ONEDRIVE FOR BUSINESS PLAN 1	ONEDRIVE FOR BUSINESS PLAN 2	SHAREPOINT ONLINE PLAN 1	SHAREPOINT ONLINE PLAN 2
Multi-stage Disposition	Yes	Yes	Yes	Yes
Office for the web (create/edit)	Yes	Yes	No	No
Office for the web (view)	Yes	Yes	Yes	Yes
Office Web Apps Server integration	No	No	No	No
PowerPoint Automation Services	No	No	No	No
Preservation hold library	No	Yes	No	Yes
Quick Edit	Yes	Yes	Yes	Yes
Records management	No	No	Yes	Yes
Recycle Bin (SharePoint admin center)	Yes	Yes	Yes	Yes
Recycle Bin (site collection)	Yes	Yes	Yes	Yes
Related Items	No	No	Yes	Yes
Rich Media Management	No	No	Yes	Yes
Shared Content Types	Yes	Yes	Yes	Yes
SharePoint Translation Services	No	No	Yes	Yes
Surveys	Yes	Yes	Yes	Yes
Unique Document IDs	Yes	Yes	Yes	Yes
Video Search	No	No	No	Yes
Publishing Analytics	No	No	Yes	Yes
Catalog	No	No	No	Yes

DEVELOPER FEATURES	ONEDRIVE FOR BUSINESS PLAN 1	ONEDRIVE FOR BUSINESS PLAN 2	SHAREPOINT ONLINE PLAN 1	SHAREPOINT ONLINE PLAN 2
Category page and catalog item page	No	No	No	Yes
Search web parts	No	No	No	Yes
Cross-Site Publishing	No	No	No	Yes
WCM: Designer Tools	No	No	Yes	Yes
Faceted navigation	No	No	No	No
Image Renditions	No	No	Yes	Yes
WCM: Managed navigation	No	No	Yes	Yes
WCM: Mobile and Device Rendering	No	No	Yes	Yes
WCM: Multiple Domains	No	No	No	No
WCM: Recommendations	No	No	Yes	Yes
WCM: Search Engine Optimizations (SEO)	No	No	Yes	Yes
Word Automation Services	No	No	No	No
Insights features	OneDrive for Business Plan 1	OneDrive for Business Plan 2	SharePoint Online Plan 1	SharePoint Online Plan 2
Business Intelligence Center	No	No	No	Yes
Calculated Measures and Members	No	No	No	Yes
Data Connection Library	No	No	No	Yes
Decoupled PivotTables and PivotCharts	No	No	No	Yes
Excel Services	No	No	No	Yes
Field list and Field Support	No	No	No	Yes

DEVELOPER FEATURES	ONEDRIVE FOR BUSINESS PLAN 1	ONEDRIVE FOR BUSINESS PLAN 2	SHAREPOINT ONLINE PLAN 1	SHAREPOINT ONLINE PLAN 2
Filter Enhancements	No	No	No	Yes
Filter Search	No	No	No	Yes
PerformancePoint Services	No	No	No	No
PerformancePoint Services (PPS) Dashboard Migration	No	No	No	No
Power View for Excel in SharePoint	No	No	No	Yes
Power Pivot for Excel in SharePoint	No	No	No	Yes
Quick Explore	No	No	No	Yes
Scorecards & Dashboards	No	No	No	No
SQL Server Reporting Services (SSRS) Integrated Mode	No	No	No	No
Timeline Slicer	No	No	No	Yes
Visio for the web ⁴	Yes	Yes	Yes	Yes
Visio Services ⁴	No	No	No	No
Search features	OneDrive for Business Plan 1	OneDrive for Business Plan 2	SharePoint Online Plan 1	SharePoint Online Plan 2
Advanced Content Processing	No	No	No	No
Continuous crawls	Yes	Yes	Yes	Yes
Custom entity extraction	No	No	No	No
Deep links	Yes	Yes	Yes	Yes
Event-based relevancy	Yes	Yes	Yes	Yes
Expertise Search	Yes	Yes	Yes	Yes
Extensible content processing	No	No	No	No

DEVELOPER FEATURES	ONEDRIVE FOR BUSINESS PLAN 1	ONEDRIVE FOR BUSINESS PLAN 2	SHAREPOINT ONLINE PLAN 1	SHAREPOINT ONLINE PLAN 2
Graphical refiners	Yes	Yes	Yes	Yes
Hybrid search	Yes	Yes	Yes	Yes
Manage search schema	No	No	Yes	Yes
On-premises search index	No	No	No	No
Phonetic name matching	Yes	Yes	Yes	Yes
Query rules—add promoted results	No	No	Yes	Yes
Query rules—advanced actions	No	No	No	No
Query spelling correction	No	No	Yes	Yes
Query suggestions	No	No	Yes	Yes
Query throttling	No	No	Yes	Yes
On-hover preview	Yes	Yes	Yes	Yes
Ranking models	No	Yes	Yes ²	Yes ²
Refiners	Yes	Yes	Yes	Yes
RESTful Query API/Query OM	Yes	Yes	Yes	Yes
Result sources	Yes	Yes	Yes	Yes
Search connector framework	No	No	No	No
Search results sorting	Yes	Yes	Yes	Yes
Search vertical: “Conversations”	Yes	Yes	Yes	Yes
Search vertical: “People”	Yes	Yes	Yes	Yes
Search vertical: “Video”	No	No	No	Yes

DEVELOPER FEATURES	ONEDRIVE FOR BUSINESS PLAN 1	ONEDRIVE FOR BUSINESS PLAN 2	SHAREPOINT ONLINE PLAN 1	SHAREPOINT ONLINE PLAN 2
"This List" searches	Yes	Yes	Yes	Yes
Sites features	OneDrive for Business Plan 1	OneDrive for Business Plan 2	SharePoint Online Plan 1	SharePoint Online Plan 2
Change the look	No	No	Yes	Yes
Connections to Microsoft Office Clients	Yes	Yes	Yes	Yes
Cross Browser Support	Yes	Yes	Yes	Yes
Custom Managed Paths	No	No	No	No
Governance	Yes	Yes	Yes	Yes
Hybrid App Launcher	Yes	Yes	Yes	Yes
Hybrid OneDrive for Business and Sites	Yes	Yes	Yes	Yes
Large List Scalability and Management	Yes	Yes	Yes	Yes
Mobile Connectivity	Yes ³	Yes ³	Yes	Yes
Multi-Lingual User Interface	Yes	Yes	Yes	Yes
My Tasks	No	No	Yes	Yes
OOTB Web Parts	No	No	Yes	Yes
Permissions Management	Yes	Yes	Yes	Yes
Project functionality for team sites	No	No	Yes	Yes
Project site template	No	No	Yes	Yes
Project Summary web part	No	No	Yes	Yes
Project workspace	No	No	Yes	Yes
SharePoint Lists	No	No	Yes	Yes

DEVELOPER FEATURES	ONEDRIVE FOR BUSINESS PLAN 1	ONEDRIVE FOR BUSINESS PLAN 2	SHAREPOINT ONLINE PLAN 1	SHAREPOINT ONLINE PLAN 2
SharePoint Ribbon	No	No	Yes	Yes
Document libraries	No	No	Yes	Yes
Task list	No	No	Yes	Yes
Team Site: Drag & Drop	No	No	Yes	Yes
Team Notebook	No	No	Yes	Yes
Team Site: Simplified Access	No	No	Yes	Yes
Site designs	No	No	Yes	Yes
Site Themes (change the look)	No	No	Yes	Yes
Site usage page	No	No	Yes	Yes
Variations	No	No	Yes	Yes
Work Management Service	No	No	Yes	Yes
Social features	OneDrive for Business Plan 1	OneDrive for Business Plan 2	SharePoint Online Plan 1	SharePoint Online Plan 2
Ask Me About	Yes	Yes	Yes	Yes
Personal blogs	No	No	Yes	Yes
Communities Reputation, Badging, and Moderation	No	No	Yes	Yes
Community	No	No	Yes	Yes
Company Feed	No	No	Yes	Yes
Document Conversations with Yammer	No	No	No	No
Follow	Yes	Yes	Yes	Yes
Microblogging	No	No	Yes	Yes
Newsfeed	No	No	Yes	Yes

DEVELOPER FEATURES	ONEDRIVE FOR BUSINESS PLAN 1	ONEDRIVE FOR BUSINESS PLAN 2	SHAREPOINT ONLINE PLAN 1	SHAREPOINT ONLINE PLAN 2
One Click Sharing	Yes	Yes	Yes	Yes
People, Sites, Document Recommendations	No	No	Yes	Yes
Personal Site	Yes	Yes	Yes	Yes
Photos and Presence	Yes	Yes	Yes	Yes
Profile	Yes	Yes	Yes	Yes
Ratings	Yes	Yes	Yes	Yes
Shared with Me	Yes	Yes	Yes	Yes
Site Feed (classic team site using SharePoint social)	No	No	Yes	Yes
OneDrive for Business	Yes	Yes	Yes	Yes
Tag profiles	No	No	Yes	Yes
Tasks integrated with Outlook	Yes	Yes	Yes	Yes
Trending Tags	No	No	Yes	Yes
Wikis	No	No	Yes	Yes
Add-Ons	OneDrive for Business Plan 1	OneDrive for Business Plan 2	SharePoint Online Plan 1	SharePoint Online Plan 2
Additional Storage	No	No	No	No
Azure Provisioned Apps: Access Services	Yes	Yes	Yes	Yes
Azure Provisioned Apps: Custom Code in Azure Lightweight Web Role (LWR)	Yes	Yes	Yes	Yes

NOTE

¹ Azure Information Protection is not included but can be purchased as a separate add-in order to enable supported IRM features.

² The Office and SharePoint App Stores are optional services operated by Microsoft Corporation or its affiliate from any of Microsoft's worldwide facilities. The apps available in the Store are provided by various app publishers and are subject to the app publisher's terms and conditions and privacy statement. Your use of any of these apps may result in your data being transferred to, stored, or processed in any country where the app publisher, its affiliates, or service providers maintain facilities. Availability of specific apps and payment methods depends on your region and service. Please carefully review the app publisher's terms and conditions and privacy statements before downloading and using such apps.

³ Not yet available for Windows phone.

⁴ Visio for the web consumption (view capability) is available for free. Visio for the web create and edit capabilities require a license. For more information about Visio for the web, see the [Visio for the web Service Description](#).

Project Online features

The following table lists the Project Online features that are available across Office 365 Germany plans. To learn more about Project Online, see [Getting Started with Project Online](#).

Plan	Description	Target users
Project Online Essentials	Web-based interface for team members Update tasks, issues, and risks Submit timesheets Share documents and collaborate with Skype for Business presence	Team members
Project Online Professional	All of the Project Online Essentials functionality, plus: Rich user interface through desktop client Anytime/anywhere access through Web interface Project scheduling and costing Resource management Publishing projects to the cloud Includes the most current version of the Project desktop application, instantly streamed to your Windows PC. Each subscription license allows for up to five concurrent installations of the Project desktop application.	Project managers
Project Online Premium	All of the Project Online Professional functionality, plus: Portfolio selection and optimization Demand management Enterprise resource management Out-of-box portfolio reports	Portfolio and resource managers

SharePoint Online features

All Office 365 plans include the SharePoint Online service, but not all plans support all SharePoint features. The following table lists features that are available across Office 365 Germany plans.

Developer features	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
App Catalog (SharePoint)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
App Deployment: Cloud-Hosted Apps	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
App Deployment: SharePoint-Hosted Apps	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
App Management Services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
BCS: Alerts for External Lists	No	No	No	Yes	No	Yes	Yes	No
BCS: App Scoped External Content Types (ECTs)	No	No	No	Yes	No	Yes	Yes	No
BCS: Business Data Web Parts	No	No	No	Yes	No	Yes	Yes	No
BCS: External List	No	No	No	Yes	No	Yes	Yes	No
BCS: OData connector	No	No	No	Yes	No	Yes	Yes	No
BCS: Profile Pages	No	No	No	No	No	No	No	No

BCS: Rich Client Integration	No	No	No	No	No	No	No	No
BCS: Secure Store Service	No	No	No	Yes	No	Yes	Yes	No
BCS: Tenant-level external data log	No	No	No	Yes	No	Yes	Yes	No
Browser-based customizations	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Client Object Model (OM)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Client-side rendering (CSR)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Custom Site Definitions	No	No	No	No	No	No	No	No
Custom Site Provisioning Page	No	No	No	No	No	No	No	No
Developer Site	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Forms Based Applications	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Full-Trust Solutions	No	No	No	No	No	No	No	No
InfoPath Forms Services	No	No	No	Yes ¹⁷	No	Yes ¹⁷	Yes ¹⁷	No

JavaScript Object Model	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
List and Library APIs	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Remote Event Receiver	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
REST APIs	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
SharePoint Design Manager	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
SharePoint Designer 2013	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
SharePoint Store2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
SharePoint 2010 workflows (.NET 3.5)	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
SharePoint 2010 workflows (out of the box)	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
SharePoint 2013 and SharePoint 2016 workflows	Yes	No	Yes	Yes ⁴	Yes ⁴	Yes ⁴	Yes ⁴	Yes
Workload API: ECM APIs	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Workload API: Search APIs	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Workload API: Social APIs	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes

IT Professional features	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Active Directory synchronization	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Alternate Access Mapping (AAM)	No	No	No	No	No	No	No	No
Analytics Platform	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Anti-malware protection	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Claims-Based Authentication Support	No	No	No	No	No	No	No	No
Configuration Wizards	No	No	No	No	No	No	No	No
Data loss prevention	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Deferred Site Collection upgrade	No	No	No	No	No	No	No	No
Data loss prevention	No	No	No	Yes	No	Yes	Yes	No
Encryption at rest	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Host Header Site Collections	No	No	No	No	No	No	No	No

Improved Permissions Management	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Improved Self-Service Site Creation	No	No	Yes	No	No	No	No	No
Managed Accounts	No	No	No	No	No	No	No	No
Minimal Download Strategy (MDS)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
OAuth	Yes ⁸	Yes ⁸	Yes ⁸	Yes ⁸	Yes ⁸	Yes ⁸	Yes ⁸	Yes ⁸
Patch Management	No	No	No	No	No	No	No	No
Quota Templates	No	No	No	No	No	No	No	No
Read-Only Database Support	No	No	No	No	No	No	No	No
Remote BLOB Storage	No	No	No	No	No	No	No	No
Request Management	No	No	No	No	No	No	No	No
Request throttling	No	No	No	No	No	No	No	No
Resource throttling	No	No	No	No	No	No	No	No
Service Application Platform	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
SharePoint Health Analyzer	No	No	No	No	No	No	No	No

SharePoint admin center (Office 365)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No ⁴
Shredded Storage	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Site Collection Compliance Policies	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Site Collection Health Checks	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
State Service	No	No	No	No	No	No	No	No
Streamlined Central Administration	No	No	No	No	No	No	No	No
System Status Notifications	No	No	No	No	No	No	No	No
Unattached Content Database Recovery	No	No	No	No	No	No	No	No
Upgrade evaluation site collections	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Usage Reporting and Logging	No	No	No	No	No	No	No	No
Windows PowerShell Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Content features	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Accessibility Standards Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Asset Library Enhancements/Video Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Auditing	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Auditing & Reporting (e.g., doc edits, policy edits, deletes)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Content Organizer	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Design Manager	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Document Sets	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Document Translation in Word for the web	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
eDiscovery Search	Yes ⁶	Yes	Yes ⁶	Yes ⁶	Yes ⁶	Yes ⁶	Yes ⁶	Yes ⁶
eDiscovery Hold	No ⁶	No	No ⁶	Yes ⁶	No ⁶	Yes ⁶	Yes ⁶	No ⁶
eDiscovery Export	No ⁶	No	No ⁶	Yes ⁶	No ⁶	Yes ⁶	Yes ⁶	No ⁶

[illegible]

Office for the web (view)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Office ProPlus (Osub)	No	Yes	No	No	No	Yes	Yes	No
Office Web Apps Server integration	No	No	No	No	No	No	No	No
PowerPoint Automation Services	No	No	No	No	No	No	No	No
Preservation hold library	No	No	No	Yes	No	Yes	Yes	No
Quick Edit	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Records management	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Recycle Bin (SharePoint admin center)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Recycle Bin (site collection)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Related Items	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Rich Media Management	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Shared Content Types	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
SharePoint Translation Services	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes

Surveys	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Unique Document IDs	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Video Search	No	No	No	Yes	No	Yes	Yes	No
Publishing Analytics	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Catalog	No	No	No	Yes	No	Yes	Yes	No
Category page and catalog item page	No	No	No	Yes	No	Yes	Yes	No
Search web parts	No	No	No	Yes	No	Yes	Yes	No
Cross-Site Publishing	No	No	No	Yes	No	Yes	Yes	No
WCM: Designer Tools	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Faceted navigation	No	No	No	No	No	Yes ⁷	Yes ⁷	No
Image Renditions	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
WCM: Managed navigation	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
WCM: Mobile and Device Rendering	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
WCM: Multiple Domains	No	No	No	No	No	No	No	No

WCM: Recommendations	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
WCM: Search Engine Optimizations (SEO)	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Word Automation Services	No	No	No	No	No	No	No	No
Insights features	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Business Intelligence Center	No	No	No	No	No	Yes	Yes	No
Calculated Measures and Members	No	No	No	Yes	No	Yes	Yes	No
Data Connection Library	No	No	No	Yes	No	Yes	Yes	No
Decoupled PivotTables and PivotCharts	No	No	No	Yes	No	Yes	Yes	No
Excel Services	No	No	No	No	No	No	No	No
Field list and Field Support	No	No	No	Yes	No	Yes	Yes	No
Filter Enhancements	No	No	No	Yes	No	Yes	Yes	No
Filter Search	No	No	No	Yes	No	Yes	Yes	No

PerformancePoint Services	No	No	No	No	No	No	No	No
PerformancePoint Services (PPS) Dashboard Migration	No	No	No	No	No	No	No	No
Power BI	No	No	No	No	No	No	No	No
Power View for Excel in SharePoint	No	No	No	Yes	No	Yes	Yes	No
Power Pivot for Excel in SharePoint	No	No	No	Yes	No	Yes	Yes	No
Quick Explore	No	No	No	Yes	No	Yes	Yes	No
Scorecards & Dashboards	No	No	No	No	No	No	No	No
SQL Server Reporting Services (SSRS) Integrated Mode	No	No	No	No	No	No	No	No
Timeline Slicer	No	No	No	Yes	No	Yes	Yes	No
Use and Interact with Excel Workbooks Containing Data Models	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Visio for the web ¹⁸	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Query rules—add promoted results	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Query rules—advanced actions	No	No	No	Yes	No	Yes	Yes	No
Query spelling correction	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Query suggestions	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Query throttling	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
On-hover preview	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ranking models	Yes ⁵	No	Yes ⁵	Yes ⁵	Yes ⁵	Yes ⁵	Yes ⁵	Yes ⁵
Refiners	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
RESTful Query API/Query OM	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Result sources	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Search connector framework	No	No	No	No	No	No	No	No
Search results sorting	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Search vertical: “Conversations”	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Search vertical: “People”	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

[illegible]

My Tasks	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
OOTB Web Parts	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Permissions Management	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Project functionality for team sites	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Project site template	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Project Summary web part	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Project workspace	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
SharePoint Lists	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
SharePoint Ribbon	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Document libraries	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Task list	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Team Site: Drag & Drop	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Team Notebook	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Team Site: Simplified Access	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Site designs	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes

Site Themes (change the look)	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Site usage page	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Variations	Yes	No	Yes	Yes	Yes	Yes	Yes	No
Work Management Service	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Social features	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Ask Me About	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Personal blogs	Yes ¹³	No	Yes ¹³	Yes ¹³	Yes ¹³	Yes ¹³	Yes ¹³	Yes ¹³
Communities Reputation, Badging, and Moderation	Yes ¹⁴	No	Yes ¹⁴	Yes ¹⁴	Yes ¹⁴	Yes ¹⁴	Yes ¹⁴	No ¹⁴
Community	Yes ¹⁴	No	Yes ¹⁴	Yes ¹⁴	Yes ¹⁴	Yes ¹⁴	Yes ¹⁴	No
Company Feed	Yes	No	Yes	Yes	Yes	Yes	Yes	No
Document Conversations with Yammer	No	No	No	No	No	No	No	No
Follow	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Microblogging	Yes	No	Yes	Yes	Yes	Yes	Yes	No
Newsfeed	Yes	No	Yes	Yes	Yes	Yes	Yes	No

One Click Sharing	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
People, Sites, Document Recommendations	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Personal Site	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Photos and Presence	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Profile	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ratings	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Shared with Me	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Site Feed (classic team site using SharePoint social)	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
OneDrive for Business	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes ²
Tag profiles	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Tasks integrated with Outlook	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Trending Tags	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Wikis	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Yammer	No	No	No	No	No	No	No	No
Add-Ons	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1

Additional Storage	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Azure Provisioned Apps: Access Services	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵	Yes ¹⁵
Azure Provisioned Apps: Custom Code in Azure Lightweight Web Role (LWR)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Duet Online	No	No	No	Yes	No	Yes	Yes	No

NOTE

¹ To use folder sync, you must have Office 2013 or later (Standard or Professional edition) or an Office 365 subscription that includes Office applications. Office 365 Germany Business Essentials, Office 365 Germany Enterprise E1, Office 365 Germany Enterprise E1, and Office 365 Germany Education A1 plans do not include subscriptions to Office desktop applications. However, you can use folder sync if you have Office 2013 or later installed and subscribe to one of these plans.

² Kiosk accounts have limited OneDrive for Business functionality. Kiosk customers can use the OneDrive for Business folder sync client application to sync team site document libraries with a shared computer and access documents offline. But kiosk accounts do not include a OneDrive for Business Personal Site, so they do not benefit from a OneDrive for Business personal library with 1 TB of online storage.

³ Azure Information Protection is not included, but can be purchased as a separate add-in order to enable the supported IRM features. To create RMS protected content you must have Office Professional Plus 2013, Office Professional Plus 2016, Office 365 Pro Plus, or Outlook Web Access.

⁴ Because Kiosk users can't be administrators, tenants with Kiosk users need at least one Enterprise user to access the admin center.

⁵ SharePoint Online customers need to download and install the free Rank Model Tuning App in order to create and customize ranking models.

⁶ When you use eDiscovery features, the licensing requirement for a plan that permits that feature applies to all end users that are part of the eDiscovery action (Search, Hold, Export).

⁷ Authenticated SharePoint Online users can access private site collections with faceted navigation.

⁸ Some providers might not be available in your locale.

⁹ Sharing a document, library, or site by email with someone outside of your organization. Administrators do have the ability to turn it on, but will get a warning message indicating that it could make files shared accessible outside of your country. Users who attempt to share with someone outside of the organization will receive the same warning message.

¹⁰ Kiosk accounts have limited OneDrive for Business functionality. Kiosk customers can use the OneDrive for Business folder sync client application to sync team site document libraries with a shared computer and access documents offline. But kiosk accounts do not include a OneDrive for Business Personal Site, so they do not benefit from a OneDrive for Business personal library with 1 TB or 5 TB of online storage.

¹¹ You can view documents in any Mobile browser. You need to install the Office Mobile app to edit documents. Office Mobile is currently available for Windows phones and tablets, Android phones and tablets, iPhone, and iPad.

¹² Help is available only in Simplified Chinese and English.

¹³ Comments on blogs cannot be added.

¹⁴ Organization community website is available, but public community-provided help is not available.

¹⁵ Access 2010 is not supported.

¹⁶ Kiosk users cannot create Office documents using live tiles. To create a document, kiosk users must do so from a SharePoint Online site by clicking **New** and then selecting a file type - Word document, Excel workbook, PowerPoint presentation, OneNote notebook, or Excel survey - from the **Create a new file** menu.

¹⁷ InfoPath Forms that contain user code (Sandbox) can only be consumed in InfoPath Rich Client.

¹⁸ Visio for the web consumption (view capability) is available for free. Visio for the web create and edit capabilities require a license. For more information about Visio for the web, see the [Visio for the web Service Description](#).

¹⁹ K1 users can access SharePoint Server in a hybrid setup, but Office 365 K1 does not include CAL rights to access the server; these rights must be purchased separately.

Skype for Business Online features

The following table lists Skype for Business Online features that are available across Office 365 Germany plans.

NOTE

This table indicates client and service availability across Office 365 Germany options. If you want to compare individual features among the various Skype for Business desktop clients, web clients, and mobile clients, see [Desktop client comparison tables](#) and [Mobile Client Comparison Tables](#).

Feature	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Clients for Skype for Business Online							
Skype for Business	Yes ¹	Yes ¹	Yes ¹	Yes ¹	Yes	Yes	No
Lync 2013 Basic	Yes	Yes	Yes	Yes	Yes	Yes	No
Skype for Business Windows Store app	Yes	Yes	Yes	Yes	Yes	Yes	No
Lync for Mac 2011	Yes	Yes	Yes	Yes	Yes	Yes	No
Skype for Business mobile clients	Yes	Yes	Yes	Yes	Yes	Yes	No
Skype for Business Web App	Yes	Yes	Yes	Yes	Yes	Yes	No
Instant messaging , presence, and contacts	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
PC-to-PC IM and Presence	Yes	Yes	Yes	Yes	Yes	Yes	No
Multiparty IM and Presence	Yes	Yes	Yes	Yes	Yes	Yes	No
Contact Card Configuration	Yes	Yes	Yes	Yes	Yes	Yes	No
My Picture Configuration	Yes	Yes	Yes	Yes	Yes	Yes	No

My Picture: URL Photo Experience	No	No	No	No	No	No	No
Contact List Configurati on	Yes	Yes	Yes	Yes	Yes	Yes	No
Unified Contact Store	No ⁶	No ⁶	No ⁶	No ⁶	No ⁶	No ⁶	No
Address Book Search	Yes	Yes	Yes	Yes	Yes	Yes	No
Distribution List Expansion	Yes	Yes	Yes	Yes	Yes	Yes	No
Persistent Chat	No	No	No	No	No	No	No
Photos of Sender/Rec eiver	Yes	Yes	Yes	Yes	Yes	Yes	No
Skype-to-Skype audio, video, and media	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	\ Office 365 Germany Enterprise E3	\ Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Desktop sharing over video- based screen sharing (VbSS)	Yes	Yes	Yes	Yes	Yes	Yes	No
Desktop and application sharing over Remote Desktop Protocol (RDP)	Yes	Yes	Yes	Yes	Yes	Yes	No
File transfers	Yes	Yes	Yes	Yes	Yes	Yes	No
Video	Yes	Yes	Yes	Yes	Yes	Yes	No

Network Quality of Service (QoS) - Differentiated Services Code Point (DSCP)	No	No	No	No	No	No	No
Federation and public IM connectivity	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Office Communications Server 2007 R2 and Lync Server 2010 (IM, Presence, Audio, Video, Conferencing)	Yes	No	Yes	Yes	Yes	Yes	No
XMPP (used by Google Talk, for example) and Sametime federation	No	No	No	No	No	No	No
Skype federation	No ⁶	No	No ⁶	No ⁶	No ⁶	No ⁶	No
AOL and Yahoo! federation	No	No	No	No	No	No	No
Skype for Business Online meetings	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Ad Hoc and Schedule Audio Conferencing	Yes	Yes	Yes	Yes	Yes	Yes	No

Ad Hoc and Schedule Video Conferencing	Yes	Yes	Yes	Yes	Yes	Yes	No
Active Speaker Video	Yes	Yes	Yes	Yes	Yes	Yes	No
H.264 Encoding and Decoding	Yes	Yes	Yes	Yes	Yes	Yes	No
Multiparty Video	Yes	Yes	Yes	Yes	Yes	Yes	No
High Definition Video or Pictures of All Attendees	Yes	Yes	Yes	Yes	Yes	Yes	No
Presenter Controls	Yes	Yes	Yes	Yes	Yes	Yes	No
Participant Selected View	Yes	Yes	Yes	Yes	Yes	Yes	No
OneNote Sharing	Yes	Yes	Yes	Yes	Yes	Yes	No
Ad Hoc and Schedule Web Conferencing	Yes	Yes	Yes	Yes	Yes	Yes	No
Skype for Business meeting dial-in via Audio Conferencing (first party)	No	No	No	No	No	No	No

Skype for Business meeting dial-in via Certified Audio Conferencing Provider (ACP)	No ⁶	No ⁶	No ⁶	No ⁶	No ⁶	No ⁶	No
PowerPoint Sharing	Yes	Yes	Yes	Yes	Yes	Yes	No
File Transfer	Yes	Yes	Yes	Yes	Yes	Yes	No
Whiteboard and Annotations	Yes	Yes	Yes	Yes	Yes	Yes	No
PowerPoint Upload	Yes	Yes	Yes	Yes	Yes	Yes	No
Polling	Yes	Yes	Yes	Yes	Yes	Yes	No
Client-Side Recording and Playback	Yes	Yes	Yes	Yes	Yes	Yes	No
Server-Side Recording and Playback	No	No	No	No	No	No	No
Meeting Lobby	Yes	Yes	Yes	Yes	Yes	Yes	No
Skype Meeting Broadcast ⁶	No	No	No ⁶	No	No ⁶	No ⁶	No
Guest Access to Skype Meetings with Skype for Business Web App	Yes	Yes	Yes	Yes	Yes	Yes	No
Schedule Skype for Business Meetings in Outlook	Yes	Yes	Yes	Yes	Yes	Yes	No

Schedule Skype for Business Meetings in Outlook on Behalf of Others (Delegation)	Yes	Yes	Yes	Yes	Yes	Yes	No
Schedule Skype for Business Meetings with Web Scheduler	No ⁶	No ⁶	No ⁶	No ⁶	No ⁶	No ⁶	No
Schedule Online Meetings in Outlook Web App	Yes	Yes	Yes	Yes	Yes	Yes	No
Outlook Delegation for Scheduling Meetings	Yes	Yes	Yes	Yes	Yes	Yes	No
Create public meetings with static meeting IDs from Outlook	No	No	No	No	No	No	No
Voice calling	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Busy options	No	No	No	No	No	No	No
Branch office survivability	No	No	No	No	No	No	No
Call admission control	No	No	No	No	No	No	No
Call answer/initiate	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Call delegation	No	No	No	No	No	No	No
Call forwarding and simultaneous ring	Yes	Yes	Yes	Yes	No	No	No
Call history	Yes	Yes	Yes	Yes	Yes	Yes	No
Call hold/retrieve	Yes	Yes	Yes	Yes	Yes	Yes	No
Call park	No	No	No	No	No	No	No
Call transfer (blind, consult, and mobile)	Yes	Yes	Yes	Yes	Yes	Yes	No
Caller ID	Yes	Yes	Yes	Yes	Yes	Yes	No
Call waiting	Yes	Yes	Yes	Yes	Yes	Yes	No
Camp-on	Yes	Yes	Yes	Yes	Yes	Yes	No
Clients for PC, Mac, and mobile	Yes	Yes	Yes	Yes	Yes	Yes	No
Device switching	Yes	Yes	Yes	Yes	Yes	Yes	No
Distinctive ringing	No	No	No	No	Yes	Yes	No
Do-not-disturb routing	Yes	Yes	Yes	Yes	Yes	Yes	No
Emergency calling - static location	No	No	No	No	No	No	No
Emergency calling - dynamic location	No	No	No	No	No	No	No
Enterprise calendar call routing	Yes	Yes	Yes	Yes	Yes	Yes	No

Extension dialing	No	No	No	No	No	No	No
Group call pickup	No	No	No	No	No	No	No
Hunt groups/call queues and treatment	No	No	No	No	No	No	No
Integrated dial-pad	No	No	No	No	Yes	Yes	No
Location-based routing	No	No	No	No	No	No	No
Music on hold	Yes	Yes	Yes	Yes	Yes	Yes	No
Outbound DID manipulation	No	No	No	No	No	No	No
Private line	No	No	No	No	No	No	No
Qualified IP desk phones	No	No	No	No	Yes	Yes	No
Shared line appearance	No	No	No	No	No	No	No
Skype and federated calling	Yes ⁵	Yes ⁵	Yes ⁵	Yes ⁵	Yes ⁵	Yes ⁵	No
Team calling	No	No	No	No	Yes	Yes	No
Video call monitor	Yes	Yes	Yes	Yes	Yes	Yes	No
Voicemail	No	No	No	No	No	No	No
Calling Plans in Office 365 (Domestic Calling Plan, with required add-on purchase)	No	No	No	No	No ⁴	No ⁴	No

Calling Plans in Office 365 (International Calling Plan, with required add-on purchase)	No	No	No	No	No ⁴	No ⁴	No
Communication Credits	No	No	No	No	No	No	No
Skype for Business Voice	Yes	Yes	Yes	Yes	Yes	Yes	No
Security and archiving	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
IM and Media Encryption	Yes	Yes	Yes	Yes	Yes	Yes	No
IM and File Filtering	No	No	No	No	No	No	No
Client Version Control	Yes	Yes	Yes	Yes	Yes	Yes	No
IM Content Archiving	No ²	No ²	No ²	No ²	Yes	Yes	No
Conference Content Archiving	No ²	No ²	No ²	No ²	Yes	Yes	No
Application Sharing, and Desktop Sharing Archiving	No	No	No	No	No	No	No
User Level Archiving Configuration	No ²	No ²	No ²	No ²	Yes	Yes	No
Login Trace Files	Yes	Yes	Yes	Yes	Yes	Yes	No

Exchange and SharePoint interoperability	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Presence Interoperability with Exchange Server	Yes	Yes	Yes	Yes	Yes	Yes	No
Presence Interoperability with Exchange Online	Yes	Yes	Yes	Yes	Yes	Yes	No
Unified Messaging interoperability with Exchange Server	No	No	No	No	No	No	No
Unified Messaging interoperability with Exchange Online	No	No	No	No	No	No	No
Outlook Web App interoperability	Yes	Yes	Yes	Yes	Yes	Yes	No
Archiving interoperability with Exchange Server	No	No	No	No	No	No	No
Archiving interoperability with Exchange Online	Yes	Yes	Yes	Yes	Yes	Yes	No
Skill Search with SharePoint Server	No	No	No	No	No	No	No
Skill Search with SharePoint Online	No	No	No	No	No	No	No

Skype for Business Online administration and management	Office 365 Germany Business Essentials	Office 365 Germany Business	Office 365 Germany Business Premium	Office 365 Germany Education A1	Office 365 Germany Enterprise E3	Office 365 Germany Enterprise E4	Office 365 Germany Enterprise K1
Microsoft Office 365 portal	Yes	Yes	Yes	Yes	Yes	Yes	No
Microsoft 365 admin center	Yes	Yes	Yes	Yes	Yes	Yes	No
Skype for Business Online admin center	Yes	Yes ³	Yes	Yes	Yes	Yes	No
Windows PowerShell	Yes	Yes	Yes	Yes	Yes	Yes	No
Skype for Business Online reporting in Microsoft 365 admin center	Yes	Yes	Yes	Yes	Yes	Yes	No

NOTE

¹ The Skype for Business (Lync) client is supported for use with these subscription options, but it is not included. Lync 2013 Basic is available for all customers. The Lync Basic desktop client is a locally installed application that provides presence, instant messaging, and conferencing features for Office 365 plans that include Skype for Business Online. Office 365 ProPlus, and Office 365 Enterprise E3 include the full Skype for Business (Lync) application, which include additional features including advanced telephony support, archiving & compliance features. A Skype for Business Online license must be assigned for each user. For more information on Lync Basic features, see [Desktop client comparison tables](#).

² Archiving for Skype for Business Online depends on the Exchange In-Place Hold feature, which is not included in this plan.

³ Only accessible through the Skype for Business Online admin center management interface.

⁴ You must assign an Exchange Online (Plan 2) plan to users who you want to have voice mail. An Exchange Online (Plan 1) plan can't be used for voice mail.

⁵ Skype consumer calls are not supported in Office 365 Germany because there is no Skype consumer federation upon which to make calls. However, Federated calling is supported.

⁶ Not available in Office 365 Germany, but coming soon.

Visio for the web features

Visio for the web is available for Office 365 Germany. For more information about Visio for the web, see the [Visio for the web Service Description](#).

Office 365 Education

9/16/2019 • 62 minutes to read

Microsoft Office 365 is available in a variety of plans to best meet the needs of your organization. If you're looking for the differences between the Office 365 education plans, this article will show you which features are included in each of them. Office 365 combines the familiar Microsoft Office desktop suite with cloud-based versions of Microsoft's next-generation communications and collaboration services—including Microsoft Exchange Online, Microsoft SharePoint Online, Office for the web, and Microsoft Skype for Business Online—to help users be productive from virtually anywhere through the Internet.

This article lists the features for Office 365 education plans (A1, A3, and A5). To compare features across business and enterprise plans, see [Compare Office 365 for Business plans](#) or, for a more detailed list of features, see the relevant service description at [Office 365 Service Descriptions](#).

To search for support articles and information, see [Office Help and Training](#).

Service availability for each plan

Each Office 365 education plan includes a number of individual services, such as Exchange Online and SharePoint Online. The following table shows the services that are available in each Office 365 plan.

Service	Office 365 A1	Office 365 A3	Office 365 A5 ³
Office 365 Platform	Yes	Yes	Yes
Exchange Online	Yes ⁵	Yes ⁴	Yes ⁴
SharePoint Online	Yes	Yes	Yes
OneDrive for Business	Yes	Yes	Yes
Skype for Business Online	Yes ⁷	Yes ⁶	Yes ⁶
Office for the web	Yes	Yes	Yes
Office applications	No	Yes	Yes
Project Online	No ¹	No ¹	No ¹
Power BI	No	No	Yes
Yammer Academic	Yes	Yes	Yes
Azure Information Protection ²	Yes	Yes	Yes

NOTE

¹ Project Online is not included but can be added for free to the Office 365 education plan.

² To learn more about which Azure Information Protection features are included with Office 365 plans, see [Azure Information Protection](#).

³ Office 365 A5 contains Phone System, Audio Conferencing, and Calling Plan capabilities. To implement Calling Plan requires an additional plan purchase (either Domestic Calling Plan or International Calling Plan).

⁴ Includes Exchange Online Plan 2.

⁵ Includes Exchange Online Plan 1 plus supplemental features.

⁶ Includes Skype for Business Online Plan 2.

⁷ Includes Skype for Business Online Plan 1 plus supplemental features.

System requirements

For system requirements for Office 365, please see [Office 365 system requirements](#).

Service Level Agreement

For information about Service Level Agreements, see [Service Level Agreement](#). For information about recent uptimes for Office 365, see [Transparent operations from Office 365](#).

Platform features

The following table lists all platform features that are available across Office 365 education plans. For specific information about pricing and features in the plan, see [Office 365 Education plans](#).

Feature	Office 365 A1	Office 365 A3	Office 365 A5
Office 365 administration			
Administer Office 365 by using the Microsoft 365 admin center or Windows PowerShell	Yes	Yes	Yes
Protect content by using Azure Information Protection	Yes	Yes	Yes
Office 365 Suite Features	Office 365 A1	Office 365 A3	Office 365 A5
Microsoft Bookings	No	Yes	Yes
Microsoft Flow	Yes	Yes	Yes
Microsoft Forms	Yes	Yes	Yes
Microsoft Graph API	Yes	Yes	Yes
Microsoft MyAnalytics ⁹	No	Yes	Yes
Microsoft Planner	Yes	Yes	Yes

Microsoft PowerApps	Yes	Yes	Yes
Microsoft StaffHub	Yes	Yes	Yes
Microsoft Stream ⁸	Yes	Yes	Yes
Microsoft Sway	Yes ⁶	Yes ⁶	Yes ⁶
Microsoft Teams	Yes	Yes	Yes
Office Delve	Yes	Yes	Yes
Office 365 Groups	Yes	Yes	Yes
Office 365 Video	Yes	Yes	Yes
OneNote Class Notebook	Yes	Yes	Yes
User Account Management	Office 365 A1	Office 365 A3	Office 365 A5
Cloud identity, Federated identity, or Multi-factor authentication	Yes	Yes	Yes
Office 365 desktop setup	Yes	Yes	Yes
Bulk upload Using .csv files	Yes	Yes	Yes
Directory Sync tool	Yes	Yes	Yes
Exchange simple (cutover) migration	Yes	Yes	Yes
Delete accounts and reset user passwords from Office 365 or by using Windows PowerShell ²	Yes	Yes	Yes
Users can change their own password ³	Yes	Yes	Yes
Manage licenses ⁴	Yes	Yes	Yes
Manage security groups from Office 365	Yes	Yes	Yes
Multiple administrator roles available	Yes	Yes	Yes
Allow a partner to administer Office 365 for you	Yes	Yes	Yes

Azure Active Directory services	Yes	Yes	Yes
Domains	Office 365 A1	Office 365 A3	Office 365 A5
Add custom 2nd-level domains, like fourthcoffee.com	Yes	Yes	Yes
Add custom 3rd-level domains, like marketing.fourthcoffee.com	Yes	Yes	Yes
Add up to 900 custom domains	Yes	Yes	Yes
DNS records managed by Office 365 (full redelegation)	Yes	Yes	Yes
DNS records managed at your DNS hosting provider (partial redelegation)	Yes	Yes	Yes
Use name.onmicrosoft.com domain or a custom domain name for email addresses and Skype for Business Online	Yes	Yes	Yes
Use name.sharepoint.com for your team site	Yes	Yes	Yes
Use a custom domain name for your team site	No	No	No
Host a public website with a different provider	Yes	Yes	Yes
Use a different provider for email and IM	Yes	Yes	Yes
Domain ownership verification required for custom domains	Yes	Yes	Yes
Automated domain purchase and domain verification available for domains purchased through Go Daddy	Yes	Yes	Yes
Service Health and Continuity	Office 365 A1	Office 365 A3	Office 365 A5

Status information available on the Service health or Service status page	Yes	Yes	Yes
Status of individual alerts available on the Microsoft 365 admin center dashboard	Yes	Yes	Yes
Service health RSS feed	Yes	Yes	Yes
Reports	Office 365 A1	Office 365 A3	Office 365 A5
Active and inactive mailboxes	Yes	Yes	Yes
New and deleted mailboxes	Yes	Yes	Yes
New and deleted groups	Yes	Yes	Yes
Mailbox usage	Yes	Yes	Yes
Types of mailbox connections	Yes	Yes	Yes
Sent and received mail	Yes	Yes	Yes
Top senders and recipients	Yes	Yes	Yes
Spam detections	Yes	Yes	Yes
Malware detections	Yes	Yes	Yes
Top malware for mail	Yes	Yes	Yes
Rule matches for mail	Yes	Yes	Yes
Top rule matches for mail	Yes	Yes	Yes
Top DLP policy matches for mail	Yes	Yes	Yes
DLP policy matches by severity for mail	Yes	Yes	Yes
DLP policy matches, overrides, and false positives for mail	Yes	Yes	Yes
Top DLP rule matches for mail	Yes	Yes	Yes
IM and audio sessions	Yes	Yes	Yes

Application sharing, web, and dial-in conferences	Yes	Yes	Yes
Video, application sharing, and file transfer sessions	Yes	Yes	Yes
IM and audio/video conferences	Yes	Yes	Yes
Downloadable mail protection reports	Yes	Yes	Yes
Browser used	Yes	Yes	Yes
Operating system used	Yes	Yes	Yes
Create your own reports using Office 365 reporting web services	Yes	Yes	Yes
Service Updates	Office 365 A1	Office 365 A3	Office 365 A5
Regular updates provided to all customers	Yes	Yes	Yes
Notifications sent to Message Center when action is required	Yes	Yes	Yes
Roadmap.office.com for some service updates	Yes	Yes	Yes
Option to turn on Targeted release	Yes	Yes	Yes
Help and Training	Office 365 A1	Office 365 A3	Office 365 A5
Online help	Yes	Yes	Yes
Community	Yes	Yes	Yes
Other self-help resources	Yes	Yes	Yes
Self-paced training	Yes	Yes	Yes
Networking	Office 365 A1	Office 365 A3	Office 365 A5
IPv4 and IPv6 protocols	Yes	Yes	Yes
Trust	Office 365 A1	Office 365 A3	Office 365 A5
Privacy, Security, and Transparency	Yes	Yes	Yes

Advanced Security Management	No	Yes	Yes
Advanced Threat Protection	No	No	Yes
Customer Lockbox	No	No	Yes
Advanced eDiscovery ⁷	No	No	Yes
Secure Score ⁵	Yes	Yes	Yes
Threat Intelligence	No	No	Yes
Compliance [ServiceDesc]			
SAS 70 / SSAE16 Assessments	Yes	Yes	Yes
ISO 27001 certified	Yes	Yes	Yes
EU Model Clauses	Yes	Yes	Yes
EU Safe Harbor	Yes	Yes	Yes
HIPAA-Business Associate Agreement	Yes	Yes	Yes
FISMA Authority to Operate	Yes	Yes	Yes
Microsoft Data Processing Agreement	Yes	Yes	Yes
PCI-governed PAN data	No	No	No
Service Continuity			
BlackBerry	Office 365 A1	Office 365 A3	Office 365 A5
Use BlackBerry Internet Service (BIS)	Yes	Yes	Yes
Partners			
Create trial invitations and purchase orders for a customer who is using the specified plan	Yes	Yes	Yes
Provide delegated administration	Yes	Yes	Yes
Service Level Agreement	Yes	Yes	Yes

Product Use Rights	Yes	Yes	Yes

NOTE

- ¹ Office 365 does not provide support for any operating system that is not supported by its manufacturer.
- ² If using directory synchronization with a local Active Directory, you must delete accounts or change passwords by using the local Active Directory, rather than the Office 365 portal or by using the Azure Active Directory module for Windows PowerShell.
- ³ To learn how to set self-service password management policies for users, see [Manage Passwords in Azure AD](#).
- ⁴ Reducing seats that were purchased with a term discount may be subject to an early termination fee. This is not applicable for subscriptions paid on a monthly basis.
- ⁵ Available at <https://seurescore.office.com> (link requires admin permissions). For more information, see [Introducing the Office 365 Secure Score](#).
- ⁶ Microsoft Sway is not currently available for customers in certain geographies. Some legacy Office 365 plans that are no longer in market as of August 2015 may also not have access to Microsoft Sway.
- ⁷ Advanced eDiscovery is supported in the United States and in the Western Europe (Netherlands) region. (Customer data from Canada and Asia Pacific is exported to the United States. Customer data from Europe, the Middle East, and Africa is exported to Western Europe [Netherlands].)
- ⁸ For information about Microsoft Stream features included in each plan, see the [Stream licensing overview](#).
- ⁹ For more information, see [MyAnalytics plans and environments](#).

Office 365 Security & Compliance Center features

The [Office 365 Security & Compliance Center](#) is designed to help you manage compliance features across Office 365 for your organization. Links to existing SharePoint and Exchange compliance features bring together compliance capabilities across Office 365.

NOTE

Currently, many of the compliance features are still accessible through service-specific management interfaces, such as the Exchange admin center (EAC). However, this will change in the future as more service-independent compliance features are added to the Security & Compliance Center.

Feature	Office 365 A1	Office 365 A3	Office 365 A5
Access to the Security & Compliance Center	Yes	Yes	Yes
Advanced Security Management	No	Yes	Yes
Threat management , such as mail filtering and anti-malware	Yes	Yes	Yes
Advanced threat management , such as threat explorer for phishing campaigns ⁵	No	No	Yes

Customer Lockbox	No	No	Yes
Mobile device management	Yes	Yes	Yes
Data loss prevention	Yes	Yes	Yes
Data governance ¹	Yes	Yes	Yes
Advanced data governance ²	No	No	Yes
Content search	Yes	Yes	Yes
eDiscovery cases	Yes	Yes	Yes
eDiscovery export	Yes	Yes	Yes
eDiscovery holds (including query-based eDiscovery holds)	Yes	Yes	Yes
Advanced eDiscovery ⁴	No	No	Yes
Archiving ³	Yes	Yes	Yes
Manual retention/deletion policies	Yes	Yes	Yes
Unified auditing ⁶	Yes	Yes	Yes

NOTE

¹ Data governance enables users to create, publish, and manually apply labels to documents; import data using drive shipping or over the network; and create and apply retention/deletion policies across workloads, users, and groups. Retention policies applied to mailboxes require Office 365 Enterprise E3 or E5.

² Advanced data governance allows you to retain important information and delete unimportant information by classifying information based on a retention or deletion policy or both. It includes intelligent/automated actions such as recommending policies; automatically applying labels to data; applying labels based on sensitive data types or queries; and use of smart import filters. It also includes the Supervision feature for reviewing employee communications for security and compliance purposes.

³ Unlimited.

⁴ Advanced eDiscovery is supported in the United States and in the Western Europe (Netherlands) region. (Customer data from Canada and Asia Pacific is exported to the United States. Customer data from Europe, the Middle East, and Africa is exported to Western Europe [Netherlands].)

⁵ Advanced Threat Protection is available in Office 365 A5 and as a standalone service for Office 365 A1 and Office 365 A3.

⁶ You can also use the [Office 365 Management Activity API](#) to retrieve events from the unified audit log.

Office Application features

Use the following table to compare feature availability across Office 365 education plans.

Feature	Office 365 A1	Office 365 A3	Office 365 A5
Office Applications			
Microsoft Word	No ^{3, 4}	Yes	Yes
Microsoft Excel	No ^{3, 4}	Yes	Yes
Microsoft PowerPoint	No ^{3, 4}	Yes	Yes
Microsoft OneNote	Yes	Yes	Yes
Microsoft Outlook	No ³	Yes	Yes
Microsoft Publisher	No ³	Yes	Yes
Microsoft Access	No ³	Yes	Yes
Skype for Business	Yes ²	Yes	Yes
Microsoft InfoPath	No ³	Yes	Yes
Windows 10 Apps	No ³	Yes	Yes
Office for Mac for Office 365	No ³	Yes	Yes
Office Mobile for iPad/iPhone	Yes ³	Yes	Yes
Office Mobile for Android	Yes ³	Yes	Yes
Office Mobile for Windows Phone	Yes ³	Yes	Yes
Office Mobile for Windows Phone	Yes ³	Yes	Yes
Outlook for Android	Yes ³	Yes	Yes
Enterprise Value	Office 365 A1	Office 365 A3	Office 365 A5
5 installs per user on PC or Mac	No ³	Yes	Yes
Automated user account provisioning	Yes	Yes	Yes
Multilingual user interface	No	Yes	Yes
Client push deployment	No	Yes	Yes

Client support for on-premises Exchange	No	Yes	Yes
Client support for on-premises SharePoint	No	Yes	Yes
Control of software updates	No	Yes	Yes
Database Compare	No	Yes	Yes
Desktop virtualization	No	Yes	Yes
Excel Spreadsheet Compare	No	Yes	Yes
Excel Spreadsheet Inquire	No	Yes	Yes
Exchange Online and SharePoint Online Archiving and Compliance	Yes	Yes	Yes
Group Policy support	No	Yes	Yes
Information Rights Management using Azure Information Protection	Yes	Yes	Yes
Information Rights Management using Windows Server AD RMS	Yes ¹	Yes ¹	Yes ¹
Office Add-in, ActiveX, and BHO support	No	Yes	Yes
OneNote client access to notebooks on SharePoint Server, SharePoint Online, OneDrive for Business, and Office 365	No	Yes	Yes
Office Telemetry	No	Yes	Yes
Offline support for client applications	No	Yes	Yes
Power Map for Excel	No	Yes	Yes
Power Pivot for Excel	No	Yes	Yes
Power Query for Excel	No	Yes	Yes
Power View for Excel	No	Yes	Yes
Roaming settings	No	Yes	Yes

Shared computer activation	No	Yes	Yes
Support for blocking cloud-based file storage	No	Yes	Yes
Tap to find and reuse content	No	Yes	Yes
Version upgrades	No	Yes	Yes
Volume activation (KMS/MAK)	No	No	No

NOTE

¹ Windows Server AD RMS is an on-premises server that must be purchased and managed separately in order to enable the supported IRM features.

² Skype for Business Basic is available for all customers. The Skype for Business desktop client is a locally installed application that provides presence, instant messaging, and conferencing features for Office 365 plans that include Skype for Business Online. Office 365 ProPlus, and Office 365 Enterprise E3 include the full Skype application, which includes additional features including advanced telephony support, archiving, and compliance features. A Skype for Business Online license must be assigned for each user. For more information on Lync Basic features, see [Desktop client comparison tables](#).

³ Some schools are eligible for Education Plus, which includes Office 365 ProPlus, and allows students, faculty and staff to install the latest version of Office on up to five PC or Mac computers and on other mobile devices, including Windows tablets and the iPad. Schools qualify for Office 365 Education Plus when they license Office institution-wide for faculty and staff through Enrollment for Education Solutions, Open Value Subscription Education Solutions, or a school contract. Note that Access and Publisher are available on PCs only. OneNote for Mac is available as a separate download from the Mac App Store.

⁴ Office for the web versions are included. For more information, see [Office for the web features](#)

Office for the web features

The following table provides links to comparisons of Office for the web feature capabilities available in Office 365 education plans to feature-rich Microsoft Office desktop apps. Use the comparisons to discover what features are available in Office for the web and then click on the feature name to read a brief description about how that feature works. You may discover that some people in your organization may need the advanced charting capability of the Excel desktop app while others may only need to view and lightly edit Word documents and PowerPoint presentations with Office for the web.

NOTE

- A limited selection of Office features has been chosen to represent the advanced capabilities of the Office desktop suite.
- The tables are not a comprehensive list of Microsoft Office features.
- Microsoft Office 365 ProPlus is a monthly subscription offer of the latest Office desktop suite.
- Microsoft Office Online Server on-premises customers get an Office for the web editing license if they have purchased an Office desktop suite license (such as an Office Professional Plus, Office Standard, or Office 365 ProPlus license).

Application	Office for the web	Link to detailed feature comparison

Word	Word for the web	Word
Excel	Excel for the web	Excel
OneNote	OneNote for the web	OneNote
PowerPoint	PowerPoint for the web	PowerPoint
Visio	Visio for the web	Visio

Exchange Online features

The following table lists the Exchange Online features that are available across Office 365 education plans.

Feature	Office 365 A1	Office 365 A3	Office 365 A5	
Planning and Deployment				
Hybrid deployment supported	Yes	Yes	Yes	
IMAP migration supported	Yes	Yes	Yes	
Cutover migration supported	Yes	Yes	Yes	
Staged migration supported	Yes	Yes	Yes	
Permissions	Office 365 A1	Office 365 A3	Office 365 A5	
Role-Based Permissions	Yes	Yes	Yes	
Role Groups	Yes	Yes	Yes	
Role Assignment Policies	Yes	Yes	Yes	
Message Policy and Compliance	Office 365 A1	Office 365 A3	Office 365 A5	
Archiving Exchange Online-based Mailboxes	Yes	Yes	Yes	
Cloud-Based Archiving of On-Premises Mailboxes	Yes	Yes	Yes	

Messaging Records Management (MRM) Retention Tags and Retention Policies	Yes	Yes	Yes	
Encryption of data at rest (BitLocker)	Yes	Yes	Yes	
IRM using Azure Information Protection	Yes	Yes	Yes	
IRM using Windows Server AD RMS	Yes ¹	Yes ¹	Yes ¹	
Office 365 Message Encryption	Yes	Yes	Yes	
S/MIME	Yes	Yes	Yes	
In-Place Hold and Litigation Hold	Yes	Yes	Yes	
In-Place eDiscovery	Yes ⁸	Yes ⁸	Yes ⁸	
Transport Rules	Yes ²	Yes ²	Yes ²	
Data Loss Prevention	Yes	Yes	Yes	
Journaling	Yes	Yes	Yes	
Anti-Spam and Anti-Malware Protection	Office 365 A1	Office 365 A3	Office 365 A5	
Built-In Anti-Spam Protection	Yes	Yes	Yes	
Customize Anti-Spam Policies	Yes	Yes	Yes	
Built-In Anti-Malware Protection	Yes ³	Yes ³	Yes ³	
Customize Anti-Malware Policies	Yes	Yes	Yes	
Quarantine - administrator management	Yes	Yes	Yes	
Quarantine - end-user self-management	Yes	Yes	Yes	

Advanced Threat Protection	No	No	Yes	
Mail Flow	Office 365 A1	Office 365 A3	Office 365 A5	
Custom Routing of Outbound Mail	Yes	Yes	Yes	
Secure Messaging with a Trusted Partner	Yes	Yes	Yes	
Conditional Mail Routing	Yes	Yes	Yes	
Adding a Partner to an Inbound Safe List	Yes	Yes	Yes	
Hybrid Email Routing	Yes	Yes	Yes	
Recipients	Office 365 A1	Office 365 A3	Office 365 A5	
Capacity Alerts	Yes	Yes	Yes	
Clutter	Yes	Yes	Yes	
MailTips	Yes	Yes	Yes	
Delegate Access	Yes	Yes	Yes	
Inbox Rules	Yes	Yes	Yes	
Connected Accounts	Yes ⁵	Yes ⁵	Yes ⁵	
Inactive Mailboxes	Yes	Yes	Yes	
Offline Address Book	Yes	Yes	Yes	
Address Book Policies	Yes	Yes	Yes	
Hierarchical Address Book	Yes	Yes	Yes	
Address Lists and Global Address List	Yes ⁶	Yes ⁶	Yes ⁶	
Office 365 Groups	Yes	Yes	Yes	
Distribution Groups	Yes	Yes	Yes	
External Contacts (global)	Yes	Yes	Yes	

Universal Contact Card	Yes	Yes	Yes	
Contact Linking with Social Networks	Yes	Yes	Yes	
Resource Mailboxes	Yes	Yes	Yes	
Conference Room Management	Yes	Yes	Yes	
Out-of-Office Replies	Yes	Yes	Yes	
Calendar Sharing	Yes	Yes	Yes	
Reporting Features and Troubleshooting Tools	Office 365 A1	Office 365 A3	Office 365 A5	
Microsoft 365 admin center reports	Yes	Yes	Yes	
Excel Reporting Workbook	Yes	Yes	Yes	
Web Services Reports	Yes	Yes	Yes	
Message Trace	Yes	Yes	Yes	
Auditing Reports	Yes	Yes	Yes	
Unified Messaging Reports	No	Yes	Yes	
Sharing and Collaboration	Office 365 A1	Office 365 A3	Office 365 A5	
Federated Sharing (Including Calendar Publishing)	Yes	Yes	Yes	
Site Mailboxes	Yes ⁴	Yes ⁴	Yes ⁴	
Public Folders	Yes	Yes	Yes	
Clients and Mobile Devices	Office 365 A1	Office 365 A3	Office 365 A5	
Outlook for Windows ⁹	Yes	Yes	Yes	
Outlook on the web ⁹	Yes	Yes	Yes	

Outlook for Mac ⁹	Yes	Yes	Yes	
Outlook for iOS and Android ⁹	Yes	Yes	Yes	
Exchange ActiveSync	Yes	Yes	Yes	
Mobile Device Management for Office 365	Yes	Yes	Yes	
POP and IMAP	Yes	Yes	Yes	
SMTP	Yes	Yes	Yes	
EWS Application support	Yes	Yes	Yes	
Voice Message Services	Office 365 A1	Office 365 A3	Office 365 A5	
Voice Mail	No	Yes	Yes	
Integration Between Voice Mail and Third-Party FAX	No	Yes	Yes	
Third-Party Voice Mail Interoperability	Yes	Yes	Yes	
Skype for Business Integration	Yes	Yes	Yes	
High Availability and Business Continuity	Office 365 A1	Office 365 A3	Office 365 A5	
Mailbox Replication at Data Centers	Yes	Yes	Yes	
Deleted Mailbox Recovery	Yes	Yes	Yes	
Deleted Item Recovery	Yes	Yes	Yes	
Single Item Recovery	Yes	Yes	Yes	
Interoperability, Connectivity, and Compatibility	Office 365 A1	Office 365 A3	Office 365 A5	

Skype for Business Presence in OWA and Outlook	Yes	Yes	Yes	
SharePoint Interoperability	Yes	Yes	Yes	
EWS Connectivity Support	Yes	Yes	Yes	
SMTP Relay Support	Yes	Yes	Yes	
Exchange Online Setup and Administration	Office 365 A1	Office 365 A3	Office 365 A5	
Microsoft Office 365 portal access	Yes	Yes	Yes	
Microsoft 365 admin center access	Yes	Yes	Yes	
Exchange admin center access	Yes	Yes	Yes	
Remote Windows PowerShell access	Yes	Yes	Yes	
ActiveSync Policies for Mobile Devices	Yes	Yes	Yes	
Usage Reporting	Yes	Yes	Yes	
Extending the Service - Customization, Add-ins, and Resources	Office 365 A1	Office 365 A3	Office 365 A5	
Outlook Add-Ins and Outlook MAPI	Yes ⁷	Yes ⁷	Yes ⁷	

NOTE

¹ Windows Server AD RMS is an on-premises server that must be purchased and managed separately in order to enable the supported IRM features.

² Transport rules are made up of flexible criteria, which allow you to define conditions and exceptions, and actions to take based on the criteria. The available criteria and actions differ between Exchange Online, and Microsoft Exchange Server 2013. For a list of available criteria and actions, see the corresponding criteria and actions topics for each product.

³ Exchange Server 2013 uses only the Microsoft anti-malware engine. Exchange Online uses multiple anti-malware engines to scan inbound, outbound, and internal messages for malware.

⁴ SharePoint Online must be included in the Office 365 subscription plan.

⁵ Connected accounts are supported for POP and IMAP accounts, but disabled for Outlook.com (Hotmail).

⁶ Using a cmdlet to work with the Address List and Global Address List is not supported.

⁷ Some third-party web parts and add-ins may not be available.

⁸ For eDiscovery, you need a separate query for on-premises vs. cloud.

⁹ Table indicates whether the client works with the associated plans. It does not mean the clients are necessarily included in the purchase of these plans.

Exchange Online limits

Find the Exchange Online limits for a variety of service areas, including address book limits, mailbox storage limits, and reporting and message trace limits, to name just a few.

NOTE

If you need assistance with a task or if you are troubleshooting a problem, you might find the following articles helpful:

- [Email](#) for help creating and sending email.
- [Email in Office 365 for business - Admin Help](#)
- [Message size limits](#)
- [Fix Outlook and Office 365 problems with Microsoft Support and Recovery Assistant for Office 365](#)
- [Email non-delivery reports in Office 365](#)
- [Exchange Online Help](#)

The limits in Microsoft Exchange Online fall into one of the following categories:

- [Address book limits](#)
- [Mailbox storage limits](#)
- [Capacity alerts](#)
- [Mailbox folder limits](#)
- [Message limits](#)
- [Receiving and sending limits](#)
- [Reporting and message trace limits](#)
- [Retention limits](#)
- [Distribution group limits](#)
- [Journal, transport, and inbox rule limits](#)
- [Moderation limits](#)
- [Exchange ActiveSync limits](#)

IMPORTANT

- The limits applied to a Microsoft Office 365 organization may differ depending on how long the organization has been enrolled in the service. When a limit is changed in the Microsoft data centers, it can take some time to apply the change to all existing customers.
- You can't modify most of these limits, but you and your users should be aware of them.
- These limits apply to both internal and external recipients.
- By default, Exchange Online Protection (EOP) protects Exchange Online mailboxes. For limits that apply to EOP features in Exchange Online, see [Exchange Online Protection Limits](#).
- For information about Office 365 group limits, see "How do I manage my groups?" in [Learn about Office 365 groups](#).

Address book limits

- **Address list limit** The maximum number of address lists that can be created in an Exchange Online or Exchange Server 2013 organization. This number includes the default address lists in Exchange Online, such as All Contacts and All Groups.
- **Offline address book limit** The maximum number of offline address books (OAB) that can be created in an Exchange Online or Exchange Server 2013 organization.
- **Address book policies limit** The maximum number of address book policies (ABP) that be created in an Exchange Online or Exchange Server 2013 organization.
- **Global address lists** The maximum number of global address lists (GAL) that be created in an Exchange Online or Exchange Server 2013 organization.

Feature	Office 365 A1	Office 365 A3	Office 365 A5
Address list limit	1000	1000	1000
Offline address book (OAB) limit	250	250	250
Address book policies (ABP) limit	250	250	250
Global address lists limit	250	250	250

Mailbox storage limits

The amount of mailbox storage available is determined by the mailbox type and the user's subscription license. Administrators can reduce maximum mailbox sizes per user or globally.

NOTE

Using journaling, transport rules, or auto-forwarding rules to copy messages to an Exchange Online mailbox for the purposes of archiving is not permitted. A user's archive mailbox is intended for just that user. Microsoft reserves the right to deny unlimited archiving in instances where a user's archive mailbox is used to store archive data for other users.

Feature	Office 365 A1	Office 365 A3	Office 365 A5
User mailboxes	50 GB	100 GB	100 GB

Archive mailboxes ^{6, 7}	Unlimited ¹	Unlimited ¹	Unlimited ¹
Shared mailboxes	50 GB ²	50 GB ²	50 GB ²
Resource mailboxes	50 GB ³	50 GB ³	50 GB ³
Site mailboxes ⁴	50 GB	50 GB	50 GB
Public folder mailboxes	50 GB ⁵	100 GB ⁵	100 GB ⁵
Group mailboxes	50 GB	50 GB	50 GB

NOTE

¹ Each user initially receives 100 GB of storage in the archive mailbox. When auto-expanding archiving is turned on, additional storage is automatically added when the 100 GB storage capacity is reached. For more information, see Overview of unlimited archiving in Office 365. See the Office 365 Roadmap for details about availability.

² To access a shared mailbox, a user must have an Exchange Online license. Shared mailboxes don't require a separate license. However, if you want to enable In-Place Archive or put an In-Place Hold or a Litigation Hold on a shared mailbox, then an Exchange Online Plan 2 license or an Exchange Online Plan 1 with Exchange Online Archiving license is required. If you enable In-Place Archive and auto-expanding archiving for a shared mailbox, additional storage is automatically added when the 100 GB storage capacity for the archive mailbox is reached.

³ Resource mailboxes don't require a license.

⁴ Site mailboxes are created and managed in SharePoint Online. For more information, see Prepare for using site mailboxes in Office 365.

⁵ You are limited to 1000 public folder mailboxes, and the maximum total size of all public folder mailboxes is 50 TB.

⁶ In-Place Archive can only be used to archive mail for a single user or entity (such as a shared mailbox) for which a license has been applied. Using an In-Place Archive as a means of storing mail from multiple users or entities is prohibited. For example, an IT administrator can't create a shared mailbox and have users copy it (through the Cc or Bcc field, or through a transport rule) for the explicit purpose of archiving. Note that a shared mailbox that multiple people use does not actually store email for those individual users. Multiple users have access, and they send email as the shared mailbox. Therefore, the only emails stored in the shared mailbox are those sent to or from it, as the shared mailbox.

⁷ If you have created a retention policy in Exchange Online, messages will be automatically moved to a user's archive mailbox only if the user's primary mailbox is larger than 10 MB. The retention policy will not run automatically for mailboxes that are smaller than 10 MB.

Capacity alerts

Exchange Online provides three kinds of notifications when a user's mailbox is nearing, or at, capacity:

- **Warning** The user receives an email warning that the mailbox is approaching the maximum size limit. This warning is intended to encourage users to delete unwanted mail.
- **Prohibit Send** The user receives a prohibit-send notification email when the mailbox size limit is reached. The user cannot send new messages until enough email is deleted to bring the mailbox below the size limit.
- **Prohibit Send/Receive** Exchange Online rejects any incoming mail when the mailbox size limit is reached, and sends a non-delivery report (NDR) to the sender. The sender has the option to try resending the mail later. To receive messages again, the user must delete email until the mailbox is below the size limit.

Feature	Office 365 A1	Office 365 A3	Office 365 A5

Warning	49 GB	98 GB	98 GB
Prohibit Send	49.5 GB	99 GB	99 GB
Prohibit Send/Receive	50 GB	100 GB	100 GB

Mailbox folder limits

These limits are intended to limit mailboxes to known dimensions that can be supported in Exchange Online. The goal of these limits is to prevent an infinite number of mailbox items per folder, an infinite number of folders per mailbox, or an infinite number of public folders per Exchange Online organization. For practical purposes, mailbox folder limits are in effect unlimited and sufficient to support most Exchange Online mailboxes and on-premises mailboxes that are migrated to Exchange Online.

- **Maximum number of messages per mailbox folder** Specifies the maximum number of messages for a mailbox folder. New messages can't be delivered or saved in a folder when this limit is reached.
- **Warning for number of messages per mailbox folder** Specifies the number of messages that a mailbox folder can hold before Exchange Online sends a warning message to the mailbox owner. When this quota is reached, warning messages are sent once a day.
- **Maximum number of messages per folder in the Recoverable Items folder** Specifies the maximum number of messages that can be contained in each folder in the Recoverable Items folder. When a folder exceeds this limit, it can't store new messages. For example, if the Deletions folder in the Recoverable Items folder has exceeded the message count limit and the mailbox owner attempts to permanently delete items from their mailbox, the deletion will fail.
- **Warning for number of messages per folder in the Recoverable Items folder** Specifies the number of messages that each folder in the Recoverable Items folder can hold before Exchange Online logs an event to the application event log.
- **Maximum number of subfolders per mailbox folder** Specifies the maximum number of subfolders that can be created in a mailbox folder. The mailbox owner won't be able to create a new subfolder when this limit is reached.
- **Warning for number of subfolders per mailbox folder** Specifies the number of subfolders that can be created in a mailbox folder before Exchange Online sends a warning message to the mailbox owner. When this quota is reached, warning messages are sent once a day.
- **Maximum folder hierarchy depth** Specifies the maximum number of levels in the folder hierarchy of a mailbox. The mailbox owner won't be able to create another level in the folder hierarchy of the mailbox folder when this limit is reached.
- **Warning for folder hierarchy depth** Specifies the number of levels in the folder hierarchy of a mailbox folder that can be created before Exchange Online sends a warning message to the mailbox owner. When this quota is reached, warning messages are sent once a day.
- **Maximum number of public folders** Specifies the maximum number of public folders in the complete public folder hierarchy. When this limit is reached, existing public folders must be deleted before new public folders can be created.
- **Maximum number of subfolders per public folder** Specifies the maximum number of subfolders that can be created in a public folder. New subfolders can't be created in a public folder when this limit is reached.
- **Warning for number of subfolders per public folder** Specifies the number of subfolders that can be

created in a public folder before Exchange Online sends a warning message to the folder owner. If no owner exists, warning messages are sent to users with Owner permissions. When this quota is reached, warning messages are sent once a day.

Feature	Office 365 A1	Office 365 A3	Office 365 A5
Maximum number of messages per mailbox folder	1 million	1 million	1 million
Warning for number of messages per mailbox folder	900,000	900,000	900,000
Maximum number of messages per folder in the Recoverable Items folder	3 million	3 million	3 million
Storage quota for Recoverable Items folder in primary mailbox (not on hold)	30 GB	30 GB	30 GB
Storage quota for Recoverable Items folder in primary mailbox (on hold)	100 GB	100 GB	100 GB
Storage quota for Recoverable Items folder in archive mailbox (not on hold)	Unlimited ¹	Unlimited ¹	Unlimited ¹
Storage quota for Recoverable Items folder in archive mailbox (on hold)	Unlimited ¹	Unlimited ¹	Unlimited ¹
Warning for number of messages per folder in the Recoverable Items folder	2.75 million	2.75 million	2.75 million
Maximum number of subfolders per mailbox folder	10,000	10,000	10,000
Warning for number of subfolders per mailbox folder	9000	9000	9000
Maximum folder hierarchy depth	300	300	300
Warning for folder hierarchy depth	250	250	250
Maximum number of public folders	250,000	250,000	250,000
Maximum number of subfolders per public folder	10,000	10,000	10,000

Warning for number of subfolders per public folder	9000	9000	9000

NOTE

¹ You can send and receive up to 150 MB messages between Office 365 users (where the message never leaves the Office 365 datacenters). Messages that are routed outside of the Office 365 datacenters are subject to an additional 33% translation encoding increase, in which case the maximum message size is 112 MB.

Message limits

- **Message size limit** Message size limits are necessary to prevent large messages from blocking delivery of other messages and affecting service performance for all users. These limits include attachments, and apply organization-wide to all messages (inbound, outbound, and internal). Messages larger than this limit will not be delivered, and the sender will receive a non-delivery report (NDR). While message size limits can be configured up, down, or on a per-user basis, administrators can also create transport rules to limit the maximum size of any individual attachment. To learn more, see [Office 365 now supports larger email messages](#).

NOTE

Some email clients may have lower message size limits or may limit the size of an individual file attachment to a value that is less than the Exchange Online message size limit.

- **Subject length limit** The maximum number of text characters allowed in the subject line of an email message.
- **File attachments limit** The maximum number of file attachments allowed in an email message. Even if the total size of all the file attachments doesn't violate the message size limit, there is still a limit on how many attachments are allowed in the message. This limit is controlled by the multipart message limit.
- **File attachment size limit** The maximum file size of a single attachment.

NOTE

This is the maximum file size of a single attachment. Individual client programs, including Outlook Web App, may limit the size of attachments below this maximum. Exchange ActiveSync does not implement attachment size limits on an individual attachment basis. The total size of all attachments to an Exchange ActiveSync message must be less than the message size limit.

- **Multipart message limit** The maximum number of message body parts that are allowed in a MIME multipart message. This limit also controls the maximum number of file attachments that are allowed in a message.
- **Embedded message depth limit** The maximum number of forwarded email messages that are allowed in an email message.

Feature	Office 365 A1	Office 365 A3	Office 365 A5
Message size limit - Outlook	150 MB ^{1, 2}	150 MB ^{1, 2}	150 MB ^{1, 2}

Message size limit - OWA	112 MB ^{1, 3}	112 MB ^{1, 3}	112 MB ^{1, 3}
Message size limit - Outlook for Mac	150 MB ^{1, 2}	150 MB ^{1, 2}	150 MB ^{1, 2}
Message size limit - migration	150 MB ⁴	150 MB ⁴	150 MB ⁴
Size limit for encrypted messages (for subscribers using Office 365 Message Encryption with new capabilities)	150 MB ⁵	150 MB ⁵	150 MB ⁵
Size limit for encrypted messages (for subscribers using Office 365 Message Encryption legacy version)	25 MB ⁵	25 MB ⁵	25 MB ⁵
Subject length limit	255 characters	255 characters	255 characters
File attachments limit	250 attachments	250 attachments	250 attachments
File attachment size limit - Outlook	150 MB	150 MB	150 MB
File attachment size limit - OWA	35 MB	35 MB	35 MB
File attachment size limit - Outlook for Mac	150 MB	150 MB	150 MB
Multipart message limit	250 parts	250 parts	250 parts
Embedded message depth limit	30 embedded messages	30 embedded messages	30 embedded messages

NOTE

¹ Office 365 Administrators can specify a custom limit between 1 MB and 150 MB. However, the size of message you can send or receive also depends on what your email client or solution supports. For more information about customizing the maximum allowed message size for your organization, see [Office 365 now supports larger email messages](#).

² You can send and receive up to 150 MB messages between Office 365 users (where the message never leaves the Office 365 datacenters). Messages that are routed outside of the Office 365 datacenters are subject to an additional 33% translation encoding increase, in which case the maximum message size is 112 MB.

³ OWA accounts for the possibility that your message may be subject to the 33% encoding increase and restricts the size of message you can send to 25% less than the configured setting. For example, if you customize your settings for a 100 MB maximum message size, you can send messages no larger than 75 MB.

⁴ The size of messages to be moved into Exchange Online are computed by Exchange Online. Versions of Exchange prior to Exchange Server 2013 may report a smaller item size. This limit applies to move based migrations using any supported Exchange Mailbox Replication Service. Other migration methods (Cutover, Staged, IMAP, PST) and other third-party tools are limited by the general message size limit.

⁵ For information about OME with new capabilities, see [Set up new Office 365 Message Encryption capabilities built on top of Azure Information Protection](#).

Receiving and sending limits

Receiving and sending limits are applied to combat spam and mass-mailing worms or viruses. These limits help to protect the health of our systems and keep our users safe.

Receiving limits

Receiving limits apply to the number of messages that a user, group, or public folder can receive per hour. This applies for both messages received from the Internet and from on-premises servers. When the receiving limit has been exceeded, any emails sent to that mailbox will receive a non-delivery report stating that the mailbox has exceeded the maximum delivery threshold. After one hour, the limit will refresh and the mailbox will once again be able to receive messages.

Feature	Office 365 A1	Office 365 A3	Office 365 A5
Messages received	3600 messages per hour	3600 messages per hour	3600 messages per hour

Sending limits

Sending limits apply to the number of recipients, number of messages, and number of recipients per message that a user can send from their Exchange Online account.

NOTE

For distribution groups stored in an organization's address book, the group is counted as one recipient. For distribution groups stored in the Contacts folder of a mailbox, the members of the group are counted individually.

- **Recipient rate limit** To discourage the delivery of unsolicited bulk messages, Exchange Online has recipient limits that prevent users and applications from sending large volumes of email. These limits are applied per-user to all outbound and internal messages.

NOTE

Exchange Online customers who need to send legitimate bulk commercial email (for example, customer newsletters) should use third-party providers that specialize in these services.

- **Recipient limit** This is the maximum number of recipients allowed in the To:, Cc:, and Bcc: fields for a single email message.

NOTE

For the purposes of the recipient rate limit and the recipient limit, a distribution group that is stored in the organization's shared address book counts as one recipient. In a personal distribution list, each recipient is counted separately.

- **Message rate limit** Message rate limits determine how many messages a user can send from their Exchange Online account within a specified period of time. This limit helps prevent overconsumption of system resources by a single sender. If a user submits messages at a rate that exceeds the limit via SMTP client submission, the messages will be rejected and the client will need to retry.

Feature	Office 365 A1	Office 365 A3	Office 365 A5

Recipient rate limit	10,000 recipients per day	10,000 recipients per day	10,000 recipients per day
Recipient limit	500 recipients	500 recipients	500 recipients
Recipient proxy address limit	400	400	400
Message rate limit (SMTP client submission only)	30 messages per minute	30 messages per minute	30 messages per minute

Reporting and message trace limits

For reporting and message trace limits, see the "Reporting and message trace data availability and latency" section in [Reporting and Message Trace in Exchange Online Protection](#).

Retention limits

These limits control the length of time that items in specific folders in the Inbox can be accessed.

- **Deleted Items folder retention period** The maximum number of days that items can remain in the Deleted Items folder before they're automatically removed.
- **Retention period for items removed from the Deleted Items folder** The maximum numbers of days that items removed from the Deleted Items folder are retained before they're permanently deleted.
- **Junk Email folder retention period** The maximum number of days that items can remain in the Junk Email folder before they're automatically removed.

Feature	Office 365 A1	Office 365 A3	Office 365 A5
Deleted Items folder retention period	No limit ¹	No limit ¹	No limit ¹
Retention period for items removed from the Deleted Items folder	14 days ¹	14 days ¹	14 days ¹
Junk Email folder retention period	30 days	30 days	30 days

NOTE

¹ This is the default limit. Administrators can change this value for their organization.

Distribution group limits

These limits apply to distribution groups in your organization's shared address book.

- **Maximum number of distribution group members** The total recipient count is determined after distribution group expansion.
- **Limit sending messages to large distribution groups** Distribution groups that contain the number of members specified by this limit must have delivery management or message approval options configured. Delivery management specifies a list of senders who are allowed to send messages to the distribution group. Message approval specifies one or more moderators who must approve all messages sent to the distribution group.

- **Maximum message size for large distribution groups** If a message is sent to 5,000 or more recipients, the message size can't exceed this limit. If the message size exceeds the limit, the message isn't delivered, and the sender receives a non-delivery report (NDR). The total recipient count is determined after distribution group expansion.

Feature	Office 365 A1	Office 365 A3	Office 365 A5
Maximum number of distribution group members ¹	100,000 members	100,000 members	100,000 members
Limit sending messages to large distribution group	5,000 or more members	5,000 or more members	5,000 or more members
Maximum message size for large distribution groups	2 MB	2 MB	2 MB
Maximum number of distribution group owners	10	10	10
Maximum number of groups a user can create	300,000 ²	300,000 ²	300,000 ²

NOTE

¹ If you are using Azure Active Directory DirSync, the maximum number of distribution group members that you can synchronize from your on-premises Active Directory to Azure Active Directory is 15,000. If you are using Azure AD Connect, that number is 50,000.

² This limit also applies to admins.

Journal, transport, and inbox rule limits

The following list includes limits that apply to journal rules, transport rules (also known as organization-wide rules), and limits that apply to Inbox rules. Inbox rules are set up by individual users and applied to messages sent and received by the individual user's mailbox.

- **Maximum number of journal rules** The maximum number of journal rules that can exist in the organization.
- **Maximum number of transport rules** The maximum number of rules that can exist in the organization.
- **Maximum size of an individual transport rule** The maximum number of characters that can be used in a single transport rule. The characters are used in the conditions, exceptions, and actions.
- **Character limit for all regular expressions used in all transport rules** The total number of characters used by all the regular expressions in all the transport rule conditions and exceptions in the organization. You can have a few rules that use long and complex regular expressions, or you can have many rules that use simple regular expressions.
- **Scanning limits for attachment content** The transport rule conditions enable you to examine the content of message attachments, but only the first 1 MB of the text extracted from an attachment is inspected. This 1 MB limit refers to the text extracted from the attachment, not to the file size of the attachment. For example, a 2 MB file may contain less than 1 MB of text, so all of the text would be inspected
- **Maximum number of recipients added to a message by all transport rules** When a message is acted

on by different transport rules, only a finite number of recipients can be added to the message. After the limit is reached, any remaining recipients aren't added to the message. Also, distribution groups can't be added to a message by a transport rule.

- **Forwarder limit** The maximum number of recipients that can be configured for an inbox or transport rule with a redirecting action. If a rule is configured to redirect a message to more than this number of recipients, the rule won't be applied and any message that satisfies the rule condition won't be redirected to any of the recipients listed in the rule.
- **Number of times a message is redirected** The number of times a message will be redirected, forwarded, or replied to automatically based on Inbox rules. For example, User A has an Inbox rule that redirects messages to User B, based on the sender. User B has an Inbox rule that forwards messages to User C based on keywords in the subject line. If a message satisfies both of these conditions, the message is only sent to User B; it's not forwarded to User C because only one redirection is allowed. In this case, the message is dropped without sending a non-delivery report (NDR) to User B indicating that the message wasn't delivered to User C.

Feature	Office 365 A1	Office 365 A3	Office 365 A5
Maximum number of journal rules	50 rules	50 rules	50 rules
Maximum number of transport rules	300 rules	300 rules	300 rules
Maximum size of an individual transport rule	8 KB	8 KB	8 KB
Character limit for all regular expressions used in all transport rules	20 KB	20 KB	20 KB
Scanning limits for content of attachments	1 MB	1 MB	1 MB
Maximum number of recipients added to a message by all transport rules	100 recipients	100 recipients	100 recipients
Forwarder limit	10 recipients	10 recipients	10 recipients
Number of times a message is redirected	1 redirection	1 redirection	1 redirection

Moderation limits

These limits control the moderation settings that are used for message approval applied to distribution groups and transport rules.

- **Maximum size of the arbitration mailbox** If the arbitration mailbox exceeds this limit, messages that require moderation are returned to the sender in a non-delivery report (NDR).
- **Maximum number of moderators** The maximum number of moderators that you can assign to a single moderated distribution group or that can be added to a message using a single transport rule. Note that you can't specify a distribution group as a moderator.

- **Expiration for messages waiting for moderation** By default, a message waiting for moderation expires after two days. However, the processing of expired moderated messages runs every seven days. This means that a moderated message can expire at any time between two and nine days.
- **Maximum rate for expired moderation notification messages** This limit sets the maximum number of notification messages for expired moderated messages in a one-hour period. This limit is placed on each mailbox database in the datacenter.

During periods of heavy usage, some senders may not receive notification messages for moderated messages that have expired. However, these notifications are still discoverable using delivery reports.

Feature	Office 365 A1	Office 365 A3	Office 365 A5
Maximum size of the arbitration mailbox	10 GB	10 GB	10 GB
Maximum number of moderators	10 moderators	10 moderators	10 moderators
Expiration for messages waiting for moderation	2 days	2 days	2 days
Maximum rate for expired moderation notification messages	300 expiration notifications per hour	300 expiration notifications per hour	300 expiration notifications per hour

Exchange ActiveSync limits

The following limits apply to Microsoft Exchange ActiveSync, a client protocol that synchronizes mailbox data between mobile devices and Exchange.

- **Exchange ActiveSync device limit** The maximum number of Exchange ActiveSync devices per mailbox.
- **Exchange ActiveSync device deletion limit** The maximum number of Exchange ActiveSync devices that an Exchange administrator can delete in a single month.
- **Exchange ActiveSync file attachment limit** The maximum size of a message file attachment that can be sent or received by an Exchange ActiveSync device.

Feature	Office 365 A1	Office 365 A3	Office 365 A5
Exchange ActiveSync device limit	100	100	100
Exchange ActiveSync device deletion limit	20	20	20
Exchange ActiveSync file attachment limit	25 MB	25 MB	25 MB

OneDrive for Business features

OneDrive for Business (formerly SkyDrive Pro) is personal online storage space in the cloud. Use it to store your work files across multiple devices with ease and security. Share your files with colleagues as needed, and edit

Office documents together in real time with Office for the web. Sync files to your local computer using the OneDrive for Business sync app.

OneDrive for Business is included in SharePoint Online and can also be purchased as a standalone plan. The OneDrive for Business standalone option includes Office for the web. To learn more, see [What is OneDrive for Business?](#)

System Requirements

The OneDrive for Business sync client has different system requirements than the OneDrive client. To learn more, see [How to install the OneDrive for Business sync client](#).

OneDrive for Business limits

OneDrive for Business Plan 1 provides 1 TB of storage space per user.

The following qualifying plans provide unlimited OneDrive storage per user for subscriptions with at least five users. Microsoft will provide an initial 5 TB of storage space per user. Customers who want additional OneDrive storage can request it as needed by contacting Microsoft Support. Subscriptions with less than five users receive 1 TB of storage per user.

- Office 365 A1
- Office 365 A3
- Office 365 A5

You cannot allocate more storage to a specific OneDrive user. However, you can lower the amount of storage that a user sees. If an Office 365 Enterprise F1 user needs more storage, then you'll need to upgrade to Office 365 Enterprise E1.

For information about file types that you can't add to OneDrive for Business, see [Types of files that cannot be added to a list or library](#).

OneDrive for Business is included in SharePoint Online. To learn about additional limitations in SharePoint Online, such as site collection quotas, file upload limits, and storage limits, see [SharePoint Online software boundaries and limits](#).

Subscription plans

OneDrive for Business Plan 2 is available for Office 365 A1, A3, and A5. To view the features available in the plan, see the [OneDrive for Business Service Description](#).

SharePoint Online features

The following table describes the SharePoint features available in each Office 365 education plan.

Developer features	Office 365 A1	Office 365 A3	Office 365 A5
App Catalog (SharePoint)	Yes	Yes	Yes
App Deployment: Cloud-Hosted Apps	Yes	Yes	Yes
App Deployment: SharePoint-Hosted Apps	Yes	Yes	Yes
App Management Services	Yes	Yes	Yes

BCS: Alerts for External Lists	Yes	Yes	Yes
BCS: App Scoped External Content Types (ECTs)	Yes	Yes	Yes
BCS: Business Data Web Parts	Yes	Yes	Yes
BCS: External List	Yes	Yes	Yes
BCS: OData connector	Yes	Yes	Yes
BCS: Profile Pages	No	No	No
BCS: Rich Client Integration	No	No	No
BCS: Secure Store Service	Yes	Yes	Yes
BCS: Tenant-level external data log	Yes	Yes	Yes
Browser-based customizations	Yes	Yes	Yes
Client Object Model (OM)	Yes	Yes	Yes
Client-side rendering (CSR)	Yes	Yes	Yes
Custom Site Definitions	No	No	No
Custom Site Provisioning Page	No	No	No
Developer Site	Yes	Yes	Yes
Forms Based Applications	Yes	Yes	Yes
Full-Trust Solutions	No	No	No
InfoPath Forms Services	Yes ¹³	Yes ¹³	Yes ¹³
JavaScript Object Model	Yes	Yes	Yes
List and Library APIs	Yes	Yes	Yes
Remote Event Receiver	Yes	Yes	Yes
REST APIs	Yes	Yes	Yes
SharePoint Design Manager	Yes	Yes	Yes
SharePoint Designer 2013	Yes	Yes	Yes

SharePoint Store	Yes	Yes	Yes
SharePoint 2010 workflows (.NET 3.5)	Yes	Yes	Yes
SharePoint 2010 workflows (out of the box)	Yes	Yes	Yes
SharePoint 2013 and SharePoint 2016 workflows	Yes ²	Yes ²	Yes ²
Workload API: ECM APIs	Yes	Yes	Yes
Workload API: Search APIs	Yes	Yes	Yes
Workload API: Social APIs	Yes	Yes	Yes
IT Professional features	Office 365 A1	Office 365 A3	Office 365 A5
Active Directory synchronization	Yes	Yes	Yes
Alternate Access Mapping (AAM)	No	No	No
Analytics Platform	Yes	Yes	Yes
Anti-malware protection	Yes	Yes	Yes
Claims-Based Authentication Support	No	No	No
Configuration Wizards	No	No	No
Deferred Site Collection upgrade	Yes	Yes	Yes
Distributed Cache	No	No	No
Data loss prevention	Yes	Yes	Yes
Encryption at rest	Yes	Yes	Yes
Host Header Site Collections	No	No	No
Improved Permissions Management	Yes	Yes	Yes
Improved Self-Service Site Creation	No	No	No
Managed Accounts	No	No	No

Minimal Download Strategy (MDS)	Yes	Yes	Yes
Mobile Device Management for Office 365	Yes	Yes	Yes
OAuth	Yes ⁵	Yes ⁵	Yes ⁵
Patch Management	No	No	No
Quota Templates	No	No	No
Read-Only Database Support	No	No	No
Remote BLOB Storage	No	No	No
Request Management	No	No	No
Request throttling	No	No	No
Resource throttling	No	No	No
Service Application Platform	Yes	Yes	Yes
SharePoint Health Analyzer	No	No	No
SharePoint admin center (Office 365)	Yes	Yes	Yes
Shredded Storage	Yes	Yes	Yes
Site Collection Compliance Policies	Yes	Yes	Yes
Site Collection Health Checks	Yes	Yes	Yes
State Service	No	No	No
Streamlined Central Administration	No	No	No
System Status Notifications	No	No	No
Unattached Content Database Recovery	No	No	No
Upgrade evaluation site collections	Yes	Yes	Yes
Usage Reporting and Logging	No	No	No

Windows PowerShell Support	Yes	Yes	Yes
Content features	Office 365 A1	Office 365 A3	Office 365 A5
Accessibility Standards Support	Yes	Yes	Yes
Asset Library Enhancements/Video Support	Yes	Yes	Yes
Auditing	Yes	Yes	Yes
Auditing & Reporting (e.g., doc edits, policy edits, deletes)	Yes	Yes	Yes
Content Organizer	Yes	Yes	Yes
Design Manager	Yes	Yes	Yes
Document Sets	Yes	Yes	Yes
Document Translation in Word for the web	Yes	Yes	Yes
eDiscovery Search	Yes ⁴	Yes ⁴	Yes ⁴
eDiscovery Hold	Yes ⁴	Yes ⁴	Yes ⁴
eDiscovery Export	Yes ⁴	Yes ⁴	Yes ⁴
Email enabled lists and libraries	No	No	No
External Sharing: External Access	Yes ⁶	Yes ⁶	Yes ⁶
External Sharing: Guest Link	Yes ⁶	Yes	Yes ⁶
Folder Sync	Yes ^{1, 6}	Yes	Yes
Hybrid Auditing	Yes	Yes	Yes
Hybrid Taxonomy and Content Types	Yes	Yes	Yes
Information Rights Management (IRM)	Yes	Yes	⁶ Yes
Information Rights Management (IRM)	No	No	No

Managed metadata service	Yes	Yes	Yes
Metadata-driven Navigation	Yes	Yes	Yes
Multi-stage Disposition	Yes	Yes	Yes
Office for the web (create/edit)	Yes	Yes	Yes
Office for the web (view)	Yes	Yes	Yes
Office ProPlus (Osub)	No	Yes	Yes
Office Web Apps Server integration	No	No	No
PowerPoint Automation Services	No	No	No
Preservation hold library	Yes	Yes	Yes
Quick Edit	Yes	Yes	Yes
Records management	Yes	Yes	Yes
Recycle Bin (SharePoint admin center)	Yes	Yes	Yes
Recycle Bin (site collection)	Yes	Yes	Yes
Related Items	Yes	Yes	Yes
Rich Media Management	Yes	Yes	Yes
Shared Content Types	Yes	Yes	Yes
SharePoint Translation Services	Yes	Yes	Yes
Surveys	Yes	Yes	Yes
Unique Document IDs	Yes	Yes	Yes
Video Search	Yes	Yes	Yes
Publishing Analytics	Yes	Yes	Yes
Catalog	Yes	Yes	Yes
Category page and catalog item page	Yes	Yes	Yes

Search web parts	Yes	Yes	Yes
Cross-Site Publishing	Yes	Yes	Yes
WCM: Designer Tools	Yes	Yes	Yes
Faceted navigation	No	Yes ¹⁴	Yes ¹⁴
Image Renditions	Yes	Yes	Yes
WCM: Managed navigation	Yes	Yes	Yes
WCM: Mobile and Device Rendering	Yes	Yes	Yes
WCM: Multiple Domains	No	No	No
WCM: Recommendations	Yes	Yes	Yes
WCM: Search Engine Optimizations (SEO)	Yes	Yes	Yes
Word Automation Services	No	No	No
Insights features	Office 365 A1	Office 365 A3	Office 365 A5
Business Intelligence Center	No	Yes	Yes
Calculated Measures and Members	Yes	Yes	Yes
Data Connection Library	Yes	Yes	Yes
Decoupled PivotTables and PivotCharts	Yes	Yes	Yes
Field list and Field Support	Yes	Yes	Yes
Filter Enhancements	Yes	Yes	Yes
Filter Search	Yes	Yes	Yes
PerformancePoint Services	No	No	No
PerformancePoint Services (PPS) Dashboard Migration	No	No	No
Power BI Web Part	No	No	Yes
Power View for Excel in SharePoint	Yes	Yes	Yes

Power Pivot for Excel in SharePoint	Yes	Yes	Yes
Quick Explore	Yes	Yes	Yes
Scorecards & Dashboards	No	No	No
SQL Server Reporting Services (SSRS) Integrated Mode	No	No	No
Timeline Slicer	Yes	Yes	Yes
Use and Interact with Excel Workbooks Containing Data Models	Yes	Yes	Yes
Visio Services	Yes	Yes	Yes
Search features	Office 365 A1	Office 365 A3	Office 365 A5
Advanced Content Processing	Yes	Yes	Yes
Continuous crawls	Yes	Yes	Yes
Custom entity extraction	No	No	No
Deep links	Yes	Yes	Yes
Event-based relevancy	Yes	Yes	Yes
Expertise Search	Yes	Yes	Yes
Extensible content processing]	No	No	No
Graphical refiners	Yes	Yes	Yes
Hybrid search	Yes	Yes	Yes
Manage search schema	Yes	Yes	Yes
On-premises search index	No	No	No
Phonetic name matching	Yes	Yes	Yes
Query rules—add promoted results	Yes	Yes	Yes
Query rules—advanced actions	Yes	Yes	Yes

Query spelling correction	Yes	Yes	Yes
Query suggestions	Yes	Yes	Yes
Query throttling	Yes	Yes	Yes
On-hover preview	Yes	Yes	Yes
Ranking models	Yes ³	Yes ³	Yes ³
Refiners	Yes	Yes	Yes
RESTful Query API/Query OM	Yes	Yes	Yes
Result sources	Yes	Yes	Yes
Search connector framework	No	No	No
Search results sorting	Yes	Yes	Yes
Search vertical: "Conversations"	Yes	Yes	Yes
Search vertical: "People"	Yes	Yes	Yes
Search vertical: "Video"	Yes	Yes	Yes
"This List" searches	Yes	Yes	Yes
Sites features	Office 365 A1	Office 365 A3	Office 365 A5
Change the look	Yes	Yes	Yes
Connections to Microsoft Office Clients	Yes	Yes	Yes
Cross Browser Support	Yes	Yes	Yes
Custom Managed Paths	No	No	No
Governance	Yes	Yes	Yes
Hybrid App Launcher	Yes	Yes	Yes
Hybrid OneDrive for Business and Sites	Yes	Yes	Yes
Large List Scalability and Management	Yes	Yes	Yes
Mobile Connectivity	Yes ⁷	Yes ⁷	Yes ⁷

Multi-Lingual User Interface	Yes ⁸	Yes ⁸	Yes ⁸
My Tasks	Yes	Yes	Yes
OOTB Web Parts	Yes	Yes	Yes
Permissions Management	Yes	Yes	Yes
Project functionality for team sites	Yes	Yes	Yes
Project site template	Yes	Yes	Yes
Project Summary web part	Yes	Yes	Yes
Project workspace	Yes	Yes	Yes
SharePoint Lists	Yes	Yes	Yes
SharePoint Ribbon	Yes	Yes	Yes
Document libraries	Yes	Yes	Yes
Task list	Yes	Yes	Yes
Team Site: Drag & Drop	Yes	Yes	Yes
Team Notebook	Yes	Yes	Yes
Team Site: Simplified Access	Yes	Yes	Yes
Site designs	Yes	Yes	Yes
Site Themes (change the look)	Yes	Yes	Yes
Site usage page	Yes	Yes	Yes
Variations	Yes	Yes	Yes
Work Management Service	Yes	Yes	Yes
Social features	Office 365 A1	Office 365 A3	Office 365 A5
Ask Me About	Yes	Yes	Yes
Personal blogs	Yes ⁹	Yes ⁹	Yes ⁹
Communities Reputation, Badging, and Moderation	Yes ¹⁰	Yes ¹⁰	Yes ¹⁰

Community	Yes ¹⁰	Yes ¹⁰	Yes ¹⁰
Company Feed	Yes	Yes	Yes
Document Conversations with Yammer	Yes	Yes	Yes
Follow	Yes	Yes	Yes
Microblogging	Yes	Yes	Yes
Newsfeed	Yes	Yes	Yes
One Click Sharing	Yes	Yes	Yes
People, Sites, Document Recommendations	Yes	Yes	Yes
Personal Site	Yes	Yes	Yes
Photos and Presence	Yes	Yes	Yes
Profile	Yes	Yes	Yes
Ratings	Yes	Yes	Yes
Shared with Me	Yes	Yes	Yes
Site Feed (classic team site using SharePoint social)	Yes	Yes	Yes
OneDrive for Business	Yes	Yes	Yes
Tag profiles	Yes	Yes	Yes
Tasks integrated with Outlook	Yes	Yes	Yes
Trending Tags	Yes	Yes	Yes
Wikis	Yes	Yes	Yes
Yammer	Yes	Yes	Yes
Add-Ons	Office 365 A1	Office 365 A3	Office 365 A5
Additional Storage	Yes	Yes	Yes
Azure Provisioned Apps: Access Services	Yes ¹¹	Yes ¹¹	Yes ¹¹

Azure Provisioned Apps: Custom Code in Azure Lightweight Web Role (LWR)	Yes	Yes	Yes

NOTE

¹ To use folder sync, you must have Office 2013 or later (Standard or Professional edition) or an Office 365 subscription that includes Office applications. Office 365 Business Essentials, Office 365 Enterprise E1, and Office 365 education plans do not include subscriptions to Office desktop applications. However, you can use folder sync if you have Office 2013 or later installed and subscribe to one of these plans.

² Because Kiosk users can't be administrators, tenants with Kiosk users need at least one Enterprise user to access the admin center.

³ SharePoint Online customers need to download and install the free Rank Model Tuning App to create and customize ranking models.

⁴ When you use eDiscovery features, the licensing requirement for a plan that permits that feature applies to all end users that are part of the eDiscovery action (Search, Hold, Export).

⁵ Some providers may be blocked in your country/region.

⁶ Sharing a document, library, or site by email with someone outside of your organization. Administrators do have the ability to turn it on but will get a warning message indicating that it could make files shared accessible outside of your country. Users who attempt to share with someone outside of the organization will receive the same warning message.

⁷ You can view documents in any Mobile browser. You need to install the Office Mobile app to edit documents. Office Mobile is currently available for Windows phones and tablets, Android phones and tablets, iPhone, and iPad.

⁸ Help is available only in Simplified Chinese and English.

⁹ Comments on blogs cannot be added.

¹⁰ Organization community website is available, but public community-provided help is not available.

¹¹ Access 2010 is not supported.

¹² Sandboxed solutions cannot contain user code. They may only contain definition (.xml) files and resources that are processed by the server when they activate.

¹³ InfoPath Forms that contain user code (Sandbox) can only be consumed in InfoPath Rich Client.

¹⁴ Authenticated SharePoint Online users can access private site collections with faceted navigation.

SharePoint Online limits

The following table shows the SharePoint limits for each Office 365 education plan.

Feature	Office 365 A1	Office 365 A3	Office 365 A5
Storage ^{1, 2}	1 TB per organization plus 10 GB per license purchased ³	1 TB per organization plus 10 GB per license purchased ³	1 TB per organization plus 10 GB per license purchased ³
Terms in store	200,000	200,000	200,000
Storage for site collections	Up to 25 TB per site collection or group ⁴	Up to 25 TB per site collection or group ⁴	Up to 25 TB per site collection or group ⁴
Site collections per tenant	500,000 per organization ⁵	500,000 per organization ⁵	500,000 per organization ⁵
File upload limit	15 GB	15 GB	15 GB
Number of users	1- 500,000 ⁶	1- 500,000 ⁶	1- 500,000 ⁶

NOTE

¹ You can purchase an unlimited amount of additional SharePoint Online storage. See [Change storage space for your subscription](#).

² We recommend monitoring the Recycle Bin and emptying it regularly. The storage space it uses is part of the organization's total file storage limit.

³ When you have an Office 365 subscription and a SharePoint Online standalone plan, the storage amounts are added.

⁴ SharePoint Online administrators can set storage use limits for site collections and sites.

⁵ Not including the OneDrive for Business site collections created for each licensed user.

⁶ If you have more than 500,000 users, please contact a Microsoft representative.

Skype for Business Online features

The following table lists Skype for Business Online features that are available for each Office 365 education plan.

NOTE

This table indicates client and service availability across Office 365 education options. If you want to compare individual features among the various Skype for Business desktop clients, web clients, and mobile clients, see [Skype for Business Online client comparison tables](#) and [Mobile Client comparison tables](#).

Feature	Office 365 A1	Office 365 A3	Office 365 A5
Clients for Skype for Business Online			
Skype for Business Full	No	Yes	Yes
Skype for Business Basic	Yes ¹	No	No
Lync 2013 Basic	Yes ¹	No	No
Skype for Business Windows Store app	Yes	Yes	Yes
Lync for Mac 2011	Yes	Yes	Yes
Skype for Business mobile clients	Yes	Yes	Yes
Skype for Business Web App	Yes	Yes	Yes
Instant messaging, presence, and contacts			
PC-to-PC IM and Presence	Yes	Yes	Yes
Multiparty IM and Presence	Yes	Yes	Yes
Contact Card Configuration	Yes	Yes	Yes

My Picture Configuration	Yes	Yes	Yes
My Picture: URL Photo Experience	No	No	No
Contact List Configuration	Yes	Yes	Yes
Unified Contact Store	Yes	Yes	Yes
Address Book Search	Yes	Yes	Yes
Distribution List Expansion	Yes	Yes	Yes
Persistent Chat	No	No	No
Photos of Sender/Receiver	Yes	Yes	Yes
Skype-to-Skype audio, video, and media	Office 365 A1	Office 365 A3	Office 365 A5
Desktop sharing over video-based screen sharing (VbSS)	Yes	Yes	Yes
Desktop and application sharing over Remote Desktop Protocol (RDP)	Yes	Yes	Yes
File transfers	Yes	Yes	Yes
Video	Yes	Yes	Yes
Network Quality of Service (QoS) - Differentiated Services Code Point (DSCP)	No	No	No
Federation and public IM connectivity	Office 365 A1	Office 365 A3	Office 365 A5
Office Communications Server 2007 R2 and Lync Server 2010 (IM, Presence, Audio, Video, Conferencing)	Yes	Yes	Yes
XMPP (used by Google Talk, for example) and Sametime federation	No	No	No
Skype federation	Yes	Yes	Yes
AOL and Yahoo! federation	No	No	No
Skype for Business Online meetings	Office 365 A1	Office 365 A3	Office 365 A5

Ad Hoc and Schedule Audio Conferencing	Yes	Yes	Yes
Ad Hoc and Schedule Video Conferencing	Yes	Yes	Yes
Active Speaker Video	Yes	Yes	Yes
H.264 Encoding and Decoding	Yes	Yes	Yes
Multiparty Video	Yes	Yes	Yes
High Definition Video or Pictures of All Attendees	Yes	Yes	Yes
Presenter Controls	Yes	Yes	Yes
Participant Selected View	Yes	Yes	Yes
OneNote Sharing	Yes	Yes	Yes
Ad Hoc and Schedule Web Conferencing	Yes	Yes	Yes
Skype for Business meeting dial-in via Audio Conferencing (first party)	No	No	Yes
Skype for Business meeting dial-in via Certified Audio Conferencing Provider (ACP)	Yes	Yes	Yes
PowerPoint Sharing	Yes	Yes	Yes
File Transfer	Yes	Yes	Yes
Whiteboard and Annotations	Yes	Yes	Yes
PowerPoint Upload	Yes	Yes	Yes
Polling	Yes	Yes	Yes
Client-Side Recording and Playback	Yes	Yes	Yes
Server-Side Recording and Playback	No	No	No
Meeting Lobby	Yes	Yes	Yes
Skype Meeting Broadcast	No	Yes	Yes

Guest Access to Skype Meetings with Skype for Business Web App	Yes	Yes	Yes
Schedule Skype for Business Meetings in Outlook	Yes	Yes	Yes
Schedule Skype for Business Meetings in Outlook on Behalf of Others (Delegation)	Yes	Yes	Yes
Schedule Skype for Business Meetings with Web Scheduler	Yes	Yes	Yes
Schedule Online Meetings in Outlook Web App	Yes	Yes	Yes
Outlook Delegation for Scheduling Meetings	Yes	Yes	Yes
Create public meetings with static meeting IDs from Outlook	No	No	No
Voice calling	Office 365 A1	Office 365 A3	Office 365 A5
Auto attendants	No	No	Yes
Busy options	No	No	No
Branch office survivability	No	No	No
Call admission control	No	No	No
Call answer/initiate	Yes	Yes	Yes
Call delegation	No	No	Yes
Call forwarding and simultaneous ring	Yes	Yes	Yes
Call history	Yes	Yes	Yes
Call hold/retrieve	Yes	Yes	Yes
Call park	No	No	No
Call transfer (blind, consult, and mobile)	Yes	Yes	Yes
Caller ID	Yes	Yes	Yes

Call waiting	Yes	Yes	Yes
Camp-on	Yes	Yes	Yes
Clients for PC, Mac, and mobile	Yes	Yes	Yes
Device switching	Yes	Yes	Yes
Distinctive ringing	No	No	Yes
Do-not-disturb routing	Yes	Yes	Yes
Emergency calling - static location	No	No	Yes
Emergency calling - dynamic location	No	No	No
Enterprise calendar call routing	Yes	Yes	Yes
Extension dialing	No	No	No
Group call pickup	No	No	No
Hunt groups/call queues and treatment	No	No	Yes
Integrated dial-pad	No	No	Yes
Location-based routing	No	No	No
Music on hold	Yes	Yes	Yes
Outbound DID manipulation	No	No	No
Private line	No	No	No
Qualified IP desk phones	No	No	Yes
Shared line appearance	No	No	No
Skype and federated calling	Yes	Yes	Yes
Team calling	No	No	Yes
Video call monitor	Yes	Yes	Yes
Voicemail	No	No	Yes

Calling Plans in Office 365 (Domestic Calling Plan, with required add-on purchase)	No ²	No ²	Yes
Calling Plans in Office 365 (International Calling Plan, with required add-on purchase)	No ²	No ²	Yes
Consumption Credits	No	No	Yes
Skype for Business Voice	Yes	Yes	Yes
Security and archiving	Office 365 A1	Office 365 A3	Office 365 A5
IM and Media Encryption	Yes	Yes	Yes
IM and File Filtering	No	No	No
Client Version Control	Yes	Yes	Yes
IM Content Archiving	Yes	Yes	Yes
Conference Content Archiving	Yes	Yes	Yes
Application Sharing, and Desktop Sharing Archiving	Yes	No	No
User Level Archiving Configuration	Yes	Yes	Yes
Login Trace Files	Yes	Yes	Yes
Exchange and SharePoint interoperability	Office 365 A1	Office 365 A3	Office 365 A5
Presence Interoperability with Exchange Server	Yes	Yes	Yes
Presence Interoperability with Exchange Online	Yes	Yes	Yes
Unified Messaging interoperability with Exchange Server	No	No	No
Unified Messaging interoperability with Exchange Online	No	No	No
Outlook Web App interoperability	Yes	Yes	Yes

Archiving interoperability with Exchange Server	No	No	No
Archiving interoperability with Exchange Online	Yes	Yes	Yes
Skill Search with SharePoint Server	No	No	No
Skill Search with SharePoint Online	No	No	No
Skype for Business Online administration and management	Office 365 A1	Office 365 A3	Office 365 A5
Microsoft Office 365 portal	Yes	Yes	Yes
Microsoft 365 admin center	Yes	Yes	Yes
Skype for Business admin center	Yes	Yes	Yes
Windows PowerShell	Yes	Yes	Yes
Skype for Business Online reporting in Microsoft 365 admin center	Yes	Yes	Yes

NOTE

¹ The Skype for Business (Lync) client is supported for use with these subscription options, but it is not included. Lync 2013 Basic is available for all customers. The Lync Basic desktop client is a locally installed application that provides presence, instant messaging, and conferencing features for Office 365 plans that include Skype for Business Online. Office 365 ProPlus, and Office 365 A3 include the full Skype for Business (Lync) application, which includes additional features such as advanced telephony support, archiving, and compliance features. A Skype for Business Online license must be assigned for each user.

For more information on Lync Basic features, see [Desktop client comparison tables](#)

² You must assign an Exchange Online (Plan 2) plan to users who you want to have voice mail. An Exchange Online (Plan 1) plan can't be used for voice mail.

Skype for Business Online limits

The limits in Skype for Business Online fall into the following categories:

- [Peer-to-peer limits](#)
- [Meeting limits](#)
- [Meeting retention limits](#)
- [Minute limits](#)

NOTE

The limits applied to an Office 365 organization can differ depending on how long the organization has been enrolled in the service. When a limit is changed in the Microsoft data centers, it can take some time to apply the change to all existing customers.

Peer-to-peer limits

- **File transfer limit** The maximum size of a file that can be transferred in a Skype for Business Online IM conversation. To learn which file types are blocked for file transfer, see the Microsoft Support article about [sending and receiving files or attachments in Skype for Business Online](#).
- **Open tabbed conversations limit** The maximum number of conversation tabs that a Skype for Business user can have open at one time.

Feature	Office 365 A1	Office 365 A3	Office 365 A5
File transfer limit	No limit	No limit	No limit
Open tabbed conversations limit	50	50	No limit

Meeting limits

- **File upload limit** The maximum size of files that can be uploaded to a Skype for Business meeting, including handouts and PowerPoint presentations.
- **Participants in a Skype for Business meeting** The maximum number of participants (including the presenter) who can join a single Skype for Business meeting.
- **Presenters in a Skype for Business meeting** The maximum number of presenters in a single Skype for Business meeting.
- **Skype for Business web app meeting participants** The maximum number of Skype for Business web app meeting participants who can join a meeting.
- **Skype for Business web app anonymous participants** The maximum number of Skype for Business web app meeting participants who can anonymously join a meeting.
- **Guests joining by phone** The maximum number of guests who can call in to a meeting.

Feature	Office 365 A1	Office 365 A3	Office 365 A5
File upload limit	500 MB	500 MB	500 MB
Participants in a Skype for Business meeting ¹	250	250	250
Presenters in a Skype for Business meeting	250	250	250
Skype for Business web app meeting participants	250	250	250

Skype for Business web app anonymous participants	250	250	250
Guests joining by phone	250	250	250
Individuals in a team-call group	25	25	25

NOTE

¹ If the number of participants in a Skype for Business meeting exceeds 75 participants, then the participant list (presenters and attendees) in the meeting roster will be truncated so that an individual attendee sees only the presenters and the individual attendee's own name. The full participant list remains visible to the presenters in the meeting. Also, Gallery View and IM errors are hidden from the attendees.

Meeting retention limits

- **Meeting content retention period** The amount of time after the last person leaves a meeting that any uploaded meeting content is retained in Skype for Business before it is permanently deleted.
- **Meeting expiration period** The amount of time after a meeting has ended that users can access the meeting.

NOTE

Each person can have a maximum of 1000 conferences in the database at any time.

Feature	Office 365 A1	Office 365 A3	Office 365 A5
Meeting content retention: One-time meeting	15 days	15 days	15 days
Meeting content retention: Recurring meeting	15 days	15 days	15 days
Meeting content retention: Meet Now meeting	8 hours	8 hours	8 hours
Meeting expiration: One-time meeting	14 days	14 days	14 days
Meeting expiration: Recurring meeting	14 days	14 days	14 days
Meeting expiration: Meet Now meeting	8 hours	8 hours	8 hours

Minute limits

For information about minute limitations in Skype for Business Online Domestic and International Calling Plans, see [Skype for Business Online PSTN services use terms](#).

Microsoft 365 Education

7/18/2019 • 5 minutes to read

Microsoft 365 is available in a variety of plans to best meet the needs of your organization. If you're looking for the differences between the Microsoft 365 and Office 365 Education plans, this article will show you which features are included in each of them.

Microsoft 365 provides a complete system, including Office 365, Windows 10, and Enterprise Mobility and Security. The following table lists the Office 365 for Education A1, A3, and A5 features along with the corresponding Microsoft 365 for Education A3 and A5 features. To compare Office 365 features across business and enterprise plans, see [Compare Office 365 for Business plans](#), or, for a more detailed list of features, see the relevant service description at [Office 365 Service Descriptions](#). To search for support articles and information, see [Office Help and Training](#).

Services and features

Each Microsoft 365 Education plan includes a number of individual services, such as Exchange Online and SharePoint Online. The following table shows the services that are available in each Office 365 and Microsoft 365 plan so that you can choose the solution that best meets your needs. To review Office 365 services and features in greater detail, see the [Office 365 Education](#) service description.

Services	Office 365 Education A1	Office 365 Education A3	Office 365 Education A5	Microsoft 365 Education A3	Microsoft 365 Education A5
Office 365 Platform	Yes	Yes	Yes	Yes	Yes
Office for the web	Yes	Yes	Yes	Yes	Yes
Office 365 ProPlus	No	Yes	Yes	Yes	Yes
Exchange Online	Yes ¹	Yes ²	Yes ²	Yes ²	Yes ²
SharePoint Online	Yes ³	Yes ⁴	Yes ⁴	Yes ⁴	Yes ⁴
OneDrive for Business	Yes	Yes	Yes	Yes	Yes
Microsoft Teams	Yes	Yes	Yes	Yes	Yes
Skype for Business Online	Yes	Yes	Yes	Yes	Yes
Project Online	No ⁵	No ⁵	No ⁵	No ⁵	No ⁵
Yammer Academic	Yes	Yes	Yes	Yes	Yes

Classroom Tools	Office 365 Education A1	Office 365 Education A3	Office 365 Education A5	Microsoft 365 Education A3	Microsoft 365 Education A5
Classroom Experiences in Microsoft Teams	Yes	Yes	Yes	Yes	Yes
OneNote Class Notebook	Yes	Yes	Yes	Yes	Yes
Microsoft Sway	Yes	Yes	Yes	Yes	Yes
Microsoft Forms	Yes	Yes	Yes	Yes	Yes
Learning Tools	Yes	Yes	Yes	Yes	Yes
Accessibility Checker	Yes	Yes	Yes	Yes	Yes
Office Lens	Yes	Yes	Yes	Yes	Yes
Minecraft Education Edition with Code Builder	No	No	No	Yes	Yes
Take a Test app	No	No	No	Yes	Yes
Set up School PCs app	No	No	No	Yes	Yes
Voice, Video, and Meetings	Office 365 Education A1	Office 365 Education A3	Office 365 Education A5	Microsoft 365 Education A3	Microsoft 365 Education A5⁶
Skype Meeting Broadcast	No	Yes	Yes	Yes	Yes
Microsoft Bookings	No	Yes	Yes	Yes	Yes
Office 365 Audio Conferencing	No	No	Yes	No	Yes
Office 365 Phone System	No	No	Yes	No	Yes
Analytics	Office 365 Education A1	Office 365 Education A3	Office 365 Education A5	Microsoft 365 Education A3	Microsoft 365 Education A5
Delve	Yes	Yes	Yes	Yes	Yes
Power BI Pro	No	No	Yes	No	Yes
My Analytics	No	No	Yes	No	Yes

Azure Active Directory¹¹	Office 365 Education A1	Office 365 Education A3	Office 365 Education A5	Microsoft 365 Education A3	Microsoft 365 Education A5
Azure Active Directory Basic	Yes	Yes	Yes	Yes	Yes
Azure Active Directory Plan 1	No	No	No	Yes	No
Azure Active Directory Plan 2	No	No	No	No	Yes
Compliance	Office 365 Education A1	Office 365 Education A3	Office 365 Education A5	Microsoft 365 Education A3	Microsoft 365 Education A5
Office 365 Rights Management	Yes	Yes	Yes	Yes	Yes
Azure Information Protection Plan 1 ⁷	No	No	No	Yes	No
Azure Information Protection Plan 2 ⁷	No	No	No	No	Yes
Litigation Hold	Yes	Yes	Yes	Yes	Yes
eDiscovery Search	Yes	Yes	Yes	Yes	Yes
eDiscovery Export	Yes	Yes	Yes	Yes	Yes
Advanced eDiscovery	No	No	Yes	No	Yes
Data Loss Prevention	Yes	Yes	Yes	Yes	Yes
Office 365 Message Encryption	Yes ¹²	Yes	Yes	Yes	Yes
Customer Lockbox	No	No	Yes	No	Yes
Advanced Data Governance	No	No	Yes	No	Yes
Management and Security	Office 365 Education A1	Office 365 Education A3	Office 365 Education A5	Microsoft 365 Education A3	Microsoft 365 Education A5

School Data Sync	Yes	Yes	Yes	Yes	Yes
Advanced Security Management	No	Yes	Yes	Yes	Yes
Intune for Education ⁸	No	No	No	Yes	Yes
Advanced Threat Analytics	No	No	No	Yes	Yes
Windows Defender Antivirus	No	No	No	Yes	Yes
Device Guard	No	No	No	Yes	Yes
Advanced Security	Office 365 Education A1	Office 365 Education A3	Office 365 Education A5	Microsoft 365 Education A3	Microsoft 365 Education A5
Advanced Threat Protection	No	No	Yes	No	Yes
Threat Intelligence	No	No	Yes	No	Yes
Cloud App Security	No	No	No	No	Yes
Windows Defender Advanced Threat Protection	No	No	No	No	Yes
Server and CAL Benefits	Office 365 Education A1	Office 365 Education A3	Office 365 Education A5	Microsoft 365 Education A3	Microsoft 365 Education A5
Exchange ⁹	No	No	No	Yes ¹⁰	Yes
SharePoint ⁹	No	No	No	Yes ¹⁰	Yes
Skype for Business ⁹	No	No	No	Yes ¹⁰	Yes
Windows Server CAL	No	No	No	Yes	Yes
System Center Configuration Manager	No	No	No	Yes	Yes

System Center Endpoint Protection	No	No	No	Yes	Yes

NOTE

¹ Includes Exchange Online Plan 1 plus supplemental features.

² Includes Exchange Online Plan 2.

³ Includes SharePoint Online Plan 1 plus supplemental features.

⁴ Includes SharePoint Online Plan 2.

⁵ Project Online Essentials is not included but can be added for free to the Office 365 Education plan.

⁶ Microsoft 365 Education A5 contains Phone System, Audio Conferencing, and Calling Plan capabilities. To implement Calling Plan requires an additional plan purchase (either Domestic Calling Plan or International Calling Plan).

⁷ To learn more about which Azure Information Protection features are included with Office 365 plans, see [Azure Information Protection](#).

⁸ Includes Intune.

⁹ Servers and CALs are included for Exchange, SharePoint, and Skype for Business.

¹⁰ ECAL or Core CAL, depending on the version of A3 that is purchased—with A5, the ECAL rights are included.

¹¹ For more information about Azure Active Directory, see [What is Active Directory?](#).

¹² Office Pro Plus is required in order to apply protections and send protected emails from the Outlook Desktop.

User Account Management

6/28/2019 • 13 minutes to read

Microsoft Office 365 supports the following methods for creating, managing, and authenticating users.

NOTE

This topic does not include information about security features that allow or prohibit access to individual Office 365 resources (for example, role-based access control in Microsoft Exchange Online or configuring security in Microsoft SharePoint Online). For details about these features, see the [Exchange Online Service Description](#) and the [SharePoint Online Service Description](#).

If you need information about tools that can help you perform administrative tasks, see [Tools to manage Office 365 accounts](#). To learn how to perform day-to-day management tasks, see [Common management tasks for Office 365](#).

Need help signing in, installing or uninstalling, or canceling your subscription?

Get help with [signing into Office 365](#) | [Installing or uninstalling Office](#) | [Canceling Office 365](#)

For other issues with Office 365 visit the [Microsoft support center](#). To get support for Office 365 operated by 21Vianet in China, contact the [21Vianet support team](#). For Office 365 Germany, contact the [Office 365 Germany support team](#).

Sign-in options

Office 365 has two systems that can be used for user identities:

- **Work or school account (cloud identity)** Users receive Azure Active Directory cloud credentials—separate from other desktop or corporate credentials—for signing into Office 365 and other Microsoft cloud services. This is the default identity, and is recommended in order to minimize deployment complexity. Passwords for work or school accounts use the Azure Active Directory [password policy](#).
- **Federated account (federated identity)** For all subscriptions in organizations with on-premises Active Directory that use single sign-on (SSO), users can sign into Office 365 services by using their Active Directory credentials. The corporate Active Directory stores and controls the password policy. For information about SSO, see [Single sign-on roadmap](#).

The type of identity affects the user experience and user account management options, as well as hardware and software requirements and other deployment considerations.

Custom domains and identity options

When you create a new user, the user's sign-in name and email address are assigned to the default domain as set in the Microsoft 365 admin center. To learn more, see [Add your users and domain to Office 365](#).

By default, the Office 365 subscription uses the < company name> .onmicrosoft.com domain that was created with the account.* You can add one or more custom domains to Office 365 rather than retaining the onmicrosoft.com domain, and can assign users to sign in with any of the validated domains. Each user's assigned domain is the email address that will appear on sent and received email messages.

You can host up to 900 registered Internet domains in Office 365, each represented by a different namespace.

For organizations using single sign-on, all users on a domain must use the same identity system: either cloud identity or federated identity. For example, you could have one group of users that only needs a cloud identity because they don't access on-premises systems, and another group of users who use Office 365 and on-premises systems. You would add two domains to Office 365, such as `contractors.contoso.com` and `staff.contoso.com`, and only set up SSO for one of them. An entire domain can be converted from cloud identity to federated identity, or from federated identity to cloud identity.

For more information about domains in Office 365, see the [Domains](#) service description.

* If you are using Office 365 operated by 21Vianet in China, the default domain is `<companyname>.onmsChina.cn`. If you are using Office 365 Germany, the default domain is `<companyname>.onmicrosoft.de`.

Authentication

With the exception of internet sites for anonymous access created with SharePoint Online, users must be authenticated when accessing Office 365 services.

- **Modern authentication** Modern authentication brings Active Directory Authentication Library (ADAL)-based sign-in to Office client apps across platforms. This enables sign-in features such as Multi-Factor Authentication (MFA), SAML-based third-party identity providers with Office client applications, and smart card and certificate-based authentication. It also removes the need for Microsoft Outlook to use the basic authentication protocol. For more information, including the availability of modern authentication across Office applications, see [How modern authentication works for Office 2013 and Office 2016 client apps](#) and [Using Office 365 modern authentication with Office clients](#).

Modern authentication is not turned by default for Exchange Online. To learn how to turn it on, see [Enable Exchange Online for modern authentication](#).

- **Cloud identity authentication** Users with cloud identities are authenticated using traditional challenge/response. The web browser is redirected to the Office 365 sign-in service, where you type the user name and password for your work or school account. The sign-in service authenticates your credentials and generates a service token, which the web browser posts to the requested service and logs you in.
- **Federated identity authentication** Users with federated identities are authenticated using Active Directory Federation Services (AD FS) 2.0 or other Security Token Services. The web browser is redirected to the Office 365 sign-in service, where you type your corporate ID in the form a user principal name (UPN; for example, `isabel@contoso.com`). The sign-in service determines that you are part of a federated domain and offers to redirect you to the on-premises Federation Server for authentication. If you are logged on to the desktop (domain joined), you are authenticated (using Kerberos or NTLMv2) and the on-premises Security Token Service generates a logon token, which the web browser posts to the Office 365 sign-in service. Using the logon token, the sign-in service generates a service token that the web browser posts to the requested service and logs you in. For a list of available Security Token Services available, see [Single sign-on roadmap](#).

Office 365 uses forms-based authentication, and authentication traffic over the network is always encrypted with TLS/SSL using port 443. Authentication traffic uses a negligible percentage of bandwidth for Office 365 services.

Multi-Factor Authentication for Office 365

With Multi-Factor Authentication for Office 365, users are required to acknowledge a phone call, text message, or an app notification on their smartphone after correctly entering their password. Only after this second authentication can the user sign in. Office 365 administrators can enroll users for multi-factor authentication in the Microsoft 365 admin center. Learn more about [Multi-Factor Authentication for Office 365](#).

Rich client authentication

For rich clients such as Microsoft Office desktop applications, authentication can occur in two ways:

- **Microsoft Online Services Sign-In Assistant** The Sign-in assistant, which is installed by Office 365 desktop setup, contains a client service that obtains a service token from the Office 365 sign-in service and returns it to the rich client.
 - If you have a cloud identity, you receive a prompt for credentials, which the client service sends to the Office 365 sign-in service for authentication (using WS-Trust).
 - If you have a federated identity, the client service first contacts the AD FS 2.0 server to authenticate the credentials (using Kerberos or NTLMv2) and obtain a logon token that is sent to the Office 365 sign-in service (using WS-Federation and WS-Trust).
- **Basic/proxy authentication over SSL** The Outlook client passes basic authentication credentials over SSL to Exchange Online. Exchange Online proxies the authentication request to the Office 365 identity platform, and then to on-premises Active Directory Federation Server (for SSO).

To ensure proper discovery and authentication of Office 365 services, administrators must apply a set of components and updates to each workstation that uses rich clients (such as Microsoft Office 2010) and connects to Office 365. Office 365 desktop setup is an automated tool to configure workstations with the required updates. For more information, see [Use my current Office desktop apps with Office 365](#).

Sign-in experience

The sign-in experience changes depending on the type of Office 365 identity in use:

	CLOUD IDENTITY	FEDERATED IDENTITY
Outlook 2016	Sign in each session ¹	Sign in each session ²
Outlook 2013	Sign in each session ¹	Sign in each session ²
Outlook 2010 or Office 2007 on Windows 7	Sign in each session ¹	Sign in each session ²
Outlook 2010 or Office Outlook 2007 on Windows Vista	Sign in each session ¹	Sign in each session ²
Microsoft Exchange ActiveSync	Sign in each session ¹	Sign in each session ²
POP, IMAP, Outlook for Mac	Sign in each session ¹	Sign in each session ²
Web Experiences: Office 365 portal / Outlook Web App/ SharePoint Online / Office for the web	Sign in each browser session ⁴	Sign in each session ³
Office 2010 or Office 2007 using SharePoint Online	Sign in each SharePoint Online session ⁴	Sign in each SharePoint Online session ³
Skype for Business Online	Sign in each session ¹	No prompt
Outlook for Mac	Sign in each session ¹	Sign in each session ²

NOTE

¹ When first prompted, you can save your password for future use. You will not receive another prompt until you change the password.

² You enter your corporate credentials. You can save your password and will not be prompted again until your password changes.

³ All apps require you to enter your username or click to sign in. You are not prompted for your password if your computer is joined to the domain. If you click **Keep me signed in** you will not be prompted again until you sign out.

⁴ If you click **Keep me signed in** you will not be prompted again until you sign out.

Creating user accounts

There are multiple ways for you to add users to Office 365. To learn more, see [Add users individually or in bulk to Office 365 - Admin Help](#) and [Add, remove, and manage users in Microsoft 365 admin center Preview](#). If you are using Office 365 operated by 21Vianet in China, see [Create or edit user accounts in Office 365 operated by 21Vianet - Admin Help](#).

Deleting accounts

How you delete accounts depends on whether or not you are using directory synchronization:

- If you are not using directory synchronization, accounts can be deleted by using the Office 365 Admin page or by using Windows PowerShell.
- If you are using directory synchronization, you must delete users from the local Active Directory, rather than from Office 365.

When an account is deleted, it becomes inactive. For approximately 30 days after having deleted it, you can restore the account. For more information about deleting and restoring accounts, see [Delete users in Office 365](#) and [Restore users in Office 365](#) or, if you are using Office 365 operated by 21Vianet in China, see [Create or edit user accounts in Office 365 operated by 21Vianet - Admin Help](#).

Password management

The policies and procedures for password management depend on the identity system.

Cloud identity password management:

When using cloud identities, passwords are automatically generated when the account is created.

- For cloud identity password strength requirements, see [password policy](#).
- To increase security, users must change their passwords when they first access Office 365 services. As a result, before users can access Office 365 services, they must sign into the Office 365 portal, where they are prompted to change their passwords.
- Admins can set the password expiration policy. For more information, see [Set a user's password expiration policy](#).

There are several tools for resetting passwords for users with cloud identities:

- **Admin resets password** If users lose or forget their passwords, admins can reset users' passwords in the Office 365 portal or by using Windows PowerShell. Users can only change their own password if they know their existing password.

For Enterprise plans, if administrators lose or forget their passwords, a different administrator with the Global Administrator role can reset administrators' passwords in the Microsoft 365 admin center or by

using Windows PowerShell. For more information, see [Reset passwords for admins](#). If you are working in Office 365 operated by 21Vianet in China, see [Change or reset passwords in Office 365 operated by 21Vianet](#).

- **User changes passwords with Outlook Web App** The Outlook Web App options page includes a Change password hyperlink, which redirects users to the **Change Password** page. The user must know their previous password. For more information, see [Change password](#). If you are using Office 365 operated by 21Vianet in China, see [Change or reset passwords in Office 365 operated by 21Vianet](#).
- **Role-based reset password rights** For Enterprise plans, authorized users such as helpdesk staff can be assigned the **Reset Password** user right and the right to change passwords by using the Office 365 predefined or custom roles without becoming full services administrators. By default in Enterprise plans, admins with the Global Administrator, Password Administrator, or User Management Administrator role can change passwords. For more information, see [Assigning admin roles](#).
- **Reset passwords using Windows PowerShell** Service administrators can use Windows PowerShell to reset passwords.

Federated identity password management:

When using federated identities, passwords are managed in Active Directory. The on-premises Security Token Service negotiates the authentication with Office 365 Federation Gateway without passing users' local Active Directory passwords over the Internet to Office 365. Local password policies are used, or, for web clients, two-factor identification. Outlook Web App does not include a Change Password hyperlink. Users change their passwords using standard, on-premises tools or through their desktop PC logon options.

If you have [Directory Sync with single sign-on \(SSO\)](#) enabled in your Office 365 environment and there is an outage that impacts your federated identity provider, Password Sync Backup for Federated Sign-in provides the option to manually switch your domain to Password Sync. Using Password Sync will allow your users to access Office 365 while the outage is fixed. Learn [how to switch from Single Sign-On to Password Sync](#).

License management

An Office 365 license gives a user access to a set of Office 365 services. An administrator assigns a license to each user for the service they need access to. For example, you can assign a user access to Skype for Business Online, but not SharePoint Online.

Office 365 billing admins can make changes to subscription details like the number of user licenses and number of additional services your company uses. Check out [Assign or remove a license in Office 365](#). If you are using Office 365 operated by 21Vianet, see [Assign or remove licenses in Office 365 operated by 21Vianet](#).

Group management

Security groups are used in SharePoint Online to control access to sites. Security groups can be created in the Microsoft 365 admin center. For more information about security groups, see [Create, edit, or delete a security group](#).

Administrator roles

Office 365 Enterprise follows a role-based access control (RBAC) model: permissions and capabilities are defined by management roles. The person who signs up for Office 365 for his or her organization automatically becomes a global administrator, or top-level administrator. There are five administrator roles: global administrator, billing administrator, password administrator, service administrator, and user management administrator. For more information about administrator roles in Office 365 Enterprise, including how they apply to Exchange Online, SharePoint Online, and Skype for Business Online administration, see [Assigning administrator roles](#). If you are using Office 365 operated by 21Vianet in China, see [Assign admin roles in Office 365 for business](#).

Delegated administration and support for partners

Partners can be authorized to administer accounts on behalf of customers. The customer does not require a user account for the partners use and does not consume an Office 365 license when granting delegated administration authority. Partners can assign full or limited access to users within their organization. Limited access includes rights to reset passwords, manage service requests, and monitor service health.

NOTE

Ability to use and specify a partner as a delegated administrator varies by region.

Azure Active Directory services

Azure Active Directory (AD) brings comprehensive identity and access management capabilities to Office 365. It combines directory services, advanced identity governance, application access management and a rich standards-based platform for developers. To learn more about AD features in Office 365, see [Sign in page branding and cloud user self-service password reset](#). Learn more about the [Free, Basic, and Premium editions of Azure Active Directory](#).

Feature availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Office 365 Platform Service Description](#).

Domains

6/28/2019 • 2 minutes to read

When you add a domain, a step-by-step wizard helps you add users and convert your Office 365 email addresses and other services to your business name. When you complete the wizard, your business email starts coming to Office 365 instead of going to your current email provider. To learn more, see [Add your users and domains to Office 365](#). If you use Office 365 operated by 21Vianet, see [Verify your domain](#).

Custom domains

You can add up to 900 domains to your Office 365 subscription. However, you can't add a domain to Office 365 that you're already using in another Microsoft cloud service. That means that you can't add the same domain to multiple Office 365 subscriptions. For more information, see [Domains FAQ](#).

Second and third-level domains

With Office 365 Enterprise and Office 365 Business, you can add any level domain, including third-level domains such as marketing.contoso.com. See [Add custom subdomains or multiple domains to Office 365](#). If you are using Office 365 operated by 21Vianet, see [Add custom subdomains or multiple domains to Office 365 operated by 21Vianet](#).

Domain verification and managing DNS records

With Office 365, you can manage all your DNS records at your DNS hosting provider, or opt to have Office 365 set up and manage your domain's DNS records for you. If you continue to manage the records, you change specific records to point to Office 365 services as needed. For a list of domain registrars for which we provide step-by-step directions for adding the records, including the specific values to use for each record, see [Create DNS records for Office 365](#) or, if you are using Office 365 operated by 21Vianet, see [Create DNS records at any provider for Office 365 operated by 21Vianet](#).

If Office 365 manages your domain's DNS records for you, you first must switch your domain's nameserver records to point to Office 365 and then Office 365 sets up your Office 365 services and then your domain's DNS records are managed at Office 365.

If your domain is registered at GoDaddy, Office 365 can create the required records for you at GoDaddy.

No matter where your DNS records are hosted, you can set up the DNS records to use your domain for the URL for a public website hosted on Office 365 or with a different hosting provider.

Office 365 proactively checks your DNS records to find and help fix DNS issues. If your DNS records don't match what we expect them to be, you'll receive a notification in the Microsoft 365 admin center, along with information that tells you how to fix the possible issues that have been identified.

For more information, see [How Office 365 manages DNS records](#) or, for Office 365 operated by 21Vianet, see [Create DNS records for Office 365 when you manage your DNS records](#).

Sharing a domain

You can pilot Office 365 with some email addresses for a domain on Office 365, and some on your previous email provider. This is recommended only for use during a pilot of Office 365, because it requires additional setup steps and has some limitations for Office 365 services. For more information, see:

- [Pilot Office 365 for a small business](#)
- [Pilot Office 365 for a large business \(using FastTrack\)](#)

Feature availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Office 365 Platform Service Description](#).

Service Health and Continuity

8/17/2019 • 7 minutes to read

Microsoft Office 365 admins can view the status of services and find out when maintenance is scheduled. Service health information is available at any time by signing in to Office 365.

NOTE

If you are using Office 365 operated by 21Vianet, some of the information below might not apply. Instead, see the [21Vianet service level agreement](#).

View Status of Services

The Service health section of Office 365 shows the current status of the service and details about service disruptions and outages. Planned maintenance information is available on the Message Center. For more information, see [View the status of your services](#).

Service incidents

A service incident is an event that affects the delivery of a service. Service incidents may be caused by hardware or software failure in the Microsoft data center, a faulty network connection between the customer and Microsoft, or a major data center challenge such as fire, flood, or regional catastrophe. Most service incidents can be addressed using Microsoft technology and process solutions and are resolved within a short time. However, some service incidents are more serious and can lead to longer term outages.

There are two types of notifications about times when services may not be available:

- **Planned maintenance events:** Planned maintenance is regular Microsoft-initiated service updates to the infrastructure and software applications. Planned maintenance notifications inform customers about service work that might affect the functionality of an Office 365 service. Customers are notified no later than five days in advance of all planned maintenance through Message Center on the Office 365 Admin Portal. Microsoft typically plans maintenance for times when service usage is historically at its lowest based on regional time zones.
- **Unplanned downtime:** Unplanned service incidents occur when one of the services in the Office 365 suite is unavailable or unresponsive.

Recent worldwide uptimes

Moving to a cloud service shouldn't mean losing the ability to know what's going on. With Office 365, it doesn't. We aim to be transparent in our operations so you can monitor the state of your service, track issues, and have a historical view of availability. The following tables show recent worldwide uptime data.

2019			
Q1	Q2	Q3	Q4
99.97%	99.97%		

2018			
Q1	Q2	Q3	Q4
99.99%	99.98%	99.97%	99.98%

2017			
Q1	Q2	Q3	Q4
99.99%	99.97%	99.98%	99.99%

Notification policy

When a service incident occurs, Microsoft recognizes that timely, targeted, and accurate communications are critical for customers. Microsoft notifies Office 365 administrators by updating the tenant-specific Service Health Dashboard (SHD) on the Office 365 Admin Portal. Service incident updates are provided on an hourly cadence or, if a different cadence is required, it will be stated in the SHD communication posting.

Service Health Communication Channels

Office 365 Admin App

The Admin App for Office 365 tenant administrators gives you the ability to connect with your organization's Office 365 service status on the go. Office 365 tenant administrators will have the ability to view service health information and maintenance status updates from their mobile devices. For more information, visit the [Admin App FAQ](#).

Office 365 Management Pack for Microsoft System Center 2012 R2

Microsoft System Center is an integrated management platform that helps you manage data center, client devices, and hybrid cloud IT environments. Office 365 administrators who use System Center now have the option to import the Office 365 Management Pack, which enables them to view all service communications within Operations Manager in System Center. Using this tool gives you access to the status of your subscribed services, active and resolved service incidents, and your Message Center communications. For more information, visit the [New Office 365 admin tools](#) blog post.

Office 365 Service Communications API

The Office 365 Service Communications API enables you to access Office 365 service communications the way you want. With this new admin tool, you now have the ability to create or connect your tools to Office 365 service communications, potentially simplifying how you monitor your environment. The Service Communications API enables you to monitor the following in your environment:

- Real-time service health
- Message Center communications
- Planned maintenance notifications

For more information, visit the [New Office 365 admin tools](#) blog post.

Post-incident reviews

Microsoft's commitment to continuous improvement involves analysis of unplanned customer-impacting service incidents to minimize future recurrence.

Unplanned service incidents are defined as multi-tenant service disruptions that impact service usage as defined by our service SLAs, and have been declared as such on the Service Health Dashboard.

For unplanned customer-impacting service incidents in which there was broad and noticeable impact across a large number of organizations, a preliminary Post-Incident Review (PIR) will be delivered via your Service Health Dashboard within 48 hours of incident resolution, followed by a final PIR within five business days. The detailed PIR report includes:

- User experience and customer impact
- Incident start and end date/time
- Detailed timeline of impact and resolution measures
- Root cause analysis and actions being taken for continuous improvement

For all other service incidents, the Service Health Dashboard will provide an incident closure summary including a final summary of the event, preliminary root cause, start and end times, and information detailing next steps. For this category of service incident, a PIR will not be generated.

Service Continuity

Microsoft Office 365 offerings are delivered by highly resilient systems that help to maintain peak service performance. Service continuity provisions are part of the Office 365 system design. These provisions enable Office 365 to recover quickly from unexpected events such as hardware or application failure, data corruption, or other incidents that affect users. These service continuity solutions also apply during catastrophic outages (for example, natural disasters or an incident within a Microsoft data center that renders the entire data center inoperable).

Note that after recovery from catastrophic outages, there may be a period of time before full data center redundancy is restored for the service. For example, if Data Center 1 fails, services are restored by resources in Data Center 2. However, there may be a period of time until services in Data Center 2 have service continuity support either by restored resources in Data Center 1, or new resources in Data Center 3. The Office 365 [Service Level Agreement](#) (SLA) applies during this time. Office 365 operated by 21Vianet has a different SLA. See the [21Vianet site](#) for more information.

Ensuring data availability

Microsoft ensures that customer data is available whenever it is needed through the following features:

- **Data storage and redundancy:** Customer data is stored in a redundant environment with robust data protection capabilities to enable availability, business continuity, and rapid recovery. Multiple levels of data redundancy are implemented, ranging from redundant disks to guard against local disk failure to continuous, full data replication to a geographically diverse data center.
- **Data monitoring:** Office 365 services maintain high levels of performance by:
 - **Monitoring databases:**
 - Blocked processes
 - Packet loss
 - Queued processes
 - Query latency

- **Completing preventative maintenance:** Preventative maintenance includes database consistency checks, periodic data compression, and error log reviews.

Support

The Office 365 development and operations teams are complemented by a dedicated Office 365 support organization, which plays an important role in providing customers with business continuity. Support staff has a deep knowledge of the service and its associated applications as well as direct access to Microsoft experts in architecture, development, and testing.

The support organization closely aligns with operations and product development, offers fast resolution times and provides a channel for customers' voices to be heard. Feedback from customers provides input to the planning, development, and operations processes.

- **Online issue tracking:** Customers need to know that their issues are being addressed, and they need to be able to track timely resolution. The Office 365 portal provides a single web-based interface for support. Customers can use the portal to add and monitor service requests and receive feedback from Microsoft support teams.
- **Self-help, backed by continuous staff support:** Office 365 offers a wide range of self-help resources and tools that can help customers to resolve service-related issues without requiring Microsoft support.

Before customers enter service requests, they can access knowledge base articles and FAQs that provide immediate help with the most common problems. These resources are continually updated with the latest information, which helps avoid delays by providing solutions to known issues. However, when an issue arises that needs the help of a support professional; staff members are available for immediate assistance by telephone and through the administration portal 24 hours a day, 7 days a week.

For more information about support, see the [Support](#) topic.

Feature availability

To view feature availability across Office 365 plans, see the [Office 365 Platform Service Description](#).

Reports

7/18/2019 • 2 minutes to read

Administrators of Microsoft Office 365 can view reports showing how your organization is using Office 365 services. You can use these reports to identify issues, filter data, and download data to Microsoft Excel. You can also create your own reports using the Office 365 reporting web services. Exchange Online and Exchange Online Protection (EOP) administrators can [use mail protection reports in Office 365 to view data about malware, spam, and rule detections](#).

For more information, see [View and download reports about service usage in Office 365](#). For Office 365 operated by 21Vianet, see [View and download reports for Office 365 operated by 21Vianet](#).

Feature availability

To view feature availability across Office 365 plans, see [Office 365 Platform Service Description](#).

Mobile Devices [SD]

7/18/2019 • 2 minutes to read

Many mobile phones, tablets, and other mobile devices can be used with Microsoft Office 365.

- For information about specific mobile devices, see: [Compare how mobile devices work with Office 365](#).
- For information about using email on mobile devices, see the [Clients and Mobile Devices](#) service description.
- For information about Mobile Device Management for Office 365, see [Overview of Mobile Device Management \(MDM\) for Office 365](#).

Feature availability

To view feature availability across Office 365 plans, see [Office 365 Platform Service Description](#).

Support

7/24/2019 • 8 minutes to read

With every Microsoft Office 365 Enterprise, Business, Education, and Government subscription, Microsoft Support provides global technical, pre-sales, billing and, subscription support. Support is available both online through the Office 365 portal and by telephone for both paid and trial subscriptions. For more information, see [Office 365 Support Options](#).

Authorized administrators can use the Office 365 portal to submit service requests online, access support telephone numbers, and view all open and recently closed service requests. Service requests submitted in the Office 365 portal can be reopened for up to 14 days after the request has been closed. For instructions, see [Contact Office 365 for business support](#).

The O365 technical support team troubleshoots only those issues that are related to Office 365. Issues that originate in customer networks fall outside of the Office 365 support boundaries, and in these cases, customers must either work with their networking team or the engage the [Microsoft Networking team](#) for assistance.

Community and self-service support options

Self-service support is available for all Office 365 plans, and includes troubleshooting tools and videos, help articles and videos, as well as forums and wikis in the [Office 365 community](#). For more information about self-service support resources, see the [Help and Training](#) service description.

Pre-sales support

Pre-sales support for Office 365 provides assistance on subscription features and benefits, plan comparisons, pricing and licensing, and helps to identify the right solution to meet your business needs. In addition, pre-sales support can help you find a Partner, and purchase and sign up for a trial. You can call during local business hours, Monday through Friday. Pre-sales support can be accessed using the same phone number as with technical support. The support telephone number can be found on the Office 365 portal of the free trial. For instructions, see [Contact Office 365 for business support](#).

Billing and subscription management support

Assistance for billing and subscription management issues is available online or by telephone during local business hours, Monday through Friday. Billing and subscription management support can be accessed using the same phone number and online service request process as with technical support. The support telephone number can be found on the Office 365 portal. For instructions, see [Contact Office 365 for business support](#).

Here are some examples of billing and subscription management issues:

- Signing up for a trial or purchasing a subscription
- Converting from a trial subscription to a paid subscription
- Understanding the bill
- Renewing a subscription
- Adding or removing licenses
- Canceling a paid subscription

Technical support

Technical support for Office 365 subscriptions provides assistance with basic installation, setup, and general technical usage. Some examples of these issues are listed in the following table.

SUPPORT CATEGORY	EXAMPLES
Installation and setup	Exchange Online: Office 365 mailbox migration Recipient configuration (mailbox permissions, configuring mail forwarding, configuring shared mailbox) Autodiscover configuration SharePoint Online: Permissions and user groups Configuration of external users Skype for Business Online: Installation and creating contacts Microsoft Office 365 ProPlus: Installation and setup assistance
Configuration	Service configuration failure issues Provisioning issues Domain setup and re-delegation Service configuration issues Single sign-on (SSO) Active Directory synchronization

NOTE

You can learn how to contact technical support here: [Contact Office 365 for business support](#).

Technical Support for Office 365 does not include troubleshooting third-party services or add-ins. Learn about finding answers from other customers in the [Microsoft Community](#).

Technical support case handling

Microsoft assigns a severity level to a case when it is opened, based on an assessment of the issue type and customer impact. Examples of issue types and severity levels are shown in the following table.

SEVERITY LEVEL	OPERATIONS AND SUPPORT DESCRIPTION	EXAMPLES
Sev A (Critical)	One or more services aren't accessible or are unusable. Production, operations, or deployment deadlines are severely affected, or there will be a severe impact on production or profitability. Multiple users or services are affected.	Widespread problems sending or receiving mail. SharePoint site down. All users can't send instant messages, join or schedule Skype for Business Meetings, or make Skype for Business calls.
Sev B (High)	The service is usable but in an impaired fashion. The situation has moderate business impact and can be dealt with during business hours. A single user, customer, or service is partially affected.	Send button in Outlook is garbled. Setting is impossible from EAC (Exchange Admin Center) but possible in PowerShell.

SEVERITY LEVEL	OPERATIONS AND SUPPORT DESCRIPTION	EXAMPLES
Sev C (Non-critical)	The situation has minimal business impact. The issue is important but does not have a significant current service or productivity impact for the customer. A single user is experiencing partial disruption, but an acceptable workaround exists.	How to set user password that never expires. User can't delete contact information in Exchange Online.

Technical support initial response times

Initial response time is based on the severity levels described above and the type of Office 365 subscription. The response time objectives are described in the following table.

Severity Level	Office 365 Business Essentials ¹ Office 365 Business ¹ Office 365 Business Premium ¹	Office 365 Enterprise E1 ² Office 365 Enterprise E3 ² Office 365 Government G2 ² Office 365 US Government E3 ² Office 365 Education ²	Office 365 Enterprise F1 ² Office 365 US Government K1 ²	Elevated Support Options ³
Sev A (Critical)	Available: 24/7 ⁴ Response time: one hour	Available: 24/7 ⁴ Response time: one hour	Available: 24/7 ⁴ Response time: one hour	Available: 24/7 ⁴ Response time: one hour
Sev B (High)	Available: business hours Response time: no commitment	Available: 24/7 ⁴ Response time: next day	Available: 24/7 ⁴ Response time: next day	Available: 24/7 ⁴ Response time: 2 hours
Sev C (Medium)	Available: business hours Response time: no commitment	Available: 24/7 ⁴ Response time: no commitment	Available: 24/7 ⁴ Response time: no commitment	Available: 24/7 ⁴ Response time: 4 hours

NOTE

¹ Business plans include business hours support for all non-critical issues and 24/7 phone support from Microsoft.

² Enterprise plans include 24/7 phone support from Microsoft for all issues.

³ For descriptions of the elevated support options, see [Additional support options](#).

⁴ Calls and service requests are handled 24 hours a day, seven days a week in most countries and regions.

Support for standalone plans

Support for paid standalone plans is handled with the same level of support and response time objectives as Office 365 plans in the Enterprise service family. For a list of standalone plans, see [Standalone services](#).

Technical support languages

Depending on the location and language, support engineers are available during most regional business hours and, in several cases, on a 24-hour basis. For more information, see [International Phone Numbers](#) and [Office 365 Support Options](#). If additional translation assistance is required, support engineers can remain on the line and arrange for a translator to join the call.

Shared support responsibilities

Microsoft understands that receiving timely technical support from qualified professionals is a key aspect of cloud services. Equally important is the critical role that the customer's IT department plays in the support of its users.

Administrator role and responsibilities

People with Office 365 administrator roles are the only ones in the customer's organization authorized to access the **Admin** section of the Office 365 portal and to communicate directly with Microsoft about Office 365 service requests.

With Office 365 Enterprise and Office 365 Business plans, you can designate several types of administrators who serve different functions. This service description uses the generic title administrator to refer to all categories of administrators. For more information about the types of administrator roles, see [Assigning admin roles](#).

The administrator is:

- Responsible for service administration and account maintenance.
- The primary contact that sets up and supports each service user.
- Authorized to submit service requests to Microsoft.

The administrator's role is to:

- Provide user account setup and configuration to allow users access to the services.
- Address client connectivity, client software, and mobility installation issues.
- Address service availability issues within the customer's organizational span of control.
- Use Microsoft's self-service support resources to resolve support issues.

The administrator is expected to provide initial assistance for the customer's users. However, if the administrator is unable to resolve issues with the help of self-service support resources, he or she should contact [Technical support](#).

Microsoft support role

Microsoft support's role is to:

- Troubleshoot and provide technical guidance for customer issues and escalations.
- Gather and validate information related to specific service requests.
- Provide issue coordination and resolution management.
- Maintain communication with the administrators to help ensure that issues are addressed on an ongoing basis.
- Provide assistance with licensing, invoicing, and subscription inquiries.
- Provide assistance with purchasing and trial inquiries.
- Continually gather customer feedback on how to improve the service through surveys.

Additional support options

Elevated support options

While the support services included with Office 365 meet the needs of many customers, customers with more advanced requirements or complex environments should consider paid support options from Microsoft. These elevated support offers include quicker response objectives, the ability to set issue severity level, and access to additional technical resources and support account management.

Examples of elevated support include:

- Service update management
- End-to-end support for clients and services
- Reactive and advisory services from advanced engineers
- Incident management and on-site workshops

There are several types of additional support services available:

- For options for large enterprise customers looking for a full-lifecycle service to support their move to Office 365, see [Microsoft Services for Office 365](#).
- For options for large enterprise customers looking for a managed support service that covers both Office 365 and on-premises technologies required to access the online service, see [Premier Support](#).
- For options for smaller enterprise customers in the United States, Canada, and the United Kingdom, see [Professional Direct Support](#).

Partners

You can select a Microsoft partner and delegate administrative functions, including creating service request tickets. For more information, see the [Partners](#) service description and [Add, change, or delete a subscription advisor partner](#).

Developers

Developers can learn more about developing Office and SharePoint applications for Office 365 at the [MSDN Microsoft Developer Network](#). Developer support is available through online blogs and forums in the developer community, through Premier or Partner support resources, or directly through Microsoft. For links to developer support options, see [Support Resources](#).

NOTE

The Office 365 team does not support scripts (for example, scripting techniques like JavaScript, VBScript, and so on, or VBA). If you need assistance with scripts, contact [Microsoft Support](#). For Office applications usage support, see [Support options for Microsoft Office application issues for Office 365 subscribers](#).

Volume licensing

If you have already purchased licenses from Microsoft under a volume licensing program, here's where to go for support:

- For support related to licenses and locating keys, go to the [Volume Licensing Service Center](#).
- For technical support, see [Technical support](#).
- For billing questions, see [Billing and subscription management support](#).
- For general information about volume licensing, go to [Volume Licensing](#).

Feature availability

To view feature availability across Office 365 plans, see [Office 365 Platform Service Description](#).

Service Updates

7/18/2019 • 2 minutes to read

NOTE

This topic does not apply to Office 365 operated by 21Vianet. To learn about service updates, see [Get technical, billing, and subscription support for Office 365 operated by 21Vianet](#).

To find out about Office 365 features that have just released, or are about to be released, check out the [Microsoft 365 Roadmap](#).

NOTE

Updates and upgrades are rolled out to customers based on many factors, such as geography, language, data center, and subscription. This means that not all updates are available immediately to existing customers.

Targeted release

With Targeted release, your organization or a set of your users receive a select set of service updates approximately one week before we begin our standard release process. To learn more, see [Office 365 release options](#).

Update notifications

Office 365 strives to notify customers in advance of any change that requires the administrator to take action to keep the service functioning normally. Unless otherwise noted, Microsoft will provide a minimum of 30 days advanced notification via [Message Center](#) when an update may require admin action.

Most Office 365 service updates are bug fixes, performance improvements, and security updates that require zero action on behalf of the customer. New and improved features are found on the [Microsoft 365 for business roadmap](#).

Please note that Office 365 follows the [Online Lifecycle Policy](#).

Feature availability

To view feature availability across Office 365 plans, see [Office 365 Platform Service Description](#).

Help and Training

6/21/2019 • 4 minutes to read

Microsoft Office 365 provides the following help and training resources.

Online help

Help articles and videos are available from any inline help link in the service, including the help icon in the top navigation bar of the Office 365 portal and Microsoft 365 admin center. You can also search all Office 365 help on <http://office.microsoft.com>.

Training

Training is available through videos, webinars, and classes leading to certification. For more information, see:

- [Office 365 video training](#)
- [Office 365 training events for IT Pros](#)
- [Free webinars](#)
- [Office 365 self-paced training courses for IT Pros](#)
- [Office 365 self-paced training courses for end users](#)
- [Office 365 Administrator support skills: Core Concepts](#)

Community

NOTE

Community resources apply to worldwide versions of Office 365. If you are using Office 365 operated by 21Vianet, you can use WeChat. See [Get technical, billing, and subscription support for Office 365 operated by 21Vianet](#) and scroll to the bottom of the page for a QR code.

The Office 365 Community is a single destination for self-help support information. It has the latest information to help customers find answers to a variety of technical, billing, and service questions through support forums, wikis, and blogs. The support forums are staffed and moderated by Microsoft Support agents.

From the Office 365 Community home page, customers can access the following resources:

- **Forums** Forums are intended to provide community participants with an online destination where they can post technical support questions and discuss topics related to the Office 365 services. Here are the forums that are available:
 - Deploy Office 365
 - Directory integration services
 - Domains in Office 365
 - Downloads
 - Email and calendar

- IM, meetings and conferencing
 - Manage Office 365
 - Manage projects
 - Mobile access
 - Office 365 for Mac
 - Office apps
 - Sites and document sharing
 - Trust Center documents
 - Upgrade to Office 365
 - Yammer
- **Wikis** Wikis include wiki pages created by Microsoft employees and authenticated community members. This collaborative site encompasses the latest collective content about specific Office 365 technical scenarios. Each individual wiki page typically includes links to websites, webcasts, troubleshooting videos, FAQ pages, documents, and downloads about that specific technical scenario. Historical tracking of every revision date and author alias is provided along with the ability to compare versions.
 - **Blogs** The Office 365 Technical Blog is a good resource for obtaining current information about Office 365 online services and for learning about the benefits of Office 365 features and functions. Topics include product insights, new product announcements, customer interviews, and a guest blog series.

For more information, visit the [Office 365 community](#).

Office 365 TechCenter

IT professionals of large organizations can visit the Office 365 TechCenter on TechNet. The Office 365 TechCenter provides complex deployment guidance intended for large organizations.

For more information, visit the [Office 365 TechCenter](#).

Other self-help resources

In addition to the Office 365 Community, and online help, Office 365 includes the following self-help resources:

- **Troubleshooting tool for Office 365** After answering a series of short questions about your issue, the Troubleshooting tool for Office 365 suggests helpful tools and information based on your answers. To use the tool, go to the [Troubleshooting tool for Office 365](#) page of the Office 365 Community.
- **Technical support videos** English language-only instructional troubleshooting videos have been developed based on the most commonly asked questions from customers. There are more than 35 individual videos and more coming every week. Topics range from an overview of the BlackBerry® Administration Center to activating and migrating directory synchronization. To view these videos, go to the Office 365 Community site and search for videos. Customers are encouraged to submit a request for a video through the community portal. Customers can also navigate to the [Office 365 YouTube](#) and [Showcase](#) channels.
- **Social media** Following Office 365 on [Facebook](#), [Twitter](#), and [LinkedIn](#) provides a way for customers and partners to become more educated about Office 365. This fast and easy way of learning about Office 365 allows customers to listen to what others are saying and be able to add their own comments and tweets. Microsoft support professionals monitor the Microsoft-related Facebook and Twitter activity to assist with

any support-related inquiries. To find the most current Facebook feeds along with the most recent tweets, go to the bottom of the Office 365 Community homepage to hear the daily discussions among customers and partners.

If you are using Office 365 operated by 21Vianet, you can use WeChat. See [Get technical, billing, and subscription support for Office 365 operated by 21Vianet](#) and scroll to the bottom of the page for a QR code.

Languages

Help and training resources are available in the following languages.

LANGUAGE	ONLINE HELP ARTICLES	WIKIS AND BLOG	FORUMS	TECH CENTER	TROUBLESHOOTING TOOL
Arabic	No	Yes	No	No	No
Bulgarian	Yes	No	No	No	No
Chinese-Simplified	Yes	Yes	Yes	Yes	Yes
Chinese-Traditional	Yes	Yes	Yes	Yes	Yes
Czech	Yes	No	No	No	No
Danish	Yes	Yes	No	No	No
Dutch	Yes	Yes	No	No	No
Estonian	Yes	No	No	No	No
Finnish	Yes	No	No	No	No
French	Yes	Yes	Yes	Yes	Yes
German	Yes	Yes	Yes	Yes	Yes
Greek	Yes	No	No	No	No
Hungarian	Yes	No	No	No	No
Italian	Yes	Yes	Yes	Yes	Yes
Japanese	Yes	Yes	Yes	Yes	Yes
Korean	Yes	Yes	Yes	Yes	Yes
Latvian	Yes	No	No	No	No
Lithuanian	Yes	No	No	No	No
Norwegian	Yes	Yes	No	No	No

LANGUAGE	ONLINE HELP ARTICLES	WIKIS AND BLOG	FORUMS	TECH CENTER	TROUBLESHOOTING TOOL
Polish	Yes	Yes	Yes	No	Yes
Portuguese	Yes	No	No	No	No
Portuguese-Brazil	Yes	Yes	Yes	Yes	Yes
Romanian	Yes	No	No	No	No
Russian	Yes	Yes	Yes	Yes	Yes
Serbian	Yes	No	No	No	No
Slovak	Yes	No	No	No	No
Slovenian	Yes	No	No	No	No
Spanish	Yes	Yes	Yes	Yes	Yes
Swedish	Yes	Yes	No	No	No
Thai	Yes	No	No	No	No
Turkish	Yes	No	No	No	No
Ukrainian	Yes	No	No	No	No

Feature availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Office 365 Platform Service Description](#).

Networking

6/28/2019 • 2 minutes to read

Microsoft Office 365 supports the following networking features.

Ports, protocols, and IP addresses

Office 365 uses IPv4 and IPv6 addresses. Use of IPv6 addressing is optional and not required for connectivity with Office 365. Not all Office 365 features are fully enabled using IPv6. For more information about IPv6 support in Office 365, see [IPv6 support in Office 365 services](#).

Office 365 maintains a list of allowed IP addresses in the Office 365 help. For more information, see [Office 365 URLs and IP address ranges](#). For Office 365 operated by 21Vianet, see [URLs and IP Addresses for Office 365 operated by 21Vianet](#). For Office 365 Germany, see [Office 365 Germany endpoints](#).

IMPORTANT

We strongly recommend that you enable routing to the root domain names listed in the articles above (such as *.Outlook.com, *.MicrosoftOnline.com and *.SharePoint.com) instead of routing to specific IP address subnets. Relying on IP address subnets runs the risk of outages for your users as changes are made.

Bandwidth requirements

For information on bandwidth requirements, see [Internet bandwidth planning](#).

Connecting to Office 365

All Connections to Office 365 are done over the public Internet or over a private Azure ExpressRoute connection, and are secured by SSL as appropriate. Azure ExpressRoute allows connecting directly to the global Microsoft network, bypassing the Internet. A Microsoft networking partner provides the connectivity to the global Microsoft network.

For more information about Azure ExpressRoute, see [Azure ExpressRoute for Office 365](#).

WAN accelerators

Microsoft does not provide support for customer-owned WAN acceleration and caching devices with Office 365. If you decide to use a WAN optimization controller to improve performance under conditions of high latency or low bandwidth, you'll need to disable it while troubleshooting service requests with Microsoft, and work with your device vendor for device support. For more information, see [WAN Acceleration and caching devices with Office 365](#).

The global Microsoft network

The Office 365 networking infrastructure is comprised of a large global portfolio of data centers, servers, content distribution networks, edge computing nodes, and fiber optic networks to provide global distribution of services. Sophisticated service instrumentation and monitoring integrates at the deepest levels with each component, giving visibility into the data center, network backbone, internet exchanges and beyond, to help spot, diagnose and manage the cause of disruptions that arise. The network is built to maintain sufficient capacity even for large scale network interruptions without degradation of performance. For more information, see [Microsoft Global Network](#).

To maintain the confidentiality and integrity of customer data, Microsoft keeps consumer services networks separate from Office 365 networks. Multiple techniques are used to control information flows, including but not limited to:

- Physical separation. Network segments are physically separated by routers that are configured to prevent specific communication patterns.
- Logical separation. Virtual LAN (VLAN) technology is used to further separate communications.
- Firewalls. Firewalls and other network security enforcement points are used to limit data exchanges with systems that are exposed to the Internet, and to isolate systems from back-end systems managed by Microsoft.
- Protocol restrictions.

For more information, see the [Office 365 Trust Center](#).

Feature availability

To view feature availability across Office 365 plans, see [Office 365 Platform Service Description](#).

Privacy, Security, and Transparency

7/18/2019 • 2 minutes to read

NOTE

The information in this article applies to worldwide versions of Office 365. If you are using a national cloud instance of Office 365, including Office 365 U.S. Government, Office 365 Germany, and Office 365 operated by 21Vianet, see [Microsoft National Clouds](#).

Microsoft values the partnerships we have with our customers and places great emphasis on protecting the privacy and security of customer data. For more information, see the [Microsoft Trust Center](#).

Privacy

To learn about how Microsoft Office 365 protects the privacy of your data, see [Privacy](#).

For specific steps Enterprise, Business, Government, and Education admins can take to configure Office 365 privacy settings, see [Advanced Privacy Options for Administrators](#).

For information about security and privacy for other Microsoft services, including Office 365 ProPlus, see [To which online services does the Trust Center apply?](#)

Security

To learn how Microsoft delivers Office 365 services securely and reliably, see [Security](#).

Transparency

As an Office 365 customer, you can find out where your data resides, who at Microsoft can access it, and what we do with that information internally. For more information, see [Transparency](#).

Office 365 Advanced eDiscovery

Electronic discovery, or eDiscovery, is the process of identifying and delivering electronic information that can be used as evidence in legal cases. Office 365 Advanced eDiscovery builds on the existing set of eDiscovery capabilities in Office 365, allowing you to analyze large, unstructured data sets and reduce the amount of data that's relevant to a legal case. You can use the Search feature in the Office 365 Compliance Center to perform an initial search of all the content sources in your organization to identify and collect the data that might be relevant to a specific legal case. You can then analyze that data by applying the text analytics, machine learning, and relevance/predictive coding capabilities of Advanced eDiscovery. For more information, see [Office 365 Advanced eDiscovery](#).

Customer Lockbox

As an Office 365 admin, you can use Customer Lockbox to control how a Microsoft support engineer accesses your data during a help session. In cases where the engineer requires access to your data to troubleshoot and fix an issue, Customer Lockbox allows you to approve or reject the access request. If you approve it, the engineer is able to access the data. Each request has an expiration time, and once the issue is resolved, the request is closed and access is revoked.

Customer Lockbox is included in the Office 365 Enterprise 5 plan, or you can purchase a separate subscription with any other Office 365 Enterprise plan. For more information, see [Office 365 Customer Lockbox Requests](#).

Advanced Threat Protection

Office 365 Advanced Threat Protection helps protect your organization against malware and viruses. ATP includes [Safe Links](#), [Safe Attachments](#), [Anti-phishing](#), and [Spoof intelligence](#) features. Safe Links proactively protects your users from malicious hyperlinks in a message, providing protection every time the link is clicked. Safe Attachments protects against unknown malware and viruses, routing all messages and attachments that don't have a known virus/malware signature to a special environment where ATP can detect malicious intent. For more information about ATP, see [Office 365 Advanced Threat Protection Service Description](#).

Feature availability

To view feature availability across Office 365 plans, see [Office 365 Platform Service Description](#).

Compliance

7/18/2019 • 3 minutes to read

NOTE

The information in this article applies to worldwide versions of Office 365. If you are using a national cloud instance of Office 365, including Office 365 U.S. Government, Office 365 Germany, and Office 365 operated by 21Vianet, see [Microsoft National Clouds](#).

NOTE

Availability of Partner features varies by region.

Microsoft Office 365 complies with industry standards and regulations, and is designed to help you meet regulatory requirements for your business. For more information, see [Compliance Offerings](#).

Industry certifications

To help organizations comply with national, regional, and industry-specific requirements governing the collection and use of individuals' data, Office 365 complies with or can help your organization comply with the most comprehensive set of government or third-party requirements, certifications, and attestations of any cloud service provider:

- Argentina PDPA
- CSA-CCM
- CS Mark (Gold)
- DISA
- ENISA IAF
- EU Model Clauses
- FDA 21 CFR Part 11
- FedRAMP
- FERPA
- FIPS 140-2
- FISC
- FISMA
- GxP
- HIPAA/HITECH
- CCSL (IRAP)
- ISO/IEC 27001

- ISO/IEC 27018
- Japan My Number Act
- MTCS
- NZ CC Framework
- Section 508 / VPATs
- SHARED ASSESSMENTS
- SOC 1
- SOC 2
- ENS Spain
- UK G-Cloud
- PCI DSS Level One

You can find more information on Office 365 compliance and audit reports in the Service Trust Portal.

In addition, note the following questions for PCI-DSS:

- **Can my organization use Office 365 and still be PCI-DSS compliant?**
 - The Payment Card Industry Data Security Standard (PCI-DSS) is a global information security standard designed to prevent fraud through increased control of credit card data. PCI-DSS was written by the PCI Security Standards Council to create a set of security standards for any organization handling credit and debit cards.
 - Customers can use credit cards to order and pay for Office 365 services with confidence because the commerce system through which customers can purchase subscriptions to Office 365 has achieved PCI-DSS Level 1 compliance. An independent third-party auditor determines that Microsoft Online Commerce Platform (OCP) has satisfactorily met the PCI-DSS version 1.2. As explained below, organizations can use the Office 365 services to help them comply with PCI-DSS requirements.
- **How can Office 365 help my organization with PCI-DSS?**
 - Office 365 provides a secure platform for customers to communicate and collaborate. Microsoft operates the service securely and provides you with a rich set of compliance and security features that you can use to protect your data throughout its life cycle. With features like [Data Loss Prevention \(DLP\)](#), [Advanced Data Governance](#), [Azure Information Protection \(AIP\)](#), you can turn on policies to automatically detect and label sensitive content when data like Credit Card Numbers, SWIFT codes, ABA routing numbers, etc. are present. You can find a list of our built-in sensitive information types [here](#), and you can also follow the instruction [here](#) to create your own sensitive information types. With the appropriate policies applied by the customer, organizations can automatically retain data for a certain period of time and protect their content by preventing their users from sharing sensitive data. If customers need to share sensitive data over email with anyone inside or outside the organization, customers can apply encryption and rights protection with [Office 365 Message Encryption](#) so that only authorized parties can read the protected message.
- **Gramm-Leach-Bliley Act (GLB)** The GLB sets minimum security and privacy requirements for financial institutions in the United States. Software or services cannot claim to be "GLB compliant" because GLB compliance also requires procedures and policies. Two of the principal regulations under GLB that affect Office 365 services are:
 - **Financial Privacy Rule** This rule governs the collection and disclosure of customers' personal

financial information by financial institutions.

- **Safeguards Rule** This rule requires all financial institutions to design, implement, and maintain safeguards to protect customer information, whether they collect such information themselves or receive it from other financial institutions

Feature availability

To view feature availability across Office 365 plans, see [Office 365 Platform Service Description](#).

BlackBerry

7/18/2019 • 2 minutes to read

NOTE

If you are using Office 365 operated by 21Vianet, you can use Microsoft Exchange ActiveSync devices or an offering from Research in Motion (RIM, the BlackBerry wireless email solution) to run Blackberry Enterprise Server (BES).

BlackBerry® smartphones can access email and documents in Office 365.

BlackBerry® 10 smartphones with Microsoft Exchange Online

BlackBerry 10 smartphones can connect to Exchange Online directly using Microsoft Exchange ActiveSync.

For more information, see [Set up email on a BlackBerry](#).

BlackBerry® 7 and earlier smartphones with Microsoft Exchange Online

You can use the BlackBerry® Internet Service (BIS) to connect BlackBerry 7 and earlier smartphones to Exchange Online. BIS allows BlackBerry users to access their email accounts over the Internet through IMAP or POP.

Most mobile operators have BIS set up. End users will need to configure email, calendar, and contacts synchronization by using the instructions in the following Knowledge Base articles:

- [KB31310 - BlackBerry Internet Service and Microsoft Office 365 services](#)
- [KB00561 - How to configure wireless calendar synchronization on a BlackBerry smartphone](#)
- [KB22430 - How to enable or disable wireless contact synchronization with BlackBerry Internet Service](#)

NOTE

Users who connect to their accounts using IMAP or POP connections can synchronize their email only by using a wireless connection. For information about how BIS users can use a wired connection to synchronize the contacts and calendar between their BlackBerry smartphones and their accounts, contact BlackBerry support.

BlackBerry smartphones with SharePoint Online

For Microsoft SharePoint Online access, BlackBerry users can use the native browser on their BlackBerry smartphone to access SharePoint Online sites. BlackBerry users can view Word, Excel, and PowerPoint documents using Office for the web rendering in the mobile browser.

Feature availability

To view feature availability across Office 365 plans, see [Office 365 Platform Service Description](#).

Partners

7/18/2019 • 3 minutes to read

NOTE

Partner features as described below are not yet available in Office 365 operated by 21Vianet.

As an authorized Microsoft partner, Microsoft Office 365 offers you an opportunity to grow your customer base and create lasting relationships with them. For a monthly or annual fee paid to you, your customers can use cloud-based services so they don't have to manage data backups, server hardware, and server updates. The services available to you depend on the types of services you are authorized to provide.

NOTE

For more information on how to use partner features, see [Build your business and administer your Office 365 partner subscription](#) and review the partner features presentation. To receive access to the partner features, you can join Cloud Essentials by signing the [Microsoft Online Services Partner Agreement](#).

Create trial invitations and purchase orders

You can create and send trial invitations to your customers so they can try Office 365 by using the **Partner overview** page in Office 365. The invitation can contain one or more services, depending on the offer. If you're certified to offer delegated administration, you can add an option to the trial invitation that allows you to administer the account on behalf of your customer. This makes it easier for your customer to try Office 365.

After you've sent a trial invitation for Office 365 to a customer, you can follow up by creating and sending a purchase offer that's customized to fit the needs of your customer including the specific services and the number of licenses your customer needs. If you're certified to offer delegated administration, you can add the option to the purchase offer that allows you to administer the account on behalf of your customer.

Provide delegated administration

Delegated administration allows a partner to have full administrative access to all the customer's services and subscriptions. This means you can perform administrative tasks on behalf of customers (including setting up mailboxes, adding or removing users and groups, data migration, and submitting service requests to Microsoft Customer Service and Support). Delegated administration capability is offered exclusively for partners who are enrolled in Cloud Essentials, Cloud Accelerate or the Cloud Deployment programs.

Before you can start administering a customer's account, the customer must authorize you as a delegated administrator. To get customer approval, you send them an offer for delegated administration, which you can include with a trial invitation or purchase offer. The customer authorizes a Delegated Administration partner by responding to the partner's invitational email.

Each Office 365 customer is entitled to have one delegated administration partner. This partner can also be a customer's Partner of Record (POR) but does not need to be. The roles of POR and delegated administration partners are separate, and the customer designates them separately. This lets a customer choose one partner for purchase advice and another partner for implementation or managed services. It also lets partners choose whether to build business with a specialty in one or both of these roles.

Even when a customer has authorized a partner to perform administrative tasks on its behalf, the customer can

still contact Microsoft support directly and submit service requests.

Connect with customers and other partners in the Office 365 Marketplace

The Office 365 Marketplace offers customers the opportunity to find partner services and expertise. For more information, see [Get listed in the Marketplace](#).

The Microsoft Partner Network is committed to serving the needs of our partners. To join the network, and to see how Microsoft serves its partners, see [Microsoft Partner Network](#).

Feature availability

To view feature availability across Office 365 plans, see [Office 365 Platform Service Description](#).

Service Level Agreement

7/18/2019 • 2 minutes to read

Microsoft Online Services Level Agreement

We provide financial backing to our commitment to achieve and maintain the service levels for each service. If we do not achieve and maintain the service levels for each service as described in the Service Level Agreement, then you might be eligible for a credit towards a portion of your monthly service fees. To learn more about our Service Level Agreements for the services, download the [Service Level Agreement for Microsoft Online Services](#). For overview information about system uptimes, as well as security, privacy, and compliance information, see [Transparent operations from Office 365](#).

Office 365 operated by 21Vianet

See the [21Vianet Service Level Agreement](#) and the [Online Services Standard Agreement](#) for Office 365 operated by 21Vianet.

NOTE

Office 365 operated by 21Vianet is a service offered and operated only in China. This service is powered by technology that Microsoft has licensed to 21Vianet. For more information, see [Learn about Office 365 operated by 21Vianet](#).

Feature availability

To view feature availability across Office 365 plans, see [Office 365 Platform Service Description](#).

Product Use Rights

7/18/2019 • 2 minutes to read

Microsoft Online Services Use Rights

If you comply with your Microsoft Online Subscription Agreement, you may use the online services and related software as expressly permitted under [Microsoft Online Services Use Rights](#).

Office 365 operated by 21Vianet Use Rights

See the [Online Services Standard Agreement](#) and [Terms of Use](#).

Licensing

To learn about licensing programs for your organization, see [Volume Licensing](#).

Feature availability

To view feature availability across Office 365 plans, see [Office 365 Platform Service Description](#).

Office Applications Service Description

9/16/2019 • 8 minutes to read

Microsoft Office 365 is a subscription service that provides you with the latest version of the Office desktop applications that you're already familiar with, such as Word, Excel, and PowerPoint.

Even though Office 365 is a cloud-based service, Office applications don't run in the cloud. Instead, users download Office applications from the Office 365 portal and install them on their local computers. Microsoft uses Click-to-Run technology to make the download and installation of Office applications fast and simple. Click-to-Run uses virtualization technology to run Office applications in a self-contained environment on a local computer, which allows users to run Office applications side-by-side with earlier versions of Office.

Office applications are available in 32-bit and 64-bit editions.

To compare features across plans, see [Compare Office 365 for Business plans](#).

Feature availability across Office 365 plans

Use the following table to compare feature availability across Office 365 plans and volume licensed editions of Microsoft Office 2013 and Office 2016.

Several of the Office 365 for business plans have add-ons that you can buy for your subscription. An add-on provides additional functionality to the subscription. For more information, see [Buy or edit an add-on for Office 365 for business](#).

Feature	Office Professional Plus 2013	Office Professional Plus 2016	Office Professional Plus 2019	Office 365 ProPlus	Office 365 Business	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1	Microsoft 365 Business
Office Applications												
Microsoft Word	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	No	Yes
Microsoft Excel	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	No	Yes
Microsoft PowerPoint	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	No	Yes

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Microsoft One Note	Yes	Yes	Yes +	Yes	Yes	No	Yes	No	Yes	Yes	No	Yes
Microsoft Outlook	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	No	Yes
Microsoft Publisher	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	No	Yes
Microsoft Access	Yes	Yes	Yes	Yes	Yes ¹¹	No	Yes ¹¹	No	Yes	Yes	No	Yes ¹¹
Skype for Business	Yes	Yes	Yes	Yes	Yes ⁵	Yes ⁵	Yes ⁵	Yes ⁵	Yes	Yes	Yes ^{5, 10}	Yes ⁵
Microsoft InfoPath	Yes	Yes ¹²	No	No	No	No	No	No	Yes	Yes	No	No
Windows 10 Apps	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Office for Mac for Office 365	No	No	No	Yes	Yes	No	Yes	No	Yes	Yes	No	Yes
Office Mobile for iPad/iPhone	No	Yes ¹³	Yes ¹³	Yes	Yes	Yes ¹⁴	Yes	Yes ¹⁴	Yes	Yes	Yes ¹⁴	Yes

Office Mobile for Android	No	Yes ¹³	Yes ¹³	Yes	Yes	Yes ¹⁴	Yes	Yes ¹⁴	Yes	Yes	Yes ¹⁴	Yes
Office Mobile for Windows Phone	No	Yes ¹³	Yes ¹³	Yes	Yes	Yes ¹⁴	Yes	Yes ¹⁴	Yes	Yes	Yes ¹⁴	Yes
Outlook for Android	No	No	No	Yes	Yes	No	Yes	No	Yes	Yes	No	Yes
Enterprise Value	Office Professional Plus 2013	Office Professional Plus 2016	Office Professional Plus 2019	Office 365 ProPlus	Office 365 Business	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1	Microsoft 365 Business
5 installs per user on PC or Mac	No	No	No	Yes ⁷	Yes ⁷	No	Yes	No	Yes	Yes	No	Yes ⁷
Automated user account provisioning	N/A	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Multi-lingual user interface	Yes	Yes	Yes	Yes	No	No	Yes	No	Yes	Yes	No	No

Client push deployment	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No	Yes
Client support for on-premises Exchange	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	No	Yes
Client support for on-premises SharePoint	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	No	Yes
Control of software updates	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	No	Yes
Database Compare	Yes	Yes	Yes	Yes	No	No	No	No	Yes	Yes	No	No
Desktop virtualization	Yes	Yes	Yes	Yes ⁸	No	No	No	No	Yes	Yes	No	No
Excel Spreadsheet Compare	Yes	Yes	Yes	Yes	No	No	No	No	Yes	Yes	No	No

Excel Spreadsheet Inquire	Yes	Yes	Yes	Yes	No	No	No	No	Yes	Yes	No	No
Exchange Online and Share Point Online Archiving and Compliance	Yes ¹	Yes	Yes	Yes ¹	Yes	No	Yes	No	Yes	Yes	No	Yes
Group Policy support	Yes	Yes	Yes	Yes	No	No	No	No	Yes	Yes	No	No
Office cloud policy support	No	No	No	Yes	No	No	No	No	Yes	Yes	No	No
Information Rights Management using Azure Information Protection	No	No	No	No ²	No ²	No ²	No ²	No ²	Yes	Yes	No ²	No ²

Information Rights Management using Windows Server AD RMS	Yes ³	Yes	Yes	Yes ³	Yes ³	Yes ³	Yes ³	Yes ³	Yes ³	Yes ³	Yes ³	Yes ³
Office Add-in, ActiveX, and BHO support	Yes	Yes	Yes ⁺⁺	Yes	No	No	Yes	No	Yes	Yes	No	Yes
One Note client access to notebooks on SharePoint Server, SharePoint Online, One Drive for Business, and Office 365	Yes	Yes	Yes ⁺⁺	Yes	Yes	No	Yes	No	Yes	Yes	No	Yes
Office Telemetry	Yes	Yes	Yes	Yes	No	No	No	No	Yes	Yes	No	No

Offline support for client applications	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No	Yes
Power Map for Excel	No ⁴	Yes	Yes	Yes	No	No	No	No	Yes	Yes	No	No
Power Pivot for Excel	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	No	Yes
Power Query for Excel	Yes	Yes	Yes	Yes	No	No	No	No	Yes	Yes	No	No
Power View for Excel	Yes	Yes	Yes	Yes	No	No	No	No	Yes	Yes	No	No
Roaming settings	Yes	Yes	Yes	Yes	No	No	No	No	No	Yes	No	No
Shared computer activation	No	No	No	Yes	No	No	No	No	Yes	Yes	No	Yes
Support for blocking cloud-based file storage	Yes	Yes	Yes	Yes	Yes	No	No	No	No	Yes	No	Yes

Tap to find and reuse content	No	No	No	No	No	No	Yes	No	Yes	Yes	No	No
Version upgrades	No	No	No	Yes	Yes	No	Yes	No	Yes	Yes	No	Yes
Volume activation (KMS /MAK)	Yes	Yes	Yes	No ⁹	No	No	No	No	No	No	No	No

NOTE

* When you install Office 365 or Office 2019, you'll get OneNote for Windows 10 by default. For more information, see [Frequently asked Questions about OneNote in Office 2019](#).

** OneNote app access to notebooks on SharePoint Server, SharePoint Online, OneDrive for Business, and Office 365.

*** BHO support is an extension technology for Internet Explorer.

¹ Archiving and compliance features are supported with this version of Office, but the Exchange Online and SharePoint Online plans are not included and must be purchased separately or used with supported on-premises server equivalents.

² Azure Information Protection is not included, but can be purchased as a separate add-on and will enable the supported Information Rights Management (IRM) features. Some Azure Information Protection features require a subscription to Office 365 ProPlus, which is not included with Office 365 Business Essentials, Office 365 Business Premium, Office 365 Enterprise E1, Office 365 Education, or Office 365 Enterprise F1.

³ Windows Server AD RMS is an on-premises server that must be purchased and managed separately in order to enable the supported IRM features.

⁴ If you have Office Professional Plus 2013 or a standalone version of Excel 2013, you can download and use the [Power Map Preview for Excel 2013](#) as an unsupported add-in.

⁵ Skype for Business Basic is available for all customers. The Skype for Business desktop client is a locally installed application that provides presence, instant messaging, and conferencing features for Office 365 plans that include Skype for Business Online. Office 365 ProPlus, and Office 365 Enterprise E3 include the full Skype application, which includes additional features including advanced telephony support, archiving, and compliance features. A Skype for Business Online license must be assigned for each user. For a comparison of features and capabilities, see [Desktop client comparison tables for Lync Server 2013](#).

⁶ Some schools are eligible for Education Plus, which includes Office 365 ProPlus, and allows students, faculty and staff to install the latest version of Office on up to five PC or Mac computers and on other mobile devices, including Windows tablets and the iPad. Schools qualify for Office 365 Education Plus when they license Office institution-wide for faculty and staff through Enrollment for Education Solutions, Open Value Subscription Education Solutions, or a school contract. Note that Access and Publisher are available on PCs only. OneNote for Mac is available as a separate download from the Mac App Store.

⁷ Office for Mac 2011 can be installed, but not activated.

⁸ Office 365 ProPlus is supported on user-dedicated virtual desktop infrastructure (VDI). Office 365 ProPlus only supports Remote Desktop Services (RDS) when purchased through a Volume Licensing Program.

⁹ Volume activation for Office 365 Enterprise E3 and Office 365 ProPlus are limited to installations on Windows Server 2008 R2 and newer with the RDS role enabled or Windows To Go installations. In either case, users accessing these installations need to be licensed users of Office 365 Enterprise E3 or Office 365 ProPlus.

¹⁰ Skype for Business capabilities in Office 365 Enterprise F1 include Skype for Business Plan 1 (no desktop sharing, no app sharing, can't initiate multiparty audio, video, or web conferencing, can't schedule meetings).

¹¹ Access is currently available if you're on Current Channel or on Target release for Deferred Channel. If you're on Deferred Channel, Access will be available in June 2017. For more information, see [Access included as part of Office 365 Business and Business Premium](#).

¹² Infopath 2013 is still supported and comes in the Office Professional Plus 2016 installation, but there is no new version for Office 2016.

¹³ Support for basic editing capabilities only.

¹⁴ Limited to devices with integrated screens measuring 10.1 inches or less diagonally.

Office application availability in Office for Mac in Office 365 plans

Office Applications	Office 2016 for Mac in Office 365 ¹	Office for Mac 2011 in Office 365 ³
Microsoft Word	Yes	Yes
Microsoft Excel	Yes	Yes

Microsoft PowerPoint	Yes	Yes
Microsoft OneNote	Yes	Yes ²
Microsoft Outlook	Yes	Yes
Microsoft Publisher	No	No
Microsoft Access	No	No
Skype for Business	Yes	Yes
Microsoft InfoPath	No	No

¹ Office 2016 for Mac requires Mac OS X 10.10 or later. For customers connecting to Exchange through Outlook for Mac, the Connectivity to Microsoft Exchange Server 2010 Service Pack 2 or later is required. To learn more, see [System requirements for Office](#).

² Available as a separate download from the App Store. To learn more, see [OneNote for Mac](#).

³ Office for Mac 2011 can be installed, but not activated.

Office Applications

7/18/2019 • 3 minutes to read

Microsoft Office is a powerful service that helps you unleash your best ideas, get things done, and stay connected on the go. Simply sign in for a personalized experience and all the most up-to-date Office applications, with new and enhanced features continually being added.

For system requirements for Office 365, the monthly subscription-based service available for business, education, and government organizations, see [Office 365 system requirements](#).

Microsoft Word

Microsoft Word is a full-featured word processing program for Windows and Mac operating systems. See [what's new in Word 2019 for Windows](#) and [What's new in Word 2019 for Mac](#).

Microsoft Excel

Microsoft Excel is a spreadsheet program that features calculation, graphic tools, pivot tables, and macro programming language support for Windows and Mac operating systems. See [what's new in Excel 2019 for Windows](#) and [What's new in Excel 2019 for Mac](#).

Microsoft PowerPoint

Microsoft PowerPoint is a presentation program for Windows and Mac operating systems. See [what's new in PowerPoint 2019 for Windows](#) and [What's new in PowerPoint 2019 for Mac](#).

Microsoft OneNote

Microsoft OneNote is a free-form note-taking program for Windows and Mac operating systems. See [What's new in OneNote for Windows 10](#) and [What's new in OneNote for Mac](#).

Microsoft Outlook

Microsoft Outlook is an email program for Windows and Mac operating systems. See [What's new in Outlook 2019 for Windows](#) and [What's new in Outlook 2019 for Mac](#).

Microsoft Publisher

Microsoft Publisher is a desktop publishing program for Windows operating systems. See [Microsoft Publisher](#).

Microsoft Access

Microsoft Access is a database management solution for Windows operating systems. See [What's new in Access 2019](#).

Skype for Business

Skype for Business is an instant messaging client and unified communications application. See [What's new in Skype for Business Server 2019](#).

Microsoft InfoPath

Microsoft InfoPath is a program that allows you to design, distribute, complete, and submit electronic forms. You may choose to add the InfoPath Form Web Part to a SharePoint Online site. Learn more about the [InfoPath Form Web Part](#).

To learn how PowerApps, the successor to InfoPath, can improve business productivity in SharePoint without writing code, see [Customize SharePoint with PowerApps](#).

Windows 10 apps

Some Office applications, such as Excel and Word, have tiles pinned to the Start screen of Windows 10, Windows 8, and Windows 7 by default. Learn more about [finding and starting Office applications in Windows](#).

Office Mobile for iPad/iPhone

Office Mobile for iPad and iPhone includes your favorite Office apps, like Word for iPad/iPhone, Excel for iPad/iPhone, and PowerPoint for iPad/iPhone. The apps are available to download for free, and with applicable Office 365 plans, you can create and edit documents on your iPad or iPhone. For more information, see [Set up Office apps and email on iOS devices](#).

Office Mobile for Android

Office Mobile for Android includes your favorite Office apps, like Word for Android, Excel for Android, and PowerPoint for Android. The apps are available to download for free, and with applicable Office 365 plans, you can create and edit documents on your Android devices. For more information, see [Set up Office apps and email on Android](#).

Office Mobile for Windows Phone

Office Mobile for Windows Phone includes your favorite Office apps, like Word for Windows Phone, Excel for Windows Phone, and PowerPoint for Windows Phone. The apps are available to download for free, and with applicable Office 365 plans, you can create and edit documents on your Windows Phone. For more information, see [Set up Office apps and email on Windows Phone](#).

Office for Windows 10 Mobile

Office for Windows 10 Mobile apps are optimized for touch and smaller screens on Windows 10 phones and tablets. The apps are available to download for free on the Windows Store. For more information, see [Get Office for Windows 10 Mobile](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Office Applications Service Description](#).

Office for the web Service Description

8/1/2019 • 9 minutes to read

Office for the web (formerly Office Web Apps) opens Word, Excel, OneNote, and PowerPoint documents in your web browser. Office for the web makes it easier to work and share Office files from anywhere with an Internet connection, from almost any device. Microsoft Office 365 customers with Word, Excel, OneNote, or PowerPoint can view, create, and edit files on the go.

To compare features across plans, see [Compare Office 365 for Business plans](#).

Feature availability across Office for the web plans

Need help figuring out which Office solution best fits your organization? The following tables compare Office for the web feature capabilities to feature-rich Microsoft Office desktop apps. Use the tables to discover what features are available in Office for the web and then click on the feature name to read a brief description about how that feature works. You might discover that some people in your organization need the advanced charting capability of the Excel desktop app while others only need to view and lightly edit Word documents and PowerPoint presentations with Office for the web.

NOTE

A limited selection of Office features has been chosen to represent the advanced capabilities of the Office desktop suite. The tables are not a comprehensive list of Microsoft Office features.

Microsoft Office 365 ProPlus is a monthly subscription offer of the latest Office desktop suite.

Microsoft Office Online Server on-premises customers get an Office for the web editing license if they have purchased an Office desktop suite license (such as an Office Professional Plus, Office Standard, or Office 365 ProPlus license).

NOTE

When you open an Office document, either as an Outlook email attachment or from a SharePoint document library, the document will launch in Office for the web and will be read-only. To edit a document in Office for the web (edit mode), you need an Office 365 suite license, such as Office 365 Enterprise E1. To edit a document in the desktop app, you need an Office desktop suite license, such as an Office 365 ProPlus subscription or an installed version of Office Professional Plus 2010.

Word

Application features	Word for the web	Word desktop app
Alignment guides and live layout	No	Yes
Apply styles	Yes	Yes
Autosave	Yes	Yes
Autotext	Yes	Yes

Browse and start from professionally designed templates	Yes	Yes
Bullets and numbering	Yes	Yes
Captions	No	Yes
Citations and bibliography	No	Yes
Clipboard	Yes	Yes
Collaboration- advanced	No	Yes
Content controls	Yes	Yes
Cover pages	No ¹	Yes
Creation of advanced document elements	No	Yes
Document parts and themes	No	Yes
Dropbox	Yes	Yes
Equations	No ¹	Yes
Find and Replace	Yes	Yes
Font formatting	Yes	Yes
Footnotes and endnotes	Yes	Yes
Full fidelity reading view	Yes	Yes
Graphic effect presets	Yes	Yes
Headers and footers	Yes	Yes
Hyperlinks	Yes	Yes
Index	No ¹	Yes
Ink Editor	No	Yes
Insert online pictures	Yes	Yes
IRM and password-protection	No	Yes
Learning Tools	No	Yes
Lists	Yes	Yes

Mail merge	No	Yes
Office Add-ins	Yes ²	Yes
Offline viewing and authoring	No	Yes
Page breaks	Yes	Yes
Page layout tools	Yes	Yes
Page layout tools- advanced	No	Yes
Page numbers	Yes	Yes
Paragraph formatting	Yes	Yes
Picture tools	Yes	Yes
Preformatted font and color schemes	Yes	Yes
Present online	No	Yes
Print to PDF	Yes	Yes
Printing- advanced	No	Yes
Proofing tools	Yes	Yes
Proofing tools- advanced	No	Yes
Real-time co-authoring	Yes	Yes
Reference tools	No	Yes
Rendering of text boxes/shapes	Yes	Yes
Researcher	No	Yes
Rich media	No	Yes
Rich table formatting	Yes	Yes
Save As and Download a copy	Yes	Yes
Save as PDF	Yes	Yes
Share	Yes	Yes
Simple table creation	Yes	Yes
SmartArt	No ¹	Yes

Table of Authority	No ¹	Yes
Table of Contents	No ¹	Yes
Tap	No	Yes
Tell Me	Yes	Yes
Translation service	Yes	Yes
Undo and Redo	Yes	Yes
VBA and Forms scripts	No	Yes
View and add comments	Yes	Yes
Watermarks	No ¹	Yes
Word count	Yes	Yes
Zoom	Yes	Yes

NOTE

¹ These render in the viewer, but you cannot create or edit them in Office for the web.

² Some, but not all, Office add-ins are available.

Excel

Application features	Excel for the web	Excel desktop app
Accessibility Checker	Yes	Yes
Add background color to sheet tabs	Yes	Yes
Add hyperlinks	Yes	Yes
Advanced time filtering (Timeline slicer)	No	Yes
Alignment	Yes	Yes
Apply conditional formatting	Yes	Yes
Apply smart/recommended formatting	No	Yes
Audio notes recording	No	Yes
Autocomplete	Yes	Yes

AutoSum	Yes	Yes
Calculations	Yes	Yes
Cell references in formulas	Yes	Yes
Comment creation	Yes	Yes
Copy and paste	Yes	Yes
Create external data connections ²	No ³	Yes
Create tables	Yes	Yes
Creation of advanced analysis views (Power View, Power Pivot, Slicers)	No	Yes
Data validation	Yes	Yes
Drag and drop cells	Yes	Yes
Dropbox	Yes	Yes
Duplicate (copy) workseets	Yes	Yes
Embed Workbook on Web or Blog Page (OneDrive)	Yes	No
External references	No ⁴	Yes
Fill Handle	Yes	Yes
Find	Yes	Yes
Font and cell formatting	Yes	Yes
Formula bar	Yes	Yes
Formula tools- advanced	No	Yes
Freeze panes	Yes	Yes
Full fidelity reading view	Yes	Yes
Functions	Yes	Yes
GoTo	Yes	Yes
Group data	Yes	Yes
Hide/unhide rows, columns, and sheets	Yes	Yes

Insert charts	Yes	Yes
Insert/delete rows and columns	Yes	Yes
Insert pictures	Yes	Yes
Insert shapes	Yes	Yes
Merge cells	Yes	Yes
Named ranges	Yes	Yes
Number formatting	Yes	Yes
Office Add-ins	Yes ⁵	Yes
Offline viewing and authoring	No	Yes
PivotCharts	Yes ¹	Yes
PivotTables	Yes	Yes
Post to Social network and present online	No	Yes
Power Pivot viewing	Yes	Yes
Power View viewing	Yes	Yes
Print	Yes	Yes
Real-time co-authoring	Yes	Yes
Recommended chart creation and editing with formatting controls	No	Yes
Refresh existing data connections	Yes	Yes
Remove duplicate values	Yes	Yes
Rename and add sheets	Yes	Yes
Rename file while workbook is open	Yes	No
Replace	Yes	Yes
Rights Management: IRM and password security	No	Yes
Save or Download a copy	Yes	Yes

Share	Yes	Yes
Sheet protection	Yes	Yes
Slicer viewing	Yes	Yes
Sort and filter data	Yes	Yes
Spreadsheet audit and compliance	No	Yes
Status bar aggregates	Yes	Yes
Surveys	Yes	No
Tell Me	Yes	Yes
Text formatting	Yes	Yes
Total data	Yes	Yes
Undo and redo	Yes	Yes
VBA and macro scripting	Yes ³	Yes
View 3D charts	Yes	Yes
What if analysis tools	No	Yes

NOTE

¹ Cannot create PivotCharts, view only.

² Depending on how your environment is configured, some kinds of data connections are supported for workbooks displayed in Excel for the web. For more information, see [Refreshing data in a workbook in a browser window](#).

³ You cannot create macros with VBA in Excel for the web, but you can open and edit VBA-enabled spreadsheets without removing (or corrupting) the VBA contained in the file.

⁴ In Excel for the web, the last known reference value displays in the browser window; however, it must be updated using the Excel desktop app.

⁵ Some, but not all, Office add-ins are available.

OneNote

Application features	OneNote for the web	OneNote desktop app
Advanced collaboration: New content shows as unread, presence	No	Yes
Apply tags	Yes	Yes
Bullets and numbering	Yes	Yes

Clipboard	Yes	Yes
Clipping experiences	No	Yes
Co-authoring	Yes	Yes
Create and manage pages and sections	Yes	Yes
Download copy of embedded Office files	Yes	Yes ⁴
Drag and Drop Pages	Yes	Yes
Drag and Drop Sections	Yes	Yes
Drag and Drop Section Groups	No	Yes
Dropbox	Yes	Yes
Edit embedded files	No	Yes
Equations	Yes	Yes
Hyperlinks	Yes	Yes
Image optical character recognition (OCR)	No	Yes
Inking: ink-to-text and math, customizable pens, drawing tools	No	Yes
Ink viewing	Yes	Yes
Navigation	Yes	Yes
Notebook management: Cross section/notebook page filing, section re-order, create/delete section groups	Yes ¹	Yes
Office Add-ins	Yes ²	Yes
Outlook integration (tasks)	No	Yes
Paragraph formatting	Yes	Yes
Pictures	Yes	Yes
Print	Yes	Yes
Proofing tools	Yes	Yes

Rights Management: IRM and password security	No	Yes
Search by: tag, title, author/date, audio notes	Yes ³	Yes
Search (on page, within sections)	Yes	Yes
Share	Yes	Yes
Show or hide authors	Yes	Yes
Styles	Yes	Yes
Tables	Yes	Yes
Template support	No	Yes
Undo and Redo	Yes	Yes
Video playback	No	Yes
View previous page versions	Yes	Yes

NOTE

¹ In OneNote for the web, you can move sections within a notebook, and copy and paste pages from one section to another.

² Some, but not all, Office add-ins are available.

³ You can search on Page or Section, but not entire notebook or across notebooks (as you can in the desktop version).

⁴ In the desktop version, there is not a "download" option, but you can Save As to another location.

PowerPoint

Application features	PowerPoint for the web	PowerPoint desktop app
Alignment, bullets, numbers	Yes	Yes
Apply basic transitions and animations	Yes ¹	Yes
Apply rich formatting to text, shapes, and pictures	No	Yes
Apply themes and theme variants	Yes	Yes
Arrange objects	Yes	Yes
Broadcast slide show	No	Yes
Clipboard	Yes	Yes

Create and manage slides	Yes	Yes
Create custom animation	No ¹	Yes
Design tools- advanced	No	Yes
Embed presentation on web or blog page	Yes	No
Font formatting	Yes	Yes
Full fidelity reading view	Yes	Yes
Full ink support	No	Yes ²
Full selection of animations and transitions	No ¹	Yes
Headers and footers	No	Yes
Hyperlinks	Yes	Yes
Insert online video	Yes	Yes
Integration with Excel for charts	No	Yes
Navigation— slide sorter	Yes	Yes
Office Add-ins	Yes ³	Yes
Offline viewing and authoring	No	Yes
Picture cropping	Yes	Yes
Pictures	Yes	Yes
Presenter view	No	Yes
Present online through Skype for Business or the Office Presentation Service	Yes	Yes
Print to PDF	Yes	Yes
Proofing tools	Yes	Yes
Real-time co-authoring	Yes	Yes ⁴
Reviewer tools - advanced	No	Yes
Rights Management: IRM and password security	No	Yes

Run slide show	Yes	Yes
Save As or Download a copy	Yes	Yes
Shapes	Yes	Yes
Share	Yes	Yes
Slide show	Yes	Yes
SmartArt	Yes	Yes
Table creation/editing and formatting	Yes	Yes
Tell Me	Yes	Yes
Undo and redo	Yes	Yes
View and add comments	Yes	Yes
View and edit slide notes	Yes	Yes
WYSIWYG viewing	Yes	Yes

NOTE

¹ PowerPoint for the web supports a gallery of eight transitions and 37 animations. For a larger selection or to create custom animations, use the PowerPoint desktop app.

² The device you're working on needs to support ink.

³ Some, but not all, Office add-ins are available.

⁴ You cannot create PivotCharts or PivotTables, but you can see them in the viewer.

Supported file types for Office for the web

Word documents created in Word 2.0 or later	View mode	Edit mode
Open XML (.docx)	Yes	Yes
Binary (.doc)	Yes	Converted to .docx
Macro (.docm)	Yes ¹	Yes ¹
Other (.dotm, .dotx)	Yes	No
OpenDocument (.odt)	Yes	Yes
Portable Document Format (.pdf)	No	No

Excel workbooks created in Excel 97 or later	View mode	Edit mode
Open XML (.xlsx, .xlsb)	Yes	Yes
Binary (.xls)	Yes	Converted to .xlsx
Template (.xlt, .xltx)	No	No
Macro (.xlsm)	Yes ¹	Yes ²
OpenDocument (.ods)	Yes	Yes
OneNote notebooks created in OneNote 2010 or later	View mode	Edit mode
Open XML (.one)	Yes	Yes
PowerPoint presentations created in PowerPoint 97 or later	View mode	Edit mode
Open XML (.pptx, .ppsx)	Yes	Yes
Binary (.ppt, .pps)	Yes	Converted to .pptx or .ppsx
Template (.pot, .potx)	Yes	No
Macro (.pptm, .potm, .ppam, .potx, .ppsm)	Yes ¹	No
Add-ins (.ppa, .ppam)	No	No
OpenDocument (.odp)	Yes	Yes

NOTE

¹ Macros can't be run or changed.

² If macros exist, users are prompted to save a copy of the file with the macros removed.

NOTE

Newer file formats (such as .docx, .xlsx, and .pptx) can be created in Office 2016, 2013, 2010, or 2007, or in Office 2000 and later with the compatibility pack.

Word for the web

7/18/2019 • 14 minutes to read

Word for the web (formerly Word Web App) extends your Microsoft Word experience to the web browser, where you can work with documents directly on the website where the document is stored.

Alignment guides and live layout

Rulers and gridlines are not available in Word for the web. Learn more about [differences between using a document in the browser and in Word](#).

Apply styles

The paragraph and character styles that are saved in a document are available to be applied to text in Word for the web. Learn more about [differences between using a document in the browser and in Word](#).

Office Add-ins

You can get an add-in for Word from the Office Store. Office add-ins only work in the Word desktop app and are not available in Word for the web. Learn how to [get an add-in for Word](#).

Autosave

Word for the web automatically saves your document when you make changes.

Autotext

You can insert blocks of preformatted text using AutoText from your AutoText gallery. This is useful, for example, when you need to repeatedly enter the same large block of text and the text contains a lot of formatting. You create AutoText entries by adding selected text to the AutoText gallery. To learn more, see [Automatically insert text](#).

Browse and start from professionally designed templates

Not available in Word for the web. Advanced design features, such as starting documents from a large selection of professionally designed templates hosted on Office.com, are only available in the Word desktop app. However, Office 365 customers can configure a document library to launch a custom template when a user creates a new document. To learn more, see [Add a content type to a list or library](#).

Bullets and numbering

With Word for the web, you can apply a choice of three bullet styles or five numbering styles. Click the Increase Indent and Decrease Indent buttons to change the list level for existing bulleted and numbered lists in the document, as well as those created in the Word desktop app. Learn more about [differences between using a document in the browser and in Word](#).

Captions

Not available in Word for the web. If you have the Word desktop app installed on your computer, then you can use Word to add captions to a document. Learn more about [adding captions in Word 2013](#).

Citations and bibliography

Not available in Word for the web. You can view existing citations in Word for the web, but you can't add citations. If you have the Word desktop app installed on your computer, then you can use Word to add a bibliography and citations to your document. Learn more about [creating a bibliography in Word 2013](#).

Clipboard

Because of the limitations of web browser technology, copying and pasting text in Office for the web differs from copying and pasting text in the Office desktop applications. Learn more about [copy and paste in Office for the web](#).

Collaboration- advanced

Not available in Word for the web. Advanced collaboration features, such as turning on Track Changes and merge, compare, and combine documents, are only available in the Word desktop app. As expected, tracked changes appear in Word for the web while in View mode.

Content controls

Content controls are individual controls that you can add and customize for use in templates, forms, and documents. To learn about content controls, see [Content controls](#).

Cover pages

Microsoft Word offers a gallery of convenient predesigned cover pages. You can simply choose a cover page and replace the sample text with your own.

Creation of advanced document elements

Not available in Word for the web. Advanced document elements, such as AutoText, cover pages, bibliography, table of contents, index, equations, and watermarks, are only available in the Word desktop app.

Document parts and themes

Not available in Word for the web. Document parts and themes, such as content controls and pre-formatted collections of color scheme, font scheme, and graphic effect pre-sets are only available in the Word desktop app.

Document translation

Translate documents directly in the browser. Even document comments are translated.

Dropbox

Dropbox is a file hosting service that offers cloud storage, file synchronization, personal cloud, and client software.

Equations

Microsoft Word includes built-in support for writing and editing equations, as well as equations that you can drop into your documents.

Find and Replace

Find and replace text in your document using the Find and Replace tool in both Word for the web and Word

desktop app. To learn more about using Find and Replace in Word for the web, see [What's new in Word for the web](#).

Font formatting

With Word for the web, you can apply font, font size, and several font formatting attributes—including bold, italic, underline, and superscript. Highlight text, change font color, and clear formatting for selected text. Document theme formatting is available to format text in Word for the web. Find the active theme fonts at the top of the Fonts gallery and theme colors in the Font Color gallery. Learn more about [differences between using a document in the browser and in Word](#).

Footnotes and endnotes

You can add footnotes and endnotes to your documents in Word for the web. Learn more about [adding footnotes and endnotes in Word for the web](#).

Full fidelity reading view

When you open your document in OneDrive or SharePoint, Word for the web opens the document in the browser. The layout and formatting are what you would see if you were to open the document in Print Layout view in the Word desktop app.

Graphic effect presets

You can use presets to apply special effects such as rotation, shadows, saturation, and text effects to graphics.

Headers and footers

Insert a header and footer to your document in both Word for the web and the Word desktop app. You also have the ability to apply headers and footers to all pages except the first page of your document. To learn more about using headers and footers in Word for the web, see [What's New in Word for the web](#).

Hyperlinks

With Word for the web, you can easily create links to bookmarks within a document, and set a screen tip that displays when the cursor points to the link. Learn more about [hyperlinks in Word for the web](#).

Index

An index lists the terms and topics that are discussed in a document, along with the pages that they appear on. To create an index, you mark the index entries by providing the name of the main entry and the cross-reference in your document, and then you build the index.

Ink Editor

Ink Editor allows you to edit and format documents using natural gestures such as circling to select text and cross out to delete text.

Insert online pictures

With Word for the web, you can insert a picture from a file saved on your local hard drive or from Bing Images. Learn more about [differences between using a document in the browser and in Word](#).

IRM and password-protection

Word for the web displays documents that are protected with Information Rights Management (IRM). However, these documents cannot be edited in the browser, and you cannot create IRM-protected documents in Word for the web. Word for the web can't open documents that are encrypted with a password. Advanced document protection features, such as creating IRM-protected documents and applying password-protection, are only available in the Word desktop app.

Learning Tools

Learning Tools are designed to help you improve your reading skills by boosting your ability to pronounce words correctly, to read quickly and accurately, and to understand what you read.

Lists

In Word for the web, start typing directly below an existing numbered list and your next line automatically becomes part of the list. Learn more about [creating a list in Word for the web](#).

Mail merge

Not available in Word for the web. Advanced data integration features, such as mail merge using an Excel spreadsheet, is only available in the Word desktop app.

Offline viewing and authoring

Not available in Word for the web. Office for the web requires an Internet connection and an Internet browser. You need the Word desktop app installed on your computer to view and edit a document while disconnected from the Internet or from your organization's on-premises Office Web Apps Server. If you have the Word desktop app installed, you can use the full functionality of Word to view and edit your document. When you save, the online document is updated with your changes. You can also download and save-as an offline copy of the document, but it will not be in sync with the online version. Learn more about [Office Web Apps Server](#).

Page breaks

Insert page breaks in both Word for the web and the Word desktop app.

Page layout tools

With Word for the web, you can adjust margins, size of paper, and whether the page is laid out vertically or horizontally in your documents. Word for the web does not display rulers and gridlines. Learn more about [differences between using a document in the browser and in Word](#).

Learn how to [Delete a blank page in Word for the web](#).

Page layout tools- advanced

Not available in Word for the web. Advanced page layout features, such as page borders and line numbers, are only available in the Word desktop app.

Page numbers

Insert page numbers to your document in both Word for the web and the Word desktop app. You also have the ability to apply page numbers to all pages except the first page of your document. To learn more about using page

numbers in Word for the web, see [What's new in Word for the web](#).

Paragraph formatting

With Word for the web, you can align paragraphs left, right, or centered; run text right-to-left; increase or decrease indentation; and format paragraphs as a bulleted or numbered list. You can also clear formatting. You cannot adjust line spacing in Word for the web. Learn more about [differences between using a document in the browser and in Word](#).

Picture tools

With Word for the web, you can resize pictures and add alternative text in your document. Learn more about [differences between using a document in the browser and in Word](#).

Preformatted font and color schemes

You can use themes to simplify the process of creating matching, professional-looking documents. Themes can be applied to tables, charts, shapes and diagrams to provide consistent fonts, effects, and color schemes.

Present online

Not available in Word for the web. With Word 2013 desktop app, you can use Office Presentation Service or Skype for Business Online to display a document during an online meeting so that colleagues can follow a link to watch as you page through the document.

Print to PDF

With Word for the web, you get a one-click process for generating a PDF and displaying the Print dialog box. Learn more about [printing a document in Word for the web](#).

Printing- advanced

Not available in Word for the web. Advanced printing features, such as printing markups and document properties, are only available in the Word desktop app

Proofing tools

Word for the web automatically checks spelling as you type and applies a wavy red underline to misspelled text. Common AutoCorrect actions are included, such as correcting routine misspellings or converting characters to symbols. Additionally, you can set the proofing language or turn off the spelling checker for selected text. Learn more about [differences between using a document in the browser and in Word](#).

Proofing tools- advanced

Not available in Word for the web. Advanced proofing tools, such as adding new words to the spell check dictionary, applying a custom dictionary, and language and translation tools, are only available in the Word desktop app.

Real-time co-authoring

More than one person can work simultaneously in a document. In Word for the web and Word 2016, real-time presence helps you see where your co-authors are working in the document so that you don't create conflicts as you edit, and you can see changes as they're being made. Word 2013 supports simultaneous editing, but there is

no presence indication, and changes can't be seen by multiple authors until the document is saved. To learn more about real-time co-authoring, see [What's new in Word for the web](#) and [Collaborate on Word documents with real-time co-authoring](#).

Reference tools

Bibliography, table of contents, and index features display in the document as expected in View mode. In Edit mode, they appear as placeholders that you can delete but not edit or update. Advanced reference tools, such as creating a bibliography, table of contents, index, or table of authorities, are only available in the Word desktop app.

Rendering of text boxes/shapes

You can insert text boxes and shapes and then quickly change the color of text, the inside (fill) color, or the color of the border.

Researcher

Researcher helps you find and incorporate reliable sources and content for your document. Researcher uses Bing to pull in the appropriate content from the web. For more information, see [Research for your paper easily within Word](#).

Rich media

Not available in Word for the web. Advanced rich media features, such as inserting online videos or a PowerPoint video into your Word document, are only available in the Word desktop app.

Rich table formatting

Advanced table formatting, such as choosing pre-set table styles, setting options for header rows and columns, and setting options for shading and borders, are available in both Word for the web and the Word desktop app. To learn more about table formatting in Word for the web, see [What's new in Word for the web](#).

Save As and Download a copy

With Word for the web, you can save a copy of the document locally.

Save as PDF

You can use Word for the web to save or convert your files to PDFs so that you can share them or print them using commercial printers. And you won't need any other software or add-ins.

Share

With Word for the web, it's a one-click process for sending a link that others can use to view or edit the document. Learn more about [differences between using a document in the browser and in Word](#).

Simple table creation

With Word for the web, you can insert a table, edit table text, and easily edit basic table structure, such as adding or deleting rows and columns. More advanced table features, such as custom table styles, cell size, text direction, and sort order, are only available in the Word desktop app.

SmartArt

With Word for the web, existing documents with SmartArt display properly in View mode. In Edit mode, they appear as placeholders that you can delete but not edit. They cannot be moved or resized in Word for the web. Advanced art features, such as inserting shapes, charts, text boxes, SmartArt, or WordArt, are only available in the Word desktop app.

Table of Contents

Not available in Word for the web. You can view an existing table of contents, but you can't create one using Word for the web. If you have the Word desktop app installed on your computer, then you can use Word to create a table of contents in your document. Learn more about how to [create a table of contents](#).

Table of Authority

Not available in Word for the web. You can view an existing table of authority, but you can't create one using Word for the web.

Tap

Use the Tap feature to find and reuse content. Tap surfaces relevant files that you use most frequently, allowing you to focus on document creation rather than searching for files and information. For more information, see [Find and use the content you need](#).

Tell Me

When you need to accomplish something in Word for the web but don't know how, you can use the Tell Me search feature to quickly find what you're looking for. Tell Me understands what you're trying to accomplish and helps you do it faster by making suggestions.

Translation service

You can translate text, whether a whole file, selected words for phrases, or individual words, with the translation tools available in Word for the web.

Undo and Redo

Undo a series of actions, or repeat an action.

VBA and Forms scripts

Active X controls, embedded OLR objects, and a signature line will display in the document as expected in View mode. In Edit mode, they appear as placeholders that you can delete but not edit. They cannot be moved or resized in Word for the web. Advanced controls and macros are only available in the Word desktop app. Learn more about [differences between using a document in the browser and in Word](#).

View and add comments

With Word for the web, you can insert, edit, or delete comments in Edit mode. You can also reply to a comment or mark it as done, just as you would in Word on the desktop.

Watermarks

Watermarks are text or pictures placed behind the text in your document; for example, you can add text watermarks such as Draft or Confidential. Word has a gallery of watermarks to choose from, or you can create your own

custom watermark, such as a company logo for your document.

Word count

Word for the web gives you a rough word count for words in your document. Learn more about [word count in Word for the web](#).

Zoom

Zoom is available in View mode. With Word for the web, use your browser's view settings to zoom in or out in Edit mode. Learn more about [word count in Word for the web](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Office for the web Service Description](#).

Excel for the web

8/1/2019 • 14 minutes to read

Excel for the web (formerly Excel Web App) extends your Microsoft Excel experience to the web browser, where you can work with workbooks directly on the website where the workbook is stored. All Office 365 customers can view and lightly edit Office files using Office for the web.

NOTE

Workbooks that exceed 30 megabytes (MB) cannot be viewed in Excel for the web from within Microsoft SharePoint Online. To view larger files, you'll need the Excel desktop app installed on your computer.

NOTE

To help you compare offers, advanced features listed in this article include Excel desktop app capabilities that are only available in the Office suite (such as Office Professional Plus, Office Standard, or Office 365 ProPlus). For a list of all Office for the web features, such as Word for the web and PowerPoint for the web, see [Feature availability across Office for the web plans](#).

To see what file type are supported by Excel for the web, see [Supported file types for Office for the web](#). To learn more about the differences between Excel for the web and the Excel desktop app, see [Differences between using a workbook in the browser and in Excel](#).

Add background color to sheet tabs

Add a background fill color to the sheet tabs to the bottom of your workbook to make them stand out. For more information, see [Add a background color to a sheet tab](#).

Add hyperlinks

Link to web pages or open files on the web by adding a hyperlink in a cell. You can type the web address directly in the cell or use the Insert Hyperlink command.

Advanced time filtering (Timeline slicer)

The Timeline control lets you filter modeled data. It's a visual way to view and change a continuous range of dates and filter pivot-based objects, such as PivotTables and PivotCharts.

Alignment

Use the Alignment buttons on the Home tab to change the alignment of text.

Apply conditional formatting

Use a conditional format to help you visually explore and analyze data, detect critical issues, and identify patterns and trends. Learn more about how to [use conditional formatting in Excel for the web](#).

Apply data validation to cells

This feature is available in Excel for the web. Other advanced features are only available in the Excel desktop app.

Apply smart/recommended formatting

Not available in Excel for the web. In the Excel desktop app, recommended charts let you pick from a variety of charts that are best for presenting your data. Learn more about [how to use chart recommendations in Excel](#).

Office Add-ins

Some, but not all Office add-ins are available in Excel for the web. You can get an add-in for Excel from the Office Store. Learn more about [how to get an Excel add-in](#).

Autocomplete

Excel for the web can complete what you're typing into a cell and, if there's more than one possible value, display them all in a list that you can pick from.

AutoSum

Total a column or row of numbers by selecting the cells you want to sum and then double-click AutoSum. The result appears in the next blank cell.

Calculations

You can use Excel to perform a variety of automatic, manual, and iterative calculations. Excel uses functions to perform these calculations. For more information, see [Excel functions by category](#).

Cell references in formulas

You can use cell references in formulas. When you refer to a cell or a range in a formula, the referred cell or range is highlighted with a color. For more information, see [Use cell references in formulas](#).

Chart animations adapt to new data

Only Microsoft Excel desktop app supports advanced chart features. Learn more about [how to animate a SmartArt graphic](#).

Charts and tables, including PivotChart reports and PivotTable reports

Excel charts and tables make it easy to format data and manage information. To learn more, see [Create or delete an Excel table](#) and [Overview of PivotTable and PivotChart reports](#).

Comment creation

You can insert, edit, and delete comments in Excel for the web. Learn more about [adding a comment to Excel](#).

Copy and paste

For best results, use keyboard shortcuts, not the right-click menu or Clipboard commands in Excel for the web, to copy items to another worksheet location. Learn more about [using copy and paste in Excel for the web](#).

Create external data connections

You can use Excel for the web to view data connections, but you can't create external data connections using Excel

for the web. You'll need the Excel desktop app to work with external data. Learn more about [working with external data in Excel Services](#).

Create tables

Create a table to organize and analyze related data. Tables make it easy to sort, filter, and format your data.

Creation of advanced analysis views (Power View, Power Pivot, Slicers)

Advanced analysis views, such as Power Pivot and Power View, are only available in Excel desktop app. These features are not supported in Excel for the web. Learn more about [PowerPivot](#).

Data validation

You can use data validation to restrict the type of data or the values that users enter into a cell. To learn more, see [Apply data validation to cells](#)

Drag and drop cells

You can move cell value in Excel for the web by dragging and dropping cells from one place to another.

Dropbox

Dropbox is a file hosting service that offers cloud storage, file synchronization, personal cloud, and client software.

Duplicate (copy) worksheets

You can duplicate (or copy) worksheets within a workbook or to another workbook in Excel for the web. Learn more about [copying worksheets in Excel for the web](#).

Embed Workbook on Web or Blog Page (OneDrive)

If you store an Excel workbook on OneDrive.com, you can embed it directly in a blog or website. Your readers can sort, filter, and calculate data right there, and if you update the workbook in OneDrive, they'll see the latest changes the next time they refresh the page. Learn more about [embedding an Excel workbook on your blog](#).

External references (links)

An external reference (also called a link) is a reference to a cell or range on a worksheet in another Excel workbook, or a reference to a defined name in another workbook. You can use Excel for the web to view external references, but you can't create them using Excel for the web. You'll need the Excel desktop app to create or update external references.

Fill Handle

Drag the Fill Handle that appears in the lower-right corner of a selected cell or range of cells to fill the data into adjacent cells.

Find

Find cell content in the active worksheet. An easy to use dialog box gives the option to search up or down from the current selection in the worksheet.

Font and cell formatting

Customize your data to give it the exact look you want. Choose from a variety of font styles or colors or change the size and color of text. Additionally, you can draw cell borders, and pick border colors.

Formula bar

See the formulas behind a cell's results in the formula bar. You can add, change, and delete parts of your formula in the browser just like you would in the Excel desktop app.

Formula tools- advanced

Microsoft Excel desktop app supports the most advanced formula tools, such as 3D reference style and array formulas. Excel for the web only supports the most basic Excel formulas. Learn more about [formulas](#).

Freeze panes

The freeze panes feature is available in the Excel for the web ribbon. Learn more about [how freeze panes work in Excel](#) and [see tips for Excel for the web](#).

Full fidelity reading view

Anything you can see in a workbook in the browser in Editing View, you can see in Reading View.

Functions

You can use most of Excel's more than 400 worksheet functions in formulas in Excel for the web.

GoTo

Quickly navigate around your spreadsheet using the GoTo feature. Type in a cell reference and jump to that location in the spreadsheet. Learn more about [keyboard shortcuts in Excel for the web](#).

Group data

You can group or outline rows and columns in your Excel for the web spreadsheet. Learn more about [grouping data in Excel for the web](#).

Hide/unhide rows, columns, and sheets

You can hide and unhide rows, columns, and sheets in a workbook in Excel for the web.

Insert charts

Create a chart to visually represent your data. Choose from a variety of chart types, such as column, line, pie, or bar charts. Learn more about [available chart types](#).

Insert/delete rows and columns

Select one more rows before clicking Insert or Delete on the Home tab to add or remove rows or columns in your worksheet one at a time or several at once.

Insert pictures

Add some visual interest by inserting pictures in your spreadsheet. Learn more about [inserting pictures in Excel for the web](#).

Insert shapes

Add and format shapes such as boxes, circles, lines, connectors, or arrows to your Excel for the web spreadsheet. Learn more about [adding shapes](#).

Merge cells

Use Merge & Center on the Home tab to combine and center the contents of the selected cells in one larger cell. You can change the alignment by clicking the Alignment buttons.

Named ranges

You cannot create named ranges in Excel for the web, but you can use the named ranges that you created in Excel desktop in your spreadsheet in Excel for the web.

Number formatting

Change the format of numbers. Pick a format such as Currency or Short Date from a list of formats, change the decimal places, or insert a thousands separator.

Offline viewing and authoring

Excel for the web is launched from an Internet browser and relies on an Internet connection. To access spreadsheets offline, Microsoft Excel desktop app must be installed on your computer and used to view and edit Excel worksheets.

PivotTables

You can insert PivotTables in your Excel for the web spreadsheet and calculate, summarize, and analyze data. Learn more about how to insert a [PivotTable in Excel for the web](#).

Post to Social network and present online

Share selected portions of your spreadsheets on the web by embedding them on your social network pages, or Skype for Business conversations, or meetings. Excel for the web does not support these features.

Power Pivot viewing

Excel for the web allows you to view Power Pivot tables and charts, but you need the Excel desktop app to create Power Pivot data models.

Power View viewing

You can view and interact with Power View sheets in a workbook, but you cannot create Power View using Excel for the web. Power View creation is only available with the desktop application. Power View allows you to create, share, and explore data in interactive, presentation-ready views. View information in interactive maps, charts, and tables that are linked to each other in a single worksheet. Learn more about [Power View](#).

Print

Use the Print command in Excel for the web to send the entire worksheet or the current selection to the printer.

Learn more about [how to print in Excel for the web](#).

Real-time co-authoring

Two or more people can work in the same spreadsheet at the same time by opening it in their web browser instead of in the Excel desktop app. Real-time presence helps you see where your co-authors are working in the document so that you don't create conflicts as you edit, and you can see changes as they're being made. For more information about real-time co-authoring, see [Collaborate on Excel workbooks at the same time with co-authoring](#).

Recommended chart creation and editing with formatting controls

Only Microsoft Excel desktop app supports advanced charts. Excel for the web does not support these features. Learn more about [available chart types](#).

Refresh existing data connections

If the data in your workbook is connected to external sources, such as databases, web pages, or analysis cubes, you can refresh that data using Excel for the web.

Remove duplicate values

You can remove duplicate values in a range or table. For more information, see [Filter for unique values or remove duplicate values](#).

Rename and add sheets

Click the New Sheet icon to add a sheet. Right-click any sheet tab to rename it.

Rename file while workbook is open

In Excel for the web, you can rename a workbook file without closing it by clicking the filename in the header and typing in a new name. To rename a file using Excel desktop app, close the file, navigate to its location on your device, and rename the file.

Replace

Not available in Excel for the web. If you have the Excel desktop app installed on your computer, then you can use Excel to find and replace content in a document. Learn more about [using find and replace in Excel](#).

Rights Management: IRM and password security

Protect your workbooks using passwords, permissions, and other restrictions in Excel desktop app. In Excel for the web, you can load and interact with workbooks that contain Sheet Protection, which prevents users from selecting or typing in protected cells. Learn more about [protecting Excel workbooks](#).

Save or Download a copy

Want your own copy of the workbook? Use the Save As command on the File tab, or right-click the workbook's name in its folder and use the Download command to send a copy to your computer.

Share

One-click process for sending a link that others can use to view or edit the document. Learn more about [using Office for the web to work together in Office 365](#).

Sheet protection

When you share an Excel file with other users, you can protect a worksheet to help prevent it from being changed, and you can choose the actions that you allow the users of your worksheet to perform.

Slicer viewing

View slicers in your worksheet and filter your data by clicking the slicer buttons. You cannot create or edit slicers in Excel for the web.

Sort and filter data

In Excel for the web, you can view and reorder all worksheets, sort and filter data, and drill into the details of PivotTables.

Spreadsheet audit and compliance

In Microsoft Excel desktop app, you can use the worksheet inquire and compare features to compare versions of a workbook, analyze a workbook for problems or inconsistencies, or see links between workbook and worksheets. Excel for the web does not support these features. Learn more about [what you can do with Spreadsheet Inquire](#).

Status bar aggregates

When you select a group of cells in Excel for the web, you can see the SUM, AVERAGE, and COUNT in the status bar. You can also customize the status bar by choosing which aggregates you want to see.

Surveys

Use Survey to send an Excel for the web form to users that they can fill out. Responses will be automatically compiled in an online worksheet. Learn more about [surveys in Excel](#).

Tell Me

When you need to accomplish something in Excel for the web but don't know how, you can use the Tell Me search feature to quickly find what you're looking for. Tell Me understands what you're trying to accomplish and helps you do it faster by making suggestions.

Text formatting

You can apply various text formatting options including strikethrough, increasing/decreasing indent in Excel for the web.

Total data

You can quickly total data in a table by clicking Toggle Total Row under Format as Table in the Home tab.

Undo and redo

Excel for the web saves your work automatically. If you make a mistake, use Undo or press Ctrl + Z, and Redo or press Ctrl + Y. Learn more about [keyboard shortcuts in Excel for the web](#).

VBA and macro scripting

Microsoft Excel desktop app is an extremely powerful tool used to manipulate, analyze, and present data.

Sometimes, despite the rich set of features, your organization might find it easier to use Visual Basic for Applications (VBA), a programming language, to create a macro that performs mundane, repetitive tasks or to perform some task that the user interface (UI) does not seem to address. You cannot create macros with VBA in Excel for the web, but you can open and edit VBA-enabled spreadsheets without removing (or corrupting) the VBA contained in the file. Learn more about [getting started with macros](#).

View 3D charts

View 3D charts in your worksheet. You cannot create or edit 3D charts in Excel for the web.

What if analysis tools

Not available in Excel for the web. You can view "What if" analysis results in Excel for the web, as expected. If you want to use analysis tools such as Goal Seek, Data Tables, Solver, and Series, then you'll need the Excel desktop app. Learn more about [differences between using a workbook in the browser and in Excel desktop app](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Office for the web Service Description](#).

OneNote for the web

7/18/2019 • 9 minutes to read

Use OneNote for the web (formerly OneNote Web App) to take notes online in a OneNote notebook that you can add to from anywhere and easily share with others. All Office 365 customers can view and lightly edit Office files using Office for the web.

Advanced collaboration: New content shows as unread, presence

Not available in OneNote for the web. With the OneNote desktop app, you can identify and authenticate other authors more easily with the integrated profiles in OneNote. Search for notebook changes and revisions by authors' names and view all recent edits when you return to a shared notebook.

Apply tags

With OneNote for the web, you can apply a variety of tags to notes for easy organization and follow-up. For example, flagging notes as questions, to-do items, or contact information. Learn more about the [differences between using a notebook in the browser and in OneNote desktop app](#).

Office Add-ins

OneNote for the web only supports content add-ins for Office. Content add-ins integrate web-based features as content that can be shown in line with a document. Learn more about [types of add-ins for Office](#).

Audio notes recording

Not available in OneNote for the web. With the OneNote desktop app, you can record audio and video notes that are directly linked to any text notes you take while the recording is made. OneNote for the web does not play audio and video content, but the media is preserved in the notebook, and you can download audio and video files to your computer to play them.

Bullets and numbering

With OneNote for the web, you can apply a choice of three bullet styles or five numbering styles. Use the Increase Indent and Decrease Indent buttons to change the list level for existing bulleted and numbered lists in a notebook, as well as those created in OneNote for the web. Learn more about the [differences between using a notebook in the browser and in OneNote desktop app](#).

Clipboard

With OneNote for the web, you can cut, copy, and paste content in a notebook. You can copy and paste text between OneNote for the web and OneNote desktop app. Learn more about the [differences between using a notebook in the browser and in OneNote desktop app](#).

Clipping experiences

Not available in OneNote for the web. With the OneNote desktop app, you can clip whatever you're seeing on your screen, send a Web page or an entire document to a notebook section, or to jot down Quick Notes that are automatically saved and filed as part of your notebook.

Co-authoring

With OneNote for the web, you can simultaneously edit notebooks with people in other locations who are using either OneNote for the web or OneNote desktop app. Learn more about [working together on a OneNote notebook](#).

Create and manage pages and sections

With OneNote for the web, you can easily add to new or existing notebooks by creating new pages in sections, or new sections in notebooks. Pages and sections can be customized, formatted, and moved or copied between notebooks. Learn more about [using a OneNote for the web notebook](#).

Download copy of embedded Office files

With OneNote for the web, you can insert Office files as attachments or printouts to store them as part of the notebook. OneNote 2013 desktop app adds the ability to embed Excel spreadsheets and Visio drawings in your notes. Learn more about [embedding Microsoft Office files in OneNote](#).

Dropbox

Dropbox is a file hosting service that offers cloud storage, file synchronization, personal cloud, and client software.

Edit embedded files

With OneNote for the web, you can download embedded files to your computer to open them. With the OneNote desktop app, you can attach just about any computer file to any part of your notes, which stores a copy of the file in your notebook. You can even insert Outlook meeting details and Outlook tasks into OneNote or email a OneNote page to Outlook. You can also create or import Excel spreadsheets and Visio diagrams right within OneNote and edit their information in place in your notes. Inserted files show up as icons on your notes page. Double-click any icon to open its file.

Equations

Not available in OneNote for the web. With the OneNote desktop app, you can jot down math equations during a meeting, conference or class, and OneNote can instantly calculate the results for you.

Hyperlinks

With OneNote for the web, you can insert a hyperlink to a web address or apply a link to selected text. You can also right-click a page tab to copy a direct link to that page. Learn more about the [differences between using a notebook in the browser and in OneNote desktop app](#).

Image optical character recognition (OCR)

Not available in OneNote for the web. Optical character recognition (OCR) translates images of text, such as scanned documents, into actual text characters is only available in the OneNote desktop app.

Ink viewing

In OneDrive, OneNote for the web displays ink, but equations are displayed as placeholders. In SharePoint, ink is viewable, equations are displayed as placeholders, and shapes are hidden. These can't be inserted or edited in OneNote for the web. In OneDrive you can select and delete shapes, ink, and equation placeholders. In SharePoint, you can select and delete placeholders for these objects.

Inking: ink-to-text and math, customizable pens, drawing tools

Not available in OneNote for the web. With the OneNote desktop app, you can smoothly draw, erase, and edit with your finger, stylus, or mouse. If you'd rather write than type, OneNote can convert your handwriting. If you open a notebook from a SharePoint document library, any equations and ink in the notebook will display as placeholders.

Linked notes

The ability to link note-taking to files is not available in OneNote for the web, and links to files are hidden. However, they are preserved in the notes so that you can open them with the OneNote desktop app.

Navigation

With OneNote for the web, you can use the Back and Forward browser-style buttons on the Quick Access toolbar to quickly jump between pages.

Notebook management: Cross section/notebook page filing, section re-order, create/delete section groups

With OneNote for the web, you can drag and drop to reorder pages and sections.

Advanced management features, such as creating, deleting and re-ordering section groups are only available in the OneNote desktop app.

Offline viewing and authoring

Not available in OneNote for the web. Office for the web requires an Internet connection and a web browser. You need the OneNote desktop app installed on your computer to view and edit a document while disconnected from Office Web Apps Server or the Internet.

Outlook integration (tasks)

OneNote for the web does not support commands that work with Microsoft Outlook, such as Email page, Outlook tasks, or meeting details.

Paragraph formatting

With OneNote for the web, you can change paragraph alignment, increase or decrease the indent from left margin, or change text direction from left to right. Learn more about the [differences between using a notebook in the browser and in OneNote desktop app](#).

Pictures

With OneNote for the web, you can insert a picture from a file or from Bing Images. You can also resize pictures and add alternative text. For more advanced picture features, such as screen clipping, scanned images, or online pictures, you'll need to use the OneNote desktop app. Learn more about the [differences between using a notebook in the browser and in OneNote desktop app](#).

Print

You can print notes in OneNote for the web.

Proofing tools

OneNote for the web automatically checks spelling as users type and applies a wavy red underline to misspelled text. Common AutoCorrect actions are included, such as correcting routing misspellings or converting characters to symbols. Additionally, you can set the proofing language or turn off the spelling checker for selected text. Learn more about the [differences between using a notebook in the browser and in OneNote desktop app](#).

Rights Management: Apply and consume IRM and password protection

OneNote for the web displays notebooks that are protected with Information Rights Management (IRM). However, these notebooks cannot be edited in the browser, and you cannot create IRM-protected notebooks in OneNote for the web. OneNote for the web can't open documents that are encrypted with a password. Advanced document protection features, such as creating IRM-protected notebooks and applying password-protection, are only available in the OneNote desktop app.

Search (on page, within sections)

With OneNote for the web, you can use Instant Search to recall anything you've ever created or saved in OneNote. Learn more about the [differences between using a notebook in the browser and in OneNote desktop app](#).

Search by: tag, title, author/date, audio notes

Not available in OneNote for the web. Advanced search features, such as searching by tag, title, by author/date, and audio file, are only available in the OneNote desktop app.

Share

If you've saved your OneNote notebook to a SharePoint document library, then your OneNote notebook is online. That means you can share it by sending a link instead of an email attachment. By clicking the link, people can ready your notes in their web browser. Learn more about [sharing OneNote notes online](#).

Show or hide authors

With OneNote for the web, you can turn off the author tags that appear when someone edits a notebook. This will remove the initials that appear next to new notes on a page. Author tags are turned on by default.

Styles

With OneNote for the web, you can easily apply text styles for quick formatting. Learn more about the [differences between using a notebook in the browser and in the OneNote desktop app](#).

Tables

With OneNote for the web, you can insert a table, edit table text, and easily edit basic table structure, such as adding or deleting rows and columns. For more advanced table features, such as converting a table to an Excel spreadsheet or cell shading, header rows, and data sorting within table cells, you'll need to use the OneNote desktop app. Learn more about the [differences between using a notebook in the browser and in OneNote desktop app](#).

Template support

Not available in OneNote for the web. With the OneNote desktop app, you can use a template as a page design that can be applied to new pages in your notebook to give them an appealing background, a more uniform appearance, or a consistent layout.

Undo and Redo

Using your keyboard, you can undo (Ctrl+ Z) or redo (Alt + F7) recent actions for each page that is edited in the active notebook in OneNote for the web. OneNote for the web gives you a separate undo history for each page edited in the active notebook. You can undo an infinite number of actions per page during the current editing session—until either a picture is inserted or an edit is received from another author. Moving and deleting pages cannot be undone. Learn more about [OneNote for the web keyboard shortcuts](#).

Video playback

Video notes are preserved in notes, but cannot be recorded in OneNote for the web. You can download video files to your computer to play them. Learn more about the [differences between using a notebook in the browser and in OneNote desktop app](#).

View previous page versions

With OneNote for the web, you can view and restore previous page versions of a page, including who wrote it and when. Changes relative to previous versions of a page are automatically highlighted. Learn more about the [differences between using a notebook in the browser and in OneNote desktop app](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Office for the web Service Description](#).

PowerPoint for the web

7/18/2019 • 11 minutes to read

PowerPoint for the web (formerly PowerPoint Web App) extends your Microsoft PowerPoint experience to the web browser, where you can work with presentations directly on the website where the presentation is stored. Microsoft Office 365 customers with Office for the web can view, create, and edit files on the go.

The PowerPoint Editor is a web front-end component that creates a browser-based editing surface, which enables users to work on documents without losing fidelity.

If you click the **Open in PowerPoint** button on the PowerPoint for the web toolbar, the presentation opens in the PowerPoint desktop app (if Microsoft PowerPoint 2010 or later is installed on the computer).

Learn how to [Download and install Office using Office 365 for business on a PC](#).

Alignment, bullets, numbers

With PowerPoint for the web, you can change paragraph alignment, apply bullets or numbering, and change the level of bulleted or numbered text. Learn more about the [differences between using a presentation in the browser versus the PowerPoint desktop app](#).

Apply basic transitions and animations

Choose from a gallery of animation and transition effects. PowerPoint for the web supports eight transitions and 37 animations. Additional animations and transitions not supported by PowerPoint for the web are preserved in the presentation and displayed in the slide show, but they cannot be modified in PowerPoint for the web. Learn more about the [differences between using a presentation in the browser versus the PowerPoint desktop app](#).

Apply rich formatting to text, shapes, and pictures

Not available in PowerPoint for the web. Advanced formatting features, such as more colors, gradients, eyedropper, effects, and styles, are available in the PowerPoint desktop app. With PowerPoint for the web, you can add a text box or choose from a gallery of shapes and apply styles, which define fill, outline, and shadow effects.

Apply themes and theme variants

Choose from a gallery of built-in themes and variants when you add a new slide to the presentation. Themes not supported by PowerPoint for the web are preserved in the presentation, but the ability to modify themes is not available in PowerPoint for the web. Learn more about the [differences between using a presentation in the browser versus the PowerPoint desktop app](#).

Office Add-ins

PowerPoint for the web only supports content add-ins for Office. Content add-ins integrate web-based features as content that can be shown in line with a presentation. Learn more about [types of add-ins for Office](#).

Arrange objects

Move, resize, rotate, or order shapes and text boxes in layers, back-to-front in PowerPoint for the web. Ungroup shapes to work with them individually. Learn more about the [differences between using a presentation in the](#)

[browser versus the PowerPoint desktop app.](#)

Broadcast slide show

The PowerPoint desktop app is required to broadcast a slide show to a remote audience through PowerPoint for the web. Viewers can watch live presentations through PowerPoint for the web, regardless of whether they have the PowerPoint desktop app installed. Learn more about [broadcast slide show](#).

Clipboard

With PowerPoint for the web, you can cut, copy, and paste content in a presentation. A user can copy and paste text between Office for the web programs, as well as between Office for the web and the Microsoft Office desktop apps on the computer. Learn more about the [differences between using a presentation in the browser versus the PowerPoint desktop app](#).

Create and manage slides

Add, reorder, duplicate, hide and delete slides in PowerPoint for the web. Learn more about the [differences between using a presentation in the browser versus the PowerPoint desktop app](#).

Create custom animation

PowerPoint for the web includes a gallery of animation effects. Animations not supported by PowerPoint for the web are preserved in the presentation and displayed in the slide show, but they cannot be modified in PowerPoint for the web. To create custom animations, you'll need the PowerPoint desktop app installed on your computer. Learn more about [creating custom animations with PowerPoint 2013 desktop app](#).

Design tools- advanced

Not available in PowerPoint for the web. Advanced design features, such as creating slide masters and modifying layouts, are only available in the PowerPoint desktop app. With PowerPoint for the web, you can use your own template file as the basis for creating new files or choose from a predefined list of themes.

Dropbox

Dropbox is a file hosting service that offers cloud storage, file synchronization, personal cloud, and client software.

Embed presentation on web or blog page

With PowerPoint for the web, you can embed presentations on websites or blogs so that anyone can view your information even if they don't have Microsoft PowerPoint desktop app. Embedded viewers show animations, transitions, and audio/video—the same as full fidelity reading view. Learn more about [embedding presentations on a web or blog page](#).

Font formatting

PowerPoint for the web lets you apply bold, italics, underline, font, size, and color to text. You can also use the Format Painter to copy the format of entire shapes.

Full fidelity reading view

View presentations as they were intended to be seen—showing animations, transitions, and audio/video.

Full ink support

Ink can't be inserted in PowerPoint for the web, but PowerPoint for the web displays them as expected.

Full selection of animations and transitions

PowerPoint for the web supports eight transitions and 37 animations. For a larger selection, use the PowerPoint desktop app.

Headers and footers

Headers and footers, including date and slide numbers, cannot be inserted, edited, or deleted in PowerPoint for the web, but PowerPoint for the web displays them as expected. Learn more about the [differences between using a presentation in the browser versus the PowerPoint desktop app](#).

Hyperlinks

Insert, edit, and follow hyperlinks. Bookmark links work, but cannot be edited in PowerPoint for the web.

Insert online video

Video and audio content plays in Reading view and Slide Show, with a file size limit of 100 MB. Online video can be inserted from YouTube, and media controls can be resized, moved, and deleted in PowerPoint for the web. But to insert audio and video other than YouTube, you need the Microsoft PowerPoint desktop app.

Integration with Excel for charts

Not available in PowerPoint for the web. With PowerPoint for the web, you can view Excel charts in an existing presentation, but you cannot edit or insert an Excel chart in a presentation using PowerPoint for the web. Learn more about [copying an Excel chart to PowerPoint](#).

Navigation—slide sorter

Not available in PowerPoint for the web. Slide sorter view, which gives you a view of your slides in thumbnail form making it easy to sort and organize your slides, is not available in PowerPoint for the web. Using the PowerPoint desktop app, you can use slide sorter view to organize your slides and add sections and sort slides into different categories.

Offline viewing and authoring

PowerPoint for the web is launched from a web browser and relies on an Internet connection. To access presentations offline, Microsoft PowerPoint desktop app must be installed on your computer and used to view and edit slides.

Picture cropping

Improve the framing of a subject in a picture with the cropping tool. Simply click one of the cropping handles at the edge of the picture and drag it until you achieve the picture you want.

Pictures

With PowerPoint for the web, you can insert pictures stored on your computer, or insert pictures from Bing Images. You can move, resize, and crop pictures, and apply a number of picture styles. More sophisticated features for

working with pictures, such as applying effects, are not available in PowerPoint for the web. You can't create screenshots in PowerPoint for the web, but screenshots that are in a presentation display as pictures in PowerPoint for the web. Learn more about the [differences between using a presentation in the browser versus the PowerPoint desktop app](#).

Present online through Skype for Business or the Office Presentation Service

Not available in PowerPoint for the web. Microsoft PowerPoint desktop app lets you deliver your presentations using the Office Presentation Service, a free, public service that allows other so to follow along in their web browser. Learn more about [Office Presentation Service](#).

Presenter view

Not available in PowerPoint for the web. Only Microsoft PowerPoint desktop app allows a presenter a behind-the-scene control of the presentation flow, notes, annotations, and zooming tools. PowerPoint for the web does not support these features.

Print to PDF

With PowerPoint for the web, you can print your presentation to a PDF reader, where all the layout and formatting of your slides will print the way you expect. Learn more about [basic tasks you can do using PowerPoint for the web](#).

Proofing tools

You can check spelling and set the proofing language, using the built-in dictionary with PowerPoint for the web. But PowerPoint for the web does not use a custom dictionary and does not include translation or a thesaurus.

Real-time co-authoring

Multiple authors can work simultaneously in PowerPoint for the web and PowerPoint 2016. Real-time presence helps you see where your co-authors are working in the presentation so that you don't create conflicts as you edit, and you can see changes as they're being made. PowerPoint 2013 supports simultaneous editing, but there is no presence indication, and changes can't be seen by multiple authors until the document is saved. For more information about real-time co-authoring in PowerPoint, see [Work together on PowerPoint presentations](#).

Reviewer tools - advanced

Not available in PowerPoint for the web. Advanced reviewer features, such as merge conflicts and compare presentations, are only available in the PowerPoint desktop app. With PowerPoint for the web, you can view, add, edit, or delete comments.

Rights management: Apply and consume IRM and password protection

Not available in PowerPoint for the web. PowerPoint for the web displays presentations that are protected with Information Rights Management (IRM). However, these presentations cannot be edited in the browser, and you cannot create IRM-protected presentations in PowerPoint for the web. PowerPoint for the web can't open presentations that are digitally signed or encrypted with a password.

Run slide show

With PowerPoint for the web you can run your presentation with just a web browser and an Internet connection. Learn more about [basic tasks you can do using PowerPoint for the web](#).

Save As or Download a copy

PowerPoint for the web saves your work every time you make a change. There is no Save command. You can download a copy, but you must have the Microsoft PowerPoint desktop app to edit a local copy.

Shapes

Word Art and charts can't be inserted in PowerPoint for the web, but PowerPoint for the web displays them as expected. In Editing view, edit and format text. If you want to apply text effect to Word Art you'll need Microsoft PowerPoint desktop app.

Share

If your presentation is saved in a SharePoint document library, then your presentation is online and you can share it by sending a link instead of an email attachment. People with proper permissions can view it in their web browser or mobile device. Learn more about [sharing a presentation](#).

Slide show

PowerPoint for the web plays slide shows in a full-screen window. Press the spacebar to advance the slides. Slide animations play, but only Fade and Wipe transitions between slides are supported. Learn more about the [differences between using a presentation in the browser versus the PowerPoint desktop app](#).

SmartArt

You can insert SmartArt, switch to a different layout or color scheme, apply SmartArt styles, and edit text with PowerPoint for the web. Learn more about the [differences between using a presentation in the browser versus the PowerPoint desktop app](#).

Table creation/editing and formatting

Tables can be created and edited in PowerPoint for the web, and PowerPoint for the web supports most table functions. For advanced functions, such as merging and splitting cells, use the PowerPoint desktop app. Learn more about the [differences between using a presentation in the browser versus the PowerPoint desktop app](#).

Tell Me

When you need to accomplish something in PowerPoint for the web but don't know how, you can use the Tell Me search feature to quickly find what you're looking for. Tell Me understands what you're trying to accomplish and helps you do it faster by making suggestions.

Undo and redo

Undo (Ctrl + Z) and redo (Ctrl + Y) an infinite number of recent actions during the current editing session in the active presentation. If the editing session times out or if you switch to Reading View for more than 30 seconds, the undo history is reset. Learn more about [keyboard shortcuts in PowerPoint for the web](#).

View and add comments

If your files are stored on SharePoint Online or OneDrive for Business, you can add, edit, or delete comments.

If your files are stored on OneDrive, you can add, edit, or delete comments while in Editing View, and you can view and update comments while in Reading View.

View and edit slide notes

With PowerPoint for the web, notes for each slide can be displayed or hidden. You can also add notes in Edit mode.

WYSIWYG viewing

Edit your presentation in a form closely resembling its appearance when printed or displayed as a finished product.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Office for the web Service Description](#).

Exchange Online Service Description

7/18/2019 • 21 minutes to read

Are you looking for a feature comparison of Office 365 subscriptions that include Exchange Online? If so, the Exchange Online service description article is what you need. You'll also learn about system requirements as well as storage and recipient requirements.

NOTE

If you need assistance with a task, or if you are troubleshooting a problem, you might find the following articles helpful:

[Email](#) for help creating and sending email.

[Email in Office 365 for business - Admin Help](#)

[Fix Outlook and Office 365 problems with Microsoft Support and Recovery Assistant for Office 365](#)

[Email non-delivery reports in Office 365](#)

[Exchange Online Help](#)

Microsoft Exchange Online is a hosted messaging solution that delivers the capabilities of Microsoft Exchange Server as a cloud-based service. It gives users access to email, calendar, contacts, and tasks from PCs, the web, and mobile devices. It integrates fully with Active Directory, enabling administrators to use group policies, as well as other administration tools, to manage Exchange Online features across their environment.

Organizations that subscribe to Exchange Online retain control over the messaging services they offer to users, but they do not have the operational burden of on-premises server software. With the Exchange Online hosted plans described in this document, email is hosted on servers that support multiple customers simultaneously. These servers are housed in Microsoft data centers and are accessible to users on a wide range of devices from inside a corporate network or over the Internet.

To compare features across plans, see [Compare Office 365 for Business plans](#). To compare plans for Office 365 Germany, see [Office 365 Germany subscription plans](#).

TIP

You can export, save, and print pages in the Office 365 Service Descriptions. Learn how to [export multiple pages](#).

What's new in Exchange Online

For information about new features in Exchange Online, see [What's New in Exchange Online](#).

Office 365 plans for Exchange Online

Office 365 is available in a variety of plans to best meet the needs of your organization. For information about different plans, including standalone plan options and information on moving from one plan to another, see [Office 365 Plan Options](#).

Each user who accesses the Exchange Online service must be assigned to a subscription plan, and each user subscription has its own mailbox. Folders and messages in these mailboxes reside on a computer running Exchange Server at a Microsoft data center.

User subscriptions are not required for conference rooms and shared mailboxes. These special mailbox types do not have login credentials. Instead, licensed users with the appropriate permissions manage and access them via

delegation.

System requirements for Exchange Online

For system requirements for Office 365, the monthly subscription-based service available for business, education, and government organizations, please see [Office 365 system requirements](#).

Storage and Recipient Limits for Exchange Online

For information about the storage and recipient limits available in the Exchange Online subscription plans, see [Exchange Online Limits](#).

Feature availability across Office 365 plans

If your organization currently has subscriptions to Office 365 Small Business, Office 365 Small Business Premium, or Office 365 Midsize Business, visit your Message Center in the Microsoft 365 admin center or talk to your Office 365 provider for more details on how the new Office 365 Business plans impact you. To learn more about the new Office 365 Business plan family, see [New Office 365 plans for small and mid-sized businesses](#).

FEATURE	EXCHANG E SERVER 2013	EXCHANG E SERVER 2016	OFFICE 365 BUSINES S ESSENTI ALS	OFFICE 365 BUSINES S PREMIU M	OFFICE 365 ENTERPR ISE E1	OFFICE 365 ENTERPR ISE E3	OFFICE 365 ENTERPR ISE E5	OFFICE 365 ENTERPR ISE F1	
Plannin g and Deploy ment									
Hybrid deploy ment support ed	Yes	Yes	Yes ¹⁶	Yes ¹⁶	Yes	Yes	Yes	Yes ¹⁶	
IMAP migratio n support ed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Cutover migratio n support ed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Staged migratio n support ed	No	No	Yes	Yes	Yes	Yes	Yes	Yes	

FEATURE	EXCHANGE SERVER 2013	EXCHANGE SERVER 2016	OFFICE 365 BUSINESS ESSENTIALS	OFFICE 365 BUSINESS PREMIUM	OFFICE 365 ENTERPRISE E1	OFFICE 365 ENTERPRISE E3	OFFICE 365 ENTERPRISE E5	OFFICE 365 ENTERPRISE F1	
Quarantine - end-user self-management	No	No	Yes	Yes	Yes	Yes	Yes	Yes	
Advanced Threat Protection	No	Yes	No	No	No	No	Yes	No	
Mail Flow	Exchange Server 2013	Exchange Server 2016	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1	
Custom Routing of Outbound Mail	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Secure Messaging with a Trusted Partner	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Conditional Mail Routing	No	No	Yes	Yes	Yes	Yes	Yes	Yes	
Adding a Partner to an Inbound Safe List	No	No	Yes	Yes	Yes	Yes	Yes	Yes	
Hybrid Email Routing	Yes	Yes	Yes ¹⁶	Yes ¹⁶	Yes	Yes	Yes	Yes	
Recipients	Exchange Server 2013	Exchange Server 2016	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1	

FEATURE	EXCHANG E SERVER 2013	EXCHANG E SERVER 2016	OFFICE 365 BUSINES S ESSENTI ALS	OFFICE 365 BUSINES S PREMIU M	OFFICE 365 ENTERPR ISE E1	OFFICE 365 ENTERPR ISE E3	OFFICE 365 ENTERPR ISE E5	OFFICE 365 ENTERPR ISE F1	
External Contact s (global)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Univers al Contact Card	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Contact Linking with Social Network s	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Resourc e Mailbox es	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Confere nce Room Manage ment	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Out-of- Office Replies	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Calenda r Sharing	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Reporti ng Feature s and Trouble shootin g Tools	Exchan ge Server 2013	Exchan ge Server 2016	Office 365 Busines s Essentia ls	Office 365 Busines s Premiu m	Office 365 Enterpri se E1	Office 365 Enterpri se E3	Office 365 Enterpri se E5	Office 365 Enterpri se F1	
Microso ft 365 admin center reports	No	No	Yes	Yes	Yes	Yes	Yes	Yes	

FEATURE	EXCHANG E SERVER 2013	EXCHANG E SERVER 2016	OFFICE 365 BUSINES S ESSENTI ALS	OFFICE 365 BUSINES S PREMIU M	OFFICE 365 ENTERPR ISE E1	OFFICE 365 ENTERPR ISE E3	OFFICE 365 ENTERPR ISE E5	OFFICE 365 ENTERPR ISE F1	
Excel Reportin g Workbo ok	No	No	Yes	Yes	Yes	Yes	Yes	Yes	
Web Services Reports	No	No	Yes	Yes	Yes	Yes	Yes	Yes	
Message Trace	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Auditing Reports	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes ³	
Unified Messagi ng Reports	Yes	Yes	No	No	No	Yes	Yes	No	
Sharing and Collabo ration	Exchan ge Server 2013	Exchan ge Server 2016	Office 365 Busines s Essentia ls	Office 365 Busines s Premium	Office 365 Enterpri se E1	Office 365 Enterpri se E3	Office 365 Enterpri se E5	Office 365 Enterpri se F1	
Federat ed Sharing (Includin g Calenda r Publishi ng)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Site Mailbox es	Yes ¹⁰	Yes ¹⁰	Yes ¹¹	Yes ¹¹	Yes ¹¹	Yes ¹¹	Yes ¹¹	Yes ¹¹	
Public Folders	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	
Clients and Mobile Devices	Exchan ge Server 2013	Exchan ge Server 2016	Office 365 Busines s Essentia ls	Office 365 Busines s Premium	Office 365 Enterpri se E1	Office 365 Enterpri se E3	Office 365 Enterpri se E5	Office 365 Enterpri se F1	

FEATURE	EXCHANG E SERVER 2013	EXCHANG E SERVER 2016	OFFICE 365 BUSINES S ESSENTI ALS	OFFICE 365 BUSINES S PREMIU M	OFFICE 365 ENTERPR ISE E1	OFFICE 365 ENTERPR ISE E3	OFFICE 365 ENTERPR ISE E5	OFFICE 365 ENTERPR ISE F1	
Outlook for Window s ²¹	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	
Outlook on the web ²¹	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Outlook for Mac ²¹	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	
Outlook for iOS and Android ²¹	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Exchang e ActiveSy nc	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Mobile Device Manage ment for Office 365	No	No	Yes	Yes	Yes	Yes	Yes	Yes	
POP and IMAP	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes ¹²	
SMTP	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
EWS Applicati on support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	
Voice Messag e Service s	Exchan ge Server 2013	Exchan ge Server 2016	Office 365 Busines s Essentia ls	Office 365 Busines s Premiu m	Office 365 Enterpri se E1	Office 365 Enterpri se E3	Office 365 Enterpri se E5	Office 365 Enterpri se F1	
Voice Mail ²³	Yes	Yes	No	No	No	Yes	Yes	No	

FEATURE	EXCHANG E SERVER 2013	EXCHANG E SERVER 2016	OFFICE 365 BUSINES S ESSENTI ALS	OFFICE 365 BUSINES S PREMIU M	OFFICE 365 ENTERPR ISE E1	OFFICE 365 ENTERPR ISE E3	OFFICE 365 ENTERPR ISE E5	OFFICE 365 ENTERPR ISE F1	
Interop erabilit y, Connec tivity, and Compa tibility	Exchan ge Server 2013	Exchan ge Server 2016	Office 365 Busines s Essentia ls	Office 365 Busines s Premiu m	Office 365 Enterpri se E1	Office 365 Enterpri se E3	Office 365 Enterpri se E5	Office 365 Enterpri se F1	
Skype for Business Presenc e in OWA and Outlook	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
SharePo int Interope rability	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
EWS Connect ivity Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	
SMTP Relay Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Exchan ge Online Setup and Admini stration	Exchan ge Server 2013	Exchan ge Server 2016	Office 365 Busines s Essentia ls	Office 365 Busines s Premiu m	Office 365 Enterpri se E1	Office 365 Enterpri se E3	Office 365 Enterpri se E5	Office 365 Enterpri se F1	
Microso ft Office 365 portal access	No	No	Yes	Yes	Yes	Yes	Yes	Yes	
Microso ft 365 admin center access	No	No	Yes	Yes	Yes	Yes	Yes	Yes	

FEATURE	EXCHANGE SERVER 2013	EXCHANGE SERVER 2016	OFFICE 365 BUSINESS ESSENTIALS	OFFICE 365 BUSINESS PREMIUM	OFFICE 365 ENTERPRISE E1	OFFICE 365 ENTERPRISE E3	OFFICE 365 ENTERPRISE E5	OFFICE 365 ENTERPRISE F1	
Exchange admin center access	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Remote Windows PowerShell access	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
ActiveSync Policies for Mobile Devices	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Usage Reporting	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Extending the Service - Customization, Add-ins, and Resources	Exchange Server 2013	Exchange Server 2016	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1	
Outlook Add-Ins and Outlook MAPI	Yes ¹⁹	Yes	Yes ¹⁹	Yes ¹⁹	Yes ¹⁹	Yes ¹⁹	Yes ¹⁹	No	

¹ Requires an Exchange Online Archiving subscription for each on-premises mailbox user that has a cloud-based archive.

² Azure Information Protection is not included, but it can be purchased as a separate add-on and will enable the supported Information Rights Management (IRM) features. Some Azure Information Protection features require a subscription to Office 365 ProPlus, which is not included with Office 365 Business Essentials, Office 365 Business Premium, Office 365 Enterprise E1, Office 365 Education, or Office 365 Enterprise F1.

³ Windows Server AD RMS is an on-premises server that must be purchased and managed separately in order to enable the supported IRM features.

⁴ Transport rules are made up of flexible criteria, which allow you to define conditions and exceptions, and actions to take based on the criteria. The available criteria and actions differ between Exchange Online, and Microsoft Exchange Server 2013. For a list of available criteria and actions, see the corresponding criteria and actions topics for each product.

- ⁵ For Exchange 2013, DLP requires an Exchange Enterprise Client Access License (CAL). For more information about CALs and server licensing, see [Exchange Server Licensing](#).
- ⁶ Exchange Server 2013 has most of the same built-in anti-spam capabilities as Exchange Server 2010. For information about the benefits of Exchange hosted spam filtering over the on-premises offerings, see [Benefits of Anti-Spam Features in Exchange Online Protection Over Exchange Server 2013](#).
- ⁷ Only accessible via direct access to the Exchange admin center (EAC) management interface.
- ⁸ Exchange Server 2013 uses only the Microsoft anti-malware engine. Exchange Online uses multiple anti-malware engines to scan inbound, outbound, and internal messages for malware.
- ⁹ An EOA subscription can be purchased separately for each mailbox that requires the inactive mailbox feature.
- ¹⁰ SharePoint must be deployed in the on-premises Exchange organization.
- ¹¹ SharePoint Online must be included in the Office 365 subscription plan.
- ¹² POP is supported, but IMAP is not.
- ¹³ Supported for Exchange Server 2013 on-premises customers who purchase Azure Information Protection. Office 365 Message Encryption requires on-premises customers to route email through Exchange Online, either by using Exchange Online Protection for email filtering, or by establishing hybrid mail flow.
- ¹⁴ Exchange Server 2013 customers need to download and install SP1 in order to access Document Fingerprinting and Policy Tips in OWA and OWA for Devices.
- ¹⁵ BitLocker Drive Encryption is supported for Exchange Server 2013, but an administrator needs to enable the feature.
- ¹⁶ Office 365 Business Essentials, Office 365 Business Premium, and Office 365 Enterprise F1 do not provide access rights for utilization with on-premises servers. To be compliant, customer must purchase or have previously purchased the appropriate CALs or upgrade to an Enterprise SKU that provides these access rights.
- ¹⁷ Connected accounts are supported for POP & IMAP accounts, but disabled for Outlook.com (Hotmail).
- ¹⁸ Using cmdlets in Exchange Online PowerShell to customize the default address lists and the default global address list (GAL) is not supported.
- ¹⁹ Some third-party web parts and add-ins may not be available.
- ²⁰ For eDiscovery, you need a separate query for on-premises vs. cloud.
- ²¹ The table indicates whether or not the client works with the associated plans. It does not mean the clients are necessarily included in the purchase of these plans.
- ²² For more information, see [Controlling your data in Office 365 using Customer Key](#).
- ²³ Exchange Online UM support for third-party PBX systems via direct connections from customer operated SBCs will end in April 2019. Please see the Exchange team blog [Discontinuation of support for Session Border Controllers in Exchange Online Unified Messaging](#) for more information.
- ²⁴ An F1 user cannot add delegates to their own mailbox, but they can access another mailbox (including shared mailboxes) and perform any actions which have been delegated to them.

Feature availability across Exchange Online standalone plans

FEATURE	EXCHANGE SERVER 2013	EXCHANGE SERVER 2016	EXCHANGE ONLINE PLAN 1	EXCHANGE ONLINE PLAN 2	EXCHANGE ONLINE KIOSK
Planning and Deployment					
Hybrid deployment supported	Yes	Yes	Yes	Yes	Yes ²³
IMAP migration supported	Yes	Yes	Yes	Yes	Yes

FEATURE	EXCHANGE SERVER 2013	EXCHANGE SERVER 2016	EXCHANGE ONLINE PLAN 1	EXCHANGE ONLINE PLAN 2	EXCHANGE ONLINE KIOSK
Cutover migration supported	Yes	Yes	Yes	Yes	Yes
Staged migration supported	No	No	Yes	Yes	Yes
Permissions	Exchange Server 2013	Exchange Server 2016	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Role-Based Permissions	Yes	Yes	Yes	Yes	No
Role Groups	Yes	Yes	Yes	Yes	No
Role Assignment Policies	Yes	Yes	Yes	Yes	No
Message Policy and Compliance	Exchange Server 2013	Exchange Server 2016	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Archiving Exchange Online-based Mailboxes	Yes	No	Yes	Yes	No
Cloud-Based Archiving of On-Premises Mailboxes	Yes ⁵	Yes ⁵	No	Yes	No
Messaging Records Management (MRM)	Yes	Yes	Yes	Yes	Yes
Manual Retention Policies, Labels, and Tags	No	No	Yes	Yes	Yes
Encryption of data at rest (BitLocker)	Yes ¹⁶	Yes ¹⁶	Yes	Yes	Yes
IRM using Azure Information Protection	No	Yes	No ¹¹	No ¹¹	No ¹¹
IRM using Windows Server AD RMS	Yes ¹²	Yes ¹²	Yes ¹²	Yes ¹²	Yes ¹²

FEATURE	EXCHANGE SERVER 2013	EXCHANGE SERVER 2016	EXCHANGE ONLINE PLAN 1	EXCHANGE ONLINE PLAN 2	EXCHANGE ONLINE KIOSK
Office 365 Message Encryption	Yes ¹³	Yes ¹³	No ¹¹	No ¹¹	No ¹¹
S/MIME	Yes ¹⁵	Yes ¹⁵	Yes	Yes	Yes
In-Place Hold and Litigation Hold	Yes	Yes	No ¹⁷	Yes	No
In-Place eDiscovery	Yes ²²	Yes ²²	Yes ²²	Yes ²²	Yes ²²
Transport Rules	Yes ¹	Yes ¹	Yes ¹	Yes ¹	Yes ¹
Data Loss Prevention	Yes ^{10, 14}	Yes ^{10, 14}	No	Yes	No
Journaling	Yes	Yes	Yes	Yes	Yes
Anti-Spam and Anti-Malware Protection	Exchange Server 2013	Exchange Server 2016	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Built-In Anti- Spam Protection	Yes ²	Yes ²	Yes	Yes	Yes
Customize Anti- Spam Policies	Yes but only via PowerShell	Yes but only via PowerShell	Yes	Yes	Yes ⁸
Built-In Anti- Malware Protection	Yes ⁷	Yes ⁷	Yes ⁷	Yes ⁷	Yes ⁷
Customize Anti- Malware Policies	Yes	Yes	Yes	Yes	Yes ⁸
Quarantine - administrator management	Yes	Yes	Yes	Yes	Yes ⁸
Quarantine - end-user self- management	No	No	Yes	Yes	Yes
Mail Flow	Exchange Server 2013	Exchange Server 2016	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Custom Routing of Outbound Mail	Yes	Yes	Yes	Yes	Yes

FEATURE	EXCHANGE SERVER 2013	EXCHANGE SERVER 2016	EXCHANGE ONLINE PLAN 1	EXCHANGE ONLINE PLAN 2	EXCHANGE ONLINE KIOSK
Secure Messaging with a Trusted Partner	Yes	Yes	Yes	Yes	Yes
Conditional Mail Routing	No	No	Yes	Yes	Yes
Adding a Partner to an Inbound Safe List	No	No	Yes	Yes	Yes
Hybrid Email Routing	Yes	Yes	Yes	Yes	Yes
Recipients	Exchange Server 2013	Exchange Server 2016	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Capacity Alerts	Yes	Yes	Yes	Yes	Yes
Clutter	No	No	Yes	Yes	Yes
MailTips	Yes	Yes	Yes	Yes	Yes
Delegate Access	Yes	Yes	Yes Yes	No	
Inbox Rules	Yes	Yes	Yes	Yes	No
Connected Accounts	Yes	Yes	Yes ¹⁹	Yes ¹⁹	Yes ¹⁹
Inactive Mailboxes	No	No	No ⁶	Yes	No ⁶
Offline Address Book	Yes	Yes	Yes	Yes	Yes
Address Book Policies	Yes	Yes	Yes	Yes	Yes
Hierarchical Address Book	Yes	Yes	Yes	Yes	No
Address Lists and Global Address List	Yes	Yes	Yes ²⁰	Yes ²⁰	Yes ²⁰
Office 365 Groups	No	No	Yes ²⁴	Yes ²⁴	No
Distribution Groups	Yes	Yes	Yes	Yes	Yes

FEATURE	EXCHANGE SERVER 2013	EXCHANGE SERVER 2016	EXCHANGE ONLINE PLAN 1	EXCHANGE ONLINE PLAN 2	EXCHANGE ONLINE KIOSK
External Contacts (global)	Yes	Yes	Yes	Yes	Yes
Universal Contact Card	Yes	Yes	Yes	Yes	Yes
Contact Linking with Social Networks	Yes	Yes	Yes	Yes	Yes
Resource Mailboxes	Yes	Yes	Yes	Yes	Yes
Conference Room Management	Yes	Yes	Yes	Yes	Yes
Out-of-Office Replies	Yes	Yes	Yes	Yes	Yes
Calendar Sharing	Yes	Yes	Yes	Yes	Yes ¹⁸
Reporting Features and Troubleshooting Tools	Exchange Server 2013	Exchange Server 2016	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Microsoft 365 admin center reports	No	No	Yes	Yes	Yes
Excel Reporting Workbook	No	No	Yes	Yes	Yes
Web Services Reports	No	No	Yes	Yes	Yes
Message Trace	No	Yes	Yes	Yes	Yes ⁸
Auditing Reports	Yes	Yes	Yes	Yes	Yes ⁸
Unified Messaging Reports	Yes	Yes	No	Yes	No
Sharing and Collaboration	Exchange Server 2013	Exchange Server 2016	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Federated Sharing	Yes	Yes	Yes	Yes	Yes
Site Mailboxes	Yes ³	Yes ³	Yes ⁴	Yes ⁴	Yes ⁴

FEATURE	EXCHANGE SERVER 2013	EXCHANGE SERVER 2016	EXCHANGE ONLINE PLAN 1	EXCHANGE ONLINE PLAN 2	EXCHANGE ONLINE KIOSK
Public Folders	Yes	Yes	Yes	Yes	No
Clients and Mobile Devices	Exchange Server 2013	Exchange Server 2016	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Microsoft Outlook	Yes	Yes	Yes	Yes	No
Outlook Web App	Yes	Yes	Yes	Yes	Yes
Exchange ActiveSync	Yes	Yes	Yes	Yes	Yes
POP and IMAP	Yes	Yes	Yes	Yes	Yes ⁹
SMTP	Yes	Yes	Yes	Yes	Yes
EWS Application support	Yes	Yes	Yes	Yes	No
Outlook for Mac	Yes	Yes	Yes	Yes	No
Voice Message Services	Exchange Server 2013	Exchange Server 2016	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Voice Mail	Yes	Yes	No	Yes	No
Third-Party Voice Mail Interoperability	Yes	Yes	Yes	Yes	Yes
Skype for Business Integration	Yes	Yes	Yes	Yes	Yes
High Availability and Business Continuity	Exchange Server 2013	Exchange Server 2016	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Mailbox Replication at Data Centers	No	No	Yes	Yes	Yes
Deleted Mailbox Recovery	Yes	Yes	Yes	Yes	Yes
Deleted Item Recovery	Yes	Yes	Yes	Yes	Yes
Single Item Recovery	Yes	Yes	Yes	Yes	No

FEATURE	EXCHANGE SERVER 2013	EXCHANGE SERVER 2016	EXCHANGE ONLINE PLAN 1	EXCHANGE ONLINE PLAN 2	EXCHANGE ONLINE KIOSK
Interoperability , Connectivity, and Compatibility	Exchange Server 2013	Exchange Server 2016	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Skype for Business Presence in OWA and Outlook	Yes	Yes	Yes	Yes	Yes
SharePoint Interoperability	Yes	Yes	Yes	Yes	Yes
EWS Connectivity Support	Yes	Yes	Yes	Yes	Yes
SMTP Relay Support	Yes	Yes	Yes	Yes	Yes
Exchange Online Setup and Administration	Exchange Server 2013	Exchange Server 2016	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Microsoft Office 365 portal access	No	No	Yes	Yes	Yes
Microsoft 365 admin center access	No	No	Yes	Yes	Yes
Exchange admin center access	Yes	Yes	Yes	Yes	Yes ⁸
Remote Windows PowerShell access	Yes	Yes	Yes	Yes	Yes
ActiveSync Policies for Mobile Devices	Yes	Yes	Yes	Yes	Yes
Usage Reporting	Yes	Yes	Yes	Yes	Yes
Extending the Service - Customization, Add-ins, and Resources	Exchange Server 2013	Exchange Server 2016	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Outlook Web App Web Parts	Yes	Yes	Yes	Yes	Yes

FEATURE	EXCHANGE SERVER 2013	EXCHANGE SERVER 2016	EXCHANGE ONLINE PLAN 1	EXCHANGE ONLINE PLAN 2	EXCHANGE ONLINE KIOSK
Outlook Add-Ins and Outlook MAPI	Yes	Yes	Yes ²¹	Yes ²¹	No

¹ Transport rules are made up of flexible criteria, which allow you to define conditions and exceptions, and actions to take based on the criteria. The available criteria and actions differ between Exchange Online, and Microsoft Exchange Server 2013. For a list of available criteria and actions, see the corresponding criteria and actions topics for each product.

² For information about the benefits of Exchange hosted spam filtering over the on-premises offerings, see [Benefits of Anti-Spam Features in Exchange Online Protection Over Exchange Server 2013](#).

³ SharePoint must be deployed in the on-premises Exchange organization.

⁴ SharePoint Online must be included in the Office 365 subscription plan.

⁵ Requires an Exchange Online Archiving subscription for each on-premises mailbox user that has a cloud-based archive.

⁶ An Exchange Online Archiving subscription can be purchased separately for each mailbox that requires the inactive mailbox feature.

⁷ Exchange Server 2013 uses only the Microsoft anti-malware engine. Exchange Online uses multiple anti-malware engines to scan inbound, outbound, and internal messages for malware.

⁸ Only accessible via direct access to the Exchange admin center (EAC) management interface.

⁹ IMAP is not supported.

¹⁰ For Exchange 2013 or later, DLP requires an Exchange Enterprise Client Access License (CAL). For more information about CALs and server licensing, see [Exchange Server Licensing](#).

¹¹ Azure Information Protection is not included, but it can be purchased as a separate add-on and will enable the supported Information Rights Management (IRM) features. Some Azure Information Protection features require a subscription to Office 365 ProPlus, which is not included with Office 365 Business Essentials, Office 365 Business Premium, Office 365 Enterprise E1, Office 365 Education, or Office 365 Enterprise F1. Office 365 Message Encryption depends on Azure Information Protection.

¹² Windows Server AD RMS is an on-premises server that must be purchased and managed separately in order to enable the supported IRM features.

¹³ Supported for customers running Exchange Server 2013 or later who purchase Azure Information Protection. Office 365 Message Encryption requires on-premises customers to route email through Exchange Online, either by using Exchange Online Protection for email filtering, or by establishing hybrid mail flow.

¹⁴ Customers running Exchange Server 2013 or later need to download and install the latest cumulative update (CU), or the immediately previous CU, to access Document Fingerprinting and Policy Tips in OWA and OWA for Devices.

¹⁵ Available to customers running Exchange Server 2013 or later.

¹⁶ BitLocker Drive Encryption is supported for Exchange Server 2013, but an administrator needs to enable the feature.

¹⁷ Exchange Online Plan 1 has a [size limit on the mailbox and archive](#). Exchange Online Archiving for Exchange Online add-on adds unlimited cloud-based archive and [In-Place Hold](#).

¹⁸ Exchange Online Kiosk calendars can only be accessed or shared through OWA.

¹⁹ Connected accounts are supported for POP & IMAP accounts, but disabled for Outlook.com (Hotmail).

²⁰ Using cmdlets in Exchange Online PowerShell to customize default address lists and the default global address list (GAL) is not supported.

²¹ Some third-party web parts and add-ins may not be available.

²² For eDiscovery, you need a separate query for on-premise vs. cloud.

²³ Exchange Online Kiosk does not provide access rights for utilization with on-premises servers. To be compliant, customer must purchase or have previously purchased the appropriate CALs or upgrade to an Enterprise SKU that provides these access rights.

²⁴ Office 365 Groups is available with reduced functionality.

Exchange Online Limits

8/29/2019 • 40 minutes to read

Find the Exchange Online limits for a variety of service areas, including address book limits, mailbox storage limits, and reporting and message trace limits, to name just a few.

NOTE

If you need assistance with a task or if you are troubleshooting a problem, you might find the following articles helpful:

- [Email](#) (for help creating and sending email)
- [Email in Office 365 for business - Admin Help](#)
- [Fix Outlook and Office 365 problems with Microsoft Support and Recovery Assistant for Office 365](#)
- [Email non-delivery reports in Office 365](#)
- [Exchange Online Help](#)

The limits in Microsoft Exchange Online fit into one of the following categories:

- [Address book limits](#)
- [Mailbox storage limits](#)
- [Capacity alerts](#)
- [Mailbox folder limits](#)
- [Message limits](#)
- [Receiving and sending limits](#)
- [Reporting and message trace limits](#)
- [Retention limits](#)
- [Distribution group limits](#)
- [Journal, Transport, and Inbox rule limits](#)
- [Moderation limits](#)
- [Exchange ActiveSync limits](#)

IMPORTANT

- The limits applied to a Microsoft Office 365 organization may differ depending on how long the organization has been enrolled in the service.
- When a limit is changed in the Microsoft data centers, it can take some time to apply the change to all existing customers.
- You can't modify most of these limits, but you and your users should be aware of them.
- These limits apply to both internal and external recipients.
- By default, Exchange Online Protection (EOP) protects Exchange Online mailboxes. For limits that apply to EOP features in Exchange Online, see [Exchange Online Protection Limits](#).
- For information about Office 365 group limits, see "How do I manage my groups?" in [Learn about Office 365 groups](#).

Address book limits

- **Address list limit:** The maximum number of address lists that can be created in an Exchange Online or Exchange Server 2013 organization. This number includes the default address lists in Exchange Online, such as All Contacts and All Groups.

NOTE

A maximum of 20 address lists can be assigned to a single offline address book (OAB).

- **Offline address book limit:** The maximum number of offline address books (OAB) that can be created in an Exchange Online or Exchange Server 2013 organization.
- **Address book policies limit:** The maximum number of address book policies (ABP) that be created in an Exchange Online or Exchange Server 2013 organization.
- **Global address lists:** The maximum number of global address lists (GAL) that be created in an Exchange Online or Exchange Server 2013 organization.

Address book limits across Office 365 options

Feature	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Address list limit	1000	1000	1000	1000	1000	1000
Offline address book (OAB) limit	250	250	250	250	250	250
Address book policies (ABP) limit	250	250	250	250	250	250
Global address lists limit	250	250	250	250	250	250

Address book limits across standalone plans

Feature	Exchange Server 2013	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Address list limit	1000	1000	1000	1000
Offline address book (OAB) limit	250	250	250	250
Address book policies (ABP) limit	250	250	250	250
Global address lists limit	250	250	250	250

Mailbox storage limits

The amount of mailbox storage available is determined by the mailbox type and the user's subscription license. Administrators can reduce maximum mailbox sizes per user or globally.

NOTE

Using journaling, transport rules, or auto-forwarding rules to copy messages to an Exchange Online mailbox for the purposes of archiving is not permitted. A user's archive mailbox is intended for just that user. Microsoft reserves the right to deny unlimited archiving in instances where a user's archive mailbox is used to store archive data for other users.

Storage limits across Office 365 options

Feature	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
User mailboxes	50 GB	50 GB	50 GB	100 GB	100 GB	2 GB
Archive mailboxes ^{7,8}	50 GB	50 GB	50 GB	Unlimited ¹	Unlimited ¹	Not available ⁴
Shared mailboxes ¹⁰	50 GB ²	50 GB ²	50 GB ²	50 GB ^{2,9}	50 GB ^{2,9}	50 GB ²
Resource mailboxes	50 GB ³	50 GB ³	50 GB ³	50 GB ^{3,9}	50 GB ^{3,9}	50 GB ³
Site mailboxes ⁵	50 GB	50 GB	50 GB	50 GB	50 GB	Not available
Public folder mailboxes	50 GB ⁶	50 GB ⁶	50 GB ⁶	100 GB ⁶	100 GB ⁶	Not available
Group mailboxes	50 GB	50 GB	50 GB	50 GB	50 GB	50 GB

NOTE

¹ Each user initially receives 100 GB of storage in the archive mailbox. When auto-expanding archiving is turned on, additional storage is automatically added when the 100 GB storage capacity is reached. Office 365 provides up to 1 TB of additional storage in an archive mailbox. For more information, see [Overview of unlimited archiving in Office 365](#).

² To access a shared mailbox, a user must have an Exchange Online license, but the shared mailbox doesn't require a separate license. Without a license, shared mailboxes are limited to 50 GB. To increase the size limit to 100 GB, the shared mailbox must be assigned an Exchange Online Plan 2 license or an Exchange Online Plan 1 license with an Exchange Online Archiving add-on license. This will also allow you to enable auto-expanding archiving for an unlimited amount of archive storage capacity. Similarly, if you want to place a shared mailbox on litigation hold or assign a retention policy to it, the shared mailbox must have an Exchange Online Plan 2 license or an Exchange Online Plan 1 license with an Exchange Online Archiving add-on license.

³ Resource mailboxes don't require a license. However, without a license, shared mailboxes are limited to 50 GB. To increase the mailbox size, an E3 or E5 license must be assigned. This will increase the mailbox to 100 GB.

⁴ Archive mailboxes aren't included in Exchange Online Kiosk. However, they can be purchased as an add-on through Exchange Online Archiving. For more information, please see the [Exchange Online Archiving Service Description](#).

⁵ Site mailboxes were removed from Exchange Online and SharePoint Online in 2017.

⁶ You are limited to 1,000 public folder mailboxes, and the maximum total size of all public folder mailboxes is 50 TB. Hierarchy Serving mailboxes are limited to 100 public folder mailboxes.

⁷ Archive mailboxes can only be used to archive mail for a single user or entity (such as a shared mailbox) for which a license has been applied. Using archive mailboxes as a means of storing mail from multiple users or entities is prohibited. For example, an IT administrator can't create a shared mailbox and have users copy it (through the Cc or Bcc field, or through a transport rule) for the explicit purpose of archiving. Note that a shared mailbox that multiple people use does not actually store email for those individual users. Multiple users have access, and they send email as the shared mailbox. Therefore, the only emails stored in the shared mailbox are those sent to or from it, *as* the shared mailbox.

⁸ If you have created a retention policy in Exchange Online, messages will be automatically moved to a user's archive mailbox only if the user's primary mailbox is larger than 10 MB. The retention policy will not run automatically for mailboxes that are smaller than 10 MB.

⁹ Shared and resource mailboxes don't require a license. However, without a license, shared mailboxes are limited to 50 GB. To increase the mailbox size, an E3 or E5 license must be assigned. This will increase the mailbox to 100 GB.

¹⁰ By default, shared mailboxes have an associated active user account with a system-generated (unknown) password. To block sign-in for the associated shared mailbox account, see [Block sign-in for the shared mailbox account](#).

Storage limits across standalone plans

Feature	Exchange Server 2013	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
User mailboxes	2 GB ¹	50 GB	100 GB	2 GB
Archive mailboxes ^{8, 9}	100 GB ¹	50 GB	Unlimited ²	Not available ⁵
Shared mailboxes ¹¹	2 GB ¹	50 GB ³	50 GB ^{3, 10}	50 GB ³
Resource mailboxes	2 GB ¹	50 GB ⁴	50 GB ^{4, 10}	50 GB ⁴
Public folder mailboxes	2 GB ⁶	50 GB ⁷	100 GB ⁷	Not available
Group mailboxes	50 GB	50 GB	50 GB	50 GB

NOTE

- ¹ This is the default mailbox size for Exchange Server 2013 organizations. Administrators can change this value for their organization. There isn't a maximum storage limit for on-premises mailboxes.
- ² Each user initially receives 100 GB of storage in the archive mailbox. When auto-expanding archiving is turned on, additional storage is automatically added when the 100 GB storage capacity is reached. For more information, see [Overview of unlimited archiving in Office 365](#). See the [Office 365 Roadmap](#) for details about availability for auto-expanding archiving.
- ³ To access a shared mailbox, a user must have an Exchange Online license, but the shared mailbox doesn't require a separate license. Without a license, shared mailboxes are limited to 50 GB. To increase the size limit to 100 GB, the shared mailbox must be assigned an Exchange Online Plan 2 license or an Exchange Online Plan 1 license with an Exchange Online Archiving add-on license. This will also allow you to enable auto-expanding archiving for an unlimited amount of archive storage capacity. Similarly, if you want to place a shared mailbox on litigation hold or assign a retention policy to it, the shared mailbox must have an Exchange Online Plan 2 license or an Exchange Online Plan 1 license with an Exchange Online Archiving add-on license.
- ⁴ Resource mailboxes don't require a license. However, without a license, shared mailboxes are limited to 50 GB. To increase the mailbox size, an Exchange Online Plan 2 license must be assigned. This will increase the mailbox to 100 GB.
- ⁵ Archive mailboxes aren't included in Exchange Online Kiosk. However, they can be purchased as an add-on through Exchange Online Archiving. For more information, please see the [Exchange Online Archiving Service Description](#).
- ⁶ This is the default mailbox size for Microsoft Exchange Server 2013 organizations. Administrators can change this value for their organization. In Exchange Server 2013, you are limited to 100 public folder mailboxes, and the maximum total size of all public folder mailboxes is 50 TB.
- ⁷ In Exchange Online, you are limited to 1,000 public folder mailboxes, and the maximum total size of all public folder mailboxes is 50 TB.
- ⁸ Archive mailboxes can only be used to archive mail for a single user or entity for which a license has been applied. Using an archive mailbox as a means to store mail from multiple users or entities is prohibited. For example, IT administrators can't create shared mailboxes and have users copy (through the Cc or Bcc field, or through a transport rule) a shared mailbox for the explicit purpose of archiving.
- ⁹ If you have created a retention policy in Exchange Online, messages will be automatically moved to a user's archive mailbox only if the user's primary mailbox is larger than 10 MB. The retention policy will not run automatically for mailboxes that are smaller than 10 MB.
- ¹⁰ Shared and resource mailboxes do not require a license to be assigned. However, without a license, these mailboxes are limited to 50 GB. To increase the mailbox size, an Exchange Online Plan 2 license must be assigned. This will increase the mailbox to 100 GB.
- ¹¹ By default, shared mailboxes have an associated active user account with a system-generated (unknown) password. To block sign-in for the associated shared mailbox account, see [Block sign-in for the shared mailbox account](#).

Capacity alerts

Exchange Online provides three kinds of notifications when a user's mailbox is nearing, or at, capacity:

- **Warning:** The user receives an email warning that the mailbox is approaching the maximum size limit. This warning is intended to encourage users to delete unwanted mail.
- **Prohibit Send:** The user receives a prohibit-send notification email when the mailbox size limit is reached. The user cannot send new messages until enough email is deleted to bring the mailbox below the size limit.
- **Prohibit Send/Receive:** Exchange Online rejects any incoming mail when the mailbox size limit is reached, and sends a non-delivery report (NDR) to the sender. The sender has the option to try resending the mail later. To receive messages again, the user must delete email until the mailbox is below the size limit.

Capacity alerts across Office 365 options

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Feature	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Warning	49 GB	49 GB	49 GB	98 GB	98 GB	1.96 GB
Prohibit Send	49.5 GB	49.5 GB	49.5 GB	99 GB	99 GB	1.98 GB
Prohibit Send/Receive	50 GB	50 GB	50 GB	100 GB	100 GB	2 GB

Capacity alerts across standalone plans

Feature	Exchange Server 2013	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Warning	1.9 GB ¹	49 GB	98 GB	1.96 GB
Prohibit Send	2 GB ¹	49.5 GB	99 GB	1.98 GB
Prohibit Send/Receive	2.3 GB ¹	50 GB	100 GB	2 GB

NOTE

¹ This is the default value for Exchange Server 2013 organizations. Administrators can change this value for their organization.

Mailbox folder limits

These limits are intended to limit mailboxes to known dimensions that can be supported in Exchange Online. The goal of these limits is to prevent an infinite number of mailbox items per folder, an infinite number of folders per mailbox, or an infinite number of public folders per Exchange Online organization. For practical purposes, mailbox folder limits are in effect unlimited and sufficient to support most Exchange Online mailboxes and on-premises mailboxes that are migrated to Exchange Online.

- **Maximum number of messages per mailbox folder:** Specifies the maximum number of messages for a mailbox folder. New messages can't be delivered or saved in a folder when this limit is reached.
- **Warning for number of messages per mailbox folder:** Specifies the number of messages that a mailbox folder can hold before Exchange Online sends a warning message to the mailbox owner. When this quota is reached, warning messages are sent once a day.
- **Maximum number of messages per folder in the Recoverable Items folder:** Specifies the maximum number of messages that can be contained in each folder in the Recoverable Items folder. When a folder exceeds this limit, it can't store new messages. For example, if the Deletions folder in the Recoverable Items folder has exceeded the message count limit and the mailbox owner attempts to permanently delete items from their mailbox, the deletion will fail.
- **Warning for number of messages per folder in the Recoverable Items folder:** Specifies the number of messages that each folder in the Recoverable Items folder can hold before Exchange Online logs an event to the application event log.

- **Maximum number of subfolders per mailbox folder:** Specifies the maximum number of subfolders that can be created in a mailbox folder. The mailbox owner won't be able to create a new subfolder when this limit is reached.
- **Warning for number of subfolders per mailbox folder:** Specifies the number of subfolders that can be created in a mailbox folder before Exchange Online sends a warning message to the mailbox owner. When this quota is reached, warning messages are sent once a day.
- **Maximum folder hierarchy depth:** Specifies the maximum number of levels in the folder hierarchy of a mailbox. The mailbox owner won't be able to create another level in the folder hierarchy of the mailbox folder when this limit is reached.
- **Warning for folder hierarchy depth:** Specifies the number of levels in the folder hierarchy of a mailbox folder that can be created before Exchange Online sends a warning message to the mailbox owner. When this quota is reached, warning messages are sent once a day.
- **Maximum number of public folders:** Specifies the maximum number of public folders in the complete public folder hierarchy. When this limit is reached, existing public folders must be deleted before new public folders can be created.
- **Maximum number of subfolders per public folder:** Specifies the maximum number of subfolders that can be created in a public folder. New subfolders can't be created in a public folder when this limit is reached.
- **Warning for number of subfolders per public folder:** Specifies the number of subfolders that can be created in a public folder before Exchange Online sends a warning message to the folder owner. If no owner exists, warning messages are sent to users with Owner permissions. When this quota is reached, warning messages are sent once a day.

Mailbox folder limits across Office 365 options

Feature	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Maximum number of messages per mailbox folder	1 million	1 million	1 million	1 million	1 million	1 million
Warning for number of messages per mailbox folder	900,000	900,000	900,000	900,000	900,000	900,000
Maximum number of messages per folder in the Recoverable Items folder	3 million	3 million	3 million	3 million	3 million	3 million

Storage quota for Recoverable Items folder in primary mailbox (not on hold)	30 GB	30 GB	30 GB	30 GB	30 GB	30 GB
Storage quota for Recoverable Items folder in primary mailbox (on hold)	100 GB	100 GB	100 GB	100 GB	100 GB	100 GB
Storage quota for Recoverable Items folder in archive mailbox (not on hold)	30 GB	30 GB	30 GB	Unlimited ²	Unlimited ²	30 GB
Storage quota for Recoverable Items folder in archive mailbox (on hold)	100 GB ¹	100 GB ¹	100 GB ¹	Unlimited ²	Unlimited ²	100 GB ¹
Warning for number of messages per folder in the Recoverable Items folder	2.75 million	2.75 million	2.75 million	2.75 million	2.75 million	2.75 million
Maximum number of subfolders per mailbox folder	10,000	10,000	10,000	10,000	10,000	10,000
Warning for number of subfolders per mailbox folder	9000	9000	9000	9000	9000	9000
Maximum folder hierarchy depth	300	300	300	300	300	300
Warning for folder hierarchy depth	250	250	250	250	250	250

Maximum number of public folders	500,000	500,000	500,000	500,000	500,000	Not available
Maximum number of subfolders per public folder	10,000	10,000	10,000	10,000	10,000	Not available
Warning for number of subfolders per public folder	9000	9000	9000	9000	9000	Not available

NOTE

¹ This is the storage quota for the Recoverable Items folder, not the quota for the entire archive mailbox. The storage quota for the archive mailbox is unlimited for users with an Exchange Online Plan 2 license or for users who have both an Exchange Online Plan 1 and an Exchange Online Archiving license. For information about increasing the Recoverable Items quota, see [Increase the Recoverable Items quota for mailboxes on hold](#).

² The initial storage quota for the Recoverable Items folder in an archive mailbox is 100 GB. When auto-expanding archiving is turned on, additional storage is automatically added when the storage capacity for the Recoverable Items folder is reached. For more information, see [Overview of unlimited archiving in Office 365](#). See the [Office 365 Roadmap](#) for details about availability of auto-expanding archiving.

Mailbox folder limits across standalone plans

Feature	Exchange Server 2013	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Maximum number of messages per mailbox folder	No limit ¹	1 million	1 million	1 million
Warning for number of messages per mailbox folder	No limit	900,000	900,000	900,000
Maximum number of messages per folder in the Recoverable Items folder	No limit	3 million	3 million	3 million
Storage quota for Recoverable Items folder in primary mailbox (not on hold)	30 GB	30 GB	30 GB	30 GB
Storage quota for Recoverable Items folder in primary mailbox (on hold)	100 GB	100 GB	100 GB	100 GB

Storage quota for Recoverable Items folder in archive mailbox (not on hold)	30 GB	30 GB	30 GB	30 GB
Storage quota for Recoverable Items folder in archive mailbox (on hold)	100 GB ²	100 GB ²	Unlimited ³	Unlimited ³
Warning for number of messages per folder in the Recoverable Items folder	No limit	2.75 million	2.75 million	2.75 million
Maximum number of subfolders per mailbox folder	No limit	1000	1000	1000
Warning for number of subfolders per mailbox folder	No limit	900	900	900
Maximum folder hierarchy depth	No limit	300	300	300
Warning for folder hierarchy depth	No limit	250	250	250
Maximum number of public folders	1,000,000	100,000	100,000	Not available
Maximum number of subfolders per public folder	N/A	1,000	1,000	Not available
Warning for number of subfolders per public folder	N/A	900	900	Not available

NOTE

¹ Microsoft recommends no more than 1,000,000 messages per mailbox folder. >

² This is the storage quota for the Recoverable Items folder, not the quota for the entire archive mailbox. The storage quota for the archive mailbox is unlimited for users with an Exchange Online Plan 2 license or for users who have both an Exchange Online Plan 1 and an Exchange Online Archiving license. For information about increasing the Recoverable Items quota, see [Increase the Recoverable Items quota for mailboxes on hold](#).

³ The initial storage quota for the Recoverable Items folder in an archive mailbox is 100 GB. When auto-expanding archiving is turned on, additional storage is automatically added when the storage capacity for the Recoverable Items folder is reached. For more information, see [Overview of unlimited archiving in Office 365](#). See the [Office 365 Roadmap](#) for details about availability of auto-expanding archiving.

Message limits

Message size limit - OWA	112 MB ^{1, 3}	112 MB ^{1, 3}	112 MB ^{1, 3}	112 MB ^{1, 3}	112 MB ^{1, 3}	112 MB ^{1, 3}
Message size limit - Outlook for Mac	150 MB ^{1, 2}	150 MB ^{1, 2}	150 MB ^{1, 2}	150 MB ^{1, 2}	150 MB ^{1, 2}	150 MB ^{1, 2}
Message size limit - migration	150 MB ^{1, 4}	150 MB ^{1, 4}	150 MB ^{1, 4}	150 MB ^{1, 4}	150 MB ^{1, 4}	150 MB ^{1, 4}
Message size limit - Outlook for iOS and Android	33 MB	33 MB	33 MB	33 MB	33 MB	33 MB
Size limit for encrypted messages (for subscribers using Office 365 Message Encryption with new capabilities) ⁵	150 MB	150 MB	150 MB	150 MB	150 MB	150 MB
Size limit for encrypted messages (for subscribers using Office 365 Message Encryption legacy version) ⁵	25 MB	25 MB	25 MB	25 MB	25 MB	25 MB
Subject length limit	255 characters	255 characters	255 characters	255 characters	255 characters	255 characters
File attachments limit	250 attachments	250 attachments	250 attachments	250 attachments	250 attachments	250 attachments
File attachment size limit - Outlook	150 MB	150 MB	150 MB	150 MB	150 MB	150 MB
File attachment size limit - OWA ⁶	35 MB	35 MB	35 MB	35 MB	35 MB	35 MB

File attachment size limit - Outlook for Mac	150 MB	150 MB	150 MB	150 MB	150 MB	150 MB
File attachment size limit - Outlook for iOS and Android	33 MB	33 MB	33 MB	33 MB	33 MB	33 MB
Multipart message limit	250 parts	250 parts	250 parts	250 parts	250 parts	250 parts
Embedded message depth limit	30 embedded messages	30 embedded messages	30 embedded messages	30 embedded messages	30 embedded messages	30 embedded messages

NOTE

¹ The default maximum message size for Office 365 mailboxes is 25 MB. Office 365 Administrators can specify a custom limit between 1 MB and 150 MB. However, the size of message you can send or receive also depends on what your email client or solution supports. For more information about customizing the maximum allowed message size for your organization, see [Office 365 now supports larger email messages](#).

² You can send and receive up to 150 MB messages between Office 365 users (where the message never leaves the Office 365 datacenters). Messages that are routed outside of the Office 365 datacenters are subject to an additional 33% translation encoding increase, in which case the maximum message size is 112 MB.

³ OWA accounts for the possibility that your message may be subject to the 33% encoding increase and restricts the size of message you can send to 25% less than the configured setting. For example, if you customize your settings for a 100 MB maximum message size, you can send messages no larger than 75 MB.

⁴ The size of messages to be moved into Exchange Online are computed by Exchange Online. Versions of Exchange prior to Exchange Server 2013 may report a smaller item size. This limit applies to move based migrations using any supported Exchange Mailbox Replication Service. Other migration methods (Cutover, Staged, IMAP, PST) and other third party tools are limited by the general message size limit.

⁵ For information about OME with new capabilities, see [Set up new Office 365 Message Encryption capabilities built on top of Azure Information Protection](#).

⁶ You cannot attach a single file that exceeds 35 MB. Additionally, you cannot attach files that collectively exceed 35MB. For example, if you attach one 34MB file, you can only attach an additional 1 MB file.

Message limits across standalone options

Feature	Exchange Server 2013	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Message size limit - Outlook	10 MB ⁴	150 MB ^{1, 2}	150 MB ^{1, 2}	150 MB ²
Message size limit - OWA	10 MB ⁴	112 MB ^{1, 3}	112 MB ^{1, 3}	150 MB ^{1, 2}

Message size limit - Outlook for Mac	10 MB ⁴	150 MB	150 MB	
Message size limit - migration	Not applicable	150 MB ⁵	150 MB ⁵	150 MB ⁵
Message size limit - Outlook for iOS and Android	25 MB	33 MB	33 MB	33 MB
Size limit for encrypted messages (for subscribers using Office 365 Message Encryption with new capabilities) ⁶	150 MB	150 MB	150 MB	150 MB
Size limit for encrypted messages (for subscribers using Office 365 Message Encryption legacy version) ⁶	25 MB	25 MB	25 MB	25 MB
Subject length limit	255 characters	255 characters	255 characters	255 characters
File attachments limit	1024 attachments ⁴	250 attachments	250 attachments	250 attachments
File attachment size limit - Outlook	35 MB ⁴	150 MB	150 MB	150 MB
File attachment size limit - OWA	35 MB ⁴	35 MB	35 MB	35 MB
File attachment size limit - Outlook for Mac	35 MB ⁴	150 MB	150 MB	35 MB
File attachment size limit - Outlook for iOS and Android	25 MB	33 MB	33 MB	33 MB
Multipart message limit	250 parts	250 parts	250 parts	250 parts
Embedded message depth limit	30 embedded messages	30 embedded messages	30 embedded messages	30 embedded messages

NOTE

¹ Office 365 Administrators can specify a custom limit between 1 MB and 150 MB. However, the size of message you can send or receive also depends on what your email client or solution supports. For more information about customizing the maximum allowed message size for your organization, see [Office 365 now supports larger email messages](#).

² You can send and receive up to 150 MB messages between Office 365 users (where the message never leaves the Office 365 datacenters). Messages that are routed outside of the Office 365 datacenters are subject to an additional 33% translation encoding increase, in which case the maximum message size is 112 MB.

³ OWA accounts for the possibility that your message may be subject to the 33% encoding increase and restricts the size of message you can send to 25% less than the configured setting. For example, if you customize your settings for a 100 MB maximum message size, you can send messages no larger than 75 MB.

⁴ This is the default limit for Exchange Server 2013 organizations. Administrators can change this value for their organization.

⁵ The size of messages to be moved into Exchange Online are computed by Exchange Online. Versions of Exchange prior to Exchange Server 2013 may report a smaller item size.

⁶ For information about OME with new capabilities, see [Set up new Office 365 Message Encryption capabilities built on top of Azure Information Protection](#).

Receiving and sending limits

Receiving and sending limits are applied to combat spam and mass-mailing worms or viruses. These limits help to protect the health of our systems and keep our users safe.

Receiving limits

Receiving limits apply to the number of messages that a user, group, or public folder can receive per hour. This applies for both messages received from the Internet and from on-premises servers. When the receiving limit has been exceeded, any emails sent to that mailbox will receive a non-delivery report stating that the mailbox has exceeded the maximum delivery threshold. After one hour, the limit will refresh and the mailbox will once again be able to receive messages.

Feature	Office 365 Business Essentials	Office 365 Business Premium Office	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Messages received	3,600 messages per hour	3,600 messages per hour	3,600 messages per hour	3,600 messages per hour	3600 messages per hour	3600 messages per hour

Sending limits

Sending limits apply to the number of recipients, number of messages, and number of recipients per message that a user can send from their Exchange Online account.

NOTE

For distribution groups stored in an organization's address book, the group is counted as one recipient. For distribution groups stored in the Contacts folder of a mailbox, the members of the group are counted individually.

- **Recipient rate limit:** To discourage the delivery of unsolicited bulk messages, Exchange Online has recipient limits that prevent users and applications from sending large volumes of email. These limits are applied per-user to all outbound and internal messages.

NOTE

Exchange Online customers who need to send legitimate bulk commercial email (for example, customer newsletters) should use third-party providers that specialize in these services.

- **Recipient limit:** This is the maximum number of recipients allowed in the To, Cc, and Bcc fields for a single email message.

NOTE

For the purposes of the recipient rate limit and the recipient limit, a distribution group that is stored in the organization's shared address book counts as one recipient. In a personal distribution list, each recipient is counted separately.

- **Recipient proxy address limit:** The recipient proxy address limit is the maximum number of aliases (email addresses) that a recipient mailbox can have.
- **Message rate limit:** Message rate limits determine how many messages a user can send from their Exchange Online account within a specified period of time. This limit helps prevent over consumption of system resources by a single sender. If a user submits messages at a rate that exceeds the limit via SMTP client submission, the messages will be rejected and the client will need to retry.

Sending limits across Office 365 options

Feature	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Recipient rate limit	10,000 recipients per day	10,000 recipients per day	10,000 recipients per day	10,000 recipients per day	10,000 recipients per day	10,000 recipients per day
Recipient limit	500 recipients	500 recipients	500 recipients	500 recipients	500 recipients	500 recipients
Recipient proxy address limit	400	400	400	400	400	400
Message rate limit	30 messages per minute	30 messages per minute	30 messages per minute	30 messages per minute	30 messages per minute	30 messages per minute

Sending limits across standalone options

Feature	Exchange Server 2013	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Recipient rate limit	No limit ¹	10,000 recipients per day	10,000 recipients per day	10,000 recipients per day
Recipient limit	500 recipients ¹	500 recipients	500 recipients	500 recipients
Recipient proxy address limit	400	400	400	400

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Message rate limit	30 messages per minute	30 messages per minute	30 messages per minute	30 messages per minute
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NOTE

¹ This is the default limit for Exchange Server 2013 organizations. Administrators can change this value for their organization.

Reporting and message trace limits

For reporting and message trace limits, see the "Reporting and message trace data availability and latency" section in [Reporting and Message Trace in Exchange Online Protection](#).

Retention limits

These limits control the length of time that items in specific folders in the Inbox can be accessed.

- **Deleted Items folder retention period:** The maximum number of days that items can remain in the Deleted Items folder before they're automatically removed.
- **Retention period for items removed from the Deleted Items folder:** The maximum numbers of days that items removed from the Deleted Items folder are retained before they're permanently deleted.
- **Junk Email folder retention period:** The maximum number of days that items can remain in the Junk Email folder before they're automatically removed.

Retention limits across Office 365 options

Feature	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Deleted Items folder retention period	No limit ¹	No limit ¹	No limit ¹	No limit ¹	No limit ¹	No limit ¹
Retention period for items removed from the Deleted Items folder	14 days ¹	14 days ¹	14 days ¹	14 days ¹	14 days ¹	14 days ¹
Junk Email folder retention period	30 days	30 days	30 days	30 days	30 days	30 days

NOTE

¹ This is the default value for Office 365 organizations. Administrators can change this value to a maximum of 30 days for mailboxes in their organization.

Retention limits across standalone options

Feature	Exchange Server 2013	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Deleted Items folder retention period	No limit ¹	No limit ¹	No limit ¹	No limit ¹
Retention period for items removed from the Deleted Items folder	14 days ¹	14 days ²	14 days ²	14 days ²
Junk Email folder retention period	2 years ¹	30 days	30 days	30 days

NOTE

¹ This is the default limit. Administrators can change this value for their organization.

² This is the default value for Exchange Online organizations. Administrators can change this value to a maximum of 30 days for mailboxes in their organization.

Distribution group limits

These limits apply to distribution groups in your organization's shared address book.

- **Maximum number of distribution group members:** The total recipient count is determined after distribution group expansion.
- **Limit sending messages to large distribution groups:** Distribution groups that contain the number of members specified by this limit must have delivery management or message approval options configured. Delivery management specifies a list of senders who are allowed to send messages to the distribution group. Message approval specifies one or more moderators who must approve all messages sent to the distribution group.
- **Maximum message size for large distribution groups:** If a message is sent to 5,000 or more recipients, the message size can't exceed this limit. If the message size exceeds the limit, the message isn't delivered, and the sender receives a non-delivery report (NDR).

Distribution group limits across Office 365 options

Feature	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1

Maximum number of distribution group members ¹	100,000 members	100,000 members	100,000 members	100,000 members	100,000 members	100,000 members
Limit sending messages to large distribution group	5,000 or more members	5,000 or more members	5,000 or more members	5,000 or more members	5,000 or more members	5,000 or more members
Maximum message size for distribution groups with 5,000 to 99,999 members	25 MB	25 MB	25 MB	25 MB	25 MB	25 MB
Maximum message size for distribution groups with 100,000 members	5 MB	5 MB	5 MB	5 MB	5 MB	5 MB
Maximum number of distribution group owners	10	10	10	10	10	10
Maximum number of groups a user can create	300,000 ²	300,000 ²	300,000 ²	300,000 ²	300,000 ²	300,000 ²

NOTE

¹ If you are using Azure Active Directory DirSync, the maximum number of distribution group members that you can synchronize from your on-premises Active Directory to Azure Active Directory is 15,000. If you are using Azure AD Connect, that number is 50,000.

² This limit also applies to admins.

Distribution group limits across standalone options

Feature	Exchange Server 2013	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Maximum number of distribution group members	100,000 members ¹	100,000 members	100,000 members	100,000 members

Limit sending messages to large distribution group	5,000 or more members ¹	5,000 or more members	5,000 or more members	5,000 or more members
Maximum number of distribution group owners	10	10	10	10
Maximum number of groups a user can create	250 ²	250 ²	250 ²	250 ²

NOTE

¹ This is the default limit for Exchange Server 2013 organizations. Administrators can change this value for their organization.

² This limit also applies to admins.

Journal, Transport, and Inbox rule limits

The following list includes limits that apply to journal rules, transport rules (also known as organization-wide rules), and limits that apply to Inbox rules. Inbox rules are set up by individual users and applied to messages sent and received by the individual user's mailbox.

- **Maximum number of journal rules** The maximum number of journal rules that can exist in the organization.
- **Maximum number of transport rules** The maximum number of rules that can exist in the organization.
- **Maximum size of an individual transport rule** The maximum number of characters that can be used in a single transport rule. The characters are used in the conditions, exceptions, and actions.
- **Character limit for all regular expressions used in all transport rules** The total number of characters used by all the regular expressions in all the transport rule conditions and exceptions in the organization. You can have a few rules that use long and complex regular expressions, or you can have many rules that use simple regular expressions.
- **Scanning limits for attachment content** The transport rule conditions enable you to examine the content of message attachments, but only the first 1 MB of the text extracted from an attachment is inspected. This 1 MB limit refers to the text extracted from the attachment, not to the file size of the attachment. For example, a 2 MB file may contain less than 1 MB of text, so all of the text would be inspected.
- **Maximum number of recipients added to a message by all transport rules** When a message is acted on by different transport rules, only a finite number of recipients can be added to the message. After the limit is reached, any remaining recipients aren't added to the message. Also, distribution groups can't be added to a message by a transport rule.
- **Forwarder limit** The maximum number of recipients that can be configured for an inbox or transport rule with a redirecting action. If a rule is configured to redirect a message to more than this number of recipients, the rule won't be applied and any message that satisfies the rule condition won't be redirected to any of the recipients listed in the rule.
- **Number of times a message is redirected** The number of times a message will be redirected, forwarded, or replied to automatically based on Inbox rules. For example, User A has an Inbox rule that redirects messages to User B, based on the sender. User B has an Inbox rule that forwards messages to User C based

on keywords in the subject line. If a message satisfies both of these conditions, the message is only sent to User B; it's not forwarded to User C because only one redirection is allowed. In this case, the message is dropped without sending a non-delivery report (NDR) to User B indicating that the message wasn't delivered to User C. We make use of the X-MS-Exchange-Inbox-Rules-Loop header to determine the number of times that a message was redirected. This header remains also across Exchange organizational boundaries.

- Number of times a message is redirected by transport rules** The number of times a message will be redirected based on transport rules. For example, Exchange organization Tailspin Toys has a transport rule to redirect every message that was send to User A to User B which is located in Exchange organization Contoso. Within Exchange organization Contoso there is a transport rule in place to redirect every message that was send to User B to User C which is located in Exchange organization A. Datum Corporation. In this case, the message is dropped and a non-delivery report (NDR) with status code and reject message 550 5.7.128 TRANSPORT.RULES.RejectMessage; Transport rules loop count exceeded and message rejected is send to User A. We make use of the X-MS-Exchange-Transport-Rules-Loop header to determine the number of times that a message was redirected by transport rules. This header remains also across Exchange organizational boundaries.

Journal, Transport, and Inbox rule limits across Office 365 options

Feature	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Maximum number of journal rules	50 rules	50 rules	50 rules	50 rules	50 rules	50 rules
Maximum number of transport rules	300 rules	300 rules	300 rules	300 rules	300 rules	300 rules
Maximum size of an individual transport rule	8 KB	8 KB	8 KB	8 KB	8 KB	8 KB
Character limit for all regular expressions used in all transport rules	20 KB	20 KB	20 KB	20 KB	20 KB	20 KB
Scanning limits for content of attachments	1 MB	1 MB	1 MB	1 MB	1 MB	1 MB

Maximum number of recipients added to a message by all transport rules	100 recipients	100 recipients	100 recipients	100 recipients	100 recipients	100 recipients
Forwarder limit	10 recipients	10 recipients	10 recipients	10 recipients	10 recipients	10 recipients
Number of times a message is redirected	1 redirection	1 redirection	1 redirection	1 redirection	1 redirection	1 redirection
Number of times a message is redirected by transport rules	1 redirection	1 redirection	1 redirection	1 redirection	1 redirection	1 redirection

Journal, Transport, and Inbox rule limits across standalone options

Feature	Exchange Server 2013	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Maximum number of journal rules	No limit	50 rules	50 rules	50 rules
Maximum number of transport rules	No limit	300 rules	300 rules	300 rules
Maximum size of an individual transport rule	40 KB	8 KB	8 KB	8 KB
Character limit for all regular expressions used in all transport rules	No limit	20 KB	20 KB	20 KB
Maximum number of recipients added to a message by all transport rules	No limit	100 recipients	100 recipients	100 recipients
Forwarder limit	No limit	10 recipients	10 recipients	10 recipients
Number of times a message is redirected	3 redirections	1 redirection	1 redirection	1 redirection

Number of times a message is redirected by transport rules	No limit	1 redirection	1 redirection	1 redirection

Moderation limits

These limits control the moderation settings that are used for message approval applied to distribution groups and transport rules.

- **Maximum size of the arbitration mailbox:** If the arbitration mailbox exceeds this limit, messages that require moderation are returned to the sender in a non-delivery report (NDR).
- **Maximum number of moderators:** The maximum number of moderators that you can assign to a single moderated distribution group or that can be added to a message using a single transport rule. Note that you can't specify a distribution group as a moderator.
- **Expiration for messages waiting for moderation:** By default, a message waiting for moderation expires after two days. However, the processing of expired moderated messages runs every seven days. This means that a moderated message can expire at any time between two and nine days.
- **Maximum rate for expired moderation notification messages:** This limit sets the maximum number of notification messages for expired moderated messages in a one-hour period. This limit is placed on each mailbox database in the datacenter.

During periods of heavy usage, some senders may not receive notification messages for moderated messages that have expired. However, these notifications are still discoverable using delivery reports.

Moderation limits across Office 365 options

Feature	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Maximum size of the arbitration mailbox	10 GB	10 GB	10 GB	10 GB	10 GB	10 GB
Maximum number of moderators	10 moderators	10 moderators	10 moderators	10 moderators	10 moderators	10 moderators
Expiration for messages waiting for moderation	2 days	2 days	2 days	2 days	2 days	2 days
Maximum rate for expired moderation notification messages	300 expiration notifications per hour	300 expiration notifications per hour	300 expiration notifications per hour	300 expiration notifications per hour	300 expiration notifications per hour	300 expiration notifications per hour

Moderation limits across standalone options

Feature	Exchange Server 2013	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
Maximum size of the arbitration mailbox	No limit ¹	10 GB	10 GB	10 GB
Maximum number of moderators	No limit	10 moderators	10 moderators	10 moderators
Expiration for messages waiting for moderation	5 days ¹	2 days	2 days	2 days
Maximum rate for expired moderation notification messages	300 expiration notifications per hour	300 expiration notifications per hour	300 expiration notifications per hour	300 expiration notifications per hour

NOTE

¹ This is the default limit for Exchange Server 2013 organizations. Administrators can change this value for their organization.

Exchange ActiveSync limits

The following limits apply to Microsoft Exchange ActiveSync, a client protocol that synchronizes mailbox data between mobile devices and Exchange.

- **Exchange ActiveSync device limit:** The maximum number of Exchange ActiveSync devices per mailbox.
- **Exchange ActiveSync device deletion limit:** The maximum number of Exchange ActiveSync devices that an Exchange administrator can delete in a single month.

Exchange ActiveSync limits across Office 365 options

Feature	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Exchange ActiveSync device limit	100	100	100	100	100	100
Exchange ActiveSync device deletion limit	20	20	20	20	20	20

Exchange ActiveSync limits across standalone options

Feature	Exchange Server 2013	Exchange Online Plan 1	Exchange Online Plan 2	Exchange Online Kiosk
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Exchange ActiveSync device limit	100	100	100	100
Exchange ActiveSync device deletion limit	20	20	20	20

Planning and Deployment

7/18/2019 • 8 minutes to read

Planning for service changes and growth

Organizations should choose migration options based on their source email systems, the desired end state (fully hosted or partially hosted), the number of users to migrate, and how quickly the end state needs to be reached.

Deployment options

- **Cloud-only deployment** Your organization has all user mailboxes hosted in Exchange Online.
- **Exchange hybrid deployment** Your organization has some user mailboxes hosted in an on-premises Exchange organization and some user mailboxes hosted in Exchange Online.

Cloud-only

A cloud-only deployment is one where your organization in the Exchange Online service isn't connected with an on-premises Exchange organization. All users and mailboxes are hosted and managed in Exchange Online and Office 365.

Hybrid

Available for Microsoft Exchange 2003, Exchange 2007, Exchange 2010 and Exchange 2013 on-premises organizations, a hybrid deployment offers either a long-term coexistence configuration with some mailboxes hosted on-premises and some mailboxes hosted in Exchange Online or a migration path to hosting all user mailboxes in Exchange Online. A hybrid deployment offers organizations the ability to extend the feature-rich experience and administrative control they have with their existing on-premises Microsoft Exchange organization to the cloud. Hybrid deployment features include secure mail transport, shared calendar free/busy information, and message tracking between the on-premises and Exchange Online organizations.

For more information about hybrid deployments, see [Exchange Server 2013 Hybrid Deployments](#). If you are using Office 365 operated by 21Vianet, see [Configuring Exchange hybrid deployment features with Office 365 operated by 21Vianet](#).

IMPORTANT

On-premises Exchange 2003 organizations must install at least one Exchange 2010 Client Access/Mailbox server to configure a hybrid deployment with Exchange Online. On-premises Exchange 2007 organizations must install at least one Exchange 2010 or Exchange 2013 Client Access and Mailbox server to configure a hybrid deployment with Exchange Online. On-premises Exchange 2010 and Exchange 2013 organizations natively support hybrid deployments with Exchange Online. For more information about Exchange server compatibility in hybrid deployments, see [Hybrid Deployment Prerequisites](#)> On-premises Exchange organizations must configure their organization for a hybrid deployment. We strongly recommend that administrators use the Exchange Server Deployment Assistant and the Hybrid Configuration Wizard to configure the hybrid deployment. Learn more at [Exchange Server Deployment Assistant](#)

Migration options

Organizations should choose migration options based on their source email systems, the desired end state (fully hosted or partially hosted), the number of users to migrate, and how quickly the end state needs to be reached. Possible migration options are:

- **IMAP migration** Migrate mailbox data from IMAP-based email systems to Exchange Online.

- **Cutover Exchange migration** Migrate mailboxes from Exchange Server 2003, Exchange Server 2007, Exchange Server 2010, Exchange 2013 and Hosted Exchange systems to Exchange Online in a single cutover migration.
- **Staged Exchange migration** Perform a staged migration to migrate mailboxes from Exchange Server 2003 or Exchange Server 2007 with web-based migration tools and minimal changes to on-premises infrastructure.
- **Remote move migration** Migrate on-premises Exchange mailboxes to Exchange Online in an Exchange hybrid deployment. You must have an Exchange hybrid deployment to use a remote move migration.

For more information about migrating email and mailboxes to Exchange Online, see [Mailbox Migration to Exchange Online](#).

IMAP migration

Exchange Online offers a web-based tool for migrating mailbox data from email systems that support IMAP. It guides administrators through the following migration steps:

1. Create empty mailboxes in the cloud for users in the organization (typically this is done by uploading a .csv file or using remote Windows PowerShell).
2. Enter the remote server connection settings.
3. Use a CSV file to specify the mailboxes whose data will be migrated to Exchange Online mailboxes.
4. After this information is entered, Exchange Online begins to migrate mailbox content via IMAP (calendar items, contacts, tasks, and other non-mail items are not migrated).

For more information about IMAP migration, see [Migrate Email from an IMAP Server to Exchange Online Mailboxes](#) and [Migrate other types of IMAP mailboxes](#).

IMPORTANT

To avoid overusing the remote server's resources and bandwidth during the migration, Exchange Online creates fewer than 10 connections to the IMAP server.

Cutover Exchange migration

Exchange Online offers a web-based tool for migrating data from on-premises Exchange Server 2003, Exchange Server 2007, or Exchange Server 2010 environments. It guides an administrator through the following migration steps:

1. Using the email address and credentials for an on-premises administrator account, Exchange Online connects to the on-premises email organization by using the Autodiscover service.
2. Exchange Online uses an RPC/HTTP connection to read directory information from the remote server and create mailboxes in Exchange Online.
3. Exchange Online synchronizes the mailbox content to the cloud mailboxes. Users remain connected to their original mailboxes while their data is being migrated to Exchange Online.
4. After the initial migration is complete, any changes are synchronized to the cloud every 24 hours until the administrator stops or deletes the migration batch.

To switch users to their cloud mailboxes, administrators configure their MX record to point to Office 365 and reconfigure the users' profiles in Outlook. When users switch to their cloud mailboxes, their local offline folders (.ost files) will resynchronize, resulting in the download of migrated mail to the client workstation. Users can reply to old messages in their mailboxes after migration.

For more information about a cutover Exchange migration, see [What you need to know about a cutover email migration to Office 365](#).

IMPORTANT

An organization can migrate a maximum of 2,000 Exchange 2003, Exchange 2007, Exchange 2010, or Exchange 2013 mailboxes to the cloud using a cutover Exchange migration. > Exchange Online must connect to an on-premises Exchange Server, so the on-premises server must have a certificate issued by a trusted certificate authority and a public IP address.

Staged Exchange migration

With a staged migration, users can be migrated to the cloud using the web-based Exchange migration tool and the Directory Synchronization tool. Instead of migrating all users at once, like a cutover Exchange migration, administrators migrate users in batches. This is accomplished by uploading a .csv file to specify a partial list of users to migrate. In a staged migration, all of the users in an organization can share the same email domain name.

Staged Exchange migration requires administrators to use the Online Services Directory Synchronization tool. This provides users with a unified Global Address List (GAL) where the online environment is continuously synchronized with the on-premises environment.

For more information about staged Exchange migrations, see [What you need to know about a staged email migration](#).

IMPORTANT

Organizations can't use a staged Exchange migration to migrate Exchange 2010 and Exchange 2013 mailboxes. If you have fewer than 2,000 Exchange 2010 or Exchange 2013 mailboxes in your organization, you can use a cutover Exchange migration. If you have more than 2,000 Exchange 2010 or Exchange 2013 mailboxes, you can implement a hybrid deployment. > During migration, administrators must use the Online Services Directory Synchronization tool to provide users with a unified Global Address List where the online environment is continuously synchronized with the on-premises environment.

Migration tools

Microsoft provides several tools to help migrate an existing email environment to Exchange Online. Which ones are appropriate depends on the organization's current environment and deployment goals:

- **Migration dashboard** Administrators can use the Migration dashboard in the Exchange admin center to manage mailbox migration to Exchange Online in a cutover or staged Exchange migration. Administrators can also use the dashboard to migrate the contents of users' mailboxes from an on-premises IMAP server to existing Exchange Online mailboxes. The dashboard gives administrators the following capabilities:
 - **Create and start multiple migration batches** Administrators can create and queue up to 100 migration batches. Only one migration batch runs at a time, but administrators can queue up multiple batches, so when a migration batch is finished running the next batch in the queue starts.
 - **Restart a migration batch with failures** After the initial synchronization for a migration batch, where items are copied from on-premises mailboxes to the cloud mailboxes for each user in the migration batch, some mailboxes may fail synchronization. Administrators can restart that migration batch to try to synchronize the failed mailboxes.
 - **Get details about skipped items** For IMAP migrations, cutover migrations, and staged migrations, the Migration dashboard displays information about the specific items that were skipped, including the reason why and where the item is located in the user's mailbox.
 - **Open migration reports** Administrators can open migration statistics or the migration error report

for a migration batch right from the dashboard.

- **Edit a migration batch** If a migration batch for a staged Exchange migration or an IMAP migration is in the migration queue but not currently running, administrators can edit the migration batch.
- **Azure Active Directory Sync tool** The Azure Active Directory Sync tool plays an important role in migration to hybrid email scenarios that utilize both Exchange Online and an on-premises Exchange Server. The tool performs a one-way synchronization from on-premises Active Directory to Exchange Online. After migration is complete, administrators only need to use Exchange Online to manage Active Directory users and groups. The tool also provides users with a unified Global Address List where the online environment is continuously synchronized with the on-premises environment.

For more information about the Azure Active Directory Sync tool, see [Directory synchronization: Roadmap](#).

- **Hybrid Configuration Wizard** The Hybrid Configuration Wizard streamlines the hybrid deployment process by simplifying the on-premises and Exchange Online configuration of features and services. Introduced as part of Exchange Server 2010 Service Pack 2, the Hybrid Configuration Wizard is run only in on-premises organizations and has the following components:
 - An Exchange admin center (EAC) wizard that guides administrators through the end-to-end process for configuring a hybrid deployment.
 - A set of Exchange Management Shell (EMS) commands that orchestrate the configuration process.

For more information about the Hybrid Configuration Wizard, see [Hybrid Configuration Wizard](#).

- **Remote Windows PowerShell** As part of the Exchange Online December 2011 Service Update, remote Windows PowerShell can be used to help troubleshoot migration errors. For instance, administrators can display diagnostic information for migration batches, as well as migration statistics and diagnostic information for users based on their primary SMTP addresses.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions see, [Exchange Online Service Description](#).

Permissions

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Microsoft Exchange Online uses a Role Based Access Control (RBAC) model to allow organization administrators to finely control what users and IT employees can do in the service. For example, if a compliance officer is responsible for mailbox search requests, the administrator can delegate this administrative feature to the officer through RBAC. Exchange Online uses the same RBAC framework as Microsoft Exchange Server 2013.

At its highest level, RBAC is made up of management roles, management role groups, and management role assignment policies. The following sections provide more information about each RBAC component.

For more information about the RBAC permissions model that's used in Exchange Online, see [Permissions](#).

Role-Based permissions

In Exchange Online, the permissions that you grant to administrators and users are based on management roles. A role defines the set of tasks that an administrator or user can perform. For example, a management role called `Mail Recipients` defines the tasks that someone can perform on a set of mailboxes, contacts, and distribution groups. When a role is assigned to an administrator or user, that person is granted the permissions provided by the role.

There are two types of roles, administrative roles and end-user roles:

- **Administrative roles** These roles contain permissions that can be assigned to administrators or specialist users by using role groups that manage a part of the Exchange Online organization, such as recipients, servers, or databases.
- **End-user roles** These roles, assigned by using role assignment policies, enable users to manage aspects of their own mailboxes and distribution groups that they own. End-user roles begin with the prefix `My`.

Roles give administrators and users permissions to perform tasks by making cmdlets available to those who are assigned the roles. Because the Exchange admin center (EAC) and Exchange Management Shell use cmdlets to manage Exchange Online, granting access to a cmdlet gives the administrator or user permission to perform the task in each of the Exchange Online management interfaces.

The role-based permissions for Microsoft Online Services overlap with those of Exchange Online RBAC in two ways. First, users who are Global Administrators or Service Administrators in Microsoft Online are automatically assigned to the Organization Management role group in Exchange Online. Second, users who are Help Desk Administrators in Microsoft Online are automatically assigned to the Help Desk role group in Exchange Online. Otherwise, the two security models are managed separately.

IMPORTANT

Some roles available in the on-premises version of Microsoft Exchange Server 2013 may not be available in Exchange Online.

For more information about permissions in Exchange Online, see [Role-Based Permissions](#).

Role groups

Management role groups associate management roles to a group of administrators or specialist users. Administrators manage a broad Exchange Online organization or recipient configuration. Specialist users manage

the specific features of Exchange Online, such as compliance, or they may have limited management abilities, such as Help desk members, but aren't given broad administrative rights. Role groups typically associate administrative management roles that enable administrators and specialist users to manage the configuration of their organization and recipients. For example, whether administrators can manage recipients or use mailbox discovery features is controlled by using role groups.

IMPORTANT

Some role groups available in the on-premises version of Microsoft Exchange Server 2013 may not be available in Exchange Online.

For more information about role groups, see [Role groups and role assignment policies](#).

Role assignment policies

Management role assignment policies associate end-user management roles to users. Role assignment policies consist of roles that control what users can do with their mailboxes or distribution groups. These roles don't allow management of features that aren't directly associated with the user. When you create a role assignment policy, you define everything a user can do with his or her mailbox. For example, a role assignment policy might allow a user to set the display name, set up voice mail, and configure Inbox rules. Another role assignment policy might allow a user to change the address, use text messaging, and set up distribution groups. Every user with an Exchange Online mailbox, including administrators, is given a role assignment policy by default. You can decide which role assignment policy should be assigned by default, choose what the default role assignment policy should include, override the default for certain mailboxes, or not assign any role assignment policies by default.

IMPORTANT

Some role assignments available in the on-premises version of Microsoft Exchange Server 2013 may not be available in Exchange Online.

For more information about role assignment policies, see [Role groups and role assignment policies](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange Online Service Description](#).

Message Policy and Compliance

8/8/2019 • 13 minutes to read

Archiving Exchange Online-based mailboxes

Exchange Online mailboxes reside in the cloud, and archiving them requires unique hosting environments. In some cases, Exchange Online can also be used to archive on-premises mailboxes in the cloud. The options for archiving with Exchange Online are described in this section.

Exchange Online provides built-in archiving capabilities for cloud-based mailboxes, including an In-Place Archive that gives users a convenient place to store older email messages. An In-Place Archive is a special type of mailbox that appears alongside a user's primary mailbox folders in Outlook and Outlook Web App. Users can access and search the archive in the same way they access and search their primary mailboxes. Available functionality depends on the client in use:

- **Outlook 2016, Outlook 2013, Outlook 2010, and Outlook Web App** Users have access to the full features of the archive, as well as related compliance features like control over retention and archive policies.
- **Outlook 2007** Users have basic support for the In-Place Archive, but not all archiving and compliance features are available. For example, users cannot apply retention or archive policies to mailbox items and must rely on administrator-provisioned policies instead.

Administrators use the Exchange admin center or remote Windows PowerShell to enable the personal archive feature for specific users.

For more information, see:

- [Archive mailboxes in Exchange Online](#)
- [Enable or disable an archive mailbox in Exchange Online](#)

Archive sizes

Only one user's messaging data can be stored in each personal archive. The allocation of storage depends on the subscription plan. For more information about archive mailbox sizes, see the "Mailbox storage limits" section in [Exchange Online Limits](#).

IMPORTANT

- Using journaling, transport rules, or auto-forwarding rules to copy messages to an Exchange Online mailbox for the purposes of archiving is not permitted. Microsoft reserves the right to deny unlimited archiving in instances where a mailbox archive is not being used in a personal scenario.
- In-Place Archive has specific licensing requirements for Outlook users. Outlook 2007 users must have the Office 2007 Cumulative Update for February 2011 to access the personal archive.
- Exchange Online does not support the *New-MailboxImportRequest* Windows PowerShell cmdlet of Exchange Server 2010 Service Pack 1 or later for administrator-driven import of .pst files into a personal archive. If a user has both the primary mailbox and the archive in Exchange Online, an administrator can use PST Capture, a free tool, to import .pst file data to the user's primary mailbox or archive.

Cloud-based archiving of on-premises mailboxes

Using Exchange Online for cloud-based archiving of on-premises Exchange Server 2010 or later mailboxes is

possible with Microsoft Exchange Online Archiving, a hosted archiving solution from Microsoft. This requires that the on-premises organization be in Hybrid mode or be set up for Exchange Online Archiving.

IMPORTANT

Users with an on-premises mailbox on an Exchange 2010 Mailbox server who have a Managed Folder policy applied cannot have an on-premises or cloud-based In-Place Archive enabled.

Retention tags and retention policies

Exchange Online offers retention policies to help organizations reduce the liabilities associated with email and other communications. With these policies, administrators can apply retention settings to specific folders in users' inboxes. Administrators can also give users a menu of retention policies and let them apply the policies to specific items, conversations, or folders using Outlook 2010 or later or Outlook Web App.

In Exchange Online, administrators manage retention policies by using the Exchange admin center (EAC) or remote Windows PowerShell.

Exchange Online offers two types of policies: archive policies and delete policies. Both types can be combined on the same item or folder. For example, a user can tag an email message to be automatically moved to the In-Place Archive in a specified number of days and deleted after another span of days.

With Outlook 2010 or later and Outlook Web App, users can apply retention policies to folders, conversations, or individual messages. They can also view the applied retention policies and expected deletion dates on messages. Users of other email clients can only have email messages deleted or archived based on server-side retention policies set by the administrator.

The retention policy capabilities offered in Exchange Online are the same as those offered in Exchange Server 2010 Service Pack 2 RU4. Administrators can use remote Windows PowerShell to migrate retention policies from on-premises Exchange Server 2010 or later environments to Exchange Online.

IMPORTANT

Managed Folders, an older approach to messaging records management that was introduced in Exchange Server 2007, are not available in Exchange Online.

For more information, see [Retention Tags and Retention Policies](#).

Encryption of data at rest

Encryption of Office 365 customer data at rest is provided by multiple service-side technologies, including BitLocker, DKM, Azure Storage Service Encryption, and service encryption in Exchange Online, Skype for Business, OneDrive for Business, and SharePoint Online. Office 365 Service Encryption include an option to use customer-managed encryption keys that are stored in Azure Key Vault. This customer-managed key option, called [Office 365 Customer Key](#), is available for Exchange Online, SharePoint Online, and OneDrive for Business.

BitLocker

Office 365 servers use BitLocker to encrypt the disk drives containing customer data at rest at the volume-level. BitLocker encryption is a data protection feature that is built into Windows. BitLocker is one of the technologies used to safeguard against threats in case there are lapses in other processes or controls (e.g., access control or recycling of hardware) that could lead to someone gaining physical access to disks containing customer data. In this case, BitLocker eliminates the potential for data theft or exposure because of lost, stolen, or inappropriately decommissioned computers and disks.

Distributed Key Manager

In addition to BitLocker, we use a technology called Distributed Key Manager (DKM). DKM is a client-side functionality that uses a set of secret keys to encrypt and decrypt information. Only members of a specific security group in Active Directory Domain Services can access those keys to decrypt the data that is encrypted by DKM. In Exchange Online, only certain service accounts under which the Exchange processes run are part of that security group. As part of standard operating procedure in the datacenter, no human is given credentials that are part of this security group and therefore no human has access to the keys that can decrypt these secrets.

Customer Key

With Customer Key, you control your organization's encryption keys and then configure Office 365 to use them to encrypt your data at rest in Microsoft's data centers. Data at rest includes data from Exchange Online and Skype for Business that is stored in mailboxes and files that are stored in SharePoint Online and OneDrive for Business. For more information, see [Controlling your data in Office 365 using Customer Key](#) and [Service Encryption with Customer Key for Office 365 FAQ](#).

Office 365 Message Encryption

Office 365 Message Encryption allows email users to send encrypted email messages to anyone. We announced new capabilities in Office Message Encryption that leverage the protection features in Azure Information Encryption. These new capabilities provided enhanced end user experiences that make it easier to share and collaborate on protected messages with anyone inside or outside the organization. The new Office Message Encryption capabilities have some setup requirements. See [Set up new Office 365 Message Encryption capabilities built on top of Azure Information Protection](#). Customers on legacy Office 365 Message Encryption do not get the new capabilities without following the set up guidance provided above. Please read the [FAQ](#) for more details on what's included in the new vs. legacy Office 365 Message Encryption capabilities.

Office 365 Advanced Message Encryption provides additional protection by allowing message expiration and revocation. You can also create multiple templates for encrypted emails originating from your organization. Advanced Message Encryption is included in Microsoft 365 E5, Office 365 E5, Microsoft 365 E5 (Nonprofit Staff Pricing), Office 365 Enterprise E5 (Nonprofit Staff Pricing), or Office 365 Education A5. If your organization has an Office 365 subscription that does not include Office 365 Advanced Message Encryption, you can purchase Microsoft 365 E5 Compliance or the Office 365 Advanced Compliance SKU as an add-on.

Secure/Multipurpose Internet Mail Extensions (S/MIME)

S/MIME allows you to help protect sensitive information by sending signed and encrypted email within your organization. Administrators can use remote Windows PowerShell to set up S/MIME after establishing and issuing PKI certificates to users. These certificates must be synchronized from an on-premises Active Directory Certificate Service.

S/MIME is supported on Microsoft Edge and Internet Explorer 11. Currently, S/MIME is unsupported on Firefox, Opera, and Chrome. For more information, see [S/MIME for Message Signing and Encryption](#).

In-Place Hold and Litigation Hold

When a reasonable expectation of litigation exists, organizations are required to preserve electronically stored information (ESI), including email that's relevant to the case. This expectation can occur before the specifics of the case are known, and preservation is often broad. Organizations may preserve all email related to a specific topic, or all email for certain individuals.

In Exchange Online, you can use In-Place Hold or Litigation Hold to accomplish the following goals:

- Enable users to be placed on hold and preserve mailbox items immutably

- Preserve mailbox items deleted by users or automatic deletion processes such as MRM
- Protect mailbox items from tampering, changes by a user, or automatic processes by saving a copy of the original item
- Preserve items indefinitely or for a specific duration
- Keep holds transparent from the user by not having to suspend MRM
- Use In-Place eDiscovery to search mailbox items, including items placed on hold

Additionally, you can use In-Place Hold to:

- Search and hold items matching specified criteria
- Place a user on multiple In-Place Holds for different cases or investigations

NOTE

When you put a mailbox on In-Place Hold or Litigation Hold, the hold is placed on both the primary and the archive mailbox.

For more information, see [In-Place Hold and Litigation Hold](#).

In-Place eDiscovery

Exchange Online enables customers to search the contents of mailboxes across an organization using a web-based interface. Administrators or compliance and security officials who are authorized to perform In-Place eDiscovery search (by assigning) can search email messages, attachments, calendar appointments, tasks, contacts, and other items. In-Place eDiscovery can search simultaneously across primary mailboxes and archives. Rich filtering capabilities include sender, receiver, message type, sent/receive date, and carbon copy/blind carbon copy, along with KQL Syntax. Search results will also include items in the Deleted Items folder if they match the search query.

Results of In-Place eDiscovery searches can be previewed in the web-based interface, exported to a PST file or copied to a special type of mailbox called a Discovery mailbox. A Discovery mailbox has a 50 GB quota for storing search results. Administrators can also connect Outlook to the Discovery mailbox to access search results, and export the search results to a .pst file.

Administrators use either the Exchange admin center or remote Windows PowerShell to perform multi-mailbox searches. The Exchange admin center can provide a read-only preview of the search results, enabling administrators to quickly verify a search and rerun it, if needed, with different parameters. Once a search is optimized, the administrator can copy the results to the Discovery mailbox.

By default, one Discovery mailbox is created for each organization, but administrators can create additional Discovery mailboxes using remote Windows PowerShell. Discovery mailboxes cannot be used for any purpose other than storing In-Place eDiscovery search results.

Administrators use either the Exchange admin center or remote Windows PowerShell to perform In-Place eDiscovery searches. The Exchange admin center can provide a read-only preview of the search results, enabling administrators to quickly verify a search and rerun it, if needed, with different parameters. Once a search is optimized, the administrator can copy the results to the Discovery mailbox or export search results to a PST file.

Administrators can use either the Exchange admin center or remote Windows PowerShell to search up to 10,000 mailboxes at a time in an In-Place eDiscovery search.

In Exchange Online, authorized users can perform In-Place eDiscovery and choose one of the following actions:

- **Estimate search results** Get an estimate of the number of messages the search will return, including keywords statistics to determine the effectiveness of keywords used in the search and tweak search parameters if required.
- **Preview search results**
- Copy messages returned in search results to a Discovery mailbox.

For more information, see [In-Place eDiscovery](#).

Mail flow rules

You can use mail flow rules to look for specific conditions on messages that pass through your organization and act on them. Mail flow rules let you apply messaging policies to email messages, secure messages, protect messaging systems, and prevent information leakage.

Many organizations today are required by law, regulatory requirements, or company policies to apply messaging policies that limit the interaction between recipients and senders, both inside and outside the organization. In addition to limiting interactions among individuals, departmental groups inside the organization, and entities outside the organization, some organizations are also subject to the following messaging policy requirements:

- Preventing inappropriate content from entering or leaving the organization
- Filtering confidential organization information
- Tracking or copying messages that are sent to or received from specific individuals
- Redirecting inbound and outbound messages for inspection before delivery
- Applying disclaimers to messages as they pass through the organization

IMPORTANT

Attachment file types that require installation of third-party iFilters on the email server (such as Adobe .pdf) cannot be inspected using mail flow rules until after an appropriate iFilter is installed. For more information about file types that are supported by mail flow rules, see [Use mail flow rules to inspect message attachments in Office 365](#).

For more information about mail flow rules, see [Mail flow rules in Exchange 2016](#).

Data loss prevention

The data loss prevention (DLP) feature will help you identify, monitor, and protect sensitive information in your organization through deep content analysis. DLP is a premium feature that is increasingly important for enterprise message systems because business-critical email includes sensitive data that needs to be protected. The DLP feature in Exchange Online enables you to protect sensitive data without affecting worker productivity.

You can configure DLP policies in the Exchange admin center (EAC) management interface, which allows you to:

- Start with a pre-configured policy template that can help you detect specific types of sensitive information such as PCI-DSS data, Gramm-Leach-Bliley act data, or even locale-specific personally identifiable information (PII).
- Use the full power of existing transport rule criteria and actions and add new transport rules.
- Test the effectiveness of your DLP policies before fully enforcing them.
- Incorporate your own custom DLP policy templates and sensitive information types.
- Detect sensitive information in message attachments, body text, or subject lines and adjust the confidence

level at which Exchange Online acts.

- Detect sensitive form data by using Document Fingerprinting. Document Fingerprinting helps you easily create custom sensitive information types based on text-based forms that you can use to define transport rules and DLP policies.
- Add Policy Tips, which can help reduce data loss by displaying a notice to your Outlook 2016, Outlook 2013, Outlook Web App, and OWA for Devices users and can also improve the effectiveness of your policies by allowing false-positive reporting.
- Review incident data in DLP reports or add your own specific reports by using a generate incident report action.

For more information about DLP, see [Data Loss Prevention](#).

Journaling

You can configure Exchange Online to journal copies of emails to any external mailbox that can receive messages via SMTP. Journaling can help your organization respond to legal, regulatory, and organizational compliance requirements by recording inbound and outbound email communications. When planning for messaging retention and compliance, it's important to understand journaling and how it fits in with your organization's compliance policies.

You can manage journal rules by using the Exchange admin center or remote Windows PowerShell. You can configure journaling on a per-user and per-distribution list basis, and choose to journal only internal messages, only external messages, or both. Journaled messages include not only the original message but also information about the sender, recipients, copies, and blind copies.

To ensure a successful and reliable journaling solution, you need to complete the following tasks:

- Make sure that the journaling destination is not be an Exchange Online mailbox.
- Create in the customer directory a contact object for the SMTP target email address to be used for journaling.
- Create a second contact object as an alternative journal mailbox to capture any journal reports when the primary journal mailbox is unavailable.
- Maintain proper management, redundancy, availability, performance, and functionality levels of the SMTP target to ensure successful mail acceptance always.
- Provide respective interoperability with Exchange Server and Exchange transport including message formats, sender/recipient information integration, and appropriate content conversion.

For more information about journaling, see [Journaling](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange Online Service Description](#).

Anti-Spam and Anti-Malware Protection

7/18/2019 • 2 minutes to read

Microsoft Exchange Online provides built-in malware and spam filtering capabilities that help protect inbound and outbound messages from malicious software and help protect your network from spam transferred through email. Administrators do not need to set up or maintain the filtering technologies, which are enabled by default. However, administrators can make company-specific filtering customizations in the Exchange admin center (EAC).

Anti-malware protection

Using multiple anti-malware engines, Exchange Online offers multilayered protection that's designed to catch all known malware. All messages transported through the service are scanned for malware (viruses and spyware). If malware is detected, the message is deleted. Notifications may also be sent to senders or administrators when an infected message is deleted and not delivered. You can also choose to replace infected attachments with either default or custom messages that notify the recipients of the malware detection.

For more information about anti-malware protection, see [Anti-Malware Protection](#).

Anti-spam protection

Exchange Online uses proprietary anti-spam technology to help achieve high accuracy rates. The service provides strong connection filtering and content filtering on all inbound messages. Outbound spam filtering is also always enabled if you use the service for sending outbound email, thereby helping to protect organizations using the service and their intended recipients.

For more information about anti-spam protection, see [Anti-Spam Protection](#).

Quarantine

Messages identified as spam and messages that match a transport rule can be sent to the administrator quarantine. Administrators can search for and view details about quarantined email messages in the EAC. After locating the email message, you can release it to specific users and optionally report it as a false positive (not junk) message to the Microsoft Spam Analysis Team if it was misidentified as spam.

There is also a spam quarantine for end users, which lets them manage their own spam-quarantined messages. End user management of spam-quarantined messages can also be performed via end-user spam notification messages (if they are enabled by an administrator).

For more information about the quarantine feature, see [Quarantine](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange Online Service Description](#).

Mail Flow

8/8/2019 • 5 minutes to read

For most organizations using Office 365, we host your mailboxes and take care of mail flow. It's the simplest configuration and means that Office 365 manages all mailboxes and filtering. However, some organizations need more complex mail flow setups to make sure that they comply with specific regulatory or business needs. You can find out about those options here.

Custom routing of outbound email

Microsoft Exchange Online can route mail flowing from your organization through an on-premises server or a hosted service (sometimes called "smart hosting"). This enables your organization to use data loss prevention (DLP) appliances, perform custom post-processing of outgoing email, and deliver email to business partners through private networks. Exchange Online also supports Address Rewrite, which routes outgoing email through an on-premises gateway that modifies the addresses. This feature enables you to hide sub-domains, make email from a multi-domain organization appear as a single domain, or make partner-relayed email appear as if it were sent from inside your organization. Administrators configure custom email routing within the Exchange admin center (EAC).

For more information, see [Set up connectors to route mail between Office 365 and your own email servers](#).

IMPORTANT

Exchange Online can deliver mail flowing into and out of your organization. If your recipient domain is hosted in Exchange Online with DNS MX records pointing to Exchange Online Protection, mail flow from your tenant to the recipient will not travel over the Internet.

Secure messaging with a trusted partner

As an Exchange Online customer, you can set up secure mail flow with a trusted partner by using Office 365 connectors. Office 365 supports secure communication through Transport Layer Security (TLS), and you can create a connector to enforce encryption via TLS. [TLS](#) is a cryptographic protocol that provides security for communications over the Internet. By using connectors, you can configure both forced incoming and outgoing TLS using self-signed or certification authority (CA)-validated certificates. You can also apply other security restrictions, such as specifying domain names or IP address ranges from which your partner organization sends mail.

For more information, see [Set up connectors for secure mail flow with a partner organization](#).

IMPORTANT

A CA-validated certificate may be required.

Conditional mail routing

You can direct mail to specific sites by using connectors and transport rules. With criteria-based routing, you can choose a connector based on specific conditions.

For more information, see [Scenario: Conditional mail routing](#).

Incoming mail safe list

You can add a trusted partner's IP address to a safe list to ensure that messages the partner sends to you are not subject to anti-spam filtering. To do this, you can use the connection filter's IP Allow list.

For more information, see [Configure the connection filter policy](#).

Hybrid email routing

A hybrid deployment gives organizations the ability to extend the feature-rich experience and administrative control they have with their existing on-premises Microsoft Exchange organization to the cloud. With hybrid transport, messages sent between recipients in either organization are authenticated, encrypted, and transferred using Transport Layer Security (TLS), and appear as "internal" to Exchange components such as transport rules, journaling, and anti-spam policies. You configure hybrid transport by using the Hybrid Configuration Wizard in Exchange Server.

For more information about mail routing in a hybrid deployment, see [Transport routing in Exchange hybrid deployments](#).

The [Microsoft Exchange Server Deployment Assistant](#) also provides detailed hybrid deployment provisioning and hybrid message transport guidance.

Shared Address Space with On-Premises Routing Control (MX Points to On-Premises)

Shared Address Space with On-Premises Routing Control (MX Points to On-Premises) is a hybrid deployment mail-routing scenario in which your mailboxes are hosted partially in Exchange Online and partially on-premises, and incoming and outgoing Internet mail flow is routed through the on-premises Exchange organization. This scenario is also called centralized mail transport. In this scenario, Exchange Online is provisioned with EOP and incoming Internet mail is routed to your on-premises mail server before being routed to EOP and finally to mailboxes hosted in Exchange Online. Additionally, outgoing mail from Exchange Online mailboxes is routed through the on-premises Exchange organization for messages sent to external recipients. With this configuration, you can use a single SMTP domain namespace for all mailboxes in both your on-premises Exchange organization and your Exchange Online organization.

For more information about transport options in a hybrid deployment, see [Transport options in Exchange hybrid deployments](#).

Shared Address Space without On-Premises Routing Control (MX Points to EOP)

Shared Address Space without On-Premises Routing Control (MX Points to EOP) is a hybrid mail-routing scenario in which your mailboxes are hosted partially in the cloud using Exchange Online and partially on-premises, and your MX record points to EOP. This scenario is appropriate when you use the Office 365 service to host some of your organization's mailboxes and you want EOP to protect both your on-premises and cloud mailboxes. In this scenario, mail sent to recipients within your organization is initially routed through EOP, where spam and policy filtering occurs, before it reaches your on-premises mailboxes and cloud mailboxes.

For more information about transport options in a hybrid deployment, see [Transport options in Exchange hybrid deployments](#).

Troubleshooting a deployment with the Hybrid Configuration Wizard

Using the Hybrid Configuration Wizard to configure a hybrid deployment in Microsoft Exchange Server greatly minimizes the potential that the hybrid deployment will experience problems. However, there are some typical areas outside the scope of the Hybrid Configuration Wizard that, if misconfigured, may present problems in a hybrid deployment. These include proper Client Access server configuration and proper certificate installation and configuration.

For more information about troubleshooting a deployment with the Hybrid Configuration Wizard, see [Troubleshoot a hybrid deployment](#).

Managing a hybrid configuration

You can modify an existing hybrid configuration by changing settings in the Hybrid Configuration Wizard. Scenarios include disabling centralized transport or disabling secure mail transport.

For more information about managing a hybrid deployment configuration, see [Manage a hybrid deployment](#).

Hybrid deployment requirements

For more information about hybrid deployment requirements, see [Hybrid deployment prerequisites](#).

IMPORTANT

In some hybrid configurations, you may need to purchase Exchange Online Protection licenses for your on-premises mailboxes.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see the [Exchange Online Service Description](#).

Recipients

7/18/2019 • 12 minutes to read

This topic describes recipient-related features included with Microsoft Exchange Online. This includes email, contacts, distribution groups, and calendar and scheduling capabilities.

Email

Every Microsoft Exchange Online subscriber receives a mailbox, and specialty mailboxes are available for scheduling facilities resources (such as conference rooms) and for multiuser access to shared email addresses. Maximum storage limits apply to most mailboxes, and administrators can control allowable mailbox sizes. Automated notifications and restrictions can alert users when their mailboxes are nearing, or at, capacity. Exchange Online also has several types of message limitations—message size, message rate, and recipient list limits. Details of all these features and limits are provided below.

NOTE

Catch-all addresses are no longer supported in Exchange Online. Due to recipient filtering in place to protect against potential spam messages, email addresses that do not exist in your Office 365 tenant will be rejected.

Mailbox types, storage limits, and capacity alerts

The amount of mailbox storage available to a user and the default mailbox size are determined by the mailbox type and the user's subscription license. Administrators can reduce maximum mailbox sizes per user or globally. Exchange Online also provides notifications when a user's mailbox is nearing, or at, capacity.

For more information, see the "Mailbox storage limits" and "Capacity alerts" sections in the topic, [Exchange Online Limits](#).

MailTips

MailTips are automated, informative messages that appear above the To: line while users are composing or addressing a message. They are designed to help prevent accidental delivery, policy violations, or unnecessary non-delivery reports (NDRs). For example, MailTips can generate an alert if senders try to send messages to overly large groups, to groups that contain external recipients, or to a distribution group that is moderated or restricted. For more information, see [MailTips](#).

Delegate access

Exchange Online supports delegate access—the ability for users to allow others to manage their email and calendars. Delegate access is commonly used between a manager and an assistant, where the assistant processes the manager's incoming email messages and coordinates the manager's schedule. Delegate access can be enabled by Exchange Online users in Outlook or Outlook Web App, or by administrators in the Exchange Admin Center.

Delegates can have two types of access:

- **Send on Behalf permissions** The delegate can compose email messages and enter the other person's name in the From field, where it will be displayed as "[delegate name] on behalf of [person's name]."
- **Send As permissions** The delegate can send messages from the other person's mailbox as if the delegate were the mailbox owner. This scenario is common where there is a shared mailbox and several employees send email messages from that shared mailbox instead of from their Exchange Online accounts.

For more information about delegating access, see [Manage Permissions for Recipients](#).

Inbox rules

Exchange Online allows users to create inbox rules that automatically perform specific, criteria-based actions on messages as they arrive. For example, they can create a rule to automatically move all mail to a specific folder if the mail was sent to a certain distribution group. Users manage inbox rules from Outlook or Outlook Web App. Administrators can block certain types of inbox rules by disabling server-side forwarding and/or server-side automatic replies. For example, disabling server-side email forwarding can prevent users from automatically forwarding email to personal accounts. Similarly, disabling server-side automatic replies can prevent outside parties from using these replies to identify valid email addresses. These changes are made through remote Windows PowerShell.

Clutter

Clutter is designed to help you focus on the most important messages in your inbox. It uses machine learning to de-clutter your inbox by moving lower priority messages out of your way and into a new Clutter folder. Clutter respects your existing email rules, so if you have created rules to organize your email those rules continue to be applied and Clutter won't act on those messages. Clutter is disabled by default for your inbox. To learn more, see [De-clutter your inbox in Office 365](#).

Connected accounts

The Connected Accounts feature enables Exchange Online users to connect external email accounts (such as personal accounts) to their internal email accounts in Exchange Online, and then use Outlook Web App to interact with all their messages in one place. Connected Accounts automatically synchronize upon sign-in to Outlook Web App; users can also manually synchronize the accounts from Outlook Web App. Administrators can enable and disable this feature for specific users or all users through the [Exchange admin center](#).

Inactive mailboxes

Exchange Online provides the capability to preserve the contents of deleted mailboxes indefinitely. This feature is called inactive mailboxes. A mailbox becomes inactive when an In-Place Hold or a Litigation Hold is placed on the mailbox before it's deleted. This results in the contents of the mailbox being preserved indefinitely. Administrators, compliance officers, or record managers can use the In-Place eDiscovery feature in Exchange Online to access the contents of an inactive mailbox.

Enabling an inactive mailbox requires that the mailbox is assigned an Exchange Online (Plan 2) license or has an Exchange Online Archiving subscription so that an In-Place Hold or a Litigation Hold can be placed on the mailbox before it's deleted.

IMPORTANT

If a hold isn't placed on a mailbox before it's deleted, the contents of the mailbox will not be preserved or discoverable. The mailbox can be recovered within 30 days of deletion, but the mailbox and its contents will be permanently deleted after 30 days if it isn't recovered.

For more information, see:

- [Manage Inactive Mailboxes in Exchange Online](#)
- [In-Place Hold and Litigation Hold](#)
- [In-Place eDiscovery](#)

Contacts and distribution groups

Offline Address Book

The Offline Address Book feature provides a snapshot of the Active Directory information available in the

Outlook Global Address List. It is cached locally in Outlook to make it available when a user is working offline.

Address Book Policies

Exchange Online supports Address Book Policies. Address Book Policies (ABPs) allow you to segment users into specific groups to provide customized views of your organization's global address list (GAL). When creating an ABP, you assign a GAL, an offline address book (OAB), a room list, and one or more address lists to the policy. You can then assign the ABP to mailbox users, providing them with access to a customized GAL in Outlook and Outlook Web App. Administrators can configure address book policies by using remote Windows PowerShell. To learn more about Address Book Policies, see [Address Books in Exchange Online](#).

Address Lists

Exchange Online supports the customization of Address Lists and Global Address List, an organization-wide directory of all mail-enabled users, distribution groups, and external contacts. Administrators can hide users, distribution groups, and contacts from the Global Address List by using the Directory Synchronization tool or remote Windows PowerShell.

Hierarchical address books

Hierarchical address books allow end users to browse for recipients in their Exchange organization using an organizational hierarchy. Administrators can customize the address book by seniority and rank rather than alphabetical listings.

Distribution groups (global)

A distribution group (or distribution list) is a collection of users, contacts, and other distribution groups that are available to all users in a company. Users address email to a distribution group alias to send messages to all people in the group. Distribution groups are similar to personal distribution groups that individuals create in Outlook, only their member lists are globally available to the company. Administrators create distribution groups in the Exchange admin center. The groups can also be synchronized with Exchange Online from on-premises Active Directory. They appear in the Global Address List in Outlook. Exchange Online supports advanced distribution group capabilities, including these described below:

- **Restricted distribution groups** By default, anyone can send emails to any distribution group. Administrators can change permissions to allow only specific individuals to send emails to a particular group—for example, to discourage inappropriate use of large distribution lists. Administrators can also block external sources from sending email to distribution groups to help prevent spam. For distribution groups that are synchronized from on-premises Active Directory using the Directory Synchronization tool, the attributes for restriction are synchronized to the cloud automatically. For more information, see [Manage Distribution Groups](#).
- **Dynamic distribution groups** The membership list for a dynamic distribution group (also known as a dynamic distribution list, or query-based distribution list) is calculated every time a message is sent to the group. This calculation is based on filters and conditions that the administrator defines. They are managed in Exchange Online through remote Windows PowerShell. For more information about dynamic distribution groups, see [Manage Dynamic Distribution Groups](#).

IMPORTANT

The Office 365 Directory Synchronization tool ignores dynamic distribution groups in on-premises Active Directory, and does not synchronize these to Exchange Online. Organizations that use the Directory Synchronization tool should use a naming convention that avoids conflicts between the regular distribution groups that are managed on-premises and the dynamic distribution groups that are managed in Exchange Online.

- **Moderated distribution groups** Administrators can select a moderator to regulate the flow of messages to a distribution group. With moderated distribution groups, anyone can email the distribution group alias, but before the message is delivered to the members of the group, a moderator must review and approve it.

For more information about moderation, see the Message Approval section in [Manage Distribution Groups](#).

- **Self-Service distribution groups** Administrators can give users the ability to manage their own distribution group membership from a web-based interface. Users can be given permissions to create, delete, join, or leave distribution groups. These capabilities are enabled by default for all Exchange Online users. Administrators can disable them so that only the IT department can manage distribution groups, if desired. They can also create naming policies to standardize and manage the names of distribution groups that their users create. For example, they can add a specific prefix or suffix to the distribution group name when it is created, or block specific words from being used in the group's name.

IMPORTANT

Self-service capabilities are not available for distribution groups that are synchronized from on-premises Active Directory to Exchange Online. Organizations that use Directory Synchronization should use a naming convention that avoids conflicts between distribution groups that are managed on-premises and distribution groups that are managed in the cloud.

External contacts (global)

An external contact is a record with information about a person who works outside of a specified organization. External contacts are similar to personal contacts that individuals create in Outlook, only they are globally available to the company. Administrators create external contacts using the Exchange admin center or remote Windows PowerShell. These contacts can also be synchronized with Exchange Online from on-premises Active Directory. They appear in the Global Address List in Outlook.

For more information about external contacts, see [Create an organization relationship in Exchange Online](#).

Calendar and scheduling

Resource mailboxes

Resource mailboxes (such as for conference rooms and physical equipment) represent a company's meeting rooms or other facilities or resources. Users can reserve rooms or resources by adding the resource's email alias to meeting requests in Outlook or Outlook Web App. Conference rooms and resources appear in the Global Address List in Outlook and Outlook Web App.

Administrators create resource mailboxes using the Exchange admin center or remote Windows PowerShell. The mailboxes can also be synchronized with Exchange Online from on-premises Active Directory.

For more information about resource mailboxes, see:

- [Create and Manage Room Mailboxes](#)
- [Manage Equipment Mailboxes](#)

Conference room management

Exchange Online includes the Resource Booking Attendant (RBA), which automates scheduling of conference rooms and other resources. A resource mailbox that is RBA-configured accepts, declines, or acknowledges meeting requests from a meeting organizer based on the resource's calendar availability.

Administrators can customize automated conference room responses and configure booking policies in Outlook Web App. These policies include who can schedule the resource, when it can be scheduled, what meeting information is visible on the resource's calendar, and the percentage of scheduling conflicts allowed. Administrators can disable the Resource Booking Attendant and assign specific users to manually manage meeting requests for conference rooms.

Administrators must define and manage RBA settings through remote Windows PowerShell.

Out-of-office replies

Out-of-office messages are automatic replies to incoming messages that Exchange Online sends on behalf of a user. Users can schedule out-of-office messages in advance, with specific start and end times, and can configure separate out-of-office messages for internal and external recipients. They can also set out-of-office messages from mobile devices that support this Exchange ActiveSync feature. Junk-email and mailing-list awareness within Exchange Online prevents users from sending external out-of-office messages to extended mailing lists and potential spammers. Administrators can also prevent users from sending out-of-office messages to external users using remote Windows PowerShell.

Calendar sharing

Users can share their personal calendar in one of two ways:

- **Federated calendar sharing** Federation refers to the underlying trust infrastructure that supports federated sharing, an easy method for Exchange users to share free/busy calendar data and contact information with recipients in other external federated organizations. These include Exchange Online organizations or organizations running Exchange Server 2010 or Exchange Server 2013 on-premises. Exchange Online administrators do not need to set up a trust with the Microsoft Federation Gateway because this trust is pre-configured for all Exchange Online customers when the Office 365 tenant service is created. A default sharing policy allows users to send calendar-sharing invitations from Outlook Web App or Outlook 2010. Administrators use remote Windows PowerShell to disable this policy or to configure the level of free/busy calendar data that users can share. Administrators can also create an organization-to-organization relationship with another federated org, which allows the desired level of free/busy information for every user to be visible cross-organization without the need for individual users to make a sharing invitation. Within the scope of administrator-defined Sharing Policies and/or organization-organization relationships, users can individually limit the detail of their sharing further.
- **Internet calendar sharing** Exchange Online allows users to publish their calendars using the iCal format for anonymous access by anyone inside or outside the organization. Recipients can be using Exchange, another platform, or simply a web browser. Exchange Online users can also subscribe to calendars that others have published to Internet locations through iCal. This personal calendar sharing is different than federated calendar sharing, which is configured by an administrator and provides organization-to-organization free/busy sharing. No user can publish calendar data in iCal format until the administrator has set and applied a Sharing Policy that allows it. Administrators can disable iCal publishing and iCal subscriptions for users in an organization by using remote Windows PowerShell.

For more information about federated sharing, see [Sharing in Exchange Online](#).

Outlook 2010 Room Finder

Exchange Online supports the Room Finder feature of Outlook 2010, which arranges rooms into lists (for example, a list called "Building 5 rooms") to make it easier to find a nearby room when scheduling a meeting. To appear in the room list, a distribution group must be specially marked using one of two methods:

- A new room list can be created by using remote Windows PowerShell.
- Any distribution group that contains only rooms can be converted to a room list through remote Windows PowerShell.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange Online Service Description](#).

Reporting Features and Troubleshooting Tools

7/18/2019 • 3 minutes to read

Microsoft Exchange Online offers a variety of reporting features both in and out of the Exchange admin center (EAC).

Reporting features

Exchange Online customers can access reports in the Microsoft 365 admin center, by downloading an Excel reporting workbook, or by using Web services.

Reporting in the Microsoft 365 admin center

There are reports on the Reports page in the Microsoft 365 admin center that provide summary information about mailboxes and groups. For example, one report lists the number of groups created and deleted by day, week, month, or year. There are also summary reports for new and deleted mailboxes, and active and inactive mailboxes.

Additionally, the Reports page in the Microsoft 365 admin center contains messaging data reports, which provide information about message traffic, spam and malware detections, and messages affected by Exchange Transport Rules or Data Loss Prevention (DLP) policies. The enhanced reports for protection, rules, and DLP offer an interactive reporting experience for Exchange Online admins. These reports provide summary data and the ability to drill down into details about individual messages.

For more information about which reports are available with each Office 365 subscription, see [Reports](#). For more detailed information about the Reports page in the Microsoft 365 admin center, see [View and download reports about service usage in Office 365](#) and [Use mail protection reports in Office 365 to view data about malware, spam, and rule detections](#).

Reporting using the Excel reporting workbook

You can also use the Excel 2013 reporting workbook to view summary reports with drill-down capabilities. However, we recommend using the enhanced Microsoft 365 admin center reports instead. The Excel 2013 reporting workbook is planned to be deprecated in the future. For more overview information and links to download and install the workbook, see the following [download page](#). For information about how to use the workbook, see [Mail Protection Reports Using the Excel Reporting Workbook](#).

Reporting using Web services

Access to both summary and detailed reports about mailboxes, groups, and messaging data is available by using the REST/OData Tenant Reporting Web service, which is a programmatic interface that enables you to create custom reports. For more information, see [Office 365 Reporting Web Services](#).

Reporting features and troubleshooting tools in the EAC

The following reporting features and troubleshooting tools are available in the Exchange admin center.

Trace an email message

The message trace feature enables you as an administrator to follow email messages as they pass through your Exchange Online service. It helps you determine whether a targeted email message was received, rejected, deferred, or delivered by the service. This lets you efficiently answer your users' questions and troubleshoot mail flow issues, and alleviates the need to contact technical support for assistance.

IMPORTANT

For troubleshooting general issues and trends, use the reporting tools to obtain such data. For single point specifics where details are needed about a message, use the message trace tool.

For more information about the message trace feature, see [Trace an Email Message](#).

Auditing reports

You can use audit logging to troubleshoot configuration issues by tracking specific changes made by administrators and to help you meet regulatory, compliance, and litigation requirements. Exchange Online provides two types of audit logging:

- Administrator audit logging records any action performed by an administrator. This can help you troubleshoot configuration issues or identify the cause of security-related or compliance-related problems.
- Mailbox audit logging records whenever a mailbox is accessed by someone other than the person who owns the mailbox. This can help you determine who has accessed a mailbox and what they've done.

For more information about audit logging, see [Auditing Reports](#).

Unified Messaging reports

You can use these reports to monitor and troubleshoot Unified Messaging (UM) in your Exchange Online organization. For more information, see [Run Reports for Voice Mail Calls](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange Online Service Description](#).

Sharing and Collaboration

7/18/2019 • 4 minutes to read

Federated sharing

Federation refers to the underlying trust infrastructure that supports federated sharing, a method for Microsoft Exchange Online users to share free/busy calendar data and contact information with recipients in other external federated organizations or with users that have Internet access. These include organizations that are also hosted by Exchange Online, or external Microsoft Exchange Server 2010 or Exchange Server 2013 organizations. Using organization relationships and sharing policies, Exchange Online administrators can enable users to send calendar-sharing invitations from Microsoft Outlook Web App or Microsoft Outlook 2010 or later.

IMPORTANT

External Exchange 2010 and Exchange 2013 organizations must configure a federation trust with the Microsoft Federation Gateway as part of configuring federated sharing. Exchange Online organizations don't have to configure a federation trust—the federation trust with the Microsoft Federation Gateway is automatically created when the Office 365 tenant is created. > Exchange Online organizations must configure either an organization relationship or a sharing policy to enable federated sharing. > Sharing of the global access list (GAL) or moving user mailboxes between Exchange Online organizations in different Office 365 tenants is not supported in federated sharing.

For more information about federated sharing, see [Sharing in Exchange Online](#).

Site mailboxes

Email and documents are traditionally kept in two unique and separate data repositories. Most teams collaborate by using both email and documents. The challenge is that email and documents are accessed by using different clients. This usually results in a reduction in user productivity and a degraded user experience.

The site mailbox is a new concept in Exchange 2013 that attempts to solve this problem. Site mailboxes improve collaboration and user productivity by using the same client interface to allow access to both Microsoft SharePoint 2013 documents and Exchange email. A site mailbox functionally consists of SharePoint 2013 site membership (owners and members), shared storage through an Exchange 2013 mailbox for email messages and a SharePoint 2013 site for documents, and a management interface that addresses provisioning and life cycle needs.

IMPORTANT

Your Office 365 plan must include SharePoint. Site mailboxes require that users have both SharePoint and Exchange licenses.

For more information about site mailboxes, see [Site Mailboxes](#).

Public folders

Public folders in Exchange Online have been modernized to take advantage of the existing high availability and storage technologies of the mailbox database. The public folder architecture uses specially designed mailboxes to store both the hierarchy and the public folder content. This means that there's no longer a separate public folder database. Public folder replication now uses the continuous replication model. High availability for the hierarchy and content mailboxes is provided by a database availability group (DAG) in the data center. In Exchange Online,

you are limited to 1000 public folder mailboxes. Each public folder mailbox also has a maximum storage size. For more information, see the "Mailbox folder limits" section in [Exchange Online Limits](#). Public folder mailboxes have the same message, recipient, and capacity alert limits as regular mailboxes. For more information, see [Recipients](#).

For more information about public folders, see [Public Folders](#).

Group and Shared mailboxes

Group and Shared mailboxes make it easy for a specific group of people to monitor and send email from a common account, like public email addresses (for example, info@contoso.com or contact@contoso.com). When a person in the group replies to a message sent to the Shared mailbox, the email appears to be from the Shared mailbox, not from the individual user.

Typically, Group or Shared mailboxes don't require a separate user license. However, To enable In-Place Archive for a Group or Shared mailbox, you must assign an Exchange Online Plan 1 or Exchange Online Plan 2 license to it. After the license is assigned, the mailbox size increases to that of the licensed plan. To put a Shared mailbox on In-Place Hold, you must assign an Exchange Online Plan 2 license to it. Please note that Group mailboxes cannot be assigned at this time but should be accounted for in your total licenses.

In-Place Archive can only be used to archive mail for a single user or entity (such as a Shared mailbox) for which a license has been applied. Using an In-Place Archive as a means of storing mail from multiple users or entities is prohibited. For example, an IT administrator can't create a Shared mailbox and have users copy it (through the Cc or Bcc field, or through a transport rule) for the explicit purpose of archiving. Note that a Shared mailbox that multiple people use does not actually store email for those individual users. Multiple users have access, and they send email as the Shared mailbox. Therefore, the only emails stored in the Shared mailbox are those sent to or from it, as the Shared mailbox.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange Online Service Description](#).

Clients and Mobile Devices

7/18/2019 • 8 minutes to read

Microsoft Outlook

Microsoft Outlook is an email program that includes support for calendar, contacts, tasks, and the following key features:

- **MAPI over HTTP** Messaging Application Program Interface (MAPI) over HTTP allows Outlook users to connect to Exchange Online mailboxes over the Internet from outside their organization's firewall. MAPI over HTTP, the long term replacement for Outlook Anywhere. This connectivity method offers improved connection resiliency, more secure sign-in, extensibility, as well as enhancements for IT and support. To learn more, see [RPC over HTTP reaches end of support in Office 365](#) and [MAPI over HTTP](#).
- **Autodiscover** The Autodiscover service feature automatically configures Outlook to work with Exchange Online. Outlook users can receive their required profile settings directly from Exchange Online the first time they sign in with their email address and password. These settings automatically update the Outlook client with the information necessary to create and maintain the user's profile. An SSL certificate is required to use the Autodiscover service. This SSL certificate is limited to a single primary SSL domain.
- **Cached Exchange Mode** The Cached Exchange Mode feature allows Outlook users to access local copies of their Exchange Online mailboxes when they are not connected to the Internet. Cached Exchange Mode retains a client-side copy of users' Exchange mailboxes in Outlook and automatically synchronizes this copy with the email server. We recommend using Outlook in Cached Exchange Mode because it provides offline access and helps to provide a responsive user experience even when network conditions between the client and the server are not ideal.

By default, Outlook access is enabled for all users. Administrators can disable access for specific users or groups through Windows PowerShell. We recommend using the latest version of Outlook—with the latest service pack installed—to access Exchange Online.

For information about which Outlook clients are supported by Exchange 2016 and Exchange Online, see "Supported clients" in [Exchange 2016 system requirements](#).

IMPORTANT

Outlook is not provided as part of the Exchange Online subscription price. Microsoft Office Pro Plus (which includes Microsoft Outlook) is included in some Office 365 plans and can be purchased as a separate subscription. You will see the following limitations if you use POP to connect to an Exchange Online email account: > No calendar information > No free/busy information > No Global Address List > No push email > When connecting through POP, all messages will be downloaded to the client and there will be no synchronization between multiple computers or devices (such as between a laptop and a phone).

Outlook on the web

Outlook on the web is a web-based version of the Outlook email program that is used with Exchange Online. It enables users to access their email, calendar, and contacts through a web browser from wherever they connect to the Internet. For information about supported browsers, see [Supported browsers for Outlook on the web for business](#).

Outlook on the web comes in two client versions, both of which can be used with Exchange Online:

- **Outlook on the web** The standard version of Outlook on the web provides Exchange Online users with a messaging experience most similar to that of Outlook users. It supports most newer web browsers and is optimized for use on tablets and smartphones as well as desktops and laptops. Users can read and send messages, organize contacts, and schedule appointments and meetings. The default activity-based time-out is set at six hours, but it can be [configured by an administrator in Windows PowerShell](#) from 5 minutes to 8 hours. This time-out depends on user interactions within the web app, such as clicking a button or selecting a message. There is also a separate security-driven time-out, which is not configurable and will occur regardless of user activity. If a user is logged in for 8 hours, OWA will automatically log the user out and ask for re-authentication.
- **The light version of Outlook on the web** The light version of Outlook on the web provides Exchange Online users access to the mailbox using almost any web browser. Users can read and send messages, organize contacts, and schedule appointments and meetings. The default activity-based time-out is set at six hours, but it can be [configured by an administrator in Windows PowerShell](#) from 5 minutes to 8 hours. This time-out depends on user interactions within the web app, such as clicking a button or selecting a message. There is also a separate security-driven time-out, which is not configurable and will occur regardless of user activity. If a user is logged in for 8 hours, the light version of OWA will automatically log the user out and ask for re-authentication.

Outlook on the web also is available in mobile versions. For more information, see [this page](#).

Outlook for Mac

Exchange Online supports Microsoft Outlook for Mac, which provides email, calendar, an address book, a task list, and a note list.

Outlook for iOS, Android, and Windows Phone

Exchange Online works with Outlook apps available for iOS, Android, and Windows Phone. On any of these devices, use the app store to find the Outlook app. Here's a breakdown by mobile OS.

Device	Android	iOS	Windows Phone
Outlook mobile app availability	Yes Get Outlook for Android	Yes Get Outlook for iOS	Built-in
Built-in email apps compatible with Exchange Online	Gmail app/Samsung Email app	iOS Mail app	Outlook Mail, calendar, contacts
More information	Android mobile setup	iPhone or iPad setup	Windows Phone setup

There are also options for using Exchange Online with devices, including Blackberry.

Feature availability

Outlook gives users the fast, intuitive email and calendar experience that they expect from a modern mobile app, while being the only app to provide support for the best features of Office 365. It is the only email app specifically designed to support the full Office 365 experience, giving users a coherent experience from desktop to mobile. Outlook is integrated with Intune, enterprise mobility and security, and Exchange controls to keep data and users safe.

Outlook enables users to:

- Manage their entire day from a mobile device.

- Connect to the apps and services they need to be productive, while keeping their work and personal information separate and secure.

With Outlook for iOS, Outlook for Android, or Outlook for Windows Phone, users can:

- Benefit from a focused inbox that priorities important email
- Customize swipe gestures to match their unique email habits
- Create travel itineraries that can be added directly to the calendar, with key information available at a glance
- RSVP to meetings from the inbox.
- Use intuitive icons in email and calendar appointments that help them process information quickly
- Use a consistent and familiar Outlook experience across all devices
- Easily launch and join Skype meetings from the calendar
- Read and respond to IRM encrypted and protected emails
- Share files stored in OneDrive for Business
- Set Automatic Replies with a tap
- View and manage shared and delegated calendars
- Search their company's global address list with a few taps
- View coworker's availability and schedule a meeting time that works for everyone
- See invitees accept, tentative, and decline status
- Share calendars right from their phones
- Start and join Skype meetings right from a calendar
- Access work and personal calendars in one place, without switching apps

Exchange ActiveSync

Exchange Online supports the Microsoft Exchange ActiveSync protocol, which synchronizes mailbox data between mobile devices and Exchange Online, so users can access their email, calendar, contacts, and tasks on the go.

A wide range of mobile devices work with Exchange ActiveSync, including Microsoft Windows Phone, Apple iPhone and iPad, and Android phones and tablets. In addition to mobile phones and devices, the Mail application in Windows Phone uses Exchange ActiveSync to connect to Exchange Online. A complete list of current Exchange ActiveSync licensees is available at the [Exchange ActiveSync Licensing site](#).

For more information about Exchange ActiveSync, see [Exchange ActiveSync](#).

IMPORTANT

The maximum number of Exchange ActiveSync devices per mailbox is 100.

Applications developed with Exchange Web Services (EWS)

Applications developed using Exchange Web Services (EWS) or the EWS Managed API let administrators access data stored with Exchange Online from applications that are running on-premises, in Azure, or in other hosted

services.

For more information on applications developed with Exchange Web Services, see [Web Services in Exchange](#).

POP and IMAP

Exchange Online supports mailbox access through both POP3 and IMAP4 protocols. POP and IMAP access requires encryption using SSL. POP is enabled by default for all users. Users can view their POP and IMAP connection settings in Outlook on the web. Administrators can disable POP and IMAP access on a per-user basis.

For more information about POP3 and IMAP4 connectivity, see [POP3 and IMAP4](#).

SMTP

Simple Mail Transfer Protocol (SMTP) is used to send outbound mail for clients that connect to Exchange Online through IMAP or POP. It is the primary protocol for routing and delivery through Exchange Server. Exchange Online supports two types of SMTP relay services for authorized internal customer applications that require SMTP mail submission:

- SMTP message submission to users inside the managed environment.
- Authenticated SMTP message relay to addresses outside the managed environment.

IMPORTANT

IP addresses for authorized source servers are required to allow SMTP relay. Transport Layer Security (TLS) encryption and authentication is required when using SMTP to send email.

BlackBerry® devices

Office 365 email is available on BlackBerry® devices via Exchange ActiveSync. To find out what your options are, see these topics:

- [Set up email on a BlackBerry device](#)
- [Set up email on a BlackBerry device 7.1 OS and earlier](#)

For more information, see [BlackBerry](#).

NOTE

If you are using Office 365 operated by 21Vianet in China, BlackBerry Business Cloud Services is not available. However, you can use Exchange ActiveSync devices or an offering from Research in Motion (RIM, the BlackBerry wireless email solution) to run Blackberry Enterprise Server (BES).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange Online Service Description](#).

Voice Message Services

7/18/2019 • 3 minutes to read

Voice mail

Microsoft Exchange Online offers hosted voice mail services, which provide:

- Call answering (voice mail)
- Dial-in user interface to Exchange (Outlook Voice Access)
- Dial-in interface for callers (auto attendant)

Hosted voice messaging services allow a company to connect its on-premises phone system to voice mail services provided by Exchange Online. Voice mail messages are recorded and stored in the Exchange Online infrastructure, allowing users to access their voice messages from Outlook, Outlook on the web, or mobile phones. All telephony connections to Exchange Online require voice-over-IP (VoIP) protocols. Administrators can connect on-premises IP PBXs or PBX phone systems using VoIP media gateways and session border controllers (SBCs) to Exchange Online. A VoIP media gateway is not required if the customer has deployed an IP PBX or if a PBX supports VoIP directly and is interoperable with Exchange voice messaging services. SBCs are deployed in the perimeter of the customer network to connect an on-premises telephony network and help secure the communications (and the customer network) against eavesdropping and intrusion. Interoperability with the voice capabilities of Microsoft Lync Server 2010 and 2013 is also supported.

The voice messaging services features available in Exchange Online are similar to those offered in on-premises Exchange Server 2016. These include:

- Play on phone from Outlook and Outlook on the web.
- Missed call notifications.
- Caller ID (using information in the Global Address List, users' personal contacts, custom Contacts folder, and contacts from external social networks).
- Voice mail PIN reset from Outlook on the web and Outlook (see [Reset a Voice Mail PIN](#)).
- Message Waiting Indicator (see [MWI in Exchange Online](#) for details).
- Call Answering Rules (see [Allow Voice Mail Users to Forward Calls](#) for details).
- Protected Voice Mail in Exchange Online (see [Protected Voice Mail in Exchange Online](#) for details).
- Voice Mail Preview (see [Allow Users to See a Voice Mail Transcript](#) for a list of supported languages).
- Speech access to email, voice mail, calendar, personal contacts, and personal contact groups.
- Directory search through Outlook Voice Access or an auto attendant.
- Administrators configure and manage voice messaging services interoperability by using the Exchange admin center (EAC).

For more information about voice mail features, see [Voice Mail in Exchange Online](#).

IMPORTANT

The Automatic Speech Recognition (ASR) feature isn't available in menu navigation or directory search for Outlook Voice Access users or auto attendant callers using voice commands. > The customer must provide a telephony connection from the public switched telephone network (PSTN) using a VoIP gateway and PBX, IP PBX, or Skype for Business Server 2015. > The customer must provide the on-premises SBC hardware devices and ensure that the SBCs are correctly configured to connect to the online voice mail services. This includes configuring the appropriate level of security by using certificates and public and private IP interfaces and by enabling the correct TCP ports through their on-premises firewalls. > Hosted voice mail is available only to Exchange Online Plan 2 and Office 365 Enterprise E3 subscribers.

Third-party voice mail interoperability

On-premises voice mail solutions from third-party providers can interoperate with Exchange Online if they can forward voice messages through SMTP or if they support Microsoft Exchange Web Services. If the voice mail system does not natively support forwarding voice messages through SMTP, an email server can be kept on-premises to receive messages from the voice mail system and then forward them to the cloud using SMTP. Because many third-party voice mail systems use MAPI/CDO to interoperate with Exchange Server for advanced UM features, the full capabilities of these systems may not be available when SMTP is used for interoperability with Exchange Online.

NOTE

Exchange Online UM support for third-party PBX systems via direct connections from customer operated SBCs will end in July 2018. Please see [Discontinuation of support for Session Border Controllers in Exchange Online Unified Messaging](#) for more information.

Skype for Business integration

Organizations can purchase Skype for Business Online as a standalone service or as part of Microsoft Office 365. Skype for Business 2015 on-premises is also supported. To learn more about Skype for Business Online, see [Skype for Business Online Service Description](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange Online Service Description](#).

High Availability and Business Continuity

7/18/2019 • 2 minutes to read

Microsoft Exchange Online offers extensive retention and recovery support for an organization's email infrastructure. This includes mailbox replication at data centers and the ability to restore deleted mailboxes and deleted items.

Mailbox replication at data centers

Exchange Online mailboxes are continuously replicated to multiple database copies, in geographically dispersed Microsoft data centers, to provide data restoration capability in the event of a local messaging infrastructure failure. For large-scale failures, service continuity management procedures are initiated.

For more information about how Microsoft protects your data, see [Office 365 Trust Center](#). If you are using Office 365 operated by 21Vianet, see the [21Vianet Trust Center](#).

Deleted mailbox recovery

Administrators can delete Exchange Online mailboxes by using the Microsoft 365 admin center to delete the corresponding user account or remove the Exchange Online license, or by using the **Remove-Mailbox** cmdlet in remote Windows PowerShell. When a mailbox is deleted, Exchange Online retains the mailbox and its contents for 30 days by default. After 30 days, the mailbox is not recoverable. A recovered mailbox contains all of the data stored in it at the time it was deleted. Administrators can recover a deleted mailbox within the retention period by using the Microsoft 365 admin center. To recover a deleted mailbox, administrators have to restore the corresponding Office 365 user account or reassign an Exchange Online license to the user account. For more information, see [Delete or Restore User Mailboxes in Exchange Online](#).

Deleted item recovery

Exchange Online enables users to restore items they have deleted from any email folder, including the Deleted Items folder. When an item is deleted, it's kept in a user's Deleted Items folder. It remains there until it's either manually removed by the user or automatically removed by retention policies. Administrators can customize retention policies in the EAC or by using remote Windows PowerShell.

After an item has been removed from the Deleted Items folder, it's kept in a Recoverable Items folder for an additional 14 days before being permanently removed, but administrators can increase this to a maximum of 30 days by using remote Windows PowerShell. Users can recover the item during this time period by using the Recover Deleted Items feature in Outlook Web App or Outlook. Learn how to [change the deleted item retention period](#).

If a user has manually purged an item from the Recoverable Items folder, an administrator can recover the item within the same time period by using the Single Item Recovery feature with remote Windows PowerShell. By default, Single Item Recovery is enabled when a mailbox is created. To learn more, see [Enable or disable single item recovery for a mailbox](#).

To preserve messages for longer than 30 days in the Recoverable Items folder, organizations can implement longer-term email preservation or time-based In-Place Holds. Learn more about [placing a mailbox on In-Place Hold](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange Online Service Description](#).

Interoperability, Connectivity, and Compatibility

7/18/2019 • 2 minutes to read

Interoperability with other Microsoft products

Skype for Business Online

For customers who have deployed Microsoft Lync Server 2010, Lync Server 2013 or Microsoft Office Communications Server 2007 R2 on-premises, Microsoft Office Communicator can connect to Microsoft Exchange Online by using Exchange Web Services to access out-of-office messages and calendar data.

On-premises Lync Server 2010 and Lync Server 2013 can interoperate with Exchange Online in two additional ways:

- IM and presence interoperability in Outlook Web App
- Voice mail interoperability

For more information about how to configure Skype for Business Server 2015 with Exchange Online, see [Configuring On-premises Skype for Business Server 2015 Integration with Exchange Online](#). For hybrid configurations, see [Supported Skype for Business Server 2015 hybrid configurations](#).

Microsoft SharePoint

For customers who have deployed Microsoft SharePoint Server or SharePoint Online as part of an Office 365 subscription plan, SharePoint can connect to Exchange Online for integrated services.

For more information about connecting SharePoint to Exchange Online, see [Use SharePoint Online on a custom domain together with other services](#).

Features for external connectivity

Exchange Online offers the following features for connecting with external applications and devices:

- **Through messaging protocols such as MAPI over HTTP, SMTP, POP3, IMAP4, or Exchange Web Services** External applications that are running on-premises, in Azure, or in other hosted services can access data stored with Exchange Online by using messaging protocols such as MAPI over HTTP, SMTP, POP3, and IMAPv4. Exchange Web Services or the Exchange Web Services Managed API is recommended for application development.
- **As an SMTP relay** Exchange Online can be set up as an SMTP delivery service to relay email messages sent from fax gateways, network appliances, and custom applications.

Exchange Web Services

Exchange Web Services (EWS) is the preferred development API for Exchange Server and Exchange Online. Using EWS or the EWS Managed API, administrators can access data stored with Exchange Online from applications that are running on-premises, in Azure, or in other hosted services. EWS enables administrators to perform specialized actions, such as querying the contents of a mailbox, posting a calendar event, creating a task, or triggering a specific action based on the content of an email message. Exchange Online enables EWS functionality by granting application permissions to customer accounts. These permissions allow the customer application to access the application mailbox and add content. Exchange Impersonation is one method used to grant application permissions. For details about how to use Exchange Web Services with Exchange Online, refer to the technical articles at the Exchange Online Developer Center.

SMTP relay

Exchange Online can be used as an SMTP delivery service to relay email messages sent from fax gateways, network appliances, and custom applications. For example, if a line-of-business application sends email alerts to users, it can be configured to use Exchange Online as the mail delivery system. The application or service must authenticate with the username and password of a valid, licensed Exchange Online mailbox, and connect by using Transport Layer Security (TLS).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange Online Service Description](#).

Exchange Online Setup and Administration

7/18/2019 • 4 minutes to read

This section describes the administration controls and support that are available to customize Exchange Online settings and keep an organization's Exchange Online environment up, running, and current. It includes information about self-service administration tools and capabilities available to organizations; Microsoft administration responsibilities and performance commitments; and service and product upgrades.

Self-service administration tools

Although Microsoft directly controls all Exchange Online data centers and is responsible for overall system performance, it can control only a portion of the elements that combine to provide the total experience for Office 365 users. Organizations themselves are responsible for the network connections to the data centers, the customer's wide area network (WAN), and the customer's local area networks (LANs). Additionally, they are in charge of user devices and their configuration. They are also responsible for maintaining the required licensing per user for any desired feature, including, but not limited to, the ability to manage these features, for as long as the user needs access to the feature.

Exchange Online therefore provides customer administrators with the following tools, described below, to manage a variety of messaging-related tasks:

- [Microsoft Office 365 portal](#)
- [Microsoft 365 admin center](#)
- [Exchange admin center](#)
- [Remote Windows PowerShell for Exchange Online](#)

Microsoft Office 365 portal

The Microsoft Office 365 portal, at <https://portal.office.com>, is the website through which administrators and partners purchase and manage Office 365 services and where users access and use Office 365 collaborative tools.

Microsoft 365 admin center

The Microsoft 365 admin center is the web portal from which each company's service administrator can manage user accounts and settings for each of the Office 365 services to which they subscribe. From within the Microsoft 365 admin center, administrators can follow links to the Exchange admin center (EAC), where they can manage settings specific to Exchange Online. For more information about getting up and running using the Microsoft 365 admin center, see the following video: [Introducing Office 365 Enterprise](#).

Exchange admin center

Exchange Online provides a single unified management console that allows for ease of use and is optimized for management of on-premises, online, or hybrid deployments. The Exchange admin center (EAC) is where administrators can manage Exchange-specific settings.

For more information about how to use the EAC to manage Exchange Online, see [Exchange admin center](#).

Remote Windows PowerShell for Exchange Online

Using remote Windows PowerShell, administrators can connect to Exchange Online to perform management tasks that are not available or practical using the EAC. These include the ability to automate repetitive tasks, extract data for custom reports, customize policies, and connect Exchange Online to existing infrastructure and

processes. For more information, see [Connect to Exchange Online Using Remote PowerShell](#).

Exchange Online uses the same Windows PowerShell cmdlets as Exchange Server 2013, with certain commands and parameters unavailable because these features do not apply in Exchange Online. For a list of cmdlets for use with Exchange Online, see [Exchange Online cmdlets](#).

Administrators do not need to install any Exchange Server management or migration tools to use remote Windows PowerShell. However, administrators' computers must be running the Windows Management Framework 3.0, which contains Windows PowerShell v3 and WinRM 3.0; and Windows .NET Framework 4.5. These components are already installed on computers running Windows 8 or Windows Server 2012. Administrators can manually download these components for computers that are running Windows 7 or Windows Server 2008 R2.

IMPORTANT

To help prevent denial of service (DoS) attacks, you're limited to three open Windows PowerShell connections to your Exchange Online organization.

Self-service capabilities for Exchange Online

Below are important capabilities that are available for managing Exchange Online by using the EAC, remote Windows PowerShell, and other tools. Many other settings can also be controlled with these tools, as described throughout this document.

Mobile device security policies for Exchange Online

Exchange Online supports the same ActiveSync policies for mobile devices as Exchange Server 2013. Administrators can enforce and customize these security policies for specific users and groups by using the EAC or remote Windows PowerShell.

Message tracking for Exchange Online

Message tracking via the Delivery Reports feature is described in the following topic: [Reporting Features and Troubleshooting Tools](#).

Usage reporting for Exchange Online

Administrators can use remote Windows PowerShell to retrieve information about how people in their organizations use the Exchange Online service. Available information includes:

- Showing the mailbox size for each user in the organization.
- Displaying custom permissions that are set on mailboxes, such as delegate access.
- Extracting data about mobile device access, such as which users are connecting through Exchange ActiveSync, what devices they are using, and when they last connected.

Remote Windows PowerShell cmdlets that start with "get-" can fetch data from the Exchange Online system. Administrators can export this information from Windows PowerShell in .csv format for advanced analysis or reporting.

For more information about Windows PowerShell cmdlets for use with Exchange Online, see [Exchange Online cmdlets](#).

Auditing for Exchange Online

The audit logging feature is described in the following topic: [Reporting Features and Troubleshooting Tools](#).

Service and product upgrades for Exchange Online

Exchange Online customers benefit from periodic upgrades to the latest Exchange technology, including new releases of Exchange Server. These upgrades are made available at no additional charge, and ensure that customers are always using the latest Exchange software.

After a major version of Exchange is released by Microsoft, customers have up to 12 months to upgrade their service to the new release.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange Online Service Description](#).

Exchange Online Protection Service Description

6/7/2019 • 5 minutes to read

Obtain information about features and requirements for Exchange Online Protection. Included is a list of plans that provide Exchange Online Protection as well as a comparison of features across those plans.

Microsoft Exchange Online Protection (EOP) is a cloud-based email filtering service that helps protect your organization against spam and malware, and includes features to safeguard your organization from messaging-policy violations. EOP can simplify the management of your messaging environment and alleviate many of the burdens that come with maintaining on-premises hardware and software.

The following are the primary ways you can use EOP for messaging protection:

- **In a standalone scenario** EOP provides cloud-based email protection for your on-premises Exchange Server 2013 environment, legacy Exchange Server versions, or for any other on-premises SMTP email solution.
- **As a part of Microsoft Exchange Online** By default, EOP protects Exchange Online cloud-hosted mailboxes. To learn more about Exchange Online, see the [Exchange Online Service Description](#).
- **In a hybrid deployment** EOP can be configured to protect your messaging environment and control mail routing when you have a mix of on-premises and cloud mailboxes.

To compare features across plans, see [Compare Office 365 for Business plans](#).

To buy Exchange Online Protection, see [Exchange Online Protection](#).

You can export, save, and print pages in the Office 365 Service Descriptions. Learn how to [export multiple pages](#).

IMPORTANT

EOP replaces Forefront Online Protection for Exchange (FOPE). All FOPE customers will be transitioned to EOP. EOP delivers the protection and control provided by FOPE, and also includes additional features. For more information about transitioning from FOPE to EOP, go to the [Forefront Online Protection for Exchange \(FOPE\) Transition Center](#).

What's new in Exchange Online Protection (EOP)

For information about new features in EOP, see [What's New in Exchange Online Protection](#). For a feature comparison between FOPE and EOP, see [FOPE vs. EOP Feature Comparison](#).

Exchange Online Protection (EOP) plans

EOP is available through the following subscription plans:

PLAN	DESCRIPTION
EOP standalone	Where EOP protects your on-premises mailboxes.
EOP features in Exchange Online	Where EOP protects your Exchange Online cloud-hosted mailboxes.

PLAN	DESCRIPTION
Exchange Enterprise CAL with Services	Where EOP protects your on-premises mailboxes, like EOP standalone, and includes data loss prevention (DLP) and reporting using web services.

Exchange Enterprise CAL with Services features

Microsoft Exchange Enterprise CAL with Services provides the email protection features of EOP for your on-premises messaging environment, along with the following features:

- [Data loss prevention \(DLP\)](#)
- [Reporting using web services](#)

For more information regarding Exchange Enterprise CAL with Services licensing, see [Exchange Server 2013 licensing](#).

If you have Exchange Enterprise CAL with Services licenses and you want to provision the service, follow the instructions in [Set Up Your EOP Service](#). The setup steps are the same as the steps for setting up EOP standalone.

NOTE

New features for Exchange Enterprise CAL with Services are deployed at the same time as Exchange Online, not EOP standalone. Be advised that the deployment schedules for EOP standalone and Exchange Online/Exchange Enterprise CAL with Services may be slightly different.

Requirements for Exchange Online Protection (EOP)

EOP can be used with any SMTP mail transfer agent, such as Microsoft Exchange Server 2013. For information about the operating systems, web browsers, and languages that are supported by EOP, see the "Supported browsers" and "Supported languages" sections in [Exchange Admin Center in Exchange Online Protection](#).

Limits

For limits in EOP, see [Exchange Online Protection Limits](#).

Feature availability across Exchange Online Protection (EOP) plans

Each feature is listed below. For more detailed information about EOP features, click the links in the table. When Exchange Online is mentioned, it typically refers to the Office 365 Enterprise service family.

Feature	EOP standalone	EOP features in Exchange Online	Exchange Enterprise CAL with Services
Mail recipients	Yes ¹	Yes ¹	Yes
Admin role group permissions	Yes ²	Yes	Yes
Domain management	Yes ³	Yes ³	Yes ³
Match subdomains	Yes	Yes	No

Directory Based Edge Blocking (DBEB)	Yes	Yes	Yes
Transport rules	Yes ^{3, 4, 14}	Yes ^{3, 4, 14}	Yes
Audit logging	Yes ⁵	Yes	Yes
Data loss prevention (DLP)	No	Yes	Yes ⁶
Office 365 Message Encryption	Yes ¹²	Yes	Yes ¹²
Anti-spam protection (built-in)	Yes	Yes	Yes
Customize anti-spam policies	Yes ⁷	Yes	Yes
Anti-malware protection (built-in)	Yes ¹³	Yes	Yes
Customize anti-malware policies	Yes	Yes	Yes
Quarantine: administrator management	Yes	Yes	Yes
Quarantine: end-user self-management	Yes	Yes	Yes
Junk Email Reporting Add-in for Microsoft Office Outlook	Yes	Yes	Yes
Junk Email Reporting in Outlook Web App	Yes ⁸	No ⁸	No ⁸
Routing email between Office 365 and your own email servers	Yes	Yes	Yes
Secure messaging with a trusted partner	Yes	Yes	Yes
Safe listing a partner's IP address	Yes	Yes	Yes
Conditional mail routing	Yes	Yes	Yes
Hybrid mail routing	Yes	Yes	Yes
Microsoft 365 admin center reports	Yes ⁹	Yes ¹⁰	Yes ^{9, 10}

Excel download application reports	Yes	Yes	Yes ¹¹
Reporting using web services	No	Yes	Yes
Message trace	Yes ¹⁵	Yes ¹⁵	Yes
Access to the Microsoft 365 admin center	Yes	Yes	Yes
Access to the Exchange admin center (EAC)	Yes	Yes	Yes
Remote Windows PowerShell access	Yes ²	Yes	Yes

¹ Mail users are defined as "Mailboxes," and, along with external mail contacts, can be added, removed, and otherwise managed directly in the Exchange admin center (EAC).

² No RBAC customization. Admin roles only.

³ Managed domains can be viewed and domain types can be edited in the EAC. All other domain management must be done in the Microsoft 365 admin center.

⁴ The available flexible criteria and actions differ between EOP and Exchange Online. For a list of available criteria and actions in EOP, see [Transport Rule Criteria](#) and [Transport Rule Actions](#). For a list of available criteria and actions in Exchange Online, see [Transport Rule Criteria](#) and [Transport Rule Actions](#).

⁵ EOP auditing reports are a subset of Exchange Online auditing reports that exclude information about mailboxes.

⁶ DLP policy tips are not available for Exchange Enterprise CAL with Services customers.

⁷ The default content filter action is to move spam messages to the recipients' Junk Email folder. For this to work with on-premises mailboxes, you must also configure two Exchange Transport rules on your on-premises servers to detect spam headers added by EOP. For more information, see [Ensure that Spam is Routed to Each User's Junk Email Folder](#).

⁸ This feature is available to Exchange Server 2013 Service Pack 1 (SP1) customers whose mailboxes are being filtered by EOP, and will soon be available to Exchange Online customers.

⁹ EOP reports are a subset of Exchange Online reports that exclude information about mailboxes.

¹⁰ Includes DLP reports.

¹¹ Exchange Enterprise CAL with Services customers should install the workbook by selecting the **Exchange Online** service rather than the **Exchange Online Protection** service.

¹² Supported for on-premises customers who purchase Azure Information Protection and use Exchange Online Protection to route email through Exchange Online.

¹³ Scans inbound and outbound messages, but does not scan internal messages sent from a sender in your organization to a recipient in your organization.

¹⁴ The available predicates and actions differ between EOP and Exchange Online.

¹⁵ Hybrid setup is not available through Hybrid Wizard, but can be set up manually if you have Exchange SP1.

Exchange Online Protection Limits

8/8/2019 • 2 minutes to read

The following limits currently exist for Exchange Online Protection. These limits are not configurable, unless specified otherwise.

TIP

For more information about limits in Exchange Online, see [Exchange Online Limits](#). The transport rule limits also apply to EOP standalone customers. The recipient rate and message rate limits for Exchange Online are not applicable for EOP standalone customers.

- **Domain limit** You can add up to 900 domains per tenant. Subdomains can be included in this 900 limit, or if necessary, as part of a catch-all option, match subdomains. For more information, see [Manage Accepted Domains in EOP](#).
- **Message size limit** The maximum message size for EOP standalone customers, including attachments, is 150 MB.
- **Number of outbound messages sent** The limit for the number of outbound messages sent through EOP is high enough to ensure that normal email communication is not treated as spam. If you want to send commercial bulk email messages, rather than sending outbound messages through EOP, we recommend that you either use a third-party email service provider (ESP) or send them through your on-premises email servers.
- **Recipient limit** As long as the sending host can split the message into "chunks" of fewer than 500 recipients, no explicit limit is defined. However, each "chunk" is effectively treated as a new message. Too many messages in a short period, messages from a host with a poor reputation, or messages with questionable content could be throttled or blocked.
- **IP Allow or IP Block list limit** When configuring an IP Allow list or an IP Block list in the connection filter, you can specify a maximum of 1273 entries, where an entry is either a single IP address or a CIDR range of IP addresses from /24 to /32.
- **Message deferral limit** Messages in deferral will remain in our queues for 24 hours. Message retry attempts are based on the error type received from the recipient's mail system. Messages are retried every 15 minutes.
- **Spam quarantine retention period** By default, spam messages sent to the quarantine are retained for 30 days. Administrators can lower this value via content filter policies.
- **End-user spam quarantine notifications** By default, if enabled, end-user spam quarantine notifications are sent every 3 days. They can be configured to be sent every 1 to 15 days.
- **Reporting and message trace limits** For reporting and message trace limits, see the "Reporting and message trace data availability and latency" section in [Reporting and Message Trace in Exchange Online Protection](#).

Limits across EOP options

FEATURE	EOP STANDALONE	EOP FEATURES IN EXCHANGE ONLINE	EXCHANGE ENTERPRISE CAL WITH SERVICES
Domain limit	900	900	900
Message size limit (including attachments)	150 MB	150 MB	150 MB
Recipient limit	See "Recipient limit" above	500 recipients when sending from a hosted mailbox; see "Recipient limit" above for other scenarios	See "Recipient limit" above
Safe sender limit	1024 entries	1024 entries	
Blocked sender limit per policy	1024 entries	1024 entries	
IP Allow or IP Block list limit	1273 entries	1273 entries	1273 entries
Message deferral limit	2 days, retried every 15 minutes	2 days, retried every 15 minutes	2 days, retried every 15 minutes
Spam quarantine retention period	30 days by default but can be lowered	30 days by default but can be lowered	30 days by default but can be lowered
End-user spam quarantine notifications	3 days by default, configurable from 1 to 15 days	3 days by default, configurable from 1 to 15 days	3 days by default, configurable from 1 to 15 days

Recipient, Domain, and Company Management

7/18/2019 • 2 minutes to read

Microsoft Exchange Online Protection (EOP) offers several means of managing your recipient, domain, and company information. As an administrator, you can perform certain management tasks within the Exchange admin center (EAC), and verify other management tasks performed in the Microsoft 365 admin center.

Looking for information about all EOP features? See the [Exchange Online Protection Service Description](#).

Mail recipients

Mail recipients are categorized as mail users or groups and can be managed through directory synchronization, directly in the EAC, or via remote Windows PowerShell. If you're managing your recipients on-premises, you must run directory synchronization in order for your mail recipients to be reflected in the EAC. Users managed solely in the Microsoft 365 admin center aren't viewable in the EAC, but they can be added to or removed from membership in an administrator role group in the EAC. For more information about recipients in EOP, see [Recipients in EOP](#).

Admin role group permissions

In EOP, you can configure administrative roles only. Users can be added and removed from default admin role groups directly in the EAC. No RBAC customization is available. For more information, see [Manage Admin Role Group Permissions in EOP](#).

Domain management

Managed domains are domains that are protected by EOP. Managed domains can be viewed and domain types can be edited in the EAC. Domain provisioning and management occurs in the Microsoft 365 admin center and changes are reflected in the EAC. For more information, see [View or Edit Managed Domains in EOP](#).

Match subdomains

In EOP, you can enable mail flow to subdomains of a managed domain. For more information, see [Enable Email Flow for Subdomains in EOP](#).

Directory Based Edge Blocking (DBEB)

The Directory Based Edge Blocking feature lets you reject messages for invalid recipients at the service network perimeter. DBEB lets admins add mail-enabled recipients to Office 365 and block all messages sent to email addresses that aren't present in Office 365. If a message is sent to a valid email address present in Office 365, the message continues through the rest of the service filtering layers (anti-malware, anti-spam, transport rules). If the address is not present, the service blocks the message before filtering even occurs, and a non-delivery report (NDR) is sent to the sender informing them that their message was not delivered.

Enabling DBEB requires some user and domain configuration. For more information, see [Use Directory Based Edge Blocking to Reject Messages Sent to Invalid Recipients](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange](#)

Messaging Policy and Compliance

7/18/2019 • 3 minutes to read

Microsoft Exchange Online Protection (EOP) provides messaging policy and compliance features that can help you manage your email data.

Looking for information about all EOP features? See the [Exchange Online Protection Service Description](#).

Transport rules

Transport rules provide you with the flexibility to apply your own company-specific policies to email. Transport rules are made up of flexible criteria, which allow you to define conditions and exceptions, and actions to take based on the criteria. For more information about Transport rules in EOP, see [Transport Rules](#).

Audit logging

Audit logging lets you track specific changes made by administrators to your organization. These reports help you meet regulatory, compliance, and litigation requirements. For more information, see [Auditing Reports in EOP](#).

Data loss prevention (DLP)

Not available to EOP standalone customers. Data loss prevention (DLP) helps you identify, monitor, and protect sensitive information in your organization through deep content analysis. DLP is increasingly important for enterprise message systems because business-critical email includes sensitive data that needs to be protected. The DLP feature enables you to protect sensitive data without affecting worker productivity.

You can configure DLP policies in the EAC, which allows you to:

- Start with a pre-configured policy template that can help you detect specific types of sensitive information such as PCI-DSS data, Gramm-Leach-Bliley act data, or even locale-specific personally identifiable information (PII).
- Use the full power of existing transport rule criteria and actions and add new transport rules.
- Test the effectiveness of your DLP policies before fully enforcing them.
- Incorporate your own custom DLP policy templates and sensitive information types.
- Detect sensitive information in message attachments, body text, or subject lines and adjust the confidence level at which the service takes action.
- Detect sensitive form data by using Document Fingerprinting. Document Fingerprinting helps you easily create custom sensitive information types based on text-based forms that you can use to define transport rules and DLP policies.
- Add Policy Tips, which can help reduce data loss by displaying a notice to your Outlook 2013, Outlook Web App, and OWA for Devices users and can also improve the effectiveness of your policies by allowing false-positive reporting.
- Review incident data in DLP reports or add your own specific reports by using a generate incident report action.

NOTE

DLP policies are applied only to mail that passes in or out of the organization. Intra-organizational (internal) mail does not have DLP policies applied unless you run Exchange Server 2013 with DLP on-premises. This also applies to DLP policy tips, which inform users about potential policy violations before sensitive data is mistakenly sent to unauthorized recipients.

To learn more about DLP, see [Data Loss Prevention](#).

Office 365 Message Encryption

Office 365 Message Encryption, a part of Azure Information Protection, is an online service that allows email users to send encrypted email messages to anyone. On-premises customers can access Office 365 Message Encryption by purchasing Azure Information Protection and using Exchange Online Protection to set up mail flow through Exchange Online. To learn more about Office 365 Message Encryption in Exchange Online, see [Office 365 Message Encryption](#) in the Exchange Online Service Description.

Messaging policy and compliance features across EOP options

FEATURE	EOP STANDALONE	EOP FEATURES IN EXCHANGE ONLINE	EXCHANGE ENTERPRISE CAL WITH SERVICES
Transport rules	Yes ¹	Yes ¹	Yes
Audit logging	Yes ²	Yes	Yes
Data Loss Prevention (DLP)	No	Yes	Yes ³
Office 365 Message Encryption	Yes ⁴	Yes	Yes ⁴

NOTE

¹ The available criteria and actions differ between EOP and Exchange Online. For a list of available criteria and actions in EOP, see [Transport Rule Criteria](#) and [Transport Rule Actions](#). For a list of available criteria and actions in Exchange Online, see [Transport Rule Criteria](#) and [Transport Rule Actions](#).

² EOP auditing reports are a subset of Exchange Online auditing reports that exclude information about mailboxes.

³ DLP policy tips are not available for Exchange Enterprise CAL with Services customers.

⁴ Supported for on-premises customers who purchase the Azure Information Protection add-on and use Exchange Online Protection to route email through Exchange Online. For the desktop experience, in addition to the Azure Information Protection add-on, Office 365 ProPlus needs to be purchased.

Anti-Spam and Anti-Malware Protection[EOP]

7/18/2019 • 5 minutes to read

Microsoft Exchange Online Protection (EOP) provides built-in malware and spam filtering capabilities that help protect inbound and outbound messages from malicious software and help protect your network from spam transferred through email. Administrators do not need to set up or maintain the filtering technologies, which are enabled by default. However, administrators can make company-specific filtering customizations in the Exchange admin center (EAC).

Looking for information about all EOP features? See the [Exchange Online Protection Service Description](#).

Anti-malware protection

Using multiple anti-malware engines, EOP offers multilayered protection that's designed to catch all known malware. Messages transported through the service are scanned for malware (viruses and spyware). If malware is detected, the message is deleted. Notifications may also be sent to senders or administrators when an infected message is deleted and not delivered. You can also choose to replace infected attachments with either default or custom messages that notify the recipients of the malware detection.

For Exchange Online Protection standalone customers, the service only scans inbound and outbound messages that are routed by the service, and does not scan messages sent from a sender in your organization to a recipient in your organization. However, for another layer of defense, you can pair the service with the built-in anti-malware protection capabilities of Exchange Server 2013, which scans internal messages for malware.

For Exchange Online and Exchange Enterprise CAL with Services customers, the service scans inbound and outbound messages that are routed by the service, as well as internal messages sent from a sender in your organization to a recipient in your organization.

For more information, see [Anti-Malware Protection](#) and [Anti-Malware Protection FAQ](#).

Customize anti-malware policies

You can customize anti-malware policies in the EAC. You can configure the default policy for company-wide settings. For greater granularity, you can also create custom content filter policies and apply them to specified users, groups, or domains in your organization. Custom policies always take precedence over the default policy, but you can change the priority (that is, the running order) of your custom policies. For more information, see [Configure Anti-Malware Policies](#).

Anti-spam protection

EOP uses proprietary anti-spam technology to help achieve high accuracy rates. The service provides strong connection filtering and content filtering on all inbound messages. Outbound spam filtering is also always enabled if you use the service for sending outbound email, thereby helping to protect organizations using the service and their intended recipients.

For more information, see [Anti-Spam Protection](#) and [Anti-Spam Protection FAQ](#).

Customize anti-spam policies

Spam filtering is automatically enabled for all inbound and outbound email messages processed by EOP. Spam filtering cannot be completely disabled, but certain company-wide settings can be modified by editing your default anti-spam policies. For greater granularity, you can also create custom content filter policies and apply them to specified users, groups, or domains in your organization. By default, custom policies take precedence over the

default policy, but you can change the priority (running order) of your custom policies. For more information, see [Configure the Anti-Spam Policies](#).

IMPORTANT

For EOP standalone customers: By default, the EOP content filters send spam-detected messages to each recipients' Junk Email folder. However, in order to ensure that the **Move message to Junk Email folder** action will work with on-premises mailboxes, you must configure two Exchange Transport rules on your on-premises servers to detect spam headers added by EOP. For details, see [Ensure that Spam is Routed to Each User's Junk Email Folder](#).

Quarantine

Messages identified by the Office 365 service as spam, bulk mail, phishing mail, containing malware, or because they matched a mail flow rule can be sent to quarantine. By default, Office 365 sends phishing messages and messages containing malware directly to quarantine. Other filtered messages are sent to the user's Junk Email folder unless an administrator sets up a policy to send these messages to quarantine instead.

Administrators can manage quarantined email messages in the Security & Compliance Center and the Exchange Admin Center (EAC). Administrators can search for and view details about quarantined messages. They can also delete messages or release messages to specific users. Administrators must use the Security & Compliance Center, not the EAC, to work with messages that were quarantined because they were identified as containing malware.

End users can manage messages that were sent to quarantine instead of sent to them in one of two ways: by responding to spam notifications sent to the end user directly (if the administrator has set this up), or by using the Security & Compliance Center. If enabled by an administrator, end users receive an end-user spam notification message that contains information about how to work with the quarantined message. End users can only manage messages that were originally sent to them and that were sent to quarantine because they were identified as spam, bulk mail, or phishing mail. End-users cannot work with messages sent to other people or messages that were sent to quarantine if the messages were identified as containing malware or because the messages matched a mail flow rule.

Both end users and administrators can report a quarantined email as a false positive (not junk) message to the Microsoft Spam Analysis Team if it was misidentified and sent to quarantine by mistake.

For more information about quarantine, see [Quarantine email messages in Office 365](#).

Junk Email Reporting Add-in for Microsoft Office Outlook

The Junk Email Reporting Add-in for Microsoft Office Outlook lets EOP users easily report junk (spam) email to Microsoft for analysis to help reduce the number and impact of future junk email messages filtered by the service. For more information about installing and using this tool, see [Junk Email Reporting Add-in for Microsoft Office Outlook](#).

Junk Email Reporting in Outlook Web App

The Junk Email Reporting feature in Outlook Web App lets users easily report junk (spam) email to Microsoft for analysis by using its built-in junk email reporting options. Depending on the results of the analysis, we can then adjust the anti-spam filter rules for our EOP service. For more information, see [Junk Email Reporting in OWA](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange Online Protection Service Description](#).

Mail Flow[EOP]

7/18/2019 • 2 minutes to read

For most organizations that use Office 365, we host your mailboxes and take care of mail flow. It's the simplest configuration and means that Office 365 manages all mailboxes and filtering. However, some organizations have a business need to keep all their mailboxes on premises. Exchange Online Protection (EOP) enables you to do that and provides antivirus and anti-spam mail processing in the cloud. For more information and to purchase EOP, go to [Exchange Online Protection](#).

Looking for information about domain management or Directory Based Edge Blocking (DBEB)? See [Recipient, Domain, and Company Management](#). To learn more about all EOP features, see the [Exchange Online Protection Service Description](#).

Routing email between Office 365 and your own email servers

You can configure a connector to enable mail flow between Office 365 (including Exchange Online or EOP) and an SMTP-based email server such as Exchange. For details about this, see [Do I need a connector?](#) And [Set up connectors to route mail between Office 365 and your own email servers](#).

Secure messaging with a trusted partner

As an EOP customer, you can set up secure mail flow with a trusted partner by using Office 365 connectors. Office 365 supports secure communication through Transport Layer Security (TLS), and you can create a connector to enforce encryption via TLS. TLS is a cryptographic protocol that provides security for communications over the Internet. By using connectors, you can configure both forced incoming and outgoing TLS using self-signed or certification authority (CA)-validated certificates. You can also apply other security restrictions, such as specifying domain names or IP address ranges from which your partner organization sends mail.

For more information, see [Set up connectors for secure mail flow with a partner organization](#).

Safe listing a partner's IP address

You can add a trusted partner's IP address to a safe list to ensure that messages they send to you are not subject to spam filtering. To do this, you can use the connection filter's IP Allow list. For more information, see [Configure the connection filter policy](#).

Conditional mail routing

You can configure a connector with a Transport rule that routes mail to a specific site, based on conditions. For more information, see [Scenario: Conditional email routing](#).

Hybrid mail routing

Hybrid means that you host a portion of your mailboxes on premises, and a portion in the cloud (Exchange Online). You can move from a standalone (on-premises) deployment to a hybrid deployment.

If you have a hybrid deployment, you can protect your cloud and on-premises mailboxes with EOP. Standalone licenses are required for on-premises mailboxes, when they are protected by EOP. For more information about mail routing in a hybrid deployment, see [Transport routing in Exchange hybrid deployments](#).

The [Microsoft Exchange Server Deployment Assistant](#) also provides detailed hybrid deployment provisioning and

hybrid message transport guidance.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange Online Protection Service Description](#).

Reporting and Message Trace

7/18/2019 • 2 minutes to read

Microsoft Exchange Online Protection (EOP) offers many different reports that can help you determine the overall status and health of your organization. Some reports are available in the Microsoft 365 admin center, while others are available in the Exchange admin center (EAC).

Looking for information about all EOP features? See the [Exchange Online Protection Service Description](#).

Microsoft 365 admin center reports

The Reports page in the Microsoft 365 admin center provides information about message traffic, spam and malware detections, and messages affected by Exchange Transport Rules or Data Loss Prevention (DLP) policies. The enhanced reports for protection, rules, and DLP offer an interactive reporting experience for EOP admins. These reports provide summary data and the ability to drill down into details about individual messages.

For more detailed information about these reports, see [Use mail protection reports in Office 365 to view data about malware, spam and rule detections](#).

Excel download application reports

Email protection reports are also available in the Excel 2013 reporting workbook, which provides summary reports with drill-down capabilities. However, we recommend using the enhanced Microsoft 365 admin center reports instead. The Excel 2013 reporting workbook is planned to be deprecated in the future.

For more overview information and links to download and install the workbook, see [Mail Protection Reports for Office 365](#). For information about how to use the workbook, see [Mail Protection Reports Using the Excel Reporting Workbook](#).

Reporting using web services

Not available to EOP standalone customers. You can use the REST/OData Tenant Reporting Web service to programmatically collect summary and detailed reports about messaging data, and you can display the data on a web page in a custom management Web portal. For more information, see [Office 365 Reporting Web Services](#).

Message trace

The message trace feature in the EAC enables you as an administrator to follow email messages as they pass through the EOP. It helps you determine whether a targeted email message was received, rejected, deferred, or delivered by the service. It also shows what actions have occurred to the message before reaching its final status. Obtaining detailed information about a specific message lets you efficiently answer your user's questions, troubleshoot mail flow issues, validate policy changes, and alleviates the need to contact technical support for assistance. For more information, see [Trace an Email Message](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange Online Protection Service Description](#).

Administration and Management[EOP]

7/18/2019 • 2 minutes to read

This section describes management interfaces that are available to Microsoft Exchange Online Protection (EOP) administrators.

Looking for information about all EOP features? See the [Exchange Online Protection Service Description](#).

Access to the Microsoft 365 admin center

The Microsoft 365 admin center is the web portal from which each company's service administrator can manage user accounts and settings for each of the Office 365 services to which they subscribe. From within the Microsoft 365 admin center, administrators can follow links to the EAC, where they can manage settings specific to EOP.

Access to the Exchange admin center

The Exchange admin center (EAC) is a single unified management console that allows for ease of use and is optimized for all types of deployments. The new and improved EAC replaces the Forefront Online Protection for Exchange Administration Center. EAC provides a tighter integration with Office 365 and a consistent, seamless UI experience across Exchange products (Microsoft Exchange Online and Microsoft Exchange Server 2013). For more information about the EAC, see [Exchange Admin Center in Exchange Online Protection](#).

Remote Windows PowerShell access

Administrators can use Remote Windows PowerShell to perform management tasks from the command line. For more information about how to use Windows PowerShell, including information about creating a remote Shell session and documentation about each cmdlet, see [Exchange Online PowerShell](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange Online Protection Service Description](#).

Exchange Online Archiving Service Description

8/29/2019 • 6 minutes to read

Microsoft Exchange Online Archiving is a Microsoft Office 365 cloud-based, enterprise-class archiving solution for organizations that have deployed Microsoft Exchange Server 2019, Microsoft Exchange Server 2016, Microsoft Exchange Server 2013, Microsoft Exchange Server 2010 (SP2 and later), or subscribe to certain Exchange Online or Office 365 plans. Exchange Online Archiving assists these organizations with their archiving, compliance, regulatory, and eDiscovery challenges while simplifying on-premises infrastructure, and thereby reducing costs and easing IT burdens.

As a Microsoft Office 365 online service, Exchange Online Archiving is designed to help meet the need for robust security, reliability, and user productivity. For more information about Office 365, including features common to all Office 365 online services, see the [Office 365 Platform Service Description](#).

To buy Exchange Online Archiving, see [Exchange Online Archiving](#).

To compare features across plans, see [Compare Office 365 for Business plans](#).

TIP

You can export, save, and print pages in the Office 365 Service Descriptions. Learn how to [export multiple pages](#).

Exchange Online Archiving plans

Exchange Online Archiving is available through the following plans.

PLAN	DESCRIPTION
Exchange Online Archiving for Exchange Server	Cloud-based archive for users with primary mailboxes in Exchange Server 2019, Exchange Server 2016, Exchange Server 2013, or Exchange 2010 (SP2 or later). If you want to add a cloud-based archive to a primary mailbox that's located on an on-premises Exchange server, you need to configure a hybrid deployment. For more information about hybrid deployments see Exchange Server Hybrid Deployments .
Exchange Online Archiving for Exchange Server (via Enterprise CAL Suite)	Cloud-based archive for users with primary mailboxes in Exchange Server 2019, Exchange Server 2016, Exchange Server 2013, or Exchange 2010 (SP2 or later). For details, see Licensing Brief - Licensing the Core CAL Suite and the Enterprise CAL Suite .

PLAN	DESCRIPTION
Exchange Online Archiving for Exchange Online	<p>Cloud-based archive and in-place hold as an add-on for the following plans¹, ²:</p> <p>Exchange Online Plan 1 Exchange Online Kiosk Office 365 Business Essentials Office 365 Business Premium Office 365 Enterprise E1 Office 365 Enterprise F1 Microsoft 365 Business Microsoft 365 Enterprise F1</p> <p>Note: The following plans already include archiving and do not require Exchange Online Archiving as an add-on:</p> <p>Office 365 Education A1 Office 365 Education A3 Office 365 Education A5 Office 365 Enterprise E3 Office 365 Enterprise E5 Exchange Online Plan 2 Microsoft 365 Enterprise E3 Microsoft 365 Enterprise E5</p> <p>For details on the archiving capabilities of Exchange Online mailboxes, see Archive mailboxes in Exchange Online.</p>

NOTE

¹ A hybrid deployment isn't required for cloud-only organizations where no mailboxes are located on an on-premises Exchange server. However, if on-premises mailboxes exist, then hybrid deployment is required.

² Exchange Online Plan 1 and Office 365 Business plans have a [size limit on the mailbox and archive](#). Exchange Online Archiving for Exchange Online add-on adds unlimited cloud-based archive and [In-Place Hold and Litigation Hold](#).

Looking for information about all Office 365 plans? Office 365 is available in a variety of plans to best meet the needs of your organization. For information about different plans, including standalone plan options and information on moving from one plan to another, see [Office 365 Plan Options](#).

Requirements

To use Exchange Online Archiving for Exchange Server, user mailboxes must reside on Exchange Server 2019, Exchange Server 2016, Exchange Server 2013, or Exchange Server 2010 (SP2 or later).

Federated identity and single sign-on

Administrators can use a single sign-on approach to Office 365 authentication with on-premises Active Directory. To achieve this, administrators can configure on-premises Active Directory Federation Services—a Microsoft Windows Server® 2008 service—to federate with the Microsoft Federation Gateway. After Active Directory Federation Services is configured, all Office 365 users whose identities are based on the federated domain can use their existing corporate logon to automatically authenticate to Office 365.

User subscriptions

Each user who accesses the Exchange Online Archiving service must have an Exchange Online Archiving subscription. Each email archive subscription can be used only for storage of one user's messaging data.

Unlimited archive storage quota

The unlimited archiving feature in Office 365 (called *auto-expanding archiving*) provides up to 1 TB of storage in archive mailboxes in Exchange Online. Each Exchange Online Archiving subscriber initially receives 100 GB of

storage in the archive mailbox. When auto-expanding archiving is turned on, additional storage space is automatically added when the 100 GB storage capacity is reached. In Exchange hybrid deployments, auto-expanding archiving is only supported for cloud-based archive mailboxes when the on-premises user's mailbox resides on Exchange Server 2019, Exchange Server 2016, or Exchange Server 2013 (SP1 or later). For more information, see [Overview of unlimited archiving in Office 365](#).

IMPORTANT

Administrators can't adjust the storage quota.

Auto-expanding archiving is not supported for mailboxes residing on Exchange Server 2010.

IMPORTANT

Auto-expanding archive is only supported for mailboxes used for individual users or shared mailboxes with a growth rate *that does not exceed 1 GB per day*. Using journaling, transport rules, or auto-forwarding rules to copy messages to Exchange Online Archiving for the purposes of archiving is not permitted. A user's archive mailbox is intended for just that user. Microsoft reserves the right to deny unlimited archiving in instances where a user's archive mailbox is used to store archive data for other users.

Feature availability across Exchange Online Archiving plans

Feature	Exchange Online Archiving for Exchange Server ¹	Exchange Online Archiving for Exchange Online ²
Archive Features in Exchange Online Archiving		
Archive mailbox	Yes	Yes
Move messages using archive policy	Yes	Yes
Import data to the archive	Yes	Yes
Deleted item recovery	Yes	Yes
Deleted mailbox recovery	Yes	Yes
Mailbox backup	Yes	Yes
Client Features in Exchange Online Archiving		
Outlook ³	Yes	Yes
Outlook Web App	Yes	Yes
Compliance and Security Features in Exchange Online Archiving		
Retention policies	Yes	Yes

In-Place Hold and Litigation Hold ⁶	Yes	Yes
In-Place eDiscovery	Yes	Yes
Encryption between on-premises servers and Exchange Online Archiving	Yes	Yes
Encrypting between clients and Exchange Online Archiving	Yes	Yes
Encryption: S/MIME and PGP	Yes	Yes
IRM using Azure Information Protection	No	No ⁴
IRM using Windows Server AD RMS	Yes ⁵	Yes ⁵
Auditing	Yes	Yes

¹ User mailboxes must reside on Exchange 2010 SP2 or later.

² An In-Place Archive can only be used to archive mail for a single user or entity for which a license has been applied. Using an In-Place Archive as a means to store mail from multiple users or entities is prohibited. For example, IT administrators can't create shared mailboxes and have users copy (through the Cc or Bcc field, or through a transport rule) a shared mailbox for the explicit purpose of archiving.

³ For a list of supported Microsoft Outlook versions, see [Client Features in Exchange Online Archiving](#).

⁴ Azure Information Protection is not included, but can be purchased as a separate add-on and will enable the supported Information Rights Management (IRM) features. Some Azure Information Protection features require a subscription to Office 365 ProPlus, which is not included with Office 365 Business Essentials, Office 365 Business Premium, Office 365 Enterprise E1, Office 365 Education, or Office 365 Enterprise F1.

⁵ Windows Server AD RMS is an on-premises server that must be purchased and managed separately in order to enable the supported IRM features.

⁶ When you put a mailbox on In-Place Hold or Litigation Hold, the hold is placed on both the primary and the archive mailbox.

Archive Features in Exchange Online Archiving

6/7/2019 • 3 minutes to read

The following sections describe the archive features of Microsoft Exchange Online Archiving.

Archive mailbox

Exchange Online Archiving offers users advanced archiving capabilities with the archive mailbox feature. An archive mailbox is a specialized mailbox that appears alongside the users' primary mailbox folders in Outlook or Outlook Web App. Users can access the archive in the same way that they access their primary mailboxes. In addition, they can search both their archives and primary mailboxes.

Administrators can use the Exchange admin center (EAC) or remote Windows PowerShell to enable the archive feature for specific users. For more information, see [Enable or disable archive mailboxes in Exchange Online](#).

IMPORTANT

Using journaling, transport rules, or auto-forwarding rules to copy messages to Exchange Online Archiving for the purposes of archiving is not permitted.

A user's archive mailbox is intended for just that user. Microsoft reserves the right to deny unlimited archiving in instances where a user's archive mailbox is used to store archive data for other users.

Move messages to Exchange Online Archiving

Users can drag and drop messages from .pst files into the archive, for easy online access. Users can also move email items from the primary mailbox to the archive mailbox automatically, using Archive Policies, to reduce the size and improve the performance of the primary mailbox.

Import data to the archive

Users can import data to the archive in the following ways:

- Import data from a .pst file using Outlook's Import and Export wizard.
- Drag email messages from .pst files into the archive.
- Drag email messages from the primary mailbox into the archive.
- Let archive policies automatically move email messages from the primary mailbox, based on the age of the messages. For more information, see [Retention Tags and Retention Policies](#).

NOTE

Administrators can also use Office 365 Import service to import .pst files to users' cloud-based archive mailboxes. For more information, see [Use network upload to import PST files to Office 365](#).

Deleted item recovery

Users can restore items they have deleted from any email folder in their archive. When an item is deleted, it is kept in the archive's Deleted Items folder. It remains there until it is manually removed by the user, or automatically removed by retention policies.

After an item has been removed from the archive's Deleted Items folder, the item is kept in the archive's

Recoverable Items folder for an additional 14 days before being permanently removed. Users can recover these items using the **Recover Deleted Items** feature in Microsoft Outlook or Outlook Web App.

If a user has manually purged an item from the Recoverable Items folder, an administrator can recover the item within the same 14 day window, through a feature called Single Item Recovery. This feature allows administrators to conduct a multi-mailbox search to find purged items and then use the `Search-Mailbox` Windows PowerShell cmdlet to move the items from the discovery mailbox to users' mailboxes. For more information, see [Enable or disable single item recovery for a mailbox](#).

NOTE

The Single Item Recovery period is 14 days by default, but it can be customized in some circumstances.

If an administrator has placed a user's mailbox on In-Place Hold or Litigation Hold, purged items are retained indefinitely and the 14-day window does not apply.

Deleted mailbox recovery

When administrators delete users from the on-premises Exchange Server, the users' archives are also deleted. If the deleted archive mailboxes need to be recovered, the Office 365 support team can perform this recovery. A recovered archive will contain all of the mail stored in it at the time it was deleted.

IMPORTANT

Administrators have 30 days from the time a user's mailbox is deleted to request an archive mailbox recovery. After 30 days, the archive mailbox is not recoverable.

Mailbox service redundancy

Archive mailboxes in Exchange Online Archiving are replicated to multiple database copies, in geographically dispersed Microsoft data centers, to provide data restoration capability in the event of a messaging infrastructure failure. For large-scale failures, business continuity management is initiated.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange Online Archiving Service Description](#).

Client Features in Exchange Online Archiving

6/17/2019 • 3 minutes to read

Microsoft Exchange Online Archiving enables users to connect to their archive mailboxes from a variety of devices and platforms. All network connectivity to the user's archive occurs over the Internet, and virtual private network (VPN) connections are not required. Organizations can publish an on-premises Client Access server to allow users to access their primary mailbox using Outlook Anywhere, without requiring a VPN connection. If VPN access is required to access the user's primary mailbox located on an on-premises server, this requirement does not change.

IMPORTANT

Microsoft reserves the right to block or throttle connections from any client software that negatively impacts the health of the Exchange Online Archiving service.

Microsoft Outlook

Microsoft Outlook is a rich email program that includes support for calendaring, contacts, and tasks. Exchange Online Archiving supports Outlook 2013, Outlook 2010, and Outlook 2007. Key features include:

- **Outlook Anywhere** Outlook Anywhere lets Outlook users connect to Exchange Server and Exchange Online Archiving over the Internet with no need for a VPN connection. Communication between Outlook and Exchange Online Archiving occurs via an SSL-secured tunnel, using the RPC-over-HTTP Windows networking component.
- **Autodiscover** The Exchange Autodiscover service automatically configures Outlook to work with Exchange Online Archiving. Autodiscover enables Outlook users to receive their required profile settings directly from Exchange the first time (and at fixed intervals thereafter) that they sign in with their email address and password.

Outlook 2010 and later and Outlook Web App provide users with the full features of the archive, as well as related features like retention and archive policies.

Outlook 2007 provides basic support for the archive, but not all archiving and compliance features are available in Outlook 2007. For example, with Outlook 2007, users cannot apply retention or archive policies to items in their mailboxes. They must rely on administrator-provisioned policies instead. Outlook 2007 users require the Office 2007 Cumulative Update for February 2011 to access the archive.

NOTE

Outlook is not provided with Exchange Online Archiving. Microsoft Office 365 ProPlus (which includes Microsoft Outlook) is included in some Office 365 plans and can be purchased as a separate subscription. For more information, see [Office 365 Plan Options](#). For more information about Office 365 ProPlus, see the [Office Applications Service Description](#).

Clients supported by Exchange Online Archiving

The table below lists the clients supported by Exchange Online Archiving:

CLIENT	EOA SUPPORT
Outlook 2010 and later	Supports the latest features in Exchange Online Archiving. ¹

CLIENT	EOA SUPPORT
Outlook 2007	Supported for use with Exchange Online Archiving. ^{1,2}
Outlook 2003	Not supported
Outlook for Mac 2011	Not supported
Outlook for Mac	Supported for use with Exchange Online Archiving. ³
Microsoft Office Entourage 2008 Web Services Edition	Not supported
IMAP and POP	Not supported
Exchange ActiveSync (Mobile devices)	Not supported

NOTE

¹ Outlook included with Microsoft Office Standard is not supported. To learn more, see [License requirements for Personal Archive and retention policies](#).

² Requires update to enable archiving support. Outlook 2007 users cannot view or apply retention or archive policies to items in their archive mailboxes; they must rely on administrator-provisioned policies. Additionally, Outlook 2007 users cannot search the on-premises mailbox and the archive at the same time.

³ You can't use Outlook 2016 for Mac or Outlook for Mac to move or copy folders, calendar items, contacts, tasks, or notes to your archive, or view them in the archive mailbox, if the items were previously moved there by using any other version of Outlook (such as Outlook 2016 for Windows). For more information, see [Use your online archive with Outlook 2016 for Mac](#).

Outlook Web App

Outlook Web App is a web-based version of the Outlook email program that is used with Exchange Online. Wherever users are connected to the Internet—at home, at the office, or on the road—they can access their email through Outlook Web App.

Users can access their archive by signing in to Outlook Web App on-premises (using the same URL). The archive appears alongside their primary mailbox in Outlook Web App. There is no explicit way to access the archive directly from Outlook Web App.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange Online Archiving Service Description](#).

Compliance and Security Features in Exchange Online Archiving

7/18/2019 • 7 minutes to read

Compliance features in Exchange Online Archiving

The following sections describe the compliance features of Microsoft Exchange Online Archiving.

Retention policies

Exchange Online Archiving offers retention policies to help organizations reduce the liabilities associated with email and other communications. With these policies, administrators can apply retention settings to specific folders in users' inboxes. Administrators can also give users a menu of retention policies and let them apply the policies to specific items, conversations, or folders using Outlook 2010 or later or Outlook Web App. In Exchange Online Archiving, administrators manage retention policies from the on-premises infrastructure.

Exchange Online Archiving offers two types of policies: archive and delete. Both types can be applied to the same item or folder. For example, a user can tag an email message so that it is automatically moved to the personal archive in a specified number of days and deleted after another span of days.

With Outlook 2010 and later and Outlook Web App, users can apply retention policies to folders, conversations, or individual messages and can also view the applied retention policies and expected deletion dates on messages. Users of other email clients can have email deleted or archived based on server-side retention policies provisioned by the administrator, but they do not have the same level of visibility and control.

The retention policy capabilities offered in Exchange Online Archiving are the same as those offered in Exchange Server 2010 Service Pack 2 (SP2) and later. Administrators can manage retention policies from on-premises Exchange Server 2010 and later environments. Managed Folders, an older approach to messaging records management that was introduced in Exchange 2007, are not available in and not compatible with Exchange Online Archiving. For more details, see [Retention Tags and Retention Policies](#).

In-Place Hold and Litigation Hold

When a reasonable expectation of litigation exists, organizations are required to preserve electronically stored information (ESI), including email that's relevant to the case. This expectation can occur before the specifics of the case are known, and preservation is often broad. Organizations may preserve all email related to a specific topic, or all email for certain individuals.

NOTE

In-place hold and litigation hold currently do not apply to emails sent using POP or IMAP clients, or by custom applications that use the SMTP protocol.

In Exchange Online, you can use In-Place Hold or Litigation Hold to accomplish the following goals:

- Enable users to be placed on hold and preserve mailbox items immutably
- Preserve mailbox items deleted by users or automatic deletion processes such as MRM
- Protect mailbox items from tampering, changes by a user, or automatic processes by saving a copy of the original item
- Preserve items indefinitely or for a specific duration

- Keep holds transparent from the user by not having to suspend MRM
- Use In-Place eDiscovery to search mailbox items, including items placed on hold

Additionally, you can use In-Place Hold to:

- Search and hold items matching specified criteria
- Place a user on multiple In-Place Holds for different cases or investigations

NOTE

When you put a mailbox on In-Place Hold or Litigation Hold, the hold is placed on both the primary and the archive mailbox.

For more information, see [In-Place Hold and Litigation Hold](#).

NOTE

The default quota for the Recoverable Items Folder is 100 GB for Exchange Online Archiving users.

In-Place eDiscovery

Exchange Online Archiving supports In-Place eDiscovery for searching the contents of mailboxes in an organization. Using the Exchange admin center or remote Windows PowerShell from an on-premises Exchange 2013 server, administrators or authorized Discovery managers can search a variety of mailbox items - including email messages, attachments, calendar appointments, tasks, and contacts. In-Place eDiscovery can search simultaneously across primary mailboxes and archives. Rich filtering capabilities include sender, receiver, message types, sent date, received date, carbon copy, and blind carbon copy, along with Keyword Query Language (KQL) syntax. For more details, see [In-Place eDiscovery](#).

The Exchange admin center and remote Windows PowerShell can be used to search up to 5,000 mailboxes at a time in an In-Place eDiscovery search. For details about using remote Windows PowerShell to run In-Place eDiscovery searches, see [New-MailboxSearch](#).

NOTE

In remote Windows PowerShell, the `Search-Mailbox` cmdlet can be used to search more than 5,000 mailboxes. For details about searching large numbers of mailboxes using remote Windows PowerShell, see [Search-Mailbox](#).

Results of an In-Place eDiscovery search can be previewed in the Exchange admin center, exported to a .pst file, or copied to a special type of mailbox, called a discovery mailbox. Administrators or compliance officers can connect to the discovery mailbox to review messages. For details, see [Create an In-Place eDiscovery Search](#).

NOTE

When copying search results for an In-Place eDiscovery search performed across on-premises and cloud-based mailboxes or archives, you must select an on-premises discovery mailbox. Messages from the on-premises primary mailbox and the cloud-based archive are copied to the on-premises discovery mailbox.

Administrators can also search for and delete inappropriate email messages sent to multiple mailboxes across their organizations. For example, if confidential salary information was accidentally sent to all employees, an administrator can delete the email from the users' mailboxes. This type of search is not available in the Exchange admin center. It must be performed using Remote PowerShell. For details on how to delete messages from users' mailboxes, see [Search and Delete Messages](#).

Security features in Exchange Online Archiving

The following sections describe the security features of Microsoft Exchange Online Archiving.

Encryption between on-premises servers and Exchange Online Archiving

TLS is used to encrypt the connection between email servers to help prevent spoofing and provide confidentiality for messages in transit. TLS is also used for securing on-premises mail server traffic to Office 365 data centers for Exchange Online Archiving.

Encrypting between clients and Exchange Online Archiving

Client connections to Exchange Online Archiving use the following encryption methods to enhance security:

- SSL is used for securing Outlook, Outlook Web App, and Exchange Web Services traffic, using TCP port 443.
- Client connections to on-premises servers do not change with the introduction of Exchange Online Archiving.

Encryption: S/MIME and PGP

Exchange Online Archiving will store Secure/Multipurpose Internet Mail Extensions (S/MIME) messages. However, Exchange Online Archiving does not host S/MIME functions or host the public keys, nor does it provide key repository, key management, or key directory services because all of these services attach to the on-premises Exchange infrastructure.

Similarly, Exchange Online Archiving will store messages that are encrypted using client-side, third-party encryption solutions such as Pretty Good Privacy (PGP).

Information Rights Management

Exchange Online Archiving does not provide hosted Information Rights Management (IRM) services, but administrators can use on-premises Active Directory Rights Management Services (AD RMS). If an AD RMS server is deployed, Outlook can communicate directly with that server, enabling users to compose and read IRM-protected messages. If interoperability between the AD RMS server and the on-premises Exchange environment is configured, users will be able to compose and read IRM-protected messages.

Support for IRM in Outlook Web App

Users can read and create IRM-protected messages natively in Outlook Web App, just as they can in Outlook. IRM-protected messages in Outlook Web App can be accessed through Internet Explorer, Firefox, Safari, and Chrome (with no plug-in required). The messages include full-text search, conversation view, and the preview pane. Interoperability between the Active Directory Rights Management Services server and the on-premises Exchange environment must be configured to enable this.

IRM Search

IRM-protected messages are indexed and searchable, including headers, subject, body, and attachments. Users can search IRM-protected items in Outlook and Outlook Web App, and administrators can search IRM-protected items by using In-Place eDiscovery or the **Search-Mailbox** cmdlet.

Auditing

Exchange Online Archiving provides two types of built-in auditing capabilities:

- **Administrator audit logging** Administrator audit logging allows customers to track changes made by their administrators in the Exchange Online Archiving environment, including changes to RBAC roles or Exchange policies and settings.
- **Mailbox audit logging** Mailbox audit logging allows customers to track access to mailboxes by users other than the mailbox owner.

Several predefined audit reports are available in the Exchange admin center, including Administrator Role

Changes, Litigation Hold, and Non-Owner Mailbox Access. Administrators can filter reports by date and role, and they can export all audit events for specified mailboxes in XML format for long-term retention or custom reporting.

Administrator audit logging is on by default, and mailbox audit logging is off by default. Administrators can use remote Windows PowerShell to enable mailbox audit logging for some or all mailboxes in their organization. For more information, see [Auditing Reports](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Exchange Online Archiving Service Description](#).

Office 365 Advanced Threat Protection Service Description

9/18/2019 • 6 minutes to read

Microsoft Office 365 Advanced Threat Protection (ATP) is a cloud-based email filtering service that helps protect your organization against unknown malware and viruses by providing robust zero-day protection, and includes features to safeguard your organization from harmful links in real time. ATP has rich reporting and URL trace capabilities that give administrators insight into the kind of attacks happening in your organization.

The following are the primary ways you can use ATP for message protection:

- In an Office 365 ATP filtering-only scenario, ATP provides cloud-based email protection for your on-premises Exchange Server environment or any other on-premises SMTP email solution.
- Office 365 ATP can be enabled to protect Exchange Online cloud-hosted mailboxes. To learn more about Exchange Online, see the [Exchange Online Service Description](#).
- In a hybrid deployment, ATP can be configured to protect your messaging environment and control mail routing when you have a mix of on-premises and cloud mailboxes with Exchange Online Protection for inbound email filtering.

Office 365 Advanced Threat Protection (ATP) availability

ATP is included in Office 365 Enterprise E5, Office 365 Education A5, and Microsoft 365 Business.

You can add ATP to the following Exchange and Office 365 subscription plans:

- Exchange Online Plan 1
- Exchange Online Plan 2
- Exchange Online Kiosk
- Exchange Online Protection
- Office 365 Business Essentials
- Office 365 Business Premium
- Office 365 Enterprise E1
- Office 365 Enterprise E3
- Office 365 Enterprise F1
- Office 365 A1
- Office 365 A3

To buy Office 365 Advanced Threat Protection, see [Office 365 Advanced Threat Protection](#).

To compare features across plans, see [Compare Office 365 for Business plans](#) and [Discover the Microsoft 365 Enterprise solution that's right for you](#).

What's new in Office 365 Advanced Threat Protection (ATP)

We are continuing to add new features to Office 365 ATP. Below is a list of several new features, some of which call for an ATP policy to be reviewed and updated. To learn more about new features coming to ATP (or Microsoft 365 in general), visit the [Microsoft 365 Roadmap](#).

FEATURE UPDATES	ACTION ITEMS
<p>Office 365 Threat Intelligence (TI) capabilities are now threat investigation and response capabilities as part of ATP Plan 2. New features, such as automated incident response, and enhancements to Threat Explorer, are rolling out.</p> <p>If your organization does not currently have ATP, or if you had ATP but not TI, you now have several options to consider, with the availability of ATP Plan 1 and ATP Plan 2. To learn more, see Feature availability across Advanced Threat Protection (ATP) plans (in this article) and Office 365 Advanced Threat Protection plans and pricing.</p>	<p>Review your organization's subscription, and if needed, Buy or edit an add-on.</p>
<p>When people are using Outlook or Outlook Web Application (OWA), ATP Safe Links renders original URLs, not rewritten URLs. (We call this native link rendering.)</p> <p>When native link rendering is available for your organization, this feature will work in Outlook 365 (Click-to-Run), OWA, and on Windows and Mac OS.</p>	<p>None</p>
<p>Office 365 ATP warning pages feature a new color scheme, more details, and the ability to continue to a site despite given warnings and recommendations.</p>	<p>None</p>
<p>ATP Safe Links protection is extended to apply to URLs in Office for the web (Word for the web, Excel for the web, PowerPoint for the web, and OneNote for the web), and Office 365 ProPlus on Mac.</p>	<p>Review and edit your ATP Safe Links policies</p>
<p>Quarantine capabilities in the Security & Compliance Center are extended to ATP for SharePoint Online, OneDrive for Business, and Microsoft Teams.</p>	<p>Review and edit your ATP Safe Attachments policies</p>
<p>ATP Safe Links protection is extended to apply to email sent between people within an organization.</p>	<p>Review and edit your ATP Safe Links policies</p>
<p>ATP Safe Links protection is extended to apply to URLs in email as well as URLs in Office 365 ProPlus documents, such as Word, Excel, PowerPoint, and Visio on Windows, as well as Office apps on iOS and Android devices.</p>	<p>Make sure you're using Modern Authentication for Office</p>

Requirements for Office 365 Advanced Threat Protection (ATP)

ATP can be used with any SMTP mail transfer agent, such as Microsoft Exchange Server. For information about the operating systems, web browsers, and languages that are supported by ATP, see the "Supported browsers" and "Supported languages" sections in [Exchange Admin Center in Exchange Online Protection](#).

Feature availability across Advanced Threat Protection (ATP) plans

Each feature is listed below. When Exchange Online is mentioned, it typically refers to the Office 365 Enterprise service family.

FEATURE	ATP PLAN 1 (FORMERLY ATP STANDALONE)	ATP PLAN 2 (FORMERLY THREAT INTELLIGENCE STANDALONE)	OFFICE 365 ENTERPRISE E5
<i>Configuration, Protection, and Detection</i>			
Safe Attachments	Yes	Yes	Yes
Safe Links	Yes	Yes	Yes
Anti-Phishing Policies	Yes	Yes	Yes
ATP for SharePoint, OneDrive and Microsoft Teams	Yes	Yes	Yes
Safe Attachments in Teams	Yes	Yes	Yes
Safe Links in Teams	No	No	No
Real-time reports	Yes	Yes	Yes
<i>Automation, Investigation, Remediation and Education</i>			
Threat Trackers	No	Yes	Yes
Explorer (advanced threat investigation)	No	Yes	Yes
Automated incident response	No	Yes	Yes
Attack Simulator	No	Yes	Yes

Advanced Threat Protection (ATP) Capabilities

Safe Attachments

[ATP Safe Attachments](#) protects against unknown malware and viruses, and provides zero-day protection to safeguard your messaging system. All messages and attachments that don't have a known virus/malware signature are routed to a special environment where ATP uses a variety of machine learning and analysis techniques to detect malicious intent. If no suspicious activity is detected, the message is released for delivery to the mailbox.

NOTE

ATP Safe Attachments scanning takes place in the same region where your Office 365 data resides. For more information about data center geography, see [Where is your data located?](#)

Safe Links

The [ATP Safe Links](#) feature proactively protects your users from malicious URLs in a message or in an Office document. The protection remains every time they click the link, as malicious links are dynamically blocked while

good links can be accessed.

Safe Links is available for URLs in the following apps:

- Office 365 ProPlus on Windows or Mac.
- Office for the web (Word for the web, Excel for the web, PowerPoint for the web, and OneNote for the web).
- Word, Excel, PowerPoint, and Visio on Windows, as well as Office apps on iOS and Android devices.

NOTE

Users must be licensed for ATP*, must be included in ATP Safe Links policies, and must be signed in on their devices for protection to be in place.

* For organization-wide ATP licenses (for example, ATP_ENTERPRISE_FACULTY), you don't need to assign ATP licenses to individual users.

Anti-phishing policies

[ATP anti-phishing](#) checks incoming messages for indicators that a message might be a phishing attempt. When users are covered by ATP policies (safe attachments, safe links or anti-phishing), incoming messages are evaluated by multiple machine learning models that analyze messages and the appropriate action is taken, based on the configured policies.

ATP for SharePoint, OneDrive, and Microsoft Teams

[ATP for SharePoint, OneDrive, and Microsoft Teams](#) helps detect and block files that are identified as malicious in team sites and document libraries.

Real-time reports

Monitoring capabilities available in the Office 365 Security & Compliance Center include [real-time reports and insights](#) that enable your security and compliance administrators to focus on high-priority issues, such as security attacks or increased suspicious activity. In addition to highlighting problem areas, smart reports and insights include recommendations and links to view and explore data and also take quick actions.

Threat Trackers

[Threat Trackers](#) are informative widgets and views that provide authorized users with intelligence on cybersecurity issues that might impact your organization.

Explorer

Explorer (also referred to as Threat Explorer) is a real-time report that enables authorized users to identify and analyze recent threats. By default, this report shows data for the past 7 days; however, views can be modified to show data for the past 30 days.

For more information about Explorer (in Office 365 Advanced Threat Protection Plan 2) and real-time detections (in Office 365 Advanced Threat Protection Plan 1), see [Threat Explorer \(and real-time detections\)](#).

Attack Simulator

[Attack Simulator](#) enables authorized users to run realistic attack scenarios in your organization. Several different kinds of attacks are available, including a display name spear-phishing attack, a password-spray attack, and a brute-force password attack.

OneDrive for Business Service Description

8/14/2019 • 3 minutes to read

OneDrive is online storage space in the cloud that's provided for individual licensed users in an organization. Use it to help protect work files and access them across multiple devices. OneDrive lets you share files and collaborate on documents, and sync files to your computer. [Learn more about OneDrive features, functionality, and pricing](#)

OneDrive is included in Microsoft 365 and Office 365 plans, in SharePoint Online plans, and can also be purchased as a standalone plan.

To compare plans, see [Compare Office 365 for Business plans](#) and [Compare OneDrive for Business plans](#).

NOTE

OneDrive for Business standalone plans include Office for the web.

System requirements

To review the requirements for the OneDrive sync client and mobile app, see [OneDrive system requirements](#).

About sync

Anyone whose plan includes OneDrive can use the OneDrive sync client unless their IT department explicitly disables it. To install the latest sync client, go to [the OneDrive download page](#). To learn more about the sync client, see [Sync files with the OneDrive sync client in Windows](#).

Storage space per user

2 GB

- Office 365 Enterprise F1

1 TB

- Office 365 Business Essentials
- Office 365 Business
- Office 365 Business Premium
- Office 365 ProPlus
- Office 365 Enterprise E1
- Office 365 Government G1
- Office 365 Nonprofit Business Essentials
- Office 365 Nonprofit Business Premium
- Office 365 Nonprofit E1
- OneDrive for Business Plan 1
- SharePoint Online Plan 1
- Microsoft 365 Business

Beyond 1 TB, to unlimited

1 TB per user for subscriptions with fewer than 5 users. For subscriptions with 5 or more users (can be any

combination of qualifying plans), Microsoft will initially provide 1 TB per user, which admins can increase to up to 5 TB per user. (To learn how, see [Set the default storage space for OneDrive users](#).) To request additional storage, admins must contact Microsoft support.

- Office 365 Enterprise E3
- Office 365 Enterprise E5
- Office 365 A1
- Office 365 A3
- Office 365 A5
- Office 365 US Government G3
- Office 365 US Government G5
- Office 365 Nonprofit E3
- Office 365 Nonprofit E5
- OneDrive for Business Plan 2
- SharePoint Online Plan 2
- Microsoft 365 Enterprise E3
- Microsoft 365 Enterprise E5
- Microsoft 365 A3
- Microsoft 365 A5
- Microsoft 365 US Government G3
- Microsoft 365 US Government G5
- Microsoft 365 E3 for nonprofit
- Microsoft 365 E5 for nonprofit

NOTE

You must assign at least one license to a user before you can increase the default OneDrive storage space.

When you need cloud storage for individual users beyond the initial 5 TB, admins can [open a case with Microsoft technical support](#) to request it. Additional cloud storage will be granted as follows:

- When a user has filled their 5 TB of OneDrive storage to at least 90% capacity, Microsoft will increase your default storage space in OneDrive to up to 25 TB per user (admins may set a lower per user limit if they want to).
- For any user that reaches at least 90% capacity of their 25 TB of OneDrive storage, additional cloud storage will be provided as 25 TB SharePoint team sites to individual users. This additional storage is provided to the organization by way of credit.

To see the storage space and usage for an individual user, go to [Manage storage](#) in the OneDrive sync client. To see how much storage users across the organization are using, go to the [OneDrive usage report](#) in the Microsoft 365 admin center.

Supported uses

OneDrive storage is provisioned on a per user basis and is designed to serve the needs of individual users.

Storage of data other than an individual user's work files, including system back-ups and departmental and organizational level data, is not supported, nor is the assignment of a per user license to a bot, department, or other non-human entity. SharePoint is the best solution for more advanced content management and collaboration, including storing and managing files, communications, and intranet sites across a team or organization.

OneDrive limits

To learn about file and sync limits, see [SharePoint Online limits](#) and [Invalid file names and file types](#).

For plans that include unlimited cloud storage for individual users, note that limits may apply on non-storage features.

SharePoint Online Service Description

8/23/2019 • 17 minutes to read

Microsoft SharePoint Online in Office 365 empowers people to share and work together, to inform and engage others across the company, to transform business processes, and to harness collective knowledge. In addition, SharePoint provides capabilities for organizations to protect and manage data and to build custom solutions. For a quick overview, see [What is SharePoint?](#)

To compare features across plans, see [Compare Office 365 for Business plans](#).

What's new

For information about new features in SharePoint Online, see [What's new in SharePoint Online](#).

System requirements

For system requirements for Office 365, the monthly subscription-based service available for business, education, and government organizations, please see [Office 365 system requirements](#).

NOTE

An organization can deploy a hybrid SharePoint environment, which is composed of SharePoint Server 2013 or 2016, typically deployed on-premises, and SharePoint Online. To learn more, see [Hybrid for SharePoint Server 2013](#) or [Hybrid for SharePoint Server 2016](#).

SharePoint Online boundaries and limits

There are some limits to the SharePoint Online service managed by Microsoft, such as site collection quotas, file upload limits, and storage limits. For details, see [SharePoint Online Limits](#).

To learn more about mobile support, see [Use a mobile device to work with SharePoint Online sites](#).

Subscription options

Office 365 is available in a variety of plans to best meet the needs of your organization. For information about different plans, including standalone plan options and information on moving from one plan to another, see [Office 365 Plan Options](#).

Each person who accesses SharePoint Online must be assigned to an Office 365 plan or SharePoint Online Plan 1 or SharePoint Online Plan 2 standalone service. However, a Firstline plan is not sold as a standalone offer, only as part of the Firstline subscription, such as SharePoint Online Firstline. Since Firstline workers can't be administrators, tenants with Firstline workers require at least one Enterprise administrator to manage SharePoint. Firstline workers won't see SharePoint navigation menus, so Firstline workers have to navigate to SharePoint sites directly by URL.

OneDrive for Business

OneDrive for Business (formerly SkyDrive Pro) is personal online storage for a company's employees. It's the place where people can store, sync, and share their work files across multiple devices with ease and security. OneDrive for Business is included in SharePoint Online and can also be purchased as a standalone plan. The

OneDrive for Business standalone option includes Office for the web. To see which features are included in OneDrive for Business with Office for the web, see the [OneDrive for Business Service Description](#).

SharePoint Online Enterprise external users

External users inherit the use rights of the SharePoint Online customer who is inviting them to collaborate. That is, if an organization purchases an E3 Enterprise plan and builds a site that uses enterprise features, the external user is granted rights to use and/or view the enterprise features within the site collection they are invited to. While external users can be invited as extended project members to perform a full range of actions on a site, they will not have the exact same capabilities as a full, paid, licensed member within your organization. Learn more about [what external users can and can't do](#).

Feature availability across Office 365 plans

Use the following table to determine whether a SharePoint feature is available in an Office 365 plan.

TIP

Some columns in this table may be hidden. Use the scrollbar at the bottom of the table to scroll to the right and see additional columns.

[illegible]

BCS: App Scoped External Content Types (ECTs)	No	No	No	Yes	No	Yes	No	Yes	Yes
BCS: Business Data Web Parts	No	No	No	Yes	No	Yes	No	Yes	Yes
BCS: External List	No	No	No	Yes	No	Yes	No	Yes	Yes
BCS: OData connect or	No	No	No	Yes	No	Yes	No	Yes	Yes
BCS: Rich Client Integrati on	No	No	No	No	No	No	No	Yes	Yes
Client Object Model (OM)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Custom Site Provisio ning Page	No	No	No	No	No	No	No	No	Yes
Develop er Site	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Forms Based Applicati ons	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Full- Trust Solution s	No	No	No	No	No	No	No	Yes	Yes
InfoPath Forms Services	No	No	No	Yes	No	Yes ¹⁶	No	No	Yes

[illegible]

[illegible]

[illegible]

Windows PowerShell Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Content features	Office 365 Business Essentials	Office 365 Business Premium	SharePoint Online Plan 1	SharePoint Online Plan 2	Office 365 Enterprise E1	Office 365 Enterprise E3 Office 365 Enterprise E5	Office 365 Enterprise F1	SharePoint Server 2016 Standard	SharePoint Server 2016 Enterprise
Accessibility Standards Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Asset Library Enhancements/Video Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Auditing	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Auditing & Reporting (e.g., doc edits, policy edits, deletes)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Catalog	No	No	No	Yes	No	Yes	No	No	Yes
Category page and catalog item page	No	No	No	Yes	No	Yes	No	No	Yes
Content Organizer	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Cross-Site Publishing	No	No	No	Yes	No	Yes	No	No	Yes

[illegible]

Information Rights Management (IRM)	No ³	No ³	No ³	No ³	No ³	Yes	No ^{3, 4}	Yes	Yes
Managed metadata service	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Metadata-driven Navigation	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Multi-stage Disposition	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Office for the web (create/edit)	Yes	Yes	No	No	Yes	Yes	Yes ¹⁵	Yes	Yes
Office for the web (view)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Office ProPlus	No	No	No	No	No	Yes	No	No	No
Office Web Apps Server integration	Included	Included	Included	Included	Included	Included	Included	Yes	Yes
Preservation hold library	No	No	Yes	Yes	Yes	Yes	Yes	No	Yes
Publishing Analytics	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Quick Edit	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes

Records management	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Recycle Bin (SharePoint admin center)	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No
Recycle Bin (site collection)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
Search web parts	No	No	No	Yes	No	Yes	No	No	Yes
Shared Content Types	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
SharePoint Translation Services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Unique Document IDs	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Video Search	No	No	No	Yes	No	Yes	No	No	Yes
WCM: Search Engine Optimizations (SEO)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Word Automation Services	No	No	No	No	No	No	No	No	No
Insights features	Office 365 Business Essentials	Office 365 Business Premium	SharePoint Online Plan 1	SharePoint Online Plan 2	Office 365 Enterprise E1	Office 365 Enterprise E3 Office 365 Enterprise E5	Office 365 Enterprise F1	SharePoint Server 2016 Standard	SharePoint Server 2016 Enterprise

Business Intelligence Center	No	No	No	Yes	No	Yes	No	No	Yes
Calculated Measures and Members	No	No	No	Yes	No	Yes	No	No	Yes
Data Connection Library	No	No	No	Yes	No	Yes	No	No	Yes
Decoupled PivotTables and PivotCharts	No	No	No	Yes	No	Yes	No	No	Yes
Field list and Field Support	No	No	No	Yes	No	Yes	No	No	Yes
Filter Enhancements	No	No	No	Yes	No	Yes	No	No	Yes
Filter Search	No	No	No	Yes	No	Yes	No	No	Yes
PerformancePoint Services	No	No	No	No	No	No	No	No	Yes
Power BI Web Part	No	No	No	Yes	No	Yes	No	No	No
Power View for Excel in SharePoint	No	No	No	Yes	No	Yes	No	No	Yes
Power Pivot for Excel in SharePoint	No	No	No	Yes	No	Yes	No	No	Yes

Quick Explore	No	No	No	Yes	No	Yes	No	No	Yes
SQL Server Reporting Services (SSRS) Integrated Mode	No	No	No	No	No	No	No	Yes	Yes
Timeline Slicer	No	No	No	Yes	No	Yes	No	No	Yes
Visio for the web ¹⁷	Yes	Yes	No	Yes	Yes	Yes	Yes	No	Yes
Visio Services ¹⁷	No	No	No	Yes	No	Yes	No	No	Yes
Search features	Office 365 Business Essentials	Office 365 Business Premium	SharePoint Online Plan 1	SharePoint Online Plan 2	Office 365 Enterprise E1	Office 365 Enterprise E3 Office 365 Enterprise E5	Office 365 Enterprise F1	SharePoint Server 2016 Standard	SharePoint Server 2016 Enterprise
Continuous crawls	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Deep links	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Event-based relevancy	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Expertise Search	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Graphical refiners	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Highlighted content (Web Part)	Yes	Yes			Yes	Yes	Yes	No	No

[illegible]

Search results sorting	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Search Web Parts	No	No	No	Yes	No	Yes	No	No	Yes
"This List" searches	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Sites features	Office 365 Business Essentials	Office 365 Business Premium	SharePoint Online Plan 1	SharePoint Online Plan 2	Office 365 Enterprise E1	Office 365 Enterprise E3 Office 365 Enterprise E5	Office 365 Enterprise F1	SharePoint Server 2016 Standard	SharePoint Server 2016 Enterprise
Communication sites	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Community	Yes ¹³	Yes ¹³	Yes	Yes	Yes ¹³	Yes ¹³	No	Yes	Yes
Company Feed	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
Cross Browser Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Custom Managed Paths	No	No	No	No	No	No	No	Yes	Yes
Document libraries	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Governance	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hub sites	No ²⁰	No ²⁰	No ²⁰	No ²⁰	No ²⁰	No ²⁰	No ²⁰	No	No
Hybrid App Launcher	Yes	Yes	Yes	Yes	Yes	Yes	Yes ¹⁸	Yes	Yes

[illegible]

[illegible]

Azure Provisioned Apps: Custom Code in Azure Lightweight Web Role (LWR)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No

¹ To use folder sync, you must have Office 2013 or later (Standard or Professional edition) or an Office 365 subscription that includes Office applications. Office 365 Business Essentials, Office 365 Enterprise E1, and Office 365 Education plans do not include subscriptions to Office desktop applications. However, you can use folder sync if you have Office 2013 or later installed and subscribe to one of these plans.

² Firstline workers have limited OneDrive for Business functionality. Firstline workers receive 2GB of storage and lack desktop sync capabilities. Firstline accounts do not include a OneDrive for Business Personal Site, so they do not benefit from a OneDrive for Business personal library with 1 TB or 5 TB of online storage.

³ Azure Information Protection is not included, but can be purchased as a separate add-on and will enable the supported Information Rights Management (IRM) features. Some Azure Information Protection features require a subscription to Office 365 ProPlus, which is not included with Office 365 Business Essentials, Office 365 Business Premium, Office 365 Enterprise E1, Office 365 Education, or Office 365 Enterprise F1.

⁴ Because Firstline workers can't be administrators, tenants with Firstline workers need at least one Enterprise user to access the admin center.

⁵ SharePoint Online customers need to download and install the free Rank Model Tuning App to create and customize ranking models.

⁶ When you use eDiscovery features, the licensing requirement for a plan that permits that feature applies to all end users that are part of the eDiscovery action (Search, Hold, Export).

⁷ Authenticated SharePoint Online users can access private site collections with faceted navigation.

⁸ Some providers may be blocked in your country/region.

⁹ Sharing a document, library, or site by email with someone outside of your organization. Administrators do have the ability to turn it on, but will get a warning message indicating that it could make files shared accessible outside of your country. Users who attempt to share with someone outside of the organization will receive the same warning message.

¹⁰ You can view documents in any Mobile browser. You need to install the Office Mobile app to edit documents. Office Mobile is currently available for Windows phones and tablets, Android phones and tablets, iPhone, and iPad.

¹¹ Help is available only in Simplified Chinese and English.

¹² Comments on blogs cannot be added.

¹³ Organization community website is available, but public community-provided help is not available.

¹⁴ Access 2010 is not supported.

¹⁵ For Office for the web, F1 users should have access to Office for the web (live tiles) for content creation. However, they have limitations associated with the core commercial mobile apps. The following are included: Yammer, StaffHub, Microsoft Teams, Skype for Business, SharePoint, and Groups. The following are **not** included: Outlook, Word, Excel, PowerPoint, and OneNote.

¹⁶ InfoPath Forms that contain user code (Sandbox) can only be consumed in InfoPath Rich Client.

¹⁷ Visio for the web consumption (view capability) is available for free. Visio for the web create and edit capabilities require a license. For more information about Visio for the web, see the [Visio for the web Service Description](#).

¹⁸ F1 users can access SharePoint Server in a hybrid setup, but Office 365 F1 does not include CAL rights to access the server; these rights must be purchased separately.

¹⁹ Customer Key is available in Office 365 Enterprise E5. Customer Key enables you to control your organization's encryption keys and then configure Office 365 to use them to encrypt your data at rest in Microsoft's data centers. Data at rest includes data from Exchange Online and Skype for Business that is stored in mailboxes and files that are stored in SharePoint Online and OneDrive for Business. Customer Key helps you meet compliance obligations because you control the encryption keys that Office 365 uses to decrypt data. For more information, see [Controlling your data in Office 365 using Customer Key](#).

²⁰ Coming soon.

SharePoint Online Limits

9/18/2019 • 3 minutes to read

Find the SharePoint limits for Office 365 plans and SharePoint Online standalone plans.

Limits by plan

Feature	Office 365 Business Essentials or Business Premium	Office 365 Enterprise E1, E3, or E5, or SharePoint Online Plan 1 or 2	Office 365 Enterprise F1
Total storage per organization ^{1, 2}	1 TB plus 10 GB per license purchased	1 TB plus 10 GB per license purchased ³	1 TB ³
Max storage per site collection ⁴	25 TB	25 TB	25 TB ⁵
Site collections per organization	1 million ⁶	1 million ⁶	1 million
Number of users	Up to 300	1 - 500,000 ⁷	1 - 500,000 ⁷

¹ You can purchase an unlimited amount of additional SharePoint storage. See [Change storage space for your subscription](#).

² We recommend monitoring the Recycle Bin and emptying it regularly. The storage space it uses is part of the organization's total storage limit.

³ If you have an Office 365 subscription and an Office 365 Extra File Storage add-on, the storage amounts are added.

⁴ This is the storage limit for a single site collection, not the amount of storage provided for each site collection. This limit applies to all types of site collections, including Office 365 group-connected team sites and OneDrive. SharePoint admins can [manually set lower storage limits](#).

⁵ Firstline workers can't administer SharePoint site collections.

⁶ Not including the OneDrive created for each licensed user.

⁷ If you have more than 500,000 users, please contact a Microsoft representative.

Service limits for all plans

- **Items in lists and libraries** - A list can have up to 30 million items and a library can have up to 30 million files and folders. After 100,000 items are added to a list, library, or folder, permission inheritance for the list, library, or folder can't be changed. To learn more about other restrictions for viewing large lists, see [Manage large lists and libraries in Office 365](#).
- **File size and file path length** - 15 GB. The maximum size for files attached to list items is 250 MB. To learn more about restrictions and limits when using the new OneDrive sync client (OneDrive.exe), see [Invalid file names and file types](#).
- **Moving and copying across site collections** - 100 GB per operation. The web browser must remain open.
- **Sync** - For optimum performance, we recommend storing no more than 300,000 files across all synced

document libraries, even if you're using Files On-Demand or choosing only some folders within the libraries to sync.

If you use the previous OneDrive for Business sync client (Groove.exe), you can sync up to 20,000 items total across all synchronized libraries. This includes OneDrive for Business libraries, team site libraries, or both. Separately from the overall sync limit, there are limits to the number of items that can be synchronized for each library type:

- You can sync up to 20,000 items in a OneDrive for Business library. This includes folders and files.
- You can sync up to 5,000 items in a SharePoint library. This includes folders and files. These are libraries that you find on various SharePoint sites, such as team sites and community sites, libraries that other people created, or that you created from your Sites page. You can sync multiple SharePoint libraries. Any team sites that you sync will also count against the overall 20,000 item limit across all synchronized libraries.

NOTE

If users need to sync files in document libraries that have hundreds of thousands of files, you can "hide" folders from the sync client by setting the permission level of the folders to "Restricted Read."

- **Versions** - 50,000 major versions and 511 minor versions.
- **SharePoint groups** - A user can belong to 5,000 groups, and each group can have up to 5,000 users. You can have up to 10,000 groups per site collection.

NOTE

For Azure AD group limits, see [Azure AD service limits and restrictions](#) as such limits can impact public and private group sites membership management.

- **Managed metadata** - 200,000 terms in Term Store, 1,000 global term sets, 1,000 groups.
- **Subsites** - 2,000 per site collection.
- **SharePoint hosted applications** - 20,000 instances per organization.
- **Unique security scopes per list or library** - 5,000. For large lists, design to have as few unique permissions as possible.
- **Users** - 2 million per site collection.

NOTE

There is no limit to the number of guests you can invite to SharePoint site collections. For more information about external sharing, see [External sharing overview](#).

See also

[Search limits for SharePoint Online](#)

Developer

7/18/2019 • 5 minutes to read

SharePoint Online is a collection of Web-based tools and technologies that help your organization store, share, and manage digital information. Built on Microsoft SharePoint Server 2013, this hosted service is ideal for working on projects, storing data and documents in a central location, and sharing information with others. The following features support developers who want to build apps and solutions to extend SharePoint functionality.

App Catalog (SharePoint)

Publish your apps to an internal corporate catalog, hosted on your SharePoint deployment, to make them available to users who have access to that SharePoint deployment. Learn more about [publishing apps for Office and SharePoint](#).

App Deployment: Cloud-Hosted Apps

Cloud-hosted apps for SharePoint include at least one remote component and may also include SharePoint-hosted components. Learn more about [hosting options for apps for SharePoint](#).

App Deployment: SharePoint-Hosted Apps

SharePoint-Hosted Apps allow you to reuse common SharePoint artifacts, such as lists and Web Parts. When you take this approach, you can use only JavaScript and you cannot use any server-side code. Learn more about [hosting options for apps for SharePoint](#).

App Management Services

The App Management Service database stores licensing information for all of the apps for SharePoint.

BCS: App Scoped External Content Types (ECTs)

With the addition of the new app model in SharePoint, Business Connectivity Services (BCS) can now scope external content types at the app level instead of at the farm level. This gives great flexibility to app developers by allowing them to use external data inside their apps. Learn more about [app scoped external content types](#).

BCS: Business Data Web Parts

Business Data Web Parts are special web parts that work with external data. They are used like standard SharePoint Web Parts, but are based on external content types, which are XML descriptions of connections to the external data.

BCS: External List

An external list is a special kind of SharePoint list that displays data from an external data source. It is built on an external content type that describes the data source, and allows users to work with the data in a familiar SharePoint interface. Learn more about [external content types](#).

BCS: OData connector

The OData connector is new for SharePoint. It allows for Business Connectivity Services (BCS) to use a RESTful OData endpoint as a data source for external lists, Business Data WebParts, and custom user interfaces.

BCS: Rich Client Integration

Not available to SharePoint Online customers. Business Connectivity Services (BCS) uses a complimentary client and server-side architecture that allows for Office clients, such as Outlook and Excel, to work directly with external data exposed to SharePoint through external content types. Learn more about [Business Connectivity Services Client Runtime](#).

Client Object Model (OM)

SharePoint 2013 has three client object models for managed code: .NET, Silverlight, and mobile. In addition, SharePoint includes a JavaScript client object model. Learn more about [choosing the right API set in SharePoint 2013](#).

Custom Site Provisioning Page

Not available to SharePoint Online customers. SharePoint Server 2013 customers get a quick and easy way for users to make their site requests and to start using their sites quickly.

Developer Site

Use an Office 365 Developer Site as a development and testing environment to shorten your setup time and start creating, testing, and deploying your apps for SharePoint. Learn more about [signing up for an Office 365 Developer Site](#).

Forms Based Applications

A form view is basically a view that contains controls. A Forms Based Application lets the user create and use one or more forms within the application. Learn more about [Forms Based Applications](#).

Full-Trust Solutions

Not available to SharePoint Online customers. SharePoint Server 2013 customers can create full-trust solutions. Also called farm solutions. Unlike apps for SharePoint, farm solutions contain code that is deployed to the SharePoint servers and makes calls to SharePoint's server object model. These assemblies always run with full trust. Farm solutions should be used for customizations of SharePoint administrative functions, such as custom timer jobs, custom Windows PowerShell cmdlets, and extensions of Central Administration. Learn more about [building farm solutions in SharePoint 2013](#).

InfoPath Forms Services

Forms Service provides a Web browser form-filling experience in SharePoint, based on form templates that are designed in InfoPath. Learn more about [InfoPath Forms Services](#).

JavaScript Object Model

SharePoint provides a JavaScript object model for use in either inline script or separate .js files. It includes all the same functionality as the .NET Framework and Silverlight client object models. The JavaScript object model is a useful way to include custom SharePoint code in an app. It also enables web developers to use their existing JavaScript skills to create SharePoint applications with minimal learning curve. Learn more about [JavaScript API reference for SharePoint 2013](#).

Remote Event Receiver

To handle events in an app for SharePoint, developers can create remote event receivers and app event receivers. Remote event receivers handle events that occur to an item in the app, such as a list, a list item, or a web. Learn more about [handling events in apps for SharePoint](#).

REST APIs

SharePoint 2013 provides an implementation of a Representational State Transfer (REST) web service that uses the OData protocol to perform CRUD operations on SharePoint list data. Use this when you must access SharePoint data from client technologies that do not use JavaScript and are not built on the .NET Framework or Microsoft Silverlight platforms. Learn more about [programming using the SharePoint 2013 REST service](#).

SharePoint Design Manager

The Design Manager enables a step-by-step approach for creating design assets that you can use to brand sites. Upload design assets—images, HTML, CSS, and so on—and then create your master pages and page layouts. Learn more about [SharePoint 2013 site development](#).

SharePoint Designer 2013

Using SharePoint Designer, advanced users and developers can quickly create SharePoint solutions in response to business needs. Learn more about [SharePoint Designer for developers](#).

SharePoint Framework

The SharePoint Framework (SPFx) is a page and web part model that provides full support for client-side SharePoint development, easy integration with SharePoint data, and support for open source tooling. Learn more about the [SharePoint Framework](#).

SharePoint 2010 workflows (out of the box)

Use out of the box workflows included with SharePoint to model common business processes.

SharePoint 2013 and SharePoint 2016 workflows

SharePoint 2013 and SharePoint 2016 workflows are powered by Windows Workflow Foundation 4 (WF), which was significantly redesigned from earlier versions. Perhaps the most prominent feature of the new workflow infrastructure is the introduction of Azure as the workflow execution host. Learn more about [what's new in workflows for SharePoint](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [SharePoint Online Service Description](#).

IT Professional

7/30/2019 • 6 minutes to read

SharePoint Online is a collection of Web-based tools and technologies that help your organization store, share, and manage digital information. Built on Microsoft SharePoint Server 2013, this hosted service is ideal for working on projects, storing data and documents in a central location, and sharing information with others. The following SharePoint features support IT Professionals in securing and managing their organization's SharePoint environment.

Active Directory synchronization

If your company has existing users in a local Active Directory environment, there are tools for synchronizing those users to your Office 365 for enterprise directory. The Office 365 directory then feeds the SharePoint Online user profile. Learn more about [Active Directory Synchronization](#).

Alternate Access Mapping (AAM)

Not available to SharePoint Online customers. SharePoint Server 2013 customers can configure alternate access mapping to map requests where the URL of a Web request received by Internet Information Services (IIS) differs from the URL that was typed by a user.

Anti-malware protection

SharePoint Online provides anti-malware protection for files uploaded and saved to document libraries. This protection is provided by the Microsoft anti-malware engine that is also integrated into Exchange. This anti-malware service runs on all SharePoint Online Content Front Ends (CFEs).

Claims-Based Authentication Support

Not available to SharePoint Online customers. SharePoint Server 2013 customers configure claims-based authentication for web applications that support SharePoint Server 2013 server-to-server authentication and app authentication. Learn more about [claims-based authentication](#).

Data loss prevention

Data loss prevention (DLP) identifies sensitive data stored in SharePoint Online. Identifying sensitive data can help you reduce risks to your organization. You can search for the sensitive information types in your organization using the eDiscovery Center. Sensitive content detections are noted, stored, and only available to approved users in the eDiscovery Center, and the classification results can be easily exported. To learn more about sensitive data types, see [Sensitive information types inventory](#). Learn more about how to [Use DLP in SharePoint Online to identify sensitive data stored on sites](#).

Encryption at rest

There are two levels of encryption at rest for SharePoint Online. SharePoint Online Encryption at rest will provide BitLocker encryption by default on all customer document libraries, users' OneDrive for Business data, and site data that reside in the Office 365 datacenters. Per-file encryption will encrypt every individual file stored in SharePoint Online and OneDrive for Business with its own unique key. SharePoint Online and OneDrive for Business always provide encryption in-transit. To learn more about Encryption at rest, see [Innovations in security and compliance](#).

Host Header Site Collections

Not available to SharePoint Online customers. SharePoint Server 2013 site collections can have their own unique host header. Creating a host-named site collection enables organizations' to host multiple site collections with vanity URLs, which are easier for people to remember.

Mobile Device Management for Office 365

You can use Mobile Device Management (MDM) for Office 365 to set device security policies and access rules, and to wipe mobile devices if they're lost or stolen. You can use MDM for Office 365 to manage many types of mobile devices, such as Windows Phone, Android, iPhone, and iPad. To manage mobile devices used by people in your organization, each person must have an applicable Office 365 license and their device must be enrolled in MDM for Office 365.

OAuth

OAuth is an Internet protocol for creating and managing app identity. OAuth allows for app identity to be recognized apart from user identity. This cross-platform mechanism means apps can be granted more permissions than the current user has. Learn more about [server-to-server authentication](#).

Patch Management

Not available to SharePoint Online customers. SharePoint Server 2013 updates will be released by using a two-step phase process: patching and upgrading. During the patching steps, new binary files are copied to the Central Administration server. Any services that are using files that have to be replaced are temporarily stopped. There are some instances when a server must be restarted.

Quota Templates

Not available to SharePoint Online customers. A quota template consists of storage limit values that specify the maximum amount of data that can be stored in a site collection. When the storage limit is reached, a quota template can also trigger an email alert to the site collection administrator. SharePoint Online administrators and SharePoint Server 2013 farm administrators can create a quota template that can be applied to any site collection.

Read-Only Database Support

Not available to SharePoint Online customers. SharePoint Server 2013 administrators can set content databases to be read-only.

Remote BLOB Storage

Not available to SharePoint Online customers. Remote BLOB Storage (RBS) is an add-on feature pack for Microsoft SQL Server. RBS is designed to move the storage of binary large objects (BLOBs) from database servers to commodity storage solutions. If the content databases in Microsoft SharePoint Server 2013 are 4 gigabytes (GB) or larger, consider using RBS as part of your data storage solution.

Request Management

Not available to SharePoint Online customers. SharePoint Server 2013 administrators can define rules, by using Request Manager, to do request routing and throttling to improve performance.

Resource throttling

Not available to SharePoint Online customers. Resource throttling provides SharePoint Server 2013

administrators with options for monitoring and throttling server resources and large lists for Web applications. Resource throttling can monitor such resources as CPU, memory, and Wait Time, checking resources every 5 seconds.

Service Application Platform

SharePoint services can be individually consumed from any Web application. This platform provides the flexibility needed to use services, depending on application needs. Web Analytics is no longer a service application. Analyses and reporting processes were incorporated into the Search service application. Office for the web is no longer a service application. Office Web Apps Server is now a separate server product. Depending on what Office 365 plan your organization subscribes to, Office for the web may be available to SharePoint Online customers. Learn more about [SharePoint service applications](#).

SharePoint Health Analyzer

Not available to SharePoint Online customers. New for SharePoint Server 2013, site collection pre-upgrade health check examines a site collection and then generates a report listing any potential upgrade issues and how to address the issues. For example, if a file has been customized, it will be flagged, so your organization can identify the custom file and reset it to the default template if the site definition, if you want.

SharePoint admin center (Office 365)

The SharePoint admin center, available to certain SharePoint Online customers only, enables administrators to manage features such as the following:

- Site collections
- InfoPath forms
- User Profiles
- Business Connectivity Services (BCS)
- Managed metadata and the Term Store
- Records management
- Search
- Secure Store
- Apps for SharePoint
- External sharing
- Information Rights Management
- Self-service site creation

Learn more about [SharePoint admin center](#).

Site Collection Compliance Policies

A site collection policy can be created in the Site Collection Policies list for the top-level site in a site collection. After a site collection policy is created, it can be exported so that site administrators of other site collections can import it into their Site Collection Policies list. Creating an exportable site collection policy enables SharePoint administrators to standardize the information management policies across the sites in an organization.

Usage Reporting and Logging

Not available to SharePoint Online customers. SharePoint Server 2013 administrators use audit log reports to view the data in the audit logs for a site collection. Learn more about [Site Collection audit logs](#).

Windows PowerShell Support

SharePoint Online administrators can use SharePoint Online Windows PowerShell cmdlets to script and automate administrative tasks for their subscription, such as the following:

- Site creation
- Evaluation for site upgrade
- Site upgrade
- Adding and removing SharePoint users and groups
- Site repair
- Recycle bin management

Learn more about how to use [SharePoint Online Management Shell](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [SharePoint Online Service Description](#).

Content

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SharePoint Online is a collection of Web-based tools and technologies that help your organization store, share, and manage digital information. Built on Microsoft SharePoint Server 2013, this hosted service is ideal for working on projects, storing data and documents in a central location, and sharing information with others. The following Content features makes Enterprise Content Management (ECM) easy for everyone. It's the combination of traditional content management, social capabilities, and powerful search.

Accessibility Standards Support

Most SharePoint user interface (UI) elements, such as links, form controls, and buttons are designed to use Microsoft Active Accessibility (MSAA). MSA enables people with disabilities to interact with content by using assistive technologies, such as a screen reader. Learn more about [Accessibility features](#).

Asset Library Enhancements/Video Support

An Asset Library is pre-configured to use special features that help users manage rich media assets, such as image, audio, and video files. Learn more about [Asset Library](#).

Auditing

SharePoint Online site collection administrators can use the audit feature to track which users have taken what actions on the sites, content types, lists, libraries, list items, and library files of site collections. Learn more about [configuring audit settings for a site collection](#).

Auditing & Reporting (e.g., doc edits, policy edits, deletes)

SharePoint Online site collection administrators can use the audit feature to track which users have taken what actions on the sites, content types, lists, libraries, and list items of site collections. Learn more about [configuring audit settings for a site collection](#).

Catalog

Only available for Private Site Collections. A catalog is a library or list that is shared across other sites and site collections. Learn how to [enable a library or list as a catalog](#).

Category page and catalog item page

Only available for Private Site Collections. Category pages and catalog item pages are page layouts that you can use for catalog content that you want to display consistently across your site. Learn [how to customize page layouts for catalog-based sites](#).

Content Organizer

The Content Organizer acts as a gatekeeper for documents. You can automatically manage some important library tasks, such as managing folder sizes and routing documents to different libraries or folders. This not only saves time, but can help make sure that a document library is managed consistently. Learn more about [Content Organizer](#).

Cross-Site Publishing

Only available for Private Site Collections. Cross-site publishing is a publishing method. It lets you create and maintain content in one or more authoring site collections and publish that content across one or more publishing site collections using Search Web Parts. Learn how to [activate the Cross-Site Publishing feature](#).

Design Manager

Design Manager lets organizations change master pages, page layouts, mobile views, and more. This feature is especially useful for advanced site design and branding to your public-facing website or your internal site collection or portal. Learn more about [site development](#).

Document Sets

Document sets let users store, act on, export, and add a description to multiple files as a single entity. Policies, tagging, and templates can be applied to any document set that is created. Learn more about [Document Sets](#).

Document Translation in Word for the web

In Reading View, Word for the web now features an option to let organizations translate their documents directly in the browser. Even document comments are translated.

eDiscovery Search

eDiscovery search allows users to search for electronically stored information (ESI) that can be used as evidence for compliance and litigation support. Searchable content includes structured content, like documents and list items, as well as blogs, wikis, newsfeeds, and content in Exchange mailboxes. To be discoverable, content must be indexed by search. For more information, see [Create and run eDiscovery queries](#).

eDiscovery Hold

Applying a hold means preserving a copy of the original content in case it's modified or deleted by a user. Holds can be placed on content in SharePoint sites (including OneDrive for Business sites) and in Exchange mailboxes (including archived Skype for Business conversations). A hold is used to retain the content in its original form at the time when the hold is applied. When users apply a hold to a site or mailbox, the content remains in-place in its original location. For more information, see [Add content to an eDiscovery case and place sources on hold](#).

eDiscovery Export

When users are ready to deliver eDiscovery content to an authority or want to work on it with another legal program, they can export content from the eDiscovery Center. When content is exported, it's delivered in a standard EDRM format that can be used by other eDiscovery programs. An Electronic Discovery Reference Model XML manifest is included with the search results to provide metadata about the exported items. For more information, see [Export eDiscovery content and create reports](#).

External Sharing: External Access

If your organization performs work that involves sharing documents or collaborating directly with vendors, clients, or customers, then you might want to use one or more of your SharePoint Online sites to share content with people outside your organization who do not have licenses for your organization's Microsoft Office 365 subscription. When a site is shared in SharePoint Online, an email message is sent to the external user containing the invitation to join the site. Invitations can be sent to people with any type of email address, such as user@gmail.com, user@contoso.com, or user@Comcast.net. External users sign in to the shared site via a one-time

association of their email address with a Microsoft account. Learn more about [external sharing](#).

External Sharing: Guest Link

Site users can generate a Guest Link (an anonymous link to a document) to share documents stored in SharePoint Online with external users without requiring the external user to sign in. Site users can create a Guest Link right from where the document is stored, such as in OneDrive for Business or a team site library, by using the "Get a link" button. Learn more about [sharing a site with external users](#).

Faceted navigation

Faceted navigation help users browser for content more easily by filtering on refiners that are tied to terms in a term set. By using faceted navigation, SharePoint Server 2013 administrators can configure different refiners for different terms in a term set without having to create additional pages. Only authenticated SharePoint Online users can access private site collections with faceted navigation.

Folder Sync

Users can sync a SharePoint library to their computers, and then work with those files in the library by using File Explorer. Updates to files sync to SharePoint when users are online. OneDrive for Business or a document library on a team site can be synched. Learn more about [syncing a library to your computer](#).

Image Renditions

Image renditions let organizations have large source images on a SharePoint site and also have places on a site where pages only use smaller versions.

Information Rights Management (IRM)

SharePoint Online IRM uses Azure Information Protection, an information protection technology in Office 365. IRM protection is applied to files at the SharePoint list and library levels. Learn more about [IRM in SharePoint Online](#).

Managed metadata service

Metadata management provides multiple taxonomies and folksonomies from a tenant-level store service that can be consumed at the site collection level. Metadata fields can even be embedded in documents. Learn more about [managed metadata](#).

Metadata-driven Navigation

Metadata-driven navigation makes it easier to discover content in large lists and libraries. User tagging incentives are introduced and offer anticipatory suggestions of appropriate metadata based on location and context. Learn more about [setting up metadata navigation](#).

Multi-stage Disposition

Retentions policies can have multiple stages, allowing you to specify the entire document lifecycle as one policy. For example, review contracts every year, and delete after seven years. Learn more about [storing and managing records](#).

Office for the web (create/edit)

If you're an Office 365 customer, then you can automatically create and edit Office files using Office for the web from an Internet browser. To learn which features are available in Office for the web, see [Office for the web Service Description](#).

Office for the web (view)

By default, Office for the web is view-only. View-only functionality is provided for free. Learn more about [using Office for the web in your organization's SharePoint site](#).

Office Web Apps Server integration

Not applicable to SharePoint Online customers. In SharePoint Server 2010, Office Web Apps is a SharePoint service application. For SharePoint Server 2013, there is a new Office server product, Office Web Apps Server. A single Office Web Apps Server farm can support users who access Office files through SharePoint Server 2013, Exchange Server 2013, shared folders, and websites. This lets you deploy and manage the online version of Office in an on-premises environment. Learn more about [Office Web Apps Server Integration](#).

Preservation hold library

Content that is placed on hold is preserved, but users can still change it. The state of the content at the time of preservation is recorded. If a user changes the content or even deletes it, the item is retained at the time of deletion and the original, preserved version is still available. Learn more about [placing content sources on hold](#).

Publishing Analytics

The Analytics Processing Component helps administrators identify and surface content that users consider to be the most useful and relevant. The component analyzes both the content itself (Search analytics), and also the way users interact with it (Usage analytics). The results from the analysis are added to the items in the search index so that search relevance improves automatically over time. Also, the results are used in reports that help search administrators see which manual steps they can take to improve the search system. Learn more about [analytics processing in SharePoint Server 2013](#).

Quick Edit

Quick Edit, formerly known as Datasheet View, allows you to simply and quickly edit items inline on a SharePoint list. Quick Edit can be helpful if you have to edit many items in a list or library at the same time from within a grid, similar to a spreadsheet. Learn more about [editing list items](#).

Records management

In SharePoint, you can manage records in an archive or you can manage records in-place in the same document repository as active documents. Learn more about [choosing how to store and manage records](#).

Recycle Bin (SharePoint admin center)

SharePoint Online administrators can restore a deleted site collection by using SharePoint admin center. To learn more, see [Restore a deleted site collection](#).

Recycle Bin (site collection)

SharePoint users have a Recycle Bin where deleted content is stored. They can access the Recycle Bin to recover deleted documents and lists, if they need to. Items in the Recycle Bin are retained for 90 days. The following data types are captured by the Recycle Bin:

- Site collections
- Sites
- Lists
- Libraries
- Folders
- List items
- Documents
- Web Part pages

Site customizations made through SharePoint Designer are not captured by the Recycle Bin.

To learn more, see [Manage the Recycle Bin of a SharePoint site collection](#).

Search web parts

Only available for Private Site Collections. Search web parts help you render search results on SharePoint web pages. There are several search driven web parts, including Content Search, Catalog-Item Reuse, Items Matching a Tag, Pages, Pictures, Popular Items, Recently Changed Items, Recommended Items, Videos, Web Pages, and Wiki pages. The Content Search Web Part (CSWP) uses search technology to display content. When visitors browse to a page that contains a CSWP, the Web Part automatically issues a query and the search results are displayed within the CSWP. In most cases, visitors won't even know that search technology is being used to display the content they're viewing. To them, it will look and feel like any other webpage. Learn how to [configure the Content Search Web Part](#).

Shared Content Types

To share content types among site collections, you make on content type gallery the "hub" of a managed metadata service, create connections to the service from each web application that contains a site collection, and specify that site collections should use the content types in the service. Learn more about [sharing term sets and content types in SharePoint Server 2013](#).

SharePoint Translation Services

The Machine Translation Service lets users automatically translate documents. You can create a Machine Translation service application and configure the Machine Translation Service by using Central Administration, or Windows PowerShell. Learn more about [creating and configuring Machine Translation services in SharePoint Server 2013](#).

Site mailbox

A site mailbox is a shared inbox in Exchange Online that members of a SharePoint Online site can access. It is implemented in SharePoint Online as an app. You need both Exchange Online and SharePoint Online to read, organize, reply to, or delete mail from a site mailbox in SharePoint.

Unique Document IDs

The unique Document ID services improves the managing and tracking of information by assigning a unique, human-readable identifier to every piece of content, making it easier to locate, even if the content was moved from its original location. Learn more about [Document IDs](#).

Video Search

An Asset Library is pre-configured to use special features that help you manage rich media assets, such as image, audio, and video files. Learn more about [setting up an Asset Library to store image, audio, or video files](#).

WCM: Search Engine Optimizations (SEO)

Optimizing a public website for search is very important to connecting with new and returning customers. SharePoint Online includes built-in SEO features, such as customizable robots.txt and page-level metatagging so organizations can easily tune sites for better search results.

Word Automation Services

Not available to SharePoint Online customers. Word Automation Services enables unattended, server-side conversion of documents that are supported by Microsoft Word. With Word Automation Services, tasks that previously required you to run the Word desktop application can be automated in SharePoint Server 2013.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [SharePoint Online Service Description](#).

Insights

7/18/2019 • 6 minutes to read

SharePoint Online is a collection of Web-based tools and technologies that help your organization store, share, and manage digital information. Built on Microsoft SharePoint Server 2013, this hosted service is ideal for working on projects, storing data and documents in a central location, and sharing information with others. The following Insights features allow organizations to use the information in databases, reports, and business applications to address their specific business needs.

Business Intelligence Center

The Business Intelligence Center site enables you to store data connections, workbooks, reports, scorecards, and dashboards in a central, secure location. Learn more about [configuring Business Intelligence Center](#).

Calculated Measures and Members

When you create PivotChart reports or PivotTable reports that use data that is stored in SQL Server Analysis Services, you can create calculated measure and calculated members for that report. Learn more about [Business intelligence capabilities in Excel Services](#).

Data Connection Library

A data connection library is a special SharePoint library that is designed to store and manage shared data connections. These can include ODC files that you create by using Excel. Learn more about [Trusted Data Connection Libraries in SharePoint Server 2013](#).

Decoupled PivotTables and PivotCharts

When you create a PivotChart report, a corresponding PivotTable report is automatically created. New in Excel 2013, you do not have to display a PivotTable report on the same worksheet as its corresponding PivotChart report. You can choose to display only the PivotChart report. This capability is called "decoupled PivotTables and PivotCharts". Learn more about [PivotTables and PivotCharts](#).

Excel Services

Excel Services enables you to share workbooks with others, interact with reports, view and explore information in a browser window, and refresh data. Excel Services also enables you to share all or parts of workbooks with others, and control what information is displayed in those workbooks. In SharePoint 2016, Excel Services capabilities are available through Excel for the web on Office Online Server. Excel Services requires Office Online Server in the on-premises environment. Learn more about [Excel Services](#).

Excel Web Access Web Part for SharePoint

You can use the Excel Web Access Web Part to display Excel content on a SharePoint site.

Field List and Field Support

Excel for the web enables you to open the Field List and Field Well for PivotChart reports and PivotTable reports that are viewed in a browser windows. This capability makes it easy to temporarily change the information that is

displayed in a PivotChart report or a PivotTable report without having to open Excel. Learn more about [Business Intelligence in Excel Services](#).

Filter Enhancements

Slicers are easier to create and connect to reports. You can adjust the size and orientation of a slicer. You can also format slicers by applying built-in styles or defining your own style.

Filter Search

You can search on filter results, which makes it easy to jump to a particular item in a long list. Learn more about [using filters and slicers](#).

ODC File Support

ODC files enable you to manage, share, and reuse data connections to Enterprise data sources. Data connections to particular data sources can be configured and managed centrally by IT personnel, and be made available for any workbook that consumes the ODC files. You can maintain sets of ODC files in central locations on the SharePoint farm, and you can edit Excel workbooks to utilize these files.

PerformancePoint Services

Not available to SharePoint Online customers. PerformancePoint Services enables SharePoint Server 2013 customers to create interactive dashboards that display key performance indicators (KPIs) and data virtualizations in the form of scorecards, reports, and filters. Learn more about [PerformancePoint Services](#).

Power BI Web Part

Power BI is a cloud-based suite of business analytics tools that enables anyone to connect to, visualize, and analyze data with greater speed, efficiency, and understanding. It connects users to a broad range of live data through easy-to-use dashboards, provides interactive reports, and delivers compelling visualizations that bring data to life. To learn more about Power BI, see [Get started with Power BI service](#).

Power Pivot for Excel in SharePoint

With Power Pivot for Excel, you can perform powerful data analysis and create sophisticated data models. You can also mash up large volumes of data from various sources, analyze data quickly, and share insights. With SharePoint Online, you can use Excel for the web to view and interact with charts, tables, PivotChart reports and PivotTable reports in a browser window. You can also use the Excel Web Access Web Part to display Excel content in a SharePoint Site. Power Pivot sheets must be created in Excel before being viewed in SharePoint. Learn more about using [Power Pivot in Excel](#).

Power View for Excel in SharePoint

With Power View for Excel, you can visualize and interact with modeled data by using highly interactive visualizations, animations, and smart querying. With SharePoint Online, you use Excel for the web to view and interact with workbooks that contain Power View sheets in a browser window. You can also use the Excel Web Access Web Part to display Excel content in a SharePoint Site. Power View sheets must be created in Excel before being viewed in SharePoint. Learn more about using [Power View in Excel](#).

Quick Explore

Quick Explore enables organizations to select a value in a PivotChart report or a PivotTable report and see

additional information about that value. For example, if you are viewing a sales report and you select a value that represents total sales amounts, you can use Quick Explore to view additional information such as sales amounts across different product categories or geographical areas. Learn more about [Quick Explore](#).

Refresh Excel Workbooks Interactively

Allows you to see up-to-date data in your Excel for the web workbooks that are connected to external data sources (for example, MS SQL databases). Note that you must connect your workbooks to external data sources in Excel before viewing them in Excel for the web.

SQL Server Reporting Services (SSRS) Integrated Mode

When SQL Server 2012 Reporting Services is integrated with SharePoint, you can use powerful SharePoint collaboration and centralized document management features for SQL Server 2012 Reporting Services content. Reports are stored in SharePoint document libraries, alongside other reports such as Excel for the web files. SharePoint permissions can be used to control access to Reporting Services content, and people are able to start Report Designer, Model Designer, and Report Builder within a document library. Learn more about [Reporting Services Report Server](#).

SQL Server Reporting Services (SSRS) Web Part

The SQL Server 2012 Reporting Services Web Part enables people to display an existing Reporting Services report in its own Web Part in a SharePoint site. If the Reporting Services report contains parameters, people can connect filters to that report using the Web Part settings. Learn more about [Report Viewer Web Part](#).

Timeline Slicer

A timeline slicer is a control that can be added to a dashboard created by using Excel. A timeline control enables people to view information for a particular period of time. Learn more about [Business Intelligence in Excel Services](#).

Use and Interact with Excel Workbooks Containing Data Models

Excel Workbooks sometimes contain Power Pivot data models that allow you to perform powerful data analysis, mash up large volumes of data from various sources, analyze data quickly, and share insights.

User-Defined Functions

User-defined functions (UDFs) give you the ability to use formulas in Excel for the web worksheet cells to call custom functions written in managed code. UDFs are an advanced programmability feature that allows your enterprise to develop and plug custom code into Excel for the web worksheets. You can create UDFs to call custom mathematical functions, get data from custom data sources into worksheets, and call Web services from the UDFs.

Visio Services

Visio Services is a service application that lets users share and view Microsoft Visio Drawing (*.vsdx) and Visio 2010 Web drawing (*.vdw) files. Visio Services is no longer available with SharePoint Online. Visio Services will continue to be available in SharePoint Server 2010, SharePoint Server 2013, and SharePoint Server 2016. Learn more about [Visio Services](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [SharePoint](#)

Search

7/18/2019 • 5 minutes to read

SharePoint Online is a collection of Web-based tools and technologies that help your organization store, share, and manage digital information. Built on Microsoft SharePoint Server 2013, this hosted service is ideal for working on projects, storing data and documents in a central location, and sharing information with others. The following Search features help people find the information that they need to do their jobs. Search is a combination of relevance, refinement, and people.

Continuous crawls

Continuous crawls help keep search results fresh by frequently crawling content in SharePoint sites. Continuous crawls are enabled in SharePoint Online, with crawl frequencies managed by Microsoft. In SharePoint Server 2013, administrators can enable continuous crawls and manage continuous crawl frequencies. Learn more about [default crawled file name extensions and parsed file types in SharePoint](#). Learn more about [managing continuous crawls](#).

Deep links

The search system automatically creates links directly to sub-sections of a main page that is frequently visited. These links are called "deep links". Learn more about the [SharePoint search system](#).

Event-based relevancy

The search system determines the relevance of search results in part by how content is connected, how often an item appears in search results, and which search results people click. The analytics component tracks and analyzes this information and uses it to continuously improve relevance. Learn more about [analytics processing](#).

Expertise Search

In SharePoint, it is easier to find people with specific skills or expertise in the People Search vertical. The search results are based on information such as the metadata users have entered about themselves on their personal sites, and information from the content that they have created. Learn more about [changing search vertical settings](#).

Graphical refiners

The new graphical refiners provide a more visual way of filtering search results. Learn more about [configuring the Refinement Web Part](#).

Hybrid search

In a hybrid deployment of SharePoint, search result content can come from both SharePoint Online and SharePoint Server 2013 on-premises sites. To learn more about a hybrid SharePoint environment, see [Hybrid for SharePoint Server 2013](#).

Manage search schema

When people search for content on your SharePoint sites, it's what's in your search index that determines what they'll find. The search index contains information from all documents and pages on your site and is built by crawling the content on your SharePoint site. The search schema helps the crawler decide what content and

metadata to pick up and how to index it. By changing the search schema, you can create a customized search experience for your users. Learn more about [managing search schema in SharePoint Online](#).

On-hover preview

Users can rest the pointer over a search result to preview and interact with the document or site content in the hover panel to the right of the result. The preview shows rich metadata and has deep links to the main sections of the document or site. Learn more [tips for searching](#).

Phonetic name matching

Improved phonetic name matching finds search results for similar sounding names (is it John or Jon?). Learn more about [managing result sources](#).

Query rules—add promoted results

In a query rule, specify conditions and correlated actions. When a query meets the conditions in a query rule, the search system performs the actions specified in the rule. The "Add promoted results" action lets you promote individual results so that they appear at the top of search results. Learn more about [managing query rules](#).

Query rules—advanced actions

In a query rule, you can specify conditions and correlated actions. The "Add result blocks" action lets you display a subset of the search results as a group. The "Change ranked results by changing the query" action lets you change the ranking of the returned search results. Learn more about [managing query rules](#).

Query spelling correction

Edit exclusions and inclusions lists to decide which queries the search results page should display alternative query spellings for. This feature is often called "Did you mean?". Learn more about [query spelling correction](#).

Query suggestions

Query suggestions are suggested phrases that users have already searched for. The suggestions appear in a list below the Search Box as a user types a query. Query suggestions are generated automatically, and phrases can be added to the system as "always" or "never" suggest. Learn more about [managing query suggestions](#).

Ranking models

SharePoint uses ranking models to assign a value to search results so that the most relevant items appear first. A ranking model is a set of ranking factors that calculate the rank score of a particular item. Both SharePoint Online and SharePoint Server 2013 include several ranking models that provide effective rankings without any further customization. However, you can customize your ranking models if you need to make search results even more relevant to your end users. The Ranking Model Tuning App allows SharePoint Online customers to create a custom ranking model. The app provides a user interface to copy an existing ranking model, judge the results for a set of queries, and "tune" it by adding or removing rank features and adjusting the weight of those features. Learn more about [search result ranking](#).

Refiners

Refiners categorize the top documents in SharePoint Server search results into groups that let users filter the search results. Learn more about [configuring the Refinement Web Part](#).

RESTful Query API/Query OM

Developers can create .NET code to access the public search object model. This includes search administration operations in addition to submitting search queries. To interact with the service side object model, the .NET code must run on a web server in the farm. A sub-set of the object model can be accessed from a remote computer by using the Client Side Object Model (CSOM). Features of the Client Side Object model (CSOM) can be accessed by using a REST-based web service or oData. This allows developers to submit queries to the SharePoint Server 2013 farm using popular web development tools.

Search results sorting

Users can choose to sort search results by different criteria, for example relevance, freshness, and social distance (people names). Learn more about [search results sorting](#).

"This List" searches

In SharePoint Online and SharePoint Server 2013, a search can be limited to the list or library where the search is performed. In SharePoint Foundation 2013, a search will return results from all lists and libraries that exist at or below the site where the search is performed.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [SharePoint Online Service Description](#).

Sites

7/18/2019 • 4 minutes to read

Microsoft SharePoint Online is a collection of Web-based tools and technologies that help your organization store, share, and manage digital information. Built on Microsoft SharePoint Server 2013, this hosted service is ideal for working on projects, storing data and documents in a central location, and sharing information with others. The following Sites features provide a full set of tools that your organization can use to create any kind of site, plus a single infrastructure that simplifies site management. To find more detailed information, see [Find content about SharePoint Online](#).

Cross Browser Support

SharePoint Online supports several commonly used web browsers, including the latest three versions of Internet Explorer, and the latest versions of Google Chrome, Mozilla Firefox, and Apple Safari. Learn more about [planning browser support](#).

Custom Managed Paths

By defining managed paths, you can specify which paths in the URL namespace of a Web application are used for site collections. You can specify that one or more site collections exists at a specified path. This can be a convenient method of consolidating multiple site access to users in various departments. Learn more about [managed paths](#).

Document libraries

Using site folders, you can easily navigate to the content you need. The site folders view in OneDrive for Business takes you directly to the document libraries of SharePoint sites you're following.

Governance

An important but often invisible part of any site is its governance model—the set of policies, roles, responsibilities, and processes that you establish to determine how the people in your group use SharePoint. Learn more about [best practices for creating and managing team sites](#).

Large List Scalability and Management

By planning and using key list and library features, you can ensure that you and other users quickly find information without adversely affecting the performance of the rest of your site. Learn more about [managing lists and libraries](#).

Mobile Connectivity

You can access SharePoint sites on the go from an Internet-connected mobile phone or tablet. You can view and update documents, lists, and other site content and collaborate with colleagues, all from your mobile device. Learn more about [using a mobile device to work with SharePoint Online sites](#).

Multi-Lingual User Interface

Use the Multi-lingual User Interface (MUI) feature to create sites in languages that are different from the default language of your SharePoint installation. Learn more about [multilingual features](#).

OOTB Web Parts

A Web Part is a modular unit of information that forms the basic building block of a Web Part page.

Permissions Management

SharePoint permissions are flexible and configurable enough for an organization to manage permissions at whatever level of detail that is needed. Three key security elements work together to control user access to sites and site content: permissions inheritance, permission levels (sometimes known as SharePoint roles), and SharePoint groups (or SharePoint security groups). Learn more about [controlling user access with permissions](#).

Project site template

Use the project site template to create a site where you can capture tasks and assign them to people in your organization, store and manage project-related documentation, and track project team events on a common calendar. Learn more about [project sites](#).

SharePoint Lists

A list is a collection of data that you can share with team members and other site users. For example, you can create a sign-up sheet for an event or track team events on a calendar by using a list. You can use several ready-to-use lists and list templates, which provide a good starting point for organizing list items. Learn more about [SharePoint lists](#).

Site designs

When you create a new site in SharePoint, you start by selecting a site template to base your site on. Site templates contain lists, libraries, pages, and other elements or features that support the needs of an organization. Learn more about [customizing your team site](#).

Site Themes (change the look)

You can quickly customize your team site so that it's easier to use and reflects your professional style and brand. Themes are a quick and way to apply colors and fonts to sites.

Site usage page

Web Analytics reports are pre-built reports in SharePoint that use usage data to analyze various aspects of sites and site collections.

Task list

Task lists are used for managing work in a hierarchical way, with summary tasks and subtasks appearing in a single list. Tasks can have start and end dates, can be assigned to people in your organization, and can be included in an illustrated timeline. Learn more about [adding tasks to your project](#).

Team Notebook

When you create a team site, a OneNote 2013 shared notebook is automatically created as part of the site. You can use this notebook to capture, compile, and share information. (This feature is available only if you have signed up with an Office 365 suite that includes Office for the web support.)

Variations

Variations enable you to create, manage, and translate locale-specific content for intranet Publishing sites.

Variations is not available for Office 365 public websites. Learn more about [creating a multi-language website](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [SharePoint Online Service Description](#).

Social

7/18/2019 • 2 minutes to read

Microsoft SharePoint Online is a collection of Web-based tools and technologies that help your organization store, share, and manage digital information. Built on Microsoft SharePoint Server 2013, this hosted service is ideal for working on projects, storing data and documents in a central location, and sharing information with others. The following Social features let people work together in ways that are most effective for them. How? By providing great collaboration tools that anyone can use to share ideas, find people and expertise, and location business information.

Personal blogs

Blogs can enable an organization to quickly share information among employees, partners, or customers. People can add insight to a difficult subject area, provide inspiration and guidance, or explain a new guideline or procedure.

Community

An online community is a virtual place where ideas are discussed and shared. It promotes open communication by fostering discussions among users who both share their expertise and learn from others. Learn more about [creating a community](#).

Company Feed

The company feed is an organization's public newsfeed. All posts appear to the company, including those created by people that users might not be following. Learn more about [Company Feed](#).

Site Feed (classic team site using SharePoint social)

A site feed, similar to a newsfeed, is a place on a team site to post information, and reply to other posts. Learn more about [posting something to a small group of people](#).

Wikis

A wiki is a site designed for groups of people to quickly capture and share ideas by creating simple pages and linking them together. Every team site is a wiki, but you can also add a separate wiki page library to a site, or create a large-scale Enterprise wiki as a separate site or site collection. Learn more about [creating a wiki](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [SharePoint Online Service Description](#).

Add-ons

7/18/2019 • 2 minutes to read

Microsoft SharePoint is a collection of Web-based tools and technologies that help your organization store, share, and manage digital information. Built on Microsoft SharePoint Server 2013, this hosted service is ideal for working on projects, storing data and documents in a central location, and sharing information with others. Office 365 customers can also purchase additional add-ons associated to SharePoint Online.

Additional Storage

Should you require more storage, it is available at a cost per gigabyte (GB) per month.

Azure Provisioned Apps: Access Services

Access Services allows business users to quickly create apps that run in Office 365 and store their data in Azure SQL databases. Learn how to [build and publish an Access database to SharePoint](#).

Azure Provisioned Apps: Custom Code in Azure Lightweight Web Role (LWR)

Provider-hosted apps for SharePoint include components that are deployed and hosted outside the SharePoint farm, usually by a developer, but in some scenarios by the customer. The provider-hosted app for SharePoint interacts with a SharePoint site but also uses resources and services that reside on the remote site. Learn more about [hosting options for apps for SharePoint](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [SharePoint Online Service Description](#).

Skype for Business Online Service Description

7/18/2019 • 20 minutes to read

NOTE

Microsoft Teams is now the primary client for messaging, meetings and calling in Office 365. Starting Oct. 1, 2018, new Office 365 customers with 500 seats or less will be onboarded to Microsoft Teams and will not have access to Skype for Business Online. Tenants that are already using Skype for Business Online will be able to continue doing so (including provisioning new users) until they complete their transition to Microsoft Teams.

NOTE

Skype for Business Online Plan 2 is being retired from sale as of July 1, 2019. This means that you will no longer be able to acquire Skype for Business Online Plan 2 for instant messaging, presence, meetings, and peer-to-peer voice and video. These features will continue to be supported in all Office 365 offers that include Teams, including Office 365 suites. When your plan expires at the end of your current term, in order to have continued access to these features, you'll have to switch to a different plan. We recommend that you evaluate the Office 365 Business Essentials, Business Premium, or any other Office suites for users that currently have Skype for Business Online Plan 2 assigned.

Do you want to know what licenses you need to buy to get certain Skype for Business features? See the [Skype for Business licensing overview](#).

Skype for Business Online is a communications service that connects people for meetings and conversations anytime and from virtually anywhere. It gives users access to information about presence, and enables instant messaging, audio and video calling, rich online meetings, and extensive web conferencing capabilities.

Skype for Business is hosted on multi-tenant servers that support multiple customers simultaneously. These servers are housed in Microsoft data centers and are accessible to users on a wide range of devices from inside a corporate network or over the Internet.

Find out about Skype for Business Online

For information about new features in Skype for Business Online, see [Explore Skype for Business](#) and [What's new in Skype for Business](#).

TIP

You can export, save, and print pages in the Office 365 Service Descriptions. Learn how to [export multiple pages](#).

Compare Skype for Business Online features across Office 365 plans

We recommend that you use our simple comparison page to choose your version of Skype for Business Online. See [Compare plans with Skype Meetings](#). If you want a more in-depth comparison, see the feature tables below. If you need extra help with this, call [support](#). You can select your locale from the drop-down list to get a local number.

To view all Office 365 plans, see [Compare Office 365 for Business plans](#). For a more detailed comparison, see [Office 365 Plan Options](#).

To compare individual features across Skype for Business desktop and web clients, see the [Skype for Business Online client comparison tables](#). For a detailed comparison of the Skype for Business mobile clients, see the [Mobile client comparison tables](#)

For a more detailed comparison, see the following table.

Feature	Skype for Business Server 2015	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Clients for Skype for Business Online							
Skype for Business Full	No	No	No	No	Yes	Yes	No
Skype for Business Basic	No	Yes ¹	Yes ¹	Yes ¹	No	No	Yes ¹
Lync 2013 Basic	No	Yes ¹	Yes ¹	Yes ¹	No	No	Yes ¹
Skype for Business Windows Store app	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Lync for Mac 2011	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Skype for Business mobile clients	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Skype for Business Web App	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Instant messaging, presence, and contacts	Skype for Business Server 2015	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
PC-to-PC IM and Presence	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Multiparty IM and Presence	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Contact Card Configuration	Yes	Yes	Yes	Yes	Yes	Yes	Yes
My Picture Configuration	Yes	Yes	Yes	Yes	Yes	Yes	Yes
My Picture: URL Photo Experience	Yes	No	No	No	No	No	No
Contact List Configuration	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Unified Contact Store	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Address Book Search	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Distribution List Expansion	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Persistent Chat	Yes	No	No	No	No	No	No
Photos of Sender/Receiver	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Skype-to-Skype audio, video, and media	Skype for Business Server 2015	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Desktop sharing over video-based screen sharing (VbSS)	Yes	Yes	Yes	Yes	Yes	Yes	No ⁴

Desktop and application sharing over Remote Desktop Protocol (RDP)	Yes	Yes	Yes	Yes	Yes	Yes	No ⁴
File transfers	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Video	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Network Quality of Service (QoS) - Differentiated Services Code Point (DSCP)	Yes	No	No	No	No	No	No
Federation and public IM connectivity	Skype for Business Server 2015	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Office Communications Server 2007 R2 and Lync Server 2010 (IM, Presence, Audio, Video, Conferencing)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
XMPP (used by Google Talk, for example) and Sametime federation	Yes	No	No	No	No	No	No
Skype federation	Yes	Yes	Yes	Yes	Yes	Yes	Yes
AOL and Yahoo! federation	Yes	No	No	No	No	No	No

Skype for Business Online meetings	Skype for Business Server 2015	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Ad Hoc and Schedule Audio Conferencing	Yes	Yes	Yes	Yes	Yes	Yes	No
Ad Hoc and Schedule Video Conferencing	Yes	Yes	Yes	Yes	Yes	Yes	No
Active Speaker Video	Yes	Yes	Yes	Yes	Yes	Yes	No
H.264 Encoding and Decoding	Yes	Yes	Yes	Yes	Yes	Yes	No
Multiparty Video	Yes	Yes	Yes	Yes	Yes	Yes	No
High Definition Video or Pictures of All Attendees	Yes	Yes	Yes	Yes	Yes	Yes	No
Presenter Controls	Yes	Yes	Yes	Yes	Yes	Yes	No
Participant Selected View	Yes	Yes	Yes	Yes	Yes	Yes	No
OneNote Sharing	Yes	Yes	Yes	Yes	Yes	Yes	No
Ad Hoc and Schedule Web Conferencing	Yes	Yes	Yes	Yes	Yes	Yes	No

Skype for Business meeting dial-in via Audio Conferencing (first party)	No	No	No ⁵	No ⁵	No ⁵	Yes	No
Skype for Business meeting dial-in via Certified Audio Conferencing Provider (ACP)	No	Yes	Yes	Yes	Yes	Yes	No
PowerPoint Sharing	Yes	Yes	Yes	Yes	Yes	Yes	No
File Transfer	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Whiteboard and Annotations	Yes	Yes	Yes	Yes	Yes	Yes	No
PowerPoint Upload	Yes	Yes	Yes	Yes	Yes	Yes	No
Polling	Yes	Yes	Yes	Yes	Yes	Yes	No
Client-Side Recording and Playback	Yes	Yes	Yes	Yes	Yes	Yes	No
Server-Side Recording and Playback	No	No	No	No	No	No	No
Meeting Lobby	Yes	Yes	Yes	Yes	Yes	Yes	No
Skype Meeting Broadcast	No	No	Yes	Yes	Yes	Yes	No

Guest Access to Skype Meetings with Skype for Business Web App	Yes	Yes	Yes	Yes	Yes	Yes	No
Schedule Skype for Business Meetings in Outlook	Yes	Yes	Yes	Yes	Yes	Yes	No
Schedule Skype for Business Meetings in Outlook on Behalf of Others (Delegation)	Yes	Yes	Yes	Yes	Yes	Yes	No
Schedule Skype for Business Meetings with Web Scheduler	Yes	Yes	Yes	Yes	Yes	Yes	No
Schedule Online Meetings in Outlook Web App	Yes	Yes	Yes	Yes	Yes	Yes	No
Outlook Delegation for Scheduling Meetings	Yes	Yes	Yes	Yes	Yes	Yes	No
Create public meetings with static meeting IDs from Outlook	Yes	No	No	No	No	No	No
Voice calling	Skype for Business Server 2015	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Auto attendants	No	No	No	No	No	Yes	No

Busy options	Yes	No	No	No	No	No	No
Branch office survivability	Yes	No	No	No	No	No	No
Call admission control	Yes	No	No	No	No	No	No
Call answer/initiate	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call delegation	Yes	No	No	No	No	Yes	No
Call forwarding and simultaneous ring	No	No	No	No	Yes	Yes	No
Call history	Yes	Yes	Yes	Yes	Yes	Yes	No
Call hold/retrieve	Yes	Yes	Yes	Yes	Yes	Yes	No
Call park	Yes	No	No	No	No	No	No
Call transfer (blind, consult, and mobile)	Yes	Yes	Yes	Yes	Yes	Yes	No
Caller ID	Yes	Yes	Yes	Yes	Yes	Yes	No
Call waiting	Yes	Yes	Yes	Yes	Yes	Yes	No
Camp-on	Yes	Yes	Yes	Yes	Yes	Yes	No
Clients for PC, Mac, and mobile	Yes	Yes	Yes	Yes	Yes	Yes	No
Device switching	Yes	Yes	Yes	Yes	Yes	Yes	No
Distinctive ringing	Yes	No	No	Yes	Yes	Yes	No

Do-not-disturb routing	Yes	Yes	Yes	Yes	Yes	Yes	No
Emergency calling - static location	Yes	No	No	No	No	Yes ⁷	No
Emergency calling - dynamic location	Yes	No	No	No	No	No	No
Enterprise calendar call routing	Yes	Yes	Yes	Yes	Yes	Yes	No
Extension dialing	Yes	No	No	No	No	No	No
Group call pickup	Yes	No	No	No	No	No	No
Hunt groups/call queues and treatment	Yes	No	No	No	No	Yes	No
Integrated dial-pad	Yes	No	No	Yes	Yes	Yes	No
Location-based routing	Yes	No	No	No	No	No	No
Music on hold	Yes	Yes	Yes	Yes	Yes	Yes	No
Outbound DID manipulation	Yes	No	No	No	No	No	No
Private line	Yes	No	No	No	No	No	No
Qualified IP desk phones	Yes	No	No	Yes	Yes	Yes	No
Shared line appearance	Yes	No	No	No	No	No	No
Skype and federated calling	Yes	Yes	Yes	Yes	Yes	Yes	No

Team calling	Yes	No	No	Yes	Yes	Yes	No
Video call monitor	Yes	Yes	Yes	Yes	Yes	Yes	No
Voicemail	Yes	No	No	No	No	Yes	No
Calling Plan (Domestic Calling Plan, with required add-on purchase)	No	No	No	Yes ³	Yes ³	Yes	No
Calling Plan (International Calling Plan, with required add-on purchase)	No	No	No	Yes ³	Yes ³	Yes	No
Communication Credits	No	No	No ⁶	Yes	Yes	Yes	No
Skype for Business Voice	Yes	Yes	Yes	Yes	Yes	Yes	No
Security and archiving	Skype for Business Server 2015	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
IM and Media Encryption	Yes	Yes	Yes	Yes	Yes	Yes	Yes
IM and File Filtering	Yes	No	No	No	No	No	No
Client Version Control	Yes	Yes	Yes	Yes	Yes	Yes	Yes
IM Content Archiving	Yes	No ²	No ²	No ²	Yes	Yes	No ²
Conference Content Archiving	Yes	No ²	No ²	No ²	Yes	Yes	No ²

Application Sharing, and Desktop Sharing Archiving	Yes	No	No	No	No	No	No
User Level Archiving Configurati on	Yes	No ²	No ²	No ²	Yes	Yes	No ²
Login Trace Files	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Customer Key for Office 365 ⁸	No	No	No	No	No	Yes	No
Exchange and SharePoint interoperability	Skype for Business Server 2015	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Presence Interoperability with Exchange Server	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Presence Interoperability with Exchange Online	Yes	Yes	Yes	Yes	Yes	Yes	No
Unified Messaging interoperability with Exchange Server	Yes	No	No	No	No	No	No
Unified Messaging interoperability with Exchange Online	Yes	No	No	No	No	No	No
Outlook Web App interoperability	Yes	Yes	Yes	Yes	Yes	Yes	No

Archiving interoperability with Exchange Server	Yes	No	No	No	No	No	Yes
Archiving interoperability with Exchange Online	Yes	Yes	Yes	Yes	Yes	Yes	No
Skill Search with SharePoint Server	Yes	No	No	No	No	No	No
Skill Search with SharePoint Online	No	No	No	No	No	No	No
Skype for Business Online administration and management	Skype for Business Server 2015	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Microsoft Office 365 portal	No	Yes	Yes	Yes	Yes	Yes	Yes
Microsoft 365 admin center	No	Yes	Yes	Yes	Yes	Yes	Yes
Skype for Business admin center	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Windows PowerShell	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Skype for Business Online reporting in Microsoft 365 admin center	No	Yes	Yes	Yes	Yes	Yes	No

¹ The Skype for Business (Lync) client is supported for use with these subscription options, but it is not included. Lync 2013 Basic is available for all customers. The Lync Basic desktop client is a locally installed application that provides presence, instant messaging, and conferencing features for Office 365 plans that

include Skype for Business Online. Office 365 ProPlus, and Office 365 Enterprise E3 include the full Skype for Business (Lync) application, which includes additional features such as advanced telephony support, archiving, and compliance features. A Skype for Business Online license must be assigned for each user. For more information on Lync Basic features, see [Clients for Skype for Business Online](#).

² Archiving for Skype for Business Online depends on the Exchange In-Place Hold feature, which is not included in this plan.

³ You must assign an Exchange Online (Plan 2) plan to users who you want to have voice mail. An Exchange Online (Plan 1) plan can't be used for voice mail.

⁴ An Office 365 Enterprise F1 user may participate in a sharing session if invited by a Skype for Business Online Plan 2 or Enterprise plan user.

⁵ Audio Conferencing can be added to Office 365 Business Premium, Office 365 Enterprise E1, and Office 365 Enterprise E3 subscription plans as an add-on.

⁶ Communication Credits can be added to Office 365 Business Premium subscription plan as an add-on to support Audio Conferencing only.

⁷ Emergency Calling isn't available on Mac and mobile clients.

⁸ Customer Key enables you to control your organization's encryption keys and then configure Office 365 to use them to encrypt your data at rest in Microsoft's data centers. Data at rest includes data from Exchange Online and Skype for Business that is stored in mailboxes and files that are stored in SharePoint Online and OneDrive for Business. Customer Key helps you meet compliance obligations because you control the encryption keys that Office 365 uses to decrypt data. For more information, see [Controlling your data in Office 365 using Customer Key](#).

Feature availability across Skype for Business Online standalone plans

The following table lists Skype for Business Online feature availability across standalone plans. For a description of these features, go to [Skype for Business Online features](#).

NOTE

Skype for Business Online Standalone Plan 2 licensed users will get the Skype for Business Basic client, not the full Skype for Business client. If you want users to have the Skype for Business client, you will need to upgrade them to a license that includes it, such as an Enterprise-based license. To deploy the Skype for Business client to your users, see [Deploy the Skype for Business client in Office 365](#).

Feature	Skype for Business Server 2015	Skype for Business Online Standalone Plan 1	Skype for Business Online Standalone Plan 2
Clients for Skype for Business Online			
Skype for Business Full	No	No	No
Skype for Business Basic	No	Yes ¹	Yes ¹
Lync 2013 Basic	No	Yes ¹	Yes ¹
Skype for Business Windows Store app	Yes	Yes	Yes
Lync for Mac 2011	Yes	Yes	Yes

Skype for Business mobile clients	Yes	Yes	Yes
Skype for Business Web App	Yes	Yes	Yes
Instant messaging, presence, and contacts	Skype for Business Server 2015	Skype for Business Online Standalone Plan 1	Skype for Business Online Standalone Plan 2
PC-to-PC IM and Presence	Yes	Yes	Yes
Multiparty IM and Presence	Yes	Yes	Yes
Contact Card Configuration	Yes	Yes	Yes
My Picture Configuration	Yes	Yes	Yes
My Picture: URL Photo Experience	Yes	No	No
Contact List Configuration	Yes	Yes	Yes
Unified Contact Store	Yes	Yes	Yes
Address Book Search	Yes	Yes	Yes
Distribution List Expansion	Yes	Yes	Yes
Persistent Chat	Yes	No	No
Photos of Sender/Receiver	Yes	Yes	Yes
Skype-to-Skype audio, video, and media	Skype for Business Server 2015	Skype for Business Online Standalone Plan 1	Skype for Business Online Standalone Plan 2
Desktop sharing	Yes	No ²	Yes
Application sharing	Yes	No ²	Yes
File transfers	Yes	Yes	Yes
Voice	Yes	Yes	Yes
Video	Yes	Yes	Yes
Media path optimization	Yes	No	No
Network Quality of Service (QoS) - Differentiated Services Code Point (DSCP)	Yes	No	No
Video-based screen sharing	Yes	No ²	Yes

Federation and public IM connectivity	Skype for Business Server 2015	Skype for Business Online Standalone Plan 1	Skype for Business Online Standalone Plan 2
Office Communications Server 2007 R2 and Lync Server 2010 (IM, Presence, Audio, Video, Conferencing)	Yes	Yes	Yes
XMPP (used by Google Talk, for example) and Sametime federation	Yes	No	No
Skype federation	Yes	Yes	Yes
AOL and Yahoo! federation	Yes	No	No
Skype for Business Online meetings	Skype for Business Server 2015	Skype for Business Online Standalone Plan 1	Skype for Business Online Standalone Plan 2
Ad Hoc and Schedule Audio Conferencing	Yes	No	Yes
Ad Hoc and Schedule Video Conferencing	Yes	No	Yes
Active Speaker Video	Yes	No	Yes
H.264 Encoding and Decoding	Yes	No	Yes
Multiparty Video	Yes	No	Yes
High Definition Video or Pictures of All Attendees	Yes	No	Yes
Presenter Controls	Yes	No	Yes
Participant Selected View	Yes	No	Yes
OneNote Sharing	Yes	No	Yes
Ad Hoc and Schedule Web Conferencing	Yes	No	Yes
Dial-in Audio Conferencing via Certified Audio Conferencing Provider (ACP)	No	No	Yes
PowerPoint Sharing	Yes	No	Yes
Whiteboard and Annotations	Yes	No	Yes
PowerPoint Upload	Yes	No	Yes

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Polling	Yes	No	Yes
Client-Side Recording and Playback	Yes	No	Yes ¹
Server-Side Recording and Playback	No	No	No
Meeting Lobby	Yes	No	Yes
Guest Access to Skype for Business Meetings with Skype for Business Web App	Yes	No	Yes
Schedule Skype for Business Meetings in Outlook	Yes	No	Yes
Schedule Skype for Business Meetings in Outlook on Behalf of Others (Delegation)	Yes	No	Yes
Schedule Skype for Business Meetings with Web Scheduler	Yes	No	Yes
Schedule Online Meetings in Outlook Web App	Yes	No	Yes
Outlook Delegation for Scheduling Meetings	Yes	No	Yes
Create public meetings with static meeting IDs from Outlook	Yes	No	No
Security and archiving	Skype for Business Server 2015	Skype for Business Online Standalone Plan 1	Skype for Business Online Standalone Plan 2
IM and Media Encryption	Yes	Yes	Yes
IM and File Filtering	Yes	No	No
Client Version Control	Yes	Yes	Yes
IM Content Archiving	Yes	No ³	No ³
Conference Content Archiving	Yes	No ³	No ³
Application Sharing, and Desktop Sharing Archiving	Yes	No	No

User Level Archiving Configuration	Yes	No ³	No ³
Login Trace Files	Yes	Yes	Yes
Exchange and SharePoint interoperability	Skype for Business Server 2015	Skype for Business Online Standalone Plan 1	Skype for Business Online Standalone Plan 2
Presence Interoperability with Exchange Server	Yes	Yes	Yes
Presence Interoperability with Exchange Online	Yes	Yes ⁵	Yes
Unified Messaging interoperability with Exchange Server	Yes	No	No
Unified Messaging interoperability with Exchange Online	Yes	No	No
Outlook Web App interoperability	Yes	Yes ⁵	Yes
Archiving interoperability with Exchange Server	Yes	No	No
Archiving interoperability with Exchange Online	Yes	Yes	Yes
Skill Search with SharePoint Server	Yes	No	No
Skill Search with SharePoint Online	No	No	No
Skype for Business Online administration and management	Skype for Business Server 2015	Skype for Business Online Standalone Plan 1	Skype for Business Online Standalone Plan 2
Microsoft Office 365 portal	No	Yes	Yes
Microsoft 365 admin center	No	Yes	Yes
Skype for Business admin center	Yes	Yes	Yes
Windows PowerShell	Yes	Yes	Yes
Skype for Business Online reporting in Microsoft 365 admin center	No	No ⁴	No ⁴

¹ The Skype for Business (Lync) client is supported for use with these subscription options, but it is not included. Lync 2013 Basic is available for all customers. The Lync Basic desktop client is a locally installed application that provides presence, instant messaging and conferencing features for Office 365 plans that include Skype for Business Online. Office 365 ProPlus, and Office 365 Enterprise E3 include the full Skype for Business (Lync) application, which include additional features including advanced telephony support, archiving & compliance features. A Skype for Business Online license must be assigned for each user. For more information on Lync Basic features, see [Clients for Skype for Business Online](#)>

² A Skype for Business Online Plan 1 user may participate in a sharing session if the user is invited by a Skype for Business Online Plan 2 user.

³ Archiving for Skype for Business Online depends on the Exchange In-Place Hold feature, which is not included in this plan.

⁴ Tenants with a standalone Skype for Business Online plan can access reporting features if the tenant also has at least one active Exchange license, such as Exchange Online Plan 1 or Exchange Online Plan 2.

⁵ Not supported if Exchange Online was purchased as part of a kiosk plan.

Skype Meeting Broadcast and Calling Plan Licensing Options

The following table shows licensing options for Skype Meeting Broadcast, Audio Conferencing, Phone System, and Calling Plans.

Office 365 plan	Skype for Business Online features
Skype for Business Online Standalone Plan 2	<p>Skype Meeting Broadcast</p> <p>For Organizer, Producer, Event Team member, and authenticated attendees, an Office 365 license is required. For anonymous attendees, an Office 365 license is not required.</p> <p>With Skype for Business Online Standalone Plan 2 or any Office 365 suites that contain Plan 2, the following add-ons are available:</p> <p>Audio Conferencing (available in limited countries).</p> <p>Phone System.</p> <p>> [!NOTE]> When purchased by itself without Calling Plans, Phone System enables hybrid voice capability only. Hybrid voice requires an on-premises customer hybrid voice deployment to enable PSTN calling using your existing PSTN service provider(s). The following Phone System add-ons are available to enable inbound and outbound PSTN calling using Microsoft as your PSTN service provider: > Domestic Calling Plan (available in limited countries) > International Calling Plan (available in limited countries)</p>
Skype for Business Online Standalone Plan 3	<p>Skype for Business Online Standalone Plan 3.</p> <p>> [!NOTE]> This plan is used only for third-party voice service providers and does <i>not</i> provide any calling services such as Audio Conferencing, Phone System, Domestic Calling Plans, or International Calling Plans.</p>
Office 365 Business Premium	<p>Skype Meeting Broadcast:</p> <p>For Organizer, Producer, Event Team member, and authenticated attendees, an Office 365 license is required. For anonymous attendees, an Office 365 license is not required.</p> <p>Audio Conferencing (in countries where available).</p>

Office 365 Enterprise E1	Skype for Business Online Standalone Plan 2 (see Skype for Business Online Standalone Plan 2 above for included features).
Office 365 Enterprise E3	Skype for Business Online Standalone Plan 2 (see Skype for Business Online Standalone Plan 2 above for included features).
Office 365 Enterprise E5 with Audio Conferencing	<p>Skype for Business Online Standalone Plan 2 is included (see Skype for Business Online Standalone Plan 2 above for included features)</p> <p>Audio Conferencing is included.</p> <p>Phone System is included.</p> <p>> [!NOTE]> When purchased by itself without Calling Plans, Phone System enables hybrid voice capability only. Hybrid voice requires a customer on-premise hybrid voice deployment to enable PSTN calling using your existing PSTN service provider(s). The following Phone System add-ons are available to enable inbound and outbound PSTN calling using Microsoft as your PSTN service provider: > Domestic calling plan (available in limited countries). > International calling plan (available in limited countries).</p>
Office 365 Enterprise E5 without Audio Conferencing	<p>Skype for Business Online Standalone Plan 2 is included (see Skype for Business Online Standalone Plan 2 above for included features).</p> <p>Phone System is included.</p> <p>> [!NOTE]> When purchased by itself without Calling Plans, Phone System enables hybrid voice capability only. Hybrid voice requires an on-premise customer hybrid voice deployment to enable PSTN calling using your existing PSTN service provider(s). The following Phone System add-ons are available to enable inbound and outbound PSTN calling using Microsoft as your PSTN service provider: > Domestic calling plan (available in limited countries). > International calling plan (available in limited countries).</p>

Skype for Business Online features

7/18/2019 • 9 minutes to read

If you are an admin, you can find detailed instructions for setting up Skype for Business Online features in [Set up Skype for Business Online](#).

Clients for Skype for Business Online

IMPORTANT

The clients that are supported in Skype for Business Online are licensed separately.

- To find out what your Skype for Business Online client options are for Windows or Mac, see [Install Skype for Business](#).
- To find out what your Skype for Business options are on a mobile device, see [Install Skype for Business on a mobile device](#).
- For a detailed comparison of the Skype for Business desktop and web clients, see [Skype for Business Online client comparison tables](#). For a detailed comparison of the Skype for Business mobile clients, see the [Mobile client comparison tables](#).

You can download the client for your mobile device, PC, or Mac [here](#).

Skype for Business provides support for the conference room devices listed here. For additional information, work with your account team or call [Office 365 support](#). To get a local number, you can choose your locale from the drop-down list.

Instant messaging, presence, and contacts

Using Skype for Business, users can:

- Display their presence status—for example, Available, Away, Do Not Disturb, or Offline—to let others know their availability. Skype for Business presence information is presented throughout the Office 365 suite.
- Send and receive text messages in real time over an Internet Protocol (IP) network, such as the Internet, or an organization's corporate network. Instant messaging is available for both Skype-to-Skype and multiparty communication. IM text is encrypted for enhanced security.
- Configure how their own Skype for Business contact card appears to other people.

You can read more about instant messaging, presence, and contacts [here](#).

Skype-to-Skype audio, video, and media

Skype for Business Online users can make one-to-one computer-based audio and video calls to other Skype for Business users using a PC and a web camera. A Skype for Business Online user can initiate Skype-to-Skype audio and video calls with another user in the same Skype for Business Online organization (within or outside the corporate firewall), or with another Skype for Business user in a Skype for Business federated domain if the two Skype for Business domains are correctly configured, supported, and permitted for federation.

Go [here](#) to find out how to set audio device options in Skype for Business.

Federation and public IM connectivity

Skype for Business external connectivity (federation) enables a Skype for Business user to connect with users in other organizations that use Skype for Business as well as those that host their own Skype for Business Server on-premises. Federated contacts can see presence, communicate by using IM, and make Skype-to-Skype audio and video calls. All federated communications are encrypted between the IM systems using access proxy servers. Microsoft does not control encryption after messages are passed to the federated partner's network (if the partner is federated with an on-premises Skype for Business Server or third-party network).

Skype for Business external connectivity requires the consent and correct configuration of both parties of the federation relationship. After the federation is set up by the administrators of both sides, users in each company can see presence and communicate with users in the other company. Federation in Office 365 is only supported between other Skype for Business environments, with appropriately configured Access Proxy or Edge servers. To learn more about Edge server configuration, see [Components required for external user access in Skype for Business Server 2015](#).

Skype for Business Online meetings

Users can start or join an ad-hoc Skype for Business Meeting with just a few clicks in the Skype for Business client or in Office. Skype for Business lets users escalate simple instant messaging conversations or email conversations to PC-based, multiparty (three or more users) audio and video meetings with shared desktops, applications, and documents.

Skype for Business multiparty audio provides users with an adaptive audio codec for optimal performance under varying bandwidth conditions, visual call and roster controls, network quality indicator, and powerful user management features (for example, drag and drop a participant name to add them to a meeting).

In addition to audio, Skype for Business enables users to connect through high quality video sessions. Both person-to-person and multiparty (three or more users) sessions are supported. Active speaker video is available only for multiparty sessions. With Skype for Business, users can easily schedule an online meeting with video or seamlessly escalate an IM session to a video call.

Find out more about Skype for Business online meetings [here](#).

IMPORTANT

Multiparty Skype for Business audio and video capabilities might not be available in certain countries due to regulatory restrictions. For details, see [About license restrictions](#).

Security and archiving

Microsoft Office 365 traffic (both signal and media traffic) is encrypted using the Transport Layer Security (TLS) protocol. Anyone who intercepts a communication sees only encrypted text. For example, if a user accesses Skype for Business Online IM, calls, and presentations while using a public Wi-Fi network, such as at an airport, the user's communications are encrypted to potential interception by network "sniffers."

Skype for Business provides archiving of peer-to-peer instant messages, multiparty instant messages, and content upload activities in meetings. The archiving capability requires Exchange and is controlled by the user's Exchange mailbox In-Place Hold attribute, which archives both email and Skype for Business contents.

All archiving in Skype for Business is considered "user-level archiving" because you enable or disable it for one or more specific users or groups of users by creating, configuring, and applying a user-level archiving policy for those users. There is no direct control of archiving settings from within the Skype for Business admin center.

Exchange and SharePoint interoperability

Skype for Business Online includes high definition pictures, presence status updates based on Exchange calendar information, unified contact store, archiving, out-of-office messages in Skype for Business, and presence status and click-to-communicate in Outlook. This interoperability requires running the Skype for Business client on the user's desktop.

In certain subscription plans, Skype for Business can integrate with Exchange Online Unified Messaging (UM) to:

- Combine voice messaging and email messaging into a single messaging infrastructure that is available from the Skype for Business client. Exchange UM and Skype for Business work together to provide call answering, Outlook Voice Access, and auto attendant services.
- Enable Outlook Web App to provide IM, presence, status updates based on Exchange calendar information, and Skype for Business Meeting scheduling.

Skype for Business interoperates with on-premises Microsoft SharePoint Server for presence and click-to-communicate in SharePoint sites. This interoperability requires running the Skype for Business client on the user's desktop.

Skype for Business Online administration and management

Although Microsoft directly controls all Skype for Business Online data centers and is responsible for overall system performance, it can control only a portion of the elements that combine to provide the total experience for Office 365 users. Organizations themselves are responsible for the network connections to the data centers, the customer's wide area network (WAN), and the customer's local area networks (LANs). Additionally, they manage user devices and their configuration. They are also responsible for maintaining the required licensing per user for any desired feature, including, but not limited to, the ability to manage these features, for as long as the user needs access to the feature.

Skype for Business Online therefore provides customer administrators with the following tools to manage several messaging-related tasks:

- Microsoft Office 365 portal
- Microsoft 365 admin center
- Skype for Business admin center
- Windows PowerShell

To see the latest Skype for Business Online Admin help topics and how-to articles, see [Skype for Business Online in Office 365 - Admin Help](#)

Audio Conferencing in Office 365

Audio Conferencing is any conference in which at least one participant dials in to the audio portion by using a phone. The ability to use a phone to access a meeting is useful for individuals who are on the road or otherwise can't attend a meeting using a mobile device or PC. Using a phone also can be a better option in other scenarios, such as when internet connectivity is limited or when a meeting is audio only.

With Audio Conferencing, users in your organization can host or create meetings that contain dial-in phone numbers. Callers can then use those phone numbers to call into a meeting using their phones (users who are dialing into a meeting will only get audio, not instant messages, shared desktops, or files being shared in the meeting). You only need to set up dial-in conferencing for users who plan to schedule or lead meetings. Unless the organizer has locked the meeting, anyone who has the dial-in number and conference ID can join the meeting. For details, see [Getting started with Audio Conferencing](#) and [Dial-in numbers available for Audio Conferencing](#).

In Office 365, you can enable dial-in conferencing either by using Office 365 as your dial-in conferencing provider, or by using a third-party dial-in conferencing provider (also called an audio conferencing provider, or ACP).

Audio Conferencing is not available in all countries or regions. For a list of the countries or regions in which you can purchase Audio Conferencing, see [Where can you get Audio Conferencing?](#).

Calling Plans in Office 365

Skype for Business includes calling capabilities found on the public switched telephone network (PSTN). Calling Plans are an add-on to the [Phone System in Office 365](#) that allow you to search for, acquire, and assign phone numbers to users in your organization so that they can make calls to and receive calls from people inside and outside of the organization, directly from Office 365. Users who are assigned phone numbers can make voice calls across all Skype for Business devices, including VoIP phones, PCs, and mobile devices. They also can control their calls through mute/unmute, hold/resume, call transfers, and call forwarding features, and if necessary, make emergency calls.

For information about available Calling Plans, go to [Calling Plans for Office 365](#). For more information and to set up a Calling Plan, see [What Are Calling Plans?](#).

Phone System in Office 365

The Phone System in Office 365 enables you to use Skype for Business and either your company's existing phone lines or the Phone System for inbound and outbound calls. With the Phone System in Office 365, your users can use Skype for Business to complete basic tasks such as placing, receiving, transferring, and muting or unmuting calls, from nearly anywhere that has Internet access.

The Phone System allows you to replace your existing PBX system with a set of features that are directly delivered from Office 365 and tightly integrated into Microsoft's cloud productivity experience. You can choose a completely in-the-cloud experience, or a hybrid deployment that takes advantage of the Phone System while keeping some functionality on your premises. .

Skype Meeting Broadcast

Skype Meeting Broadcast enables Office 365 users to produce and broadcast a meeting on the internet to up to 10,000 attendees, who can attend from a browser on virtually any device. With Skype Meeting Broadcast, you can host large virtual meetings such as internal "town hall" style meetings and public webinars. You can record meetings, and you can customize them to gauge audience involvement and satisfaction.

NOTE

Currently, Skype Meeting Broadcast isn't available to educational or non-profit organizations.

For more information, go to [What is a Skype Meeting Broadcast?](#).

The Skype Meeting Broadcast portal can be found at <http://portal.broadcast.skype.com>.

Skype for Business Online Limits

7/18/2019 • 4 minutes to read

The limits in Skype for Business Online fall into the following categories:

- [Peer-to-peer limits](#)
- [Meeting limits](#)
- [Meeting retention limits](#)
- [Minute limits](#)

NOTE

The limits applied to an Office 365 organization can differ depending on how long the organization has been enrolled in the service. When a limit is changed in the Microsoft data centers, it can take some time to apply the change to all existing customers.

Peer-to-peer limits

- **File transfer limit** The maximum size of a file that can be transferred in a Skype for Business Online IM conversation. To learn which file types are blocked for file transfer, see the Microsoft Support article about [sending and receiving files or attachments in Skype for Business Online](#).
- **Open tabbed conversations limit** The maximum number of conversation tabs that a Skype for Business user can have open at one time.

Peer-to-peer limits across Office 365 options

Feature	Skype for Business Server 2015	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise F1
File transfer limit	No limit	No limit	No limit	No limit	No limit	Not applicable
Conversation limit ¹	99	99	99	99	99	99
Open tabbed conversations limit	50	50	50	50	50	Not applicable

NOTE

¹ A client can start a chat with up to 99 users by either manually adding them or sending an instant message from the context menu of a group or distribution list. For more information about instant messaging in Skype for Business Online, see [Send an IM in Skype for Business](#).

Peer-to-peer limits across standalone options

Feature	Skype for Business Server 2015	Skype for Business Online Standalone Plan 1	Skype for Business Online Standalone Plan 2
File transfer limit	No limit	No limit	No limit
Conversation limit ¹	99	99	99
Open tabbed conversations limit	50	50	50

NOTE

¹ A client can start a chat with up to 99 users by either manually adding them or sending an instant message from the context menu of a group or distribution list. For more information about instant messaging in Skype for Business Online, see [Send an IM in Skype for Business](#).

Meeting limits

- **File upload limit** The maximum size of files that can be uploaded to a Skype for Business meeting, including handouts and PowerPoint presentations.
- **Participants in a Skype for Business meeting** The maximum number of participants (including the presenter) who can join a single Skype for Business meeting.
- **Presenters in a Skype for Business meeting** The maximum number of presenters in a single Skype for Business meeting.
- **Skype for Business web app meeting participants** The maximum number of Skype for Business web app meeting participants who can join a meeting.
- **Skype for Business web app anonymous participants** The maximum number of Skype for Business web app meeting participants who can anonymously join a meeting.
- **Guests joining by phone** The maximum number of guests who can call in to a meeting.

Meeting limits across Office 365 options

Feature	Skype for Business Server 2015	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise F1
File upload limit	500 MB	500 MB	500 MB	500 MB	500 MB	Not applicable
Participants in a Skype for Business meeting ¹	250	250	250	250	250	Not applicable
Presenters in a Skype for Business meeting	250	250	250	250	250	Not applicable

Skype for Business web app meeting participants	250	250	250	250	250	Not applicable
Skype for Business web app anonymous participants	250	250	250	250	250	Not applicable
Guests joining by phone	250	250	250	250	250	Not applicable
Individuals in a team-call group	25	25	25	25	25	Not applicable

NOTE

¹ If the number of participants in a Skype for Business meeting exceeds 75 participants, then the participant list (presenters and attendees) in the meeting roster will be truncated so that an individual attendee sees only the presenters and the individual attendee's own name. The full participant list remains visible to the presenters in the meeting. Also, Gallery View and IM errors are hidden from the attendees.

Meeting limits across standalone options

Feature	Skype for Business Server 2015	Skype for Business Online Standalone Plan 1	Skype for Business Online Standalone Plan 2
File upload limit	500 MB	Not applicable	500 MB
Participants in a Skype for Business meeting	250	Not applicable	250
Presenters in a Skype for Business meeting	250	Not applicable	250
Skype for Business web app meeting participants	250	Not applicable	250
Skype for Business web app anonymous participants	250	Not applicable	250
Guests joining by phone	250	Not applicable	250
Individuals in a team-call group	25	Not applicable	25

Meeting retention limits

- **Meeting content retention period** The amount of time after the last person leaves a meeting that any

uploaded meeting content is retained in Skype for Business before it is permanently deleted.

- **Meeting expiration period** The amount of time after a meeting has ended that users can access the meeting.

Meeting retention limits across Office 365 options and standalone plans

NOTE

Each person can have a maximum of 1000 conferences in the database at any time.

Meeting Type	Description					
One-time meeting	Meeting will be accessible at least until 14 days after the scheduled time, or the last meeting activation, or last meeting update, whichever is latest.					
Recurring meeting with end date	Meeting will be accessible at least until 14 days after the scheduled end time of the last meeting occurrence, or the last meeting activation, or last meeting update, whichever is latest.					
Recurring meeting without end date	Meeting will always be accessible, provided there are new conference joins (activations) or scheduling updates at least once per year					

Meet Now	Meeting will be accessible for at least 8 hours.					

Minute limits

For information about minute limitations in the Office 365 Domestic Calling Plan or the Office 365 International Calling Plan, click [here](#).

Workplace Analytics Service Description

9/16/2019 • 2 minutes to read

Microsoft Workplace Analytics provides rich, actionable insights into your company's communication and collaboration trends to help you make more effective business decisions.

Transform unprecedented insights into action

- Address collaboration overload
- Break down org silos
- Up-level manager practices
- Accelerate acquisitions
- Root out process inefficiencies
- Drive sales productivity
- Transform employee experience
- Workspace planning

Gain objective, actionable insights

See how your organization spends time and collaborates internally and externally with unprecedented insights from Office 365. Workplace Analytics gives business leaders dozens of actionable behavioral metrics about time and networks to inform a variety of strategic decisions, including teaming models, resource allocation, and workspace planning.

Drive organizational change with data

Workplace Analytics provides a rich set of objective data to make better business decisions. Guided exploration dashboards highlight potential problem areas, while flexible queries answer targeted business questions about hiring strategies, new organizational structures, and business programs. Augment Office 365 data with business outcome information to establish best practices, predictive models, and benchmarks. Introduce change initiatives based on behavioral data and measure the success of programs over time. Contact your Microsoft Customer Service representative to learn more about available consulting services that you can use to quantify business challenges and implement change.

Privacy and compliance designed for you

Workplace Analytics provides privacy controls to meet your needs and compliance to protect your data. Customers decide which populations to analyze and maintain control over data aggregation and de-identification standards. Workplace Analytics only analyzes Office 365 metadata. Data viewability and aggregation levels are based on role and customer preferences.

For more information, see [Workplace Analytics](#). To learn more about how to use Workplace Analytics, see [Workplace Analytics documentation](#).

Licensing requirements

Exchange Online Plan 1 or Plan 2 is a prerequisite.

MyAnalytics Service Description

9/16/2019 • 2 minutes to read

MyAnalytics summarizes how you spend your time at work and then suggests ways to work smarter. MyAnalytics provides these insights through [elements](#) that you can access in Microsoft Outlook or through your web browser.

Some of the elements of MyAnalytics are provided automatically to users of various Office 365 plans. To learn which elements are included in which Office 365 and Microsoft 365 plans, see [MyAnalytics plans and environments](#).

MyAnalytics processes information in a manner that protects employee privacy. For more information, see [Data privacy](#).

Elements

MyAnalytics consists of the following elements:

- [Dashboard](#): Helps you reflect on your work patterns, such as time for focused work, meeting and email practices, and networking.
- [Outlook add-in](#): Provides you with actionable insights in Outlook that help you stay on top of your tasks and get more done.
- [Email digests](#): Give you key highlights about your work patterns in a weekly email.
- [Inline suggestions](#): These brief, data- and AI-driven suggestions appear in Outlook while you are either reading or composing an email or a meeting invitation.

Data privacy

By adhering to the following guidelines, MyAnalytics protects employee privacy and support compliance with local regulations:

- MyAnalytics is not designed to enable employee evaluation, tracking, automated decision-making, profiling, or monitoring.
- MyAnalytics does not give employees access to new personally identifiable information on other coworkers.
- MyAnalytics data is processed and stored in the employee's Exchange Online mailbox.
- MyAnalytics supports General Data Protection Regulation (GDPR) compliance.
- MyAnalytics can be configured so that individuals must purposefully opt in.
- MyAnalytics and Delve are separate applications with no interdependencies.
- MyAnalytics reminds people that their data is private and secure.

For more information, see [MyAnalytics privacy guide](#).

[Learn more about how MyAnalytics can help you work smarter.](#)

Prerequisites

- [Microsoft Exchange Online](#)

Power BI Service Description

7/18/2019 • 2 minutes to read

Power BI is a cloud-based suite of business analytics tools that enables anyone to connect to, visualize, and analyze data with greater speed, efficiency, and understanding. It connects users to a broad range of live data through easy-to-use dashboards, provides interactive reports, and delivers compelling visualizations that bring data to life.

Power BI is currently available as part of the Office 365 Enterprise E5 version. To learn more, visit [Power BI](#).

To compare features across plans, see [Compare Office 365 for Business plans](#).

Power BI plans

You can sign up for one of the available [Power BI plans](#) that best suits your needs.

NOTE

Power BI and Power BI for Office 365 are different products. Power BI for Office 365 is a version 1 service and has been deprecated.

Project Online Service Description

9/6/2019 • 7 minutes to read

NOTE

We're in the process of updating this article. Please check back at the beginning of October 2019 for updated content.

Project Online is a flexible online solution for project portfolio management (PPM) and everyday work. Delivered through Office 365, Project Online provides powerful project management capabilities for planning, prioritizing, and managing projects and project portfolio investments — from almost anywhere on almost any device. Project Online can be used by administrators, portfolio managers and viewers, project and resource managers, and team leads and members.

Project Online is available in three plans — Project Online Essentials, Project Online Professional, and Project Online Premium.

To compare features across plans, see [Compare Project Online plans](#).

You can export, save, and print pages in the Office 365 Service Descriptions. Learn how to [export multiple pages](#).

Project Online boundaries and limits

There are some limitations to the Project Online service. For details, see [Project Online software boundaries and limits](#).

Data Backup

Project Online has the same data backup and retention policy as Office 365. For details, see [Data Retention, Deletion, and Destruction in Office 365](#).

Use of SharePoint Online

Your Project Online service requires the use of SharePoint Online, which will be provisioned for you as part of the Project Online service. Rights to the SharePoint Online functionality provided with Project Online Professional or Premium are limited to storing and accessing data to support Project Online.

Licensing considerations

Internal users

Any interaction on a Project Online site requires a Project Online license.

- Project Online Essentials is a team member add-on license for customers who are already using Project Online Professional or Project Online Premium in their organization.
- For more advanced use cases, users need to have appropriate licenses. Project managers require at minimum a Project Online Professional license. Portfolio managers require a Project Online Premium license.

IMPORTANT

Project Online Essentials is a team member *add-on* license for customers that have Project Online Professional or Project Online Premium.

When your last Project Online Professional or Project Online Premium license expires, your Project Web App instances will be deleted after 120 days.

For Project Online trial subscriptions, your Project Web App instances will be deleted 30 days after your trial period ends.

External users

Project Online licensing for external users follows the same policy as that for internal users. Any interaction on a Project Online site requires a Project Online license.

Project Online plans

The following Project Online plans are available. To learn more about Project Online, see [Getting Started with Project Online](#).

Plan	Target users	Description
Project Online Essentials ¹	Team members	Web-based interface for team members Update tasks, issues, and risks Submit timesheets Share documents and collaborate with Microsoft Teams or Skype for Business presence
Project Online Professional ¹	Project managers	All of the Project Online Essentials functionality, plus: Anytime/anywhere access through Web interface Project scheduling and costing Resource management Publishing projects to the cloud Includes the most current version of the Project desktop application, instantly streamed to your Windows PC. Each subscription license allows for up to five concurrent installations of the Project desktop application.
Project Online Premium ¹	Portfolio and resource managers	All of the Project Online Professional functionality, plus: Portfolio selection and optimization Demand management Enterprise resource management Out-of-box portfolio reports

NOTE

¹ Project Online Essentials, Project Online Professional, and Project Online Premium are also offered as part of Office 365 operated by 21Vianet, a version of Office 365 that is specific to China.

Feature availability across Project Online standalone plans

Feature	Project Online Essentials	Project Online Professional	Project Online Premium	Project Professional 2019	Project Server 2019
Core functionality (desktop client)					
Add columns	No	Yes	Yes	Yes	No
Backstage	No	Yes	Yes	Yes	No
Click-to-Run	No	Yes	Yes	Yes	No
Contextual right-click menus	No	Yes	Yes	Yes	No
Custom fields	No	Yes	Yes	Yes	Yes
Enhanced copy and paste across Microsoft Office applications	No	Yes	Yes	Yes	No
Gantt chart, calendar, and task sheet views	No	Yes	Yes	Yes	No
Microsoft Fluent user interface, the ribbon	No	Yes	Yes	Yes	No
Multiple-level undo	No	Yes	Yes	Yes	No
Network Diagram view	No	Yes	Yes	Yes	No
Office Store	No	Yes ²	Yes ²	Yes ²	No
Online help	No	Yes	Yes	Yes	No
PDF and XPS output	No	Yes	Yes	Yes	No
Placeholder text in Project fields	No	Yes	Yes	Yes	No
Project templates	No	Yes	Yes	Yes	No
Start experience	No	Yes	Yes	Yes	No

Text wrap	No	Yes	Yes	Yes	No
Timeline view	No	Yes	Yes	Yes	No
Zoom controls	No	Yes	Yes	Yes	No
Project planning (desktop client)	Project Online Essentials	Project Online Professional	Project Online Premium	Project Professional 2019	Project Server 2019
Baseline rollup	No	Yes	Yes	Yes	No
Budget planning	No	Yes	Yes	Yes	No
Compare project versions	No	Yes	Yes	Yes	No
Deadlines	No	Yes	Yes	Yes	No
Filtering	No	Yes	Yes	Yes	No
Formulas and graphical indicators	No	Yes	Yes	Yes	No
Group and sort Project data	No	Yes	Yes	Yes	No
Reports	No	Yes	Yes	Yes	No
Team Planner	No	Yes	Yes	Yes	No
Task management (desktop client)	Project Online Essentials	Project Online Professional	Project Online Premium	Project Professional 2019	Project Server 2019
Active and inactive tasks	No	Yes	Yes	Yes	No
Auto-complete	No	Yes	Yes	Yes	No
Automatic scheduling	No	Yes	Yes	Yes	No
Calendar date extended to 2149	No	Yes	Yes	Yes	No
Cross-project critical path	No	Yes	Yes	Yes	No
Task inspector	No	Yes	Yes	Yes	No

Task Path analysis	No	Yes	Yes	Yes	No
Top-down summary tasks	No	Yes	Yes	Yes	No
Update progress	No	Yes	Yes	Yes	No
User-controlled and manual scheduling	No	Yes	Yes	Yes	No
Project resource management (desktop client)	Project Online Essentials	Project Online Professional	Project Online Premium	Project Professional 2019	Project Server 2019
Cost resources	No	Yes	Yes	Yes	No
Manage nonworking time	No	Yes	Yes	Yes	No
Resource leveling	No	Yes	Yes	Yes	No
Resource sheet and usage views	No	Yes	Yes	Yes	No
Resource substitution	No	Yes	Yes	Yes	No
Team resources	No	Yes	Yes	Yes	No
Work, generic, and material resources	No	Yes	Yes	Yes	No
Project publishing (desktop client)	Project Online Essentials	Project Online Professional	Project Online Premium	Project Professional 2019	Project Server 2019
Create a Project site	No	Yes	Yes	Yes	No
Master projects on SharePoint	No	Yes	Yes	Yes	No
Presence with Skype for Business	No	Yes	Yes	Yes	No
Publish Projects to Project Server or Project Online	No	Yes	Yes	Yes	No

Save a Project MPP file to SharePoint	No	Yes	Yes	Yes	No
Task List Sync to SharePoint	No	Yes	Yes	Yes	No
Core services functionality	Project Online Essentials	Project Online Professional	Project Online Premium	Project Professional 2019	Project Server 2019
Active Directory integration	Yes ¹	Yes	Yes	No	Yes
Administration, Deployment, and Extensibility	Yes ²³	Yes	Yes	No	Yes
Getting Started	Yes	Yes	Yes	No	Yes
Issues and risk management (for team members)	Yes	Yes	Yes	No	Yes
Office 365 Trust Center	Yes ²	Yes ²	Yes ²	N/A	N/A
PPM Partner ecosystem	Yes	Yes	Yes	No	Yes
Service reliability	Yes	Yes	Yes	N/A	N/A
Service updates	Yes	Yes	Yes	N/A	N/A
Team member collaboration	Yes	Yes	Yes	No	Yes
Time and task management (for team members)	Yes	Yes	Yes	No	Yes
Project management	Project Online Essentials	Project Online Professional	Project Online Premium	Project Professional 2019	Project Server 2019
Issues and risk management	No	Yes	Yes	No	Yes
Manage project resources	No	Yes	Yes	No	Yes
Schedule management	No	Yes	Yes	Yes	Yes

Time and task management	No	Yes	Yes	No	No
Home	Yes	Yes	Yes	No	No
Portfolio management	Project Online Essentials	Project Online Professional	Project Online Premium	Project Professional 2019	Project Server 2019
Analyze projects and optimize portfolio	No	No	Yes	No	Yes
Create and edit projects	No	Yes	Yes	No	Yes
Financial management	No	No	Yes	No	Yes
Participate in workflow	No	Yes	Yes	No	Yes
Portfolio analytics and selection	No	No	Yes	No	Yes
Program management	No	No	Yes	No	Yes
Roadmap	No	Yes	Yes	No	No
Reporting and business intelligence	Project Online Essentials	Project Online Professional	Project Online Premium	Project Professional 2019	Project Server 2019
OData feeds	No	Yes	Yes	No	Yes
Out-of-the box portfolio dashboards	No	No	Yes	No	No
Project desktop reporting	No	Yes	Yes	Yes	No
Time-phased reporting	No	Yes	Yes	No	Yes
Resource management	Project Online Essentials	Project Online Professional	Project Online Premium	Project Professional 2019	Project Server 2019

Approve/reject/ modify incoming resource engagement requests	No	No	Yes	No	Yes
Manage resource pool	No	No	Yes	No	Yes
Plan resource capacity	No	No	Yes	No	Yes
Request resource agreements	No	Yes	Yes	Yes	Yes
View available resources and build teams	No	Yes	Yes	Yes	Yes

NOTE

¹ Active Directory integration includes Project Online Essentials users. However, a Project Online subscription is required to manage Active Directory integration.

² Not available in Project Online for Office 365 operated by 21Vianet.

³ Only extensibility for team member scenarios is supported.

Core functionality

7/18/2019 • 2 minutes to read

The following core functionality features are available in Project Online.

Looking for information about all Project Online features? See the [Project Online Service Description](#).

Add columns

Add a column to your view. To learn more, see [How to hide and unhide a column](#).

Backstage

Click **File** to use features in the Backstage, where you can manage your project files and the data about them. Use the Backstage for everything that you do to a project file that you don't do in the file—creating, saving, inspecting for hidden metadata or personal information, and setting options.

Click-to-Run

Quickly install Project Online over the Internet, internal networks, local file systems, or from offline media to make sure that you're up-to-date with the most recent version of Project desktop application. To learn more, see [Click-to-Run](#).

Contextual right-click menus

Right-click any item in a project view (such as a column title) to get instant access to what you can do with that item.

Custom fields

In addition to the fields that are included with Project, you can also use custom fields to meet your organizational needs. To learn more about fields, see [Available fields reference](#).

Enhanced copy and paste across Microsoft Office applications

Collaborate on schedule development by copying and pasting schedule details between Office applications, such as Word. Learn more about [copying and pasting from Word into Project](#).

Gantt chart, calendar, and task sheet views

Present project information graphically using Gantt Chart, Network Diagram, graph, sheet, usage, and form views. See [Choose the right view of your project schedule](#).

Microsoft Fluent user interface, the ribbon

Increase productivity with the ribbon, a tab interface that you can use to quickly find and use Project features and controls. [Learn more about the ribbon](#).

Multiple-level undo

You can undo multiple changes at the same time by using the Undo menu.

Network Diagram view

View tasks, dependencies, and the critical path of your project in a Network Diagram view. See [Creating a network diagram](#).

Office Store

Need an application to help you with Project? Find new applications for Project in the Office Store. See [Add-ins for Project](#).

Online help

Project Help is only a click away using Office.com or Getting Started Guides directly in Project (click **File** > **New**). [Watch these videos to make the switch to Project 2013](#).

PDF and XPS output

Save a Project file to a PDF or XPS file. See [Save a project file as PDF](#).

Placeholder text in Project fields

If you're not sure of all the details for a project, you can use placeholder text, such as "TBD" for resources, start dates, end dates, and so on. For more information, see [Top-down planning](#).

Project templates

You can save lots of time creating a project by using a past project as a template. See [Creating a new project from another project or template](#).

Start experience

Instead of dropping you into a blank project, Project 2013 presents a one-stop center for starting your project. You can use customer templates or a built-in guide to get you started in four easy steps.

Text wrap

Wrap task or resource names so they flow on a second line. See [Wrapping text by changing row height](#).

Timeline view

Build and customize the timeline view to visualize schedule details and communicate with stakeholders. See [Video: Create a timeline](#).

Zoom controls

Use zoom controls on the status bar to quickly change the timeline perspective of your project schedules.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Project Online Service Description](#).

Project planning

7/18/2019 • 2 minutes to read

The following project planning features are available in Project Online.

Looking for information about all Project Online features? See the [Project Online Service Description](#).

Baseline rollup

Baseline data can roll up or be summarized in a summary row. Learn more about [setting and saving a baseline](#).

Budget planning

Budget planning allows you to compare current progress against a baseline that you set at the start of a project. Learn more about [earned value analysis](#).

Compare project versions

Compare two versions of a project. A report is created that shows what changed, such as the addition of new tasks.

Deadlines

Mark major goals of your project with a milestone. Learn more about [adding milestones](#).

Filtering

Filter project plans by any value in the plan. Learn more about [creating a custom filter](#).

Formulas and graphical indicators

Add a picture to a column to indicate the progress of a schedule. Learn more about [adding indicators](#).

Group and sort Project data

Apply multiple grouping rows to a project plan. Learn more about [grouping tasks or resources](#).

Reports

With Project 2016, you can create crisp, colorful, professional reports without having to export your data to another program. Add pictures, charts, animations, links, and more—everything that you must have to clearly and effectively share project status information with stakeholders and team members. Learn more about [creating a project report](#).

Team Planner

Use a view that shows people and their assignments.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Project](#)

Task management

7/18/2019 • 2 minutes to read

The following task management features are available in Project Online.

Looking for information about all Project Online features? See the [Project Online Service Description](#).

Active and inactive tasks

When you inactivate a task, it stays in the project plan but does not affect the following: resource availability, the project schedule, or how other tasks are scheduled. Learn more about [inactivating a task](#).

Auto-complete

Get suggestions for task or resource names as you type.

Automatic scheduling

Use Auto Schedule mode to schedule your tasks automatically. Learn more about [how Project schedules tasks](#).

Calendar date extended to 2149

Project tasks can now use calendar dates up to 2149.

Cross-project critical path

A critical path is the series of tasks that must be completed on schedule for a project to finish on schedule. You can create, edit, and delete a dependency relationship with a task in another project.

Task inspector

View factors that affect the scheduling of a task, such as a changed start date or error messages.

Task Path analysis

See how one task connects to other tasks by highlighting its task path throughout the project. Learn more about [highlighting how tasks link to other tasks](#).

Top-down summary tasks

Create a resource assignment on a summary task. Learn more about [top-down planning](#).

Update progress

Update the progress on a task to show percent completed.

User-controlled and manual scheduling

Use Manually Schedule mode to schedule tasks manually. See [How Project schedules tasks](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Project Online Service Description](#).

Project resource management

7/18/2019 • 2 minutes to read

The following resource management features are available in Project Online.

Looking for information about all Project Online features? See the [Project Online Service Description](#).

Cost resources

Manage the costs on your project.

Manage nonworking time

Add vacation, holidays, medical leave, and other nonworking time into your project schedule. Learn more about [adding holidays and vacation days to your project](#).

Resource leveling

When people in your project are working on too many assignments at the same time, you can adjust their assignments automatically. This is known as resource leveling. See [Level resource assignments](#).

Resource sheet and usage views

Present resource information graphically using resource usage, sheet, graph, and form views. See [Pick the right report](#).

Resource substitution

Replace generic resources like carpenters with real people. See [Create and share a resource pool](#).

Team resources

Add resources to a team's project, such as material resources like computers and cement. Learn more about [adding people to your project](#).

Work, generic, and material resources

Add resources to your project, such as work resources like people, generic resources like carpenters, and materials resources like computers and cement. See [Enter equipment costs and other cost resources](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Project for Office 365 Service Description](#).

Project publishing

7/18/2019 • 2 minutes to read

The following SharePoint and Skype for Business interoperability features are available in Project Online.

Looking for information about all Project Online features? See the [Project Online Service Description](#).

Create a Project site

If you are using Project Web App, you can share a project with others by creating a new project site in SharePoint or by syncing with an existing site. The site shares your project's tasks as a SharePoint task list. Learn more about [syncing with SharePoint](#).

Master projects on SharePoint

Master projects can be added to a SharePoint site to roll up other projects.

Presence with Skype for Business

Use messaging capabilities to communicate with the team members on your project. Learn more about [IM chat in Project](#).

Publish Projects to Project Server or Project Online

Publish a project using Project Web App. Learn more about [saving and publishing a project to Project Web App](#).

Save a Project MPP file to SharePoint

Save a project to a SharePoint document library to share with team members who don't have Project Server. Learn more about [syncing with a SharePoint tasks list](#).

Task List Sync to SharePoint

After the first time you pair your project with a SharePoint task list, you can continue to synchronize with the task list as you update your project. Predecessor relationships between tasks, milestones, and field mapping (including notes) are maintained during synchronization. Your team members don't have to have Project Professional 2013 installed to access their tasks. Learn more about [syncing with a SharePoint tasks list](#).

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Project Online Service Description](#).

Core services functionality

7/18/2019 • 2 minutes to read

The following core services functionality features are available in Project Online.

Looking for information about all Project Online features? See the [Project Online Service Description](#).

Active Directory integration

Active Directory provides a central location for administrators to manage user credentials and permissions. Active Directory integration with Project means that users and groups in Active Directory are synchronized in Project Online or Project Server 2013. See [Manage security group synchronization with Active Directory in Project Server 2013](#).

Administration, Deployment, and Extensibility

Project Online and Project Server 2013 provide features for administrators to plan, install and configure, maintain and extend Project. See [What's new for IT pros in Project Server 2013](#).

Getting Started

Getting Started content is available for Project Online. See [Get started with Project Online](#).

Issues and risk management (for team members)

Project Online and Project Server 2013 include features to prevent, identify, and mitigate potential business- or project-related risks and issues. To learn more, see [Managing issues, risks, and documents in Project Web App](#).

Office 365 Trust Center

Your data is yours. We safeguard it, and protect your privacy. See [The Office 365 Trust Center](#).

PPM Partner ecosystem

Microsoft PPM solutions are backed by hundreds of Microsoft partners who have earned their PPM competency, and undergone relevant exams and numerous deployments in over 80 countries and regions worldwide. When you want help with assessment, envisioning, deployment, or training, and you're ready to engage with professional services organizations, [contact a PPM partner in your region](#).

Service reliability

We stand by our 99.9 percent uptime promise with an industry-leading financial guarantee for Office 365 customers. See [Service continuity](#).

Service updates

We regularly update Office 365 services with new features and capabilities. See [Service Updates](#).

Team member collaboration

Team collaboration supports and drives overall project success and effectiveness. To see how Project Server 2013 enables organizations to collaborate on projects, see [Video: Collaborate with your team](#).

Time and task management (for team members)

Use a centralized and common approach to time reporting and task management. Capture work and nonworking time for payroll, invoicing, and other business purposes. Efficiently communicate status on projects, everyday work, and ad-hoc requests to gauge usage peaks and valleys or progress on tasks. This helps you anticipate the effect on planned effort, cost, and timeframe. To learn more, see [Tracking time and task progress](#).

Project management

7/18/2019 • 2 minutes to read

The following project management features are available in Project Online.

Looking for information about all Project Online features? See the [Project Online Service Description](#).

Issues and risk management

Project Online and Project Server 2013 include features to prevent, identify, and mitigate potential business- or project-related risks and issues. To learn more, see [Managing issues, risks, and documents in Project Web App](#).

Manage project resources

Provide project managers with the ability to view available resources, build teams, and request resource engagements.

Reporting and business intelligence

With Microsoft PPM solutions, you have several options for viewing and creating reports and working with Project Server 2013 data. Some reports are available automatically, and you can easily create your own reports using lots of reporting tools. To learn more, see [What reporting tools can I use with project data?](#).

Schedule management

The schedule represents the tasks and deliverables that must be completed to deliver the project on time. You can create a timeline for your projects to track progress and manage change. To learn more, see [Add tasks and projects to the timeline](#).

Time and task management

Use a centralized and common approach to time reporting and task management. Capture work and nonworking time for payroll, invoicing, and other business purposes. Efficiently communicate status on projects, everyday work, and ad-hoc requests to gauge usage peaks and valleys or progress on tasks. This helps you anticipate the effect on planned effort, cost, and timeframe. To learn more, see [Tracking time and task progress](#).

Project Home

Project Home is the starting point that gives you quick and easy access to projects recently worked-on and important, top-of-mind projects. You can mark these projects as favorites with easy-to-use controls so they display prominently in Project Home. To learn more, see [Get started with Project Home](#).

Portfolio management

7/18/2019 • 2 minutes to read

The following portfolio management features are available in Project Online.

Looking for information about all Project Online features? See the [Project Online Service Description](#).

Analyze projects and optimize portfolio

Give you the ability to analyze your projects to determine which of them will give you the best return on your investment of both budget and resources. This process is known as portfolio analysis. For more information, see [Use the portfolio analysis scatter chart](#).

Create and edit projects

Create projects in multiple ways. For more information, see [Create a project in Project Web App](#).

Enterprise resource management

Resources are the people, materials, or costs that are required to get your project done. Microsoft PPM solutions enable resource managers to manage the resource pool, plan resource capacity, and approve, reject, and modify incoming resource engagement requests. To learn more, see [Add a resource to Project Web App](#).

Financial management

Adopt financial management processes to improve estimates of costs and benefits. Effectively track cost performance to make sure that each project is delivered within budget and that the portfolio achieves the expected results. To learn more, see [Project Portfolio Management Solutions Guide \(white paper\)](#).

Participate in workflow

Workflows provide a structured way for projects to proceed through the phases. A workflow includes definitions of the lifecycle stages through which the project progresses, such as proposal creation and initial approval. The workflow sets the information that is required or locked in each stage.

Portfolio analytics and selection

Effectively identify, select, and deliver project portfolios that best align with your organization's business strategy and maximize your return on investment (ROI). To learn more, see [Project Portfolio Management Solutions Guide \(white paper\)](#).

Program management

In program management, each project has its own set of goals that, when combined with each other, deliver the forecasted benefits of the overall program. To learn more, see [Project Portfolio Management Solutions Guide \(white paper\)](#).

Roadmap

Roadmap combines information from multiple waterfall and agile projects to provide a highly visual, aggregated

timeline view. To learn more, see [Welcome to Roadmap](#).

Reporting and business intelligence

7/18/2019 • 2 minutes to read

The following reporting and business intelligence features are available in Project Online.

OData feeds

OData feeds enable REST queries and a variety of OData client libraries to make both queries of reporting data from a Project Web App instance. For example, you can directly use a REST query in a web browser, or use JavaScript to build web apps and client apps for mobile devices, tablets, PCs, and Mac computers. For more information, see the [Project 2013 OData service reference](#).

Out-of-the box portfolio dashboards

Rich, out-of-box reports are designed to be immediately useful for many customers, and the web app also allows customization of your portfolio dashboard to help meet specific organizational needs. Choose from a variety of project, task, and resource-based reports, including issues/risks/deliverables reporting, as well as several filtering options, including filtering by custom fields. Reports can be customized with just a few clicks without leaving the app.

Project desktop reporting

Project desktop reporting allows you to create and customize striking graphical reports of whatever project data you want, without having to rely on any other software. For more information, see [Create a project report](#).

Resource management

7/18/2019 • 2 minutes to read

The following resource management features are available in Project Online.

Approve/reject/modify incoming resource engagement requests

You can accept, reject, or modify incoming resource requests based on the overall resource view. For details, see [Accept or reject an engagement request](#).

Manage resource pool

Manage an enterprise resource pool - both by individual and in bulk. For more information, see [Add a resource to Project web app](#) and [Add or update enterprise resources using an external data file](#).

Plan resource capacity

When you need to know if resources are overbooked, you can use the Capacity Planning view in the Resource Center to compare how many hours a resource is able to put in versus how many hours they're needed on projects. For details, see [Evaluate resource capacity](#).

Request resource agreements

Gives you the ability to systematically request a resource's time. For details, see [Request a resource's time](#).

View available resources and build teams

Gives you the ability to build teams from available resources.

Visio for the web Service Description

8/17/2019 • 2 minutes to read

With Visio for the web, you can view, edit, and share Visio diagrams on the web. Start with a basic diagram to express common ideas, such as depicting a plan, making a proposal, or describing a sequence of steps in a process. It's simple and easy to create first-class diagrams with commonly-used diagram types and rich shape sets. Visio for the web users can view and collaborate by sharing diagrams and inserting comments in files uploaded to SharePoint Online or OneDrive for Business Online.

For more information and to get started, see [Visio for the web](#).

For help when using Visio for the web, see [Visio help center](#).

Feature availability and comparison

The following table compares Visio for the web feature capabilities to the feature-rich Visio desktop apps. Use the table to discover which features are available in Visio for the web and then click on the feature name to read a brief description about how that feature works. You might discover that some people in your organization need the advanced capabilities of the Visio desktop app while others only need to view and lightly edit Visio diagrams with Visio for the web.

Application features	Visio for the web	Visio desktop app
Apply rich formatting to text and shapes	Yes	Yes
Arrange objects	Yes	Yes
Build mashup solutions	Yes	Yes
Create diagrams	Yes	Yes
Cut, copy, and paste	Yes	Yes
Edit diagrams	Yes	Yes
Embed diagram in a SharePoint, web, or blog page	Yes	No
Find	Yes	Yes
Font formatting	Yes	Yes
Hyperlinks¹	Yes ³	Yes
Navigation	Yes	Yes
Office add-ins	No	Yes

Offline viewing	No	Yes
Print to PDF	Yes ⁴	Yes
Proofing tools	No	Yes
Real-time co-authoring	No	Yes
Save As or Download a copy	Yes	Yes
Share a diagram ²	Yes	Yes
SmartArt	No	Yes
Tell Me	No	Yes
Undo and redo	No	Yes
View and add comments	Yes ⁵	Yes
View shape data	Yes ³	Yes
View Visio files in the browser	Yes	Yes
Zoom	Yes ⁶	Yes

¹ Follow hyperlinks (cannot insert or edit them).

² Share via SharePoint or One Drive for Business and share with users who do not have SharePoint or OneDrive.

³ Not available in Visio for the web Editor.

⁴ Not available in Visio for the web Viewer.

⁵ Not available in Visio for the web Editor, but you can switch to View mode and view comments.

⁶ Available in Visio for the web Editor.

Supported file types in Visio for the web

Visio diagrams created in Visio 2010 or later	View mode	Edit mode
Open XML (.vsdx)	Yes	No
Binary (.vsd)	Yes	No
Macro (.vsdm)	Yes	No

Visio for the web

8/17/2019 • 4 minutes to read

Visio for the web extends your Microsoft Visio experience to the browser, where you can create and edit diagrams saved in the cloud. Microsoft Office 365 customers can view, print, and share diagrams and insert comments on the go. If you have a Visio subscription, you can use additional features, such as those described in the following sections.

Apply rich formatting to text and shapes

Editing features, such as more colors, gradients, effects, and styles, are available in Visio for the web, as well as in the desktop application. You can also add a text box or choose from a gallery of shapes and apply styles, which define fill, outline, and shadow effects.

Arrange objects

You can move, resize, rotate, flip, or order shapes and text boxes, and you can ungroup shapes to work with them individually in Visio for the web.

Build mashup solutions

The Visio for the web JavaScript Mashup API lets developers access and manipulate a Visio web diagram, its pages, and its shapes. For more information, see [Visio for the web: Frequently Asked Questions](#).

Create diagrams

You can easily create diagrams in Visio for the web and save them in SharePoint or OneDrive for Business. You can then share them with others.

Cut, copy, and paste

Cut, copy, and paste features are available in Visio for the web. You can use these features to move or remove shapes and text within a diagram.

Edit diagrams

Visio for the web includes rich editing, which you can use to make changes to your diagram. You can also modify your diagram's design with a variety of theme colors and layouts.

Embed diagram in a SharePoint, web, or blog page

You can use Visio for the web to insert a Visio diagram (created in the Visio desktop application) on a SharePoint, web, or blog page. For more information, see [Visio for the web: Frequently Asked Questions](#).

Find

In Visio for the web, you can search for every occurrence of a word, number, or phrase on the page by clicking the ellipses button (...) and then selecting Find (or press Ctrl+F). Results appear next to your diagram. Visio will search in shape names, shape text, shape data, and user-defined cells.

Font formatting

You can change the font, font size, and other font appearance attributes (such as bold, italics, superscript, or underlining) in Visio for the web.

Hyperlinks

In Visio for the web, you can directly access hyperlinks by clicking the shape.

Navigation

In Visio for the web, you can go to other pages by clicking the tabs in the lower left.

Office add-ins

Office add-ins are not yet available in Visio for the web.

Offline viewing

Not available in Visio for the web. Office for the web requires an internet connection and an internet browser. You need the Visio desktop application installed on your computer to view and edit a diagram while disconnected from the internet or from your organization's on-premises Office Web Apps Server. If you have the Visio desktop application installed, you can use the full functionality of Visio to view and edit your diagram offline. When you save, the online diagram is updated with your changes. You can also download and save an offline copy of your diagram, but it will not be in sync with the online version. To learn more about Office Web Apps Server, see [Office Web Apps Server](#).

Print to PDF

You can print to PDF or printers with Visio for the web.

Proofing tools

Proofing tools such as check spelling, translation, and custom dictionaries are not available in Visio for the web. However, an accessibility checker and alt text descriptions are available.

Real-time co-authoring

Not yet available in Visio for the web. With Visio for the web, you can view, add, or delete comments.

Save As or Download a copy

Visio for the web allows you to use Save As or download a copy of your diagram, but you must have the Visio desktop application to edit a local copy.

Share a diagram

If your diagram is saved in a SharePoint document library or in OneDrive for Business, then your diagram is online and you can share it by sending a link instead of an email attachment. People with appropriate permissions can view it in a web browser or mobile device. Just click **Share** in the upper-right. We recommend sharing a link to avoid creating duplicate data-connected diagrams.

SmartArt

With Visio for the web, you cannot add SmartArt to a diagram. However, if SmartArt was added using the Visio desktop application, it will be visible in Visio for the web.

Tell Me

The Tell Me feature is not available in Visio for the web. In the Visio desktop application, you can use the Tell Me search feature to quickly find help with a task you want to perform.

Undo and redo

The Undo and Redo features are available in Visio for the web.

View and add comments

In Visio for the web, you can collaborate with others by viewing, adding, and responding to comments in your diagram.

View shape data

You can use Visio for the web to see the metadata for a diagram: just click the shape and then click **Shape Info**.

View Visio files in the browser

Because your Visio diagram is saved online, you can send a link to it. People can then view it in any browser. They do not need to have the Visio desktop application installed or a Visio license to view a diagram in the browser.

Zoom

Visio for the web includes a slider that lets you zoom in and out. Also, you can use the Pan & Zoom feature to zoom in on a region of the diagram.

Yammer Service Description

7/18/2019 • 4 minutes to read

Yammer is a best-in-class, secure, and private enterprise social network. Yammer empowers employees to be more productive and successful by enabling them to collaborate easily, make decisions faster, and self-organize into teams to take on any business challenge. It's a new way of working that naturally drives business alignment and agility, reduces cycle times, engages employees, and improves relationships with both customers and partners.

For a list of Office 365 plans that include Yammer, see [Office 365 service families and plans](#).

To compare features across plans, see [Compare Office 365 for Business plans](#).

TIP

You can export, save, and print pages in the Office 365 Service Descriptions. Learn how to [export multiple pages](#).

System requirements

For system requirements for Office 365, the monthly subscription-based service available for business, education, and government organizations, please see [Office 365 system requirements](#).

Yammer plans

Yammer is available through the following plans:

PLAN	DESCRIPTION
Yammer Basic	Enterprise social networking - anytime, anywhere.
Yammer Enterprise	Enterprise social networking with advanced security, administration and integrations.

NOTE

The features and policies described in the [Office 365 Platform Service Description](#) don't apply to the Yammer service.

Yammer Enterprise Service Communications Policy

Yammer is a part of Office 365 and adheres to the [Office 365 Change Management policy](#), but does not use Targeted release to roll out updates.

All Yammer users are subject to A/B feature testing. This allows Microsoft to test features for stability, performance and experience improvement across many environments and devices. Users within the same network may have varying experiences due to testing. It is not possible for customers to opt out of A/B testing.

Any changes (A/B tests, new features, deprecations, compliance boundaries, workflow changes) that require customer action or are expected to have a significant impact on customers will be communicated in advance. We've identified a scenario where Yammer makes a change that impacts a limited subset of users. An example of this might be changing or removing a capability, such as the Yammer Chrome Extension, that has low

engagement but which a small number of users have enabled. In these cases, we believe direct communication to these users in addition to the usual communication channels to Verified Admins as listed in the above policy will deliver a good user experience for the subset of users impacted by a change. For changes categorized as either "Changes Requiring Action (Plan for Change)" or "Changes Requiring Awareness (Stay Informed)" that only affect a targeted set of users, we may directly notify those users. The following table has been updated to reflect this change.

The channels used to communicate will depend on the impact:

Changes Requiring Action (plan for change) Admin required to make changes to keep the service running, updates that may have an impact on your organization's compliance	Office 365 Message Center Emails direct to Yammer Verified Admins Office 365 RoadmapYammer Service Updates External GroupWith changes that affect a targeted set of users, we may also notify those users directly.
Changes Requiring Awareness (stay informed) Changes that do not require admin action, visual design changes	Office 365 Message Center Office 365 RoadmapYammer Service Updates External GroupWith changes that affect a targeted set of users, we may also notify those users directly.
Non-critical Changes that are non-critical and do not require action or awareness, even though they may be observable by some users	Will not be communicated broadly.

Feature availability across Yammer plans

Need help figuring out which Yammer plan best fits your organization's needs? Use the following table to see which features are available in each plan. Click a feature name to read a short summary of how that feature works in Yammer.

FEATURE	YAMMER BASIC	YAMMER ENTERPRISE
Groups	Yes	Yes
Related Groups	Yes	Yes
Announcements	No	Yes
User Profiles	Yes	Yes
Expertise	Yes	Yes
Member Directory	Yes	Yes
Org Chart	Yes	Yes
Praise	Yes	Yes
Leaderboards	Yes	Yes
Publisher	Yes	Yes
@Mention	Yes	Yes

FEATURE	YAMMER BASIC	YAMMER ENTERPRISE
Online Now	Yes	Yes
Private Messages	Yes	Yes
Share Conversations	Yes	Yes
Share Conversations	Yes	Yes
Events	Yes	Yes
Polls	Yes	Yes
Files	Yes	Yes
Recent Changes	Yes	Yes
Official Content	No	Yes
Inbox	Yes	Yes
Inbox Search	Yes	Yes
Feeds	Yes	Yes
Ticker	Yes	Yes
Topics	Yes	Yes
Universal Search	No	Yes
Instant Type-Ahead	Yes	Yes
External Networks	Yes	Yes
Fast Network Switching	Yes	Yes
Yammer Connect Login	Yes	Yes
Embeddable Feeds	Yes	Yes
Like and Follow Buttons	Yes	Yes
Browser Extension	Yes	Yes
Activity Stream API	Yes	Yes
Custom Network Branding	No	Yes
User Management	No	Yes

FEATURE	YAMMER BASIC	YAMMER ENTERPRISE
Single Identity	Yes	Yes
Directory Synchronization	No	Yes
Data Export	No	Yes
Keyword Monitoring	No	Yes
Analytics	No	Yes
Company Resources	Yes	Yes
Password Policies	No	Yes
Session Management	No	Yes
Logical Firewall	No	Yes
Usage Policy	No	Yes
FastTrack Center	No	Yes
Customer support	Yes	Yes
Administrator support	No	Yes
Admin Private Content Mode	No	Yes

Group Features in Yammer

7/18/2019 • 2 minutes to read

The following group features are available in Yammer.

Groups

From departmental communications to your next campaign launch or company event, set up a Group in seconds for any team, project or interest.

Related Groups

You can add and prioritize groups related to the ones you've already joined so coworkers can discover even more relevant people, content, and conversations.

Announcements

Share an announcement with a group to instantly notify members of important updates. Administrators can pin Announcements to a group for easy discovery.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Yammer Service Description](#).

Profile Features in Yammer

7/18/2019 • 2 minutes to read

The following profile features are available in Yammer.

User Profiles

Upload a picture, fill in contact details and list your expertise. Profiles aggregate all your information, including conversations and files.

Expertise

Reach across the company to find the experts you need. Because Expertise is instantly searchable, useful information can be found on demand.

Member Directory

Browse the Member Directory to find people on your team and coworkers from across the company.

Org Chart

Add managers and reports to create a company org chart together with your coworkers. Org Chart information automatically appears on profiles.

Praise

Give and receive recognition for a job well done. Accomplishments and badges appear on profiles in the Praise tab.

Leaderboards

Identify influential coworkers in your network. Leaderboards display people with the most messages, replied-to messages, and liked messages.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Yammer Service Description](#).

Message and Conversation Features in Yammer

7/18/2019 • 2 minutes to read

The following message and conversation features are available in Yammer.

Publisher

Use the publisher to share an update, add a document, post a poll, praise someone or post an event.

@Mention

Notify other coworkers and loop them into a conversation by @mentioning their name.

Online Now

See who's online and instantly start a private discussion with one or more co-workers. The contact list is automatically sorted by the people you interact with most.

Private Messages

Start a private dialogue with one or more coworkers. You can add more participants at any time.

Share Conversations

Share conversations to another group's feed or via a private message to relay information and important messages.

Office for the web support

With Office for the web support in Yammer, documents uploaded to Yammer can be viewed and edited with Office for the web, directly in Yammer. This allows documents to be beautifully rendered with Office for the web, enables co-authoring by different users simultaneously, and displays relevant Yammer conversations, right on your browser.

Events

Organize meetings and events, share them with coworkers and keep track of attendance. Events can be added to Outlook, Google, Yahoo! and iCal calendars.

Polls

Easily create a poll to survey coworkers and gather feedback from others to inform your decision-making.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Yammer Service Description](#).

Document Collaboration Features in Yammer

7/18/2019 • 2 minutes to read

The following document collaboration features are available in Yammer.

Files

Share Microsoft Office documents, PDFs, images and videos across teams and get feedback right away. Upload new versions to ensure everyone sees the latest draft and access older versions at any time.

Recent Changes

At a glance, view all the edits made to a document by each collaborator in the Recent Changes pane. Revert to a previous version at any time.

Official Content

Mark files as official and read-only. Official Content appears higher in search results and content directories for easy access.

Document collaboration features across Yammer plans

Need help figuring out which Yammer plan best fits your organization's needs? Use the following table to see which document collaboration features are available in each plan.

FEATURE	YAMMER BASIC	YAMMER ENTERPRISE
Files	Yes	Yes
Recent Changes	Yes	Yes
Official Content	No	Yes

Inbox Features in Yammer

7/18/2019 • 2 minutes to read

The following inbox features are available in Yammer.

Inbox

Inbox automatically aggregates your @mentions, group announcements, conversations and private messages so you can easily prioritize responses.

Inbox Search

Search across your entire Inbox to quickly find conversations, private messages and announcements.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Yammer Service Description](#).

Discovery Features in Yammer

7/18/2019 • 2 minutes to read

The following discovery features are available in Yammer.

Feeds

Stay on top of relevant conversations, files and projects happening across the company. Feeds let you quickly engage in conversations, @mention coworkers to loop them into a discussion and preview documents.

Ticker

Discover what your coworkers are working on as it happens. Ticker shows you activity stories happening in real time, including page edits, file uploads and updates made in other business applications.

Topics

Tag content with topics to help others quickly find related messages, files, Notes and more by adding a hashtag (#) before the word or by searching for existing topics.

Universal Search

Full-text search lets you quickly find files, Notes, conversations, people and data across your Yammer network and integrated business apps.

Instant Type-Ahead

Suggested search results appear as you type to help you find what you need faster. Results are categorized by people, groups, files, Notes, topics and applications.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Yammer Service Description](#).

External Network Features in Yammer

7/18/2019 • 2 minutes to read

The following external network features are available in Yammer.

External Networks

Create a dedicated online workspace to collaborate with business contacts outside of your company's Yammer network.

Fast Network Switching

Seamlessly switch between internal and external networks. Easily monitor conversations within external networks and immediately share insights with your company's internal network.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Yammer Service Description](#).

Yammer Platform Features

7/18/2019 • 2 minutes to read

The following Yammer platform features are available in Yammer.

Yammer Connect Login

Add the Login Button to your business applications so users can easily register and log in with their Yammer accounts.

Embeddable Feeds

A simple code snippet lets you easily embed any Yammer feed into your business application.

Like and Follow Buttons

Add Like and Follow buttons to your business applications so employees can engage with objects outside of Yammer.

Activity Stream API

Integrate existing enterprise business applications by adding data to the social graph. Drive discovery of activities taking place across all your existing business applications.

Browser Extension

Adds a Yammer tab to your browser menu, and lets you quickly share any web page you're viewing - by clicking on the Yammer icon, choosing which Group you'd like to post your message into, and sharing your own comments with a link to the page. The extension also notifies you if there's an existing Yammer conversation about the page.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Yammer Service Description](#).

Administration and Security Features in Yammer

7/18/2019 • 2 minutes to read

The following administration and security features are available in Yammer.

For detailed explanations and procedures, see the [Yammer admin center](#).

Custom Network Branding

Bring the look and feel of your company to your Yammer network. Network admins can upload a company logo and image to create a custom masthead design.

User Management

Easily manage access to your company network. Yammer lets you sync with directories you already use, add or remove users - individually or in bulk - invite guests to your network and appoint other admins.

Admin Private Content Mode

A verified admin of a Yammer network can view private messages and groups throughout the network. Verified admins can see private content only when temporarily granting themselves access to private content to investigate issues. For more information, see [Monitor private content in Yammer \(verified admins\)](#).

Single Identity

When you choose Yammer as the default social experience in Office 365 for your organization, employees are mapped to their existing Yammer accounts. This means they won't need to sign in again when navigating to Yammer in Office 365. When employees access Yammer—whether from Office 365, through a Yammer mobile app, or by browsing to Yammer.com—they are automatically logged in based on existing organization credentials.

Directory Synchronization

Standardize user profile data across multiple systems. User additions, deletions and profile information can be automatically synced from an existing company directory.

Network migration

Consolidate multiple Yammer networks into one. For more information, see [Network migration: Consolidate multiple Yammer networks](#).

NOTE

Migrating Yammer networks across Office 365 tenants is not supported.

Data Export

Manage and export network data according to company policies with a single click. You can also schedule daily or weekly data exports to meet legal and regulatory compliance requirements.

Keyword Monitoring

Monitor keywords to track sensitive content. When a user posts a message that includes a monitored keyword or phrase, all Verified Admins are notified.

Analytics

Gain insights from network analytics to find out how employees are using Yammer. From usage metrics to member statistics, identify ways to drive growth and increase the value of your network.

Company Resources

Add important files and links to give employees quick access to company resources like HR policies, benefits information or holiday calendars.

Password Policies

Set requirements for how long and complex employee passwords must be and how frequently they should be changed.

Session Management

See the devices users are logged into and log them out if needed.

Logical Firewall

Restrict your Yammer network to a specific IP range so that Yammer is only accessible at designated physical locations.

Usage Policy

Set a custom usage policy for your company's network and require users to accept it.

Feature Availability

To view feature availability across Office 365 plans, standalone options, and on-premise solutions, see [Yammer Service Description](#).

Support Features in Yammer

7/18/2019 • 2 minutes to read

The following support features are available in Yammer.

IMPORTANT

Yammer does not support recovering deleted content—such as External Networks, Users, Messages, Groups, and Files—including content accidentally deleted by administrators of networks. > Microsoft does not provide custom or ad hoc reports outside of the analytics features available in Yammer. Occasionally we can provide a custom report in the course of a support request, but for the most part, we cannot accommodate direct requests for the data.

FastTrack Center

The Microsoft FastTrack service can help your organization move to the Microsoft Cloud by providing help at every step along the way. FastTrack enables you to strategically plan rollouts, quickly ramp up new services, and onboard new users. For details, visit the [FastTrack Center](#). For information about creating your Yammer network, including pre-launch, launch, and support documents and activities, go to the [Envision: Identify scenarios](#) page, and then click **Bring your organization together**.

Customer support

Technical support is available to answer customer questions and resolve issues quickly. Yammer customers can receive support by posting to the public support forum, which is monitored 24 hours a day, seven days a week by support agents. If you're a Yammer customer searching for support, see [Yammer Public Support](#).

Administrator support

Yammer Enterprise administrators are responsible for account maintenance and are authorized to communicate directly with the Microsoft Support team. If you're a Yammer Enterprise administrator searching for support, see [Microsoft Support](#).

Technical support case handling

Microsoft Support assigns a severity level to a case when it is opened, based on an assessment of the issue type and customer impact. Examples of issue types and severity levels are shown in the following table.

SEVERITY LEVEL	DESCRIPTION	EXAMPLES
Sev A (Critical)	Service is unusable for the majority of End Users.	The Yammer Platform is down.
Sev B (High)	Service is usable, but severely impaired.	Posting to feeds isn't working as expected.
Sev C (Medium)	Service doesn't work as expected, but a workaround is available.	File previews aren't appearing as expected.

Technical support initial response times

Initial response times are based on the severity levels described above and the type of Yammer subscription. The target response times are shown in the following table.

SEVERITY LEVEL	YAMMER BASIC	YAMMER ENTERPRISE
Response time for Sev A (Critical)	Next business day	1 hour (24 hours a day, 7 days a week response)
Response time for Sev B (High)	Next business day	8 hours (24 hours a day, 7 days a week response)
Response time for Sev C (Medium)	Next business day	24 hours (24 hours a day, 7 days a week response)

Support features across Yammer plans

Need help figuring out which Yammer plan best fits your organization's needs? Use the following table to see which support features are available in each plan.

FEATURE	YAMMER BASIC	YAMMER ENTERPRISE
FastTrack Center	No	Yes
Customer support	Yes	Yes
Administrator support	No	Yes

Microsoft 365 Business Service Description

9/4/2019 • 7 minutes to read

Microsoft 365 Business is an integrated solution bringing together the best-in-class productivity of Office 365 with advanced security and device management capabilities to help safeguard your business. This service description describes the plan options and features. For more information about Office 365, see the [Office 365 Service Descriptions](#).

Feature availability across Office 365 Business Premium and Microsoft 365 Business plans

The following table lists the platform features for Office 365 Business Premium and Microsoft 365 Business plans.

To view feature availability across Office 365 plans, see the [Office 365 Platform Service Description](#).

Plan options	Office 365 Business Premium	Microsoft 365 Business
Office 365 Platform	Yes	Yes
Exchange Online	Yes ¹	Yes ¹
SharePoint Online	Yes	Yes
OneDrive for Business	Yes	Yes
Skype for Business Online	Yes ²	Yes ²
Office for the web	Yes	Yes
Office applications	Yes	Yes
Project Online	No ³	No ³
Power BI	No	No
Yammer Enterprise	Yes	Yes
Azure Information Protection	No	Yes ⁴
Office 365 Suite Features		
Microsoft Bookings	Yes	Yes
Microsoft Flow	Yes	Yes
Microsoft Forms	Yes	Yes
Microsoft Graph API	Yes	Yes

Microsoft My Analytics	No	No
Microsoft Planner	Yes	Yes
Microsoft PowerApps	Yes	Yes
Microsoft StaffHub	Yes	Yes
Microsoft Stream	Yes ¹⁶	Yes ¹⁶
Microsoft Sway	Yes	Yes
Microsoft Teams ⁵	Yes	Yes
Office Delve	Yes	Yes
Office 365 Groups	Yes	Yes
Office 365 Video	No	No
OneNote Class Notebook	No	No
Microsoft Kaizala ¹⁸	Yes	Yes
Office 365 administration features	Office 365 Business Premium	Microsoft 365 Business
Administer Office 365 by using the Microsoft 365 admin center or Windows PowerShell	Yes	Yes
Protect content by using Azure Information Protection	No ⁶	Yes
Shared computer activation	No	Yes
User Account Management	Office 365 Business Premium	Microsoft 365 Business
Office 365 desktop setup	Yes	Yes
Bulk upload using .csv files	Yes	Yes
Azure AD Connect Sync tool	Yes	Yes ⁷
Exchange simple (cutover) migration	Yes	Yes
Delete accounts and reset passwords from Office 365 or by using Windows PowerShell ⁸	Yes	Yes
Users can change their own passwords ⁹	Yes	Yes
Manage licenses	Yes ¹⁰	Yes ¹⁰

Manage security groups from Office 365	Yes	Yes
Multiple administrator roles available	Yes	Yes
Allow a partner to administer Office 365 for you	Yes	Yes
Azure Active Directory services	Yes	Yes
Message Policy and Compliance	Office 365 Business Premium	Microsoft 365 Business
Archiving Exchange Online-based mailboxes	Yes	Yes ¹¹
Messaging Records Management (MRM) retention tags and retention policies	Yes	Yes
Encryption of data at rest (BitLocker)	Yes	Yes
IRM using Azure Information Protection	No	Yes ⁶
Office 365 Message Encryption	No	Yes ⁶
In-Place Hold and Litigation Hold	No	Yes
In-Place eDiscovery	Yes	Yes
Transport Rules	Yes	Yes
Data loss prevention	No	Yes
Privacy, Security, and Transparency	Office 365 Business Premium	Microsoft 365 Business
Built-in anti-spam protection	Yes	Yes
Built-in anti-malware protection	Yes	Yes
Office 365 Advanced Threat Protection	No	Yes ¹⁹
Advanced Security Management	No	No
Customer Lockbox	No	No
Customer Key for Office 365 ¹²	No	No
Office 365 Advanced eDiscovery ¹³	No	No
Secure Score ¹⁴	Yes	Yes

Threat Intelligence	No	No
Compliance[ServiceDesc]	Office 365 Business Premium	Microsoft 365 Business
SAS 70 / SSAE16 Assessments	Yes	Yes
ISO 27001 certified	Yes	Yes
EU Model Clauses	Yes	Yes
EU Safe Harbor	Yes	Yes
HIPAA-Business Associate Agreement	Yes	Yes
FISMA Authority to Operate	Yes	Yes
Microsoft Data Processing Agreement	Yes	Yes
PCI-governed PAN data	No	No
Networking	Office 365 Business Premium	Microsoft 365 Business
IPv4 and IPv6 protocols	Yes	Yes
Service Updates	Office 365 Business Premium	Microsoft 365 Business
Regular updates provided to all customers	Yes	Yes
Notifications sent to Message Center when action is required	Yes	Yes
Option to turn on Targeted release	Yes	Yes
Partners	Office 365 Business Premium	Microsoft 365 Business
Provide delegated administration	Yes	Yes

Identity and Access management features	Office 365 Business Premium	Microsoft 365 Business	Enterprise Mobility + Security E3
Azure Multi-Factor Authentication (MFA)	No	Yes	Yes
Administrative Units	No	No	Yes
Cloud app discovery	No	No	Yes
Dynamic Groups	No	No	Yes

Self-service password reset for cloud identities	Yes	Yes	Yes
Self-service password reset with on-premises AD write-back	No	Yes	Yes
Device objects two-way synchronization between on-premises directories and Azure AD (device write-back)	No	No	Yes
Conditional Access (based on group, location, or device state)	No	Yes	Yes
Company branding (logon pages/access panel customization)	Yes	Yes	Yes
Application Proxy	No	No	Yes
Microsoft Identity Manager (MIM) user CAL	No	No	Yes
Connect Health	No	No	Yes
SLA 99.9%	Yes	Yes	Yes
Advanced Threat Analytics	No	No	Yes
Device and application management features	Office 365 Business Premium	Microsoft 365 Business	Enterprise Mobility + Security E3
Intune Mobile Device Management (MDM) for PCs, Macs, and Mobile Devices ¹⁵	Yes	Yes	Yes
Mobile Device Management (MDM) auto-enrollment	No	Yes	Yes
Intune Mobile Application Management (MAM) for Office apps and LOB apps ¹⁷	No	Yes	Yes
Windows update management, Defender, Firewall policies ¹⁵	No	Yes	Yes
Data protection - selective wipe	Yes	Yes	Yes
Security Group (SG) targeting for policies	No	Yes	Yes

Install Office apps on enrolled Windows 10 devices	No	Yes	Yes
Windows Defender configuration	No	Yes	Yes
Deploying device profiles and security configuration ¹⁵	No	Yes	Yes
Enterprise State Roaming for Windows 10 with Azure AD join	No	Yes	Yes
Self-service BitLocker recovery	No	Yes	Yes

Windows 10 Management features - Microsoft 365 Business makes it easy to manage devices. When you set up your Microsoft 365 Business tenant you select app protection, and device configuration settings. These settings determine the policies that are applied automatically to devices when they join Azure Active Directory. Windows 10 Pro Management capabilities include:	Microsoft 365 Business
Simplified deployment with Windows AutoPilot	Yes
Subscription Activation	Yes
Organizational Control of device screen on idle	Yes
Organizational Control of user access to apps from Microsoft Store	Yes
Organizational Control of user access to Cortana	Yes
Organizational Control of Windows tips and advertising from Microsoft	Yes
Windows 10 devices kept up-to-date automatically	Yes
Windows 10 Security features	Microsoft 365 Business
Protect PCs from viruses and other threats using Windows Defender Antivirus	Yes
Protect PCs from web-based threats in Microsoft Edge	Yes
Use rules that reduce the attack surface of devices	Yes
Protect folders from threats such as ransomware	Yes

Help protect files and folders on PCs from unauthorized access with Bitlocker	Yes

¹ Includes Exchange Online Plan 1.

² Includes Skype for Business Online Plan 2 with basic client limitations.

³ Project Online is not included, but can be purchased as a separate add-on service or added for free to the Office Education plan.

⁴ Azure Information Protection (AIP) enables the supported Information Rights Management (IRM) features. AIP Plan 1 is included in Microsoft 365 Business.

⁵ Microsoft Teams is available in Microsoft 365 Business, Office 365 Business Essentials, Office 365 Business Premium, and Office 365 Enterprise (E1, E3, E5, F1). It is not yet available for Office 365 Education plans.

⁶ Azure Information Protection (AIP) enables the supported Information Rights Management (IRM) features. AIP Plan 1 is included in Microsoft 365 Business.

⁷ Azure AD Connect tool for enabling directory synchronization is supported in Office 365 Business Premium, which is a component of Microsoft 365 Business. However, when Windows Management components are enabled for Microsoft 365 Business, an Azure AD-join is required. If you have an on-premises Active Directory environment and you want to join your domain-joined devices to Azure AD, you can accomplish this by [configuring hybrid Azure AD joined devices](#).

⁸ If using directory synchronization with a local Active Directory, you must delete accounts or change passwords by using the local Active Directory, rather than the Office 365 portal or by using the Azure Active Directory module for Windows PowerShell.

⁹ Cloud identities only. See [Let users reset their own passwords in Office 365](#).

¹⁰ Reducing seats that were purchased with a term discount may be subject to an early termination fee. This is not applicable for subscriptions paid on a monthly basis.

¹¹ Microsoft 365 Business includes Exchange Online Archiving subscription. Each Exchange Online Archiving subscriber initially receives 100 GB of storage in the archive mailbox. When auto-expanding archiving is turned on, additional storage is automatically added when the 100 GB storage capacity is reached. For more information, see [Overview of unlimited archiving in Office 365](#).

¹² For more information, see [Controlling your data in Office 365 using Customer Key](#).

¹³ Advanced eDiscovery is supported in the United States and in the Western Europe (Netherlands) region. (Customer data from Canada and Asia Pacific is exported to the United States. Customer data from Europe, the Middle East, and Africa is exported to Western Europe [Netherlands].)

¹⁴ Available at <https://securescore.office.com>. Requires admin permissions. For more information, see [Introducing the Office 365 Secure Score](#).

¹⁵ Simplified Windows 10 device management built into the Microsoft 365 admin center. Intune management capabilities of iOS, Android, macOS, and other cross-platform device management built into the Device management admin center, also licensed for use with Microsoft 365 Business. Third-party apps and configuration of things like WiFi profiles and VPN certificates can also be managed in the Device management admin center.

¹⁶ This plan comes with Microsoft Stream Plan 2 which includes Video portal, Speech to text transcription, Deep Search, and Face Detection.

¹⁷ Simplified Windows 10 device management and Intune app protection policies built into the Microsoft 365 admin center.

¹⁸ Starting in May 2019, existing eligible SKUs of Office 365 and Microsoft 365 will be backfilled with Kaizala Pro. From June 1, 2019, Kaizala Pro will be included in all eligible Office 365 and Microsoft 365 SKUs.

¹⁹ Microsoft 365 comes with Office 365 Advanced Threat Protection Plan 1. For more information, see [Microsoft 365 Business security and compliance features](#).

Microsoft 365 Tenant-Level Services Licensing Guidance

9/18/2019 • 21 minutes to read

For the purposes of this article, a tenant-level service is an online service that—when purchased for any user in the tenant (standalone or as part of Office 365 or Microsoft 365 plans)—is activated in part or in full for all users in the tenant. Although some unlicensed users may technically be able to access the service, a license is required for any user that you intend to benefit from the service.

NOTE

Some tenant services are not currently capable of limiting benefits to specific users. Efforts should be taken to limit the service benefits to licensed users. This will help avoid potential service disruption to your organization once targeting capabilities are available.

Azure Active Directory Identity Protection

Azure Active Directory Identity Protection (AADIP) is a feature of the Azure Active Directory Premium P2 plan that enables you to detect potential vulnerabilities affecting your organization's identities, configure automated responses to detected suspicious actions that are related to your organization's identities, and investigate suspicious incidents and take appropriate action to resolve them.

Which users benefit from the service?

Licensed users of Enterprise Mobility + Security E5/A5/G5, Microsoft 365 E5/A5/G5, Microsoft 365 E5/A5/G5 Security, and Azure Active Directory Premium Plan 2 can benefit from AADIP.

How do users benefit from the service?

SecOps analysts and security professionals benefit from having consolidated views of flagged users and risk events based on machine learning algorithms. End users benefit from the automatic protection provided through risk-based Conditional Access and the improved security provided by acting on vulnerabilities.

How is the service provisioned/deployed?

By default, AADIP features are enabled at the tenant level for all users within the tenant. For information on configuring AADIP, see [Enabling Azure Active Directory Identity Protection](#).

How can the service be applied only to users in the tenant who are licensed for the service?

Admins can scope AADIP by assigning risk policies that define the level for password resets and allowing access for licensed users only. For instructions on how to scope AADIP deployments, see [Configure the sign-in risk policy](#).

Azure Advanced Threat Protection

Azure Advanced Threat Protection (ATP) is a cloud service that helps protect enterprise hybrid environments from multiple types of advanced targeted cyber-attacks and insider threats.

Which users benefit from the service?

Licensed users of Enterprise Mobility + Security E5/A5/G5, Microsoft 365 E5/A5/G5, Microsoft 365 E5/A5/G5 Security, and Azure Advanced Threat Protection for Users can benefit from Azure ATP.

How do users benefit from the service?

SecOp analysts and security professionals benefit from the ability of Azure ATP to detect and investigate advanced threats, compromised identities, and malicious insider actions. End users benefit by having their data monitored by Azure ATP.

How is the service provisioned/deployed?

By default, Azure ATP features are enabled at the tenant level for all users within the tenant. For information on configuring Azure ATP, see [Create your Azure ATP instance](#).

How can the service be applied only to users in the tenant who are licensed for the service?

Microsoft provides threat detection capabilities for licensed users.

Azure Information Protection

Azure Information Protection (AIP) helps organizations discover, classify, label, and protect sensitive documents and emails. Admins can define rules and conditions to apply labels automatically, users can apply labels manually, or a combination of the two can be used—where users are given recommendations on applying labels.

Which users benefit from the service?

Licensed users of Microsoft 365 F1, Microsoft 365 Business, Microsoft 365 E3/A3/G3, and AIP Plan 1 can benefit from AIP Plan 1. Licensed users of Microsoft 365 E5/A5/G5, Microsoft 365 E5/A5/G5 Compliance, and AIP Plan 2 can benefit from AIP Plan 2.

How do users benefit from the service?

The AIP scanner feature automatically classifies, labels, and protects files that reside in on-premises file repositories.

How is the service provisioned/deployed?

By default, AIP features are enabled at the tenant level for all users within the tenant. For information on configuring AIP policies for licensed users, see [Activating Azure Rights Management](#).

How can the service be applied only to users in the tenant who are licensed for the service?

AIP feature policies (except the scanner feature) can be scoped to specific groups or users; registries can be edited to prevent unlicensed users from running AIP classification or labeling features. For instructions on how to scope AIP deployments, see [Configuring the Azure Information Protection policy](#).

For the AIP scanner feature, Microsoft does not commit to providing file classification, labeling, or protection capabilities to users who are not licensed. Over time, license checks or targeted tooling will be added to AIP to ensure the scanner feature is assignable to licensed users.

Office 365 Advanced Threat Protection

Advanced Threat Protection (ATP) helps protect organizations against sophisticated attacks such as phishing and zero-day malware. It also provides actionable insights by correlating signals from a broad range of data to help identify, prioritize, and provide recommendations on how to address potential threats.

Which users benefit from the service?

Licensed users of Office 365 E5/A5/G5, Microsoft 365 E5/A5/G5, Microsoft 365 E5/A5/G5 Security, Microsoft 365 Business, and Office 365 ATP Plans 1 and 2 can benefit from ATP.

How do users benefit from the service?

ATP protects users from sophisticated attacks such as phishing and zero-day malware. For the full list of services provided in Plan 1 and Plan 2, see [Office 365 Advanced Threat Protection](#).

How is the service provisioned/deployed?

By default, ATP features are enabled at the tenant level for all users within the tenant. For information on

configuring ATP policies for licensed users, see [Office 365 Advanced Threat Protection](#).

How can the service be applied only to users in the tenant who are licensed for the service?

To scope ATP, follow the Safe Links and Safe Attachments deployment policies:

- For information on configuring Safe Links for licensed users, see [Set up Office 365 ATP Safe Links policies](#).
- For information on configuring Safe Attachments for licensed users, see [Set up Office 365 ATP Safe Attachments policies](#).

Office 365 Cloud App Security

Office 365 Cloud App Security (OCAS) is a subset of Microsoft Cloud App Security, with features limited to Office 365 and without additional security for third-party cloud apps and IaaS services.

OCAS gives organizations visibility into their productivity cloud apps and services, provides sophisticated analytics to identify and combat cyber threats, and lets them control how data travels—across Office 365.

To compare features, see [Differences between Microsoft Cloud App Security and Office 365 Cloud App Security](#).

Which users benefit from the service?

Licensed users of Office 365 E5/A5/G5 can benefit from OCAS.

For more information, see the [Microsoft Cloud App Security Licensing Datasheet](#).

How do users benefit from the service?

OCAS discovers Shadow IT, provides threat protection across Office 365, and can control which apps have permission to access Office 365 data.

How is the service provisioned/deployed?

By default, OCAS features are enabled at the tenant level for all users within the tenant.

For information on configuring the service, see [Basic setup for Cloud App Security](#).

How can the service be applied only to users in the tenant who are licensed for the service?

Admins can scope OCAS deployments to enforce how certain apps are accessed and limit user groups monitored by Office 365 Cloud App Security. For more information, see [Scoped deployment](#).

Microsoft Cloud App Security

Microsoft Cloud App Security (MCAS) is a Cloud Access Security Broker (CASB) solution that gives organizations visibility into their cloud apps and services, provides sophisticated analytics to identify and combat cyber threats, and lets them control how data travels—across any cloud app.

Which users benefit from the service?

Licensed users of MCAS, Enterprise Mobility + Security E5/A5/G5, Microsoft 365 E5/A5/G5, and Microsoft 365 E5/A5/G5 Security can benefit from MCAS.

Licensed users of Azure AD P1 can benefit from the Discovery capabilities in MCAS.

To benefit from the [Conditional Access App Control](#) capabilities in MCAS, users must also be licensed for Azure Active Directory P1, which is included in Enterprise Mobility + Security E3/A3/G3, Enterprise Mobility + Security E5/A5/G5, Microsoft 365 E3/A3/G3, Microsoft 365 E5/A5/G5, and Microsoft 365 E5/A5/G5 Security.

To benefit from [automatic labeling](#), users must be licensed for Azure Information Protection P2, which is included in Enterprise Mobility + Security E5/A5/G5, Microsoft 365 E5/A5/G5, and Microsoft 365 E5/A5/G5 Compliance.

For more information, see the [Microsoft Cloud App Security Licensing Datasheet](#).

How do users benefit from the service?

MCAS discovers and assesses Shadow IT, provides threat protection across first- and third-party cloud apps, and protects information across first- and third-party cloud apps.

How is the service provisioned/deployed?

By default, MCAS features are enabled at the tenant level for all users within the tenant.

For information on configuring Microsoft Cloud App Security policies for licensed users, see [Microsoft Cloud App Security overview](#).

How can the service be applied only to users in the tenant who are licensed for the service?

Admins can scope MCAS deployments to licensed users by using the scoped deployment capabilities available in the service. For more information, see [Scoped deployment](#).

Office 365 Advanced Data Governance

Advanced Data Governance (ADG) helps organizations meet information governance requirements with policies to enable retention and deletion. ADG lets organizations auto-label content based on sensitive information type and apply governance policies to that content.

Which users benefit from the service?

Licensed users of Office 365 E5/A5/G5, Microsoft 365 E5/A5/G5, Microsoft 365 E5/A5/G5 Compliance, and Office 365 Advanced Compliance can benefit from ADG.

How do users benefit from the service?

ADG lets users apply labels to specific data to uphold specific policies, automatically label content as a record, and manage the full records process from declaration to disposal.

How is the service provisioned/deployed?

By default, ADG features are enabled at the tenant level for all users within the tenant. For information on configuring ADG to apply auto-labeling and policies for licensed users, see [Overview of retention labels](#).

How can the service be applied only to users in the tenant who are licensed for the service?

ADG retention policies can be applied to licensed users in specific locations (team sites, group sites, etc.) through automatic classification. For instructions on applying ADG retention policies, see [Applying a retention policy to an entire organization or specific locations](#).

Office 365 Advanced eDiscovery

Office 365 Advanced eDiscovery provides investigation and eDiscovery solutions for IT and legal departments within corporations to identify, collect, preserve, reduce, and review content related to an investigation or litigation prior to export out of the Office 365 system.

Which users benefit from the service?

Licensed users of Office 365 E5/A5/G5, Microsoft 365 E5/A5/G5, Microsoft 365 E5/A5/G5 Compliance, and Office 365 Advanced Compliance can benefit from Advanced eDiscovery.

How do users benefit from the service?

A user benefits from Advanced eDiscovery when the user is selected as a data custodian (a person having administrative control of a document or electronic file) for a case.

How is the service provisioned/deployed?

By default, Advanced eDiscovery features are enabled at the tenant level for all users within the tenant when admins assign eDiscovery permissions in the Security & Compliance Center.

How can the service be applied only to users in the tenant who are licensed for the service?

eDiscovery administrators can select specific users as data custodians for a case by using the built-in custodian management tool in Advanced eDiscovery as described in [Add custodians to an Advanced eDiscovery case](#).

Office 365 Customer Key

With Customer Key, you control your organization's encryption keys and configure Office 365 to use them to encrypt your data at rest in Microsoft's data centers. In other words, Customer Key allows you to add a layer of encryption that belongs to you, using your own keys. Data at rest includes data from Exchange Online and Skype for Business that is stored in mailboxes and files within SharePoint Online and OneDrive for Business.

Which users benefit from the service?

Licensed users of Office 365 E5/A5/G5, Microsoft 365 E5/A5/G5, Microsoft 365 E5/A5/G5 Compliance, and Office 365 Advanced Compliance can benefit from Customer Key. To get the full benefit of Customer Key, you must also have a subscription for Azure Key Vault.

How do users benefit from the service?

Users benefit from Customer Key by having their data at rest encrypted at the application layer using encryption keys that are provided, controlled, and managed by their own organization.

How is the service provisioned/deployed?

Office 365 Customer Key encryption keys can be enabled for all data stored in Exchange Online and Skype for Business mailboxes, and SharePoint Online and OneDrive for Business files. For information on configuring Office 365 Customer Key to encrypt your data at rest, see [Controlling Your Data in Office 365 Using Customer Key](#).

How can the service be applied only to users in the tenant who are licensed for the service?

To assign encryption keys to data within an Office 365 and/or Microsoft 365 tenant for licensed users, follow the Customer Key encryption keys deployment instructions:

- For SharePoint Online and OneDrive for Business, files on one or more sites can be encrypted using Customer Key as described here: [Setting up Customer Key for SharePoint Online and OneDrive for Business](#).
- For Exchange Online and Skype for Business Online, mailboxes can be encrypted using Customer Key as described here: [Setting up Customer Key for Exchange Online and Skype for Business](#)

Office 365 Customer Lockbox

Customer Lockbox provides an additional layer of control by offering customers the ability to give explicit access authorization for service operations. By demonstrating that procedures are in place for explicit data access authorization, Customer Lockbox may also help organizations meet certain compliance obligations such as HIPAA and FEDRAMP.

Which users benefit from the service?

Licensed users of Office 365 E5/A5/G5, Microsoft 365 E5/A5/G5, Microsoft 365 E5/A5/G5 Compliance, and the Office 365 Advanced Compliance can benefit from Customer Lockbox.

How do users benefit from the service?

Users benefit from Customer Lockbox ensuring that no one at Microsoft can access their content to perform a service operation without the customer's explicit approval. Customer Lockbox brings the customer into the approval workflow for requests to access their content. Occasionally, Microsoft engineers are involved during the support process to troubleshoot and fix customer-reported issues. In most cases, issues are fixed through extensive telemetry and debugging tools that Microsoft has in place for its services. However, there may be cases that require a Microsoft engineer to access customer content to determine the root cause and fix the issue. Customer Lockbox requires the engineer to request access from the customer as a final step in the approval

workflow. This gives organizations the option to approve or deny these requests, which gives them direct control over whether a Microsoft engineer can access the organizations' end-user data.

How is the service provisioned/deployed?

Admins can turn on Customer Lockbox controls in the Microsoft 365 admin center. For more information, see [Customer Lockbox in Office 365](#). When Customer Lockbox is turned on, Microsoft is required to obtain an organization's approval prior to accessing any of their content.

How can the service be applied only to users in the tenant who are licensed for the service?

Microsoft provides Customer Lockbox access control approval requests for users in your Office 365 organization.

Privileged access management in Office 365

Privileged access management (PAM) provides granular access control over privileged admin tasks in Office 365. After enabling PAM, users will need to request just-in-time access through an approval workflow that is highly scoped and time-bound in order to complete elevated and privileged tasks.

Which users benefit from the service?

Licensed users of Office 365 E5/A5/G5, Microsoft 365 E5/A5/G5, Microsoft 365 E5/A5/G5 Compliance, and Office 365 Advanced Compliance can benefit from PAM.

How do users benefit from the service?

Enabling PAM lets organizations operate with zero standing privileges. Users benefit from the added layer of defense against vulnerabilities arising from standing administrative access that provides unfettered access to their data.

How is the service provisioned/deployed?

By default, PAM features are enabled at the tenant level for all users within the tenant. For information on configuring PAM policies, see [Configuring privileged access management in Office 365](#).

How can the service be applied only to users in the tenant who are licensed for the service?

Customers can manage PAM on a per-user basis through approver group and access policies, which can be applied to licensed users. For more information, see [Privileged Access Management in Office 365](#).

Data Loss Prevention for Exchange Online, SharePoint Online, and OneDrive for Business

With Data Loss Prevention (DLP) for Exchange Online, SharePoint Online, and OneDrive for Business, organizations can identify, monitor, and automatically protect sensitive information across emails and files (including files stored in Microsoft Teams file repositories).

Which users benefit from the service?

Licensed users of Office 365 E3/A3/G3, Microsoft 365 Business, Microsoft 365 A1/E3/A3/G3, and Office 365 Data Loss Prevention can benefit from DLP for Exchange Online, SharePoint Online, and OneDrive for Business.

How do users benefit from the service?

Users benefit from DLP for Exchange Online, SharePoint Online, and OneDrive for Business when their emails and files are being inspected for sensitive information, as configured in the organization's DLP policy.

How is the service provisioned/deployed?

By default, Exchange Online emails, SharePoint sites, and OneDrive accounts are *enabled locations (workloads)* for these DLP features for all users within the tenant. For more information about using DLP policies, see [Overview of data loss prevention](#).

How can the service be applied only to users in the tenant who are licensed for the service?

Admins can customize locations (workloads), included users, and excluded users in the Office 365 Security & Compliance Center, under **Data loss prevention > Locations**.

Data Loss Prevention for Teams chat and channel messages

With Data Loss Prevention (DLP) for Teams chat and channel messages, organizations can block chats and channel messages that contain sensitive information, such as financial information, personally identifying information, health-related information, or other confidential information.

Which users benefit from the service?

Licensed users of Office 365 E5/A5/G5, Microsoft 365 E5/A5/G5, Microsoft 365 E5/A5/G5 Compliance, and Office 365 Advanced Compliance can benefit from DLP for Teams chat and channel messages.

How do users benefit from the service?

Senders benefit by having sensitive information in their outgoing chat and channel messages inspected for sensitive information, as configured in the organization's DLP policy.

How is the service provisioned/deployed?

By default, Teams chat and channel messages are an *enabled Location (workload)* for these DLP features for all users within the tenant. For more information about using DLP policies, see [Overview of data loss prevention](#).

How can the service be applied only to users in the tenant who are licensed for the service?

Admins can customize locations (workloads), included users, and excluded users in the Office 365 Security & Compliance Center, under **Data loss prevention > Locations**.

Information barriers

Information barriers are policies that an admin can configure to prevent individuals or groups from communicating with each other. This is useful if, for example, one department is handling information that shouldn't be shared with other departments, or a group needs to be prevented from communicating with outside contacts. Information barrier policies also prevent lookups and discovery. This means that if you attempt to communicate with someone you should not be communicating with, you won't find that user in the people picker.

Which users benefit from the service?

Licensed users of Office 365 E5/A5/G5, Microsoft 365 E5/A5/G5, Microsoft 365 E5/A5/G5 Compliance, and Office 365 Advanced Compliance can benefit from information barriers.

How do users benefit from the service?

Users benefit from the advanced compliance capabilities of information barriers when they're restricted from communicating with others. For example:

SCENARIO	WHO REQUIRES A LICENSE?
Two groups (Group 1 and Group 2) cannot communicate with each other (that is, Group 1 users are restricted from communicating with Group 2 users, and Group 2 users are restricted from communicating with Group 1 users).	Users in both Group 1 and Group 2
Users in Group 1 are restricted from communicating with the rest of the company.	Users in Group 1 only
The rest of the company is restricted from communicating with Group 1.	All users except those in Group 1

SCENARIO	WHO REQUIRES A LICENSE?
Group 1 users are restricted from communicating with Group 2 users, but Group 2 users can communicate with Group 1 users.	Users in Group 1 only

How is the service provisioned/deployed?

Admins create and manage information barrier policies by using PowerShell cmdlets in the Security & Compliance Center. Admins must be assigned the Microsoft 365 Enterprise Global Administrator, Office 365 Global Administrator, or Compliance Administrator role to create an information barrier policy. By default, these policies apply to all users in the tenant. For more information about information barriers, see [Information barriers in Microsoft Teams](#).

How can the service be applied only to users in the tenant who are licensed for the service?

Admins can customize locations (workloads), included users, and excluded users in the Office 365 Security & Compliance Center. For example, if all users are licensed for Office 365 E3, and none are licensed for Office 365 Advanced Compliance/E5, they wouldn't need to create any information barrier policies for the organization. For more information, see [Information barriers in Microsoft Teams](#).

Office 365 Message Encryption

Office 365 Message Encryption (OME) is a service built on Azure Rights Management (Azure RMS) that lets you send encrypted email to people inside or outside your organization, regardless of the destination email address (Gmail, Yahoo! Mail, Outlook.com, etc.).

To view encrypted messages, recipients can either get a one-time passcode, sign in with a Microsoft account, or sign in with a work or school account associated with Office 365. Recipients can also send encrypted replies. They don't need an Office 365 subscription to view encrypted messages or send encrypted replies.

Which users benefit from the service?

Licensed users of Office 365 E3/A3/G3, Microsoft 365 E3/A3/G3, and Azure Information Protection Plan 1 can benefit from Office 365 Message Encryption.

How do users benefit from the service?

Message senders benefit from the added control over sensitive emails provided by Office 365 Message Encryption.

How is the service provisioned/deployed?

Admins create and manage Office 365 Message Encryption policies in the Exchange admin center under **Mail flow > Rules**. By default, these rules apply to all users in the tenant. For more information about setting up new Office 365 Message Encryption capabilities, see [Set up new Office 365 Message Encryption capabilities](#).

How can the service be applied only to users in the tenant who are licensed for the service?

Admins should apply mail flow rules for Office 365 Message Encryption only to licensed users. For more information about defining mail flow rules, see [Define mail flow rules to encrypt email messages in Office 365](#).

Office 365 Advanced Message Encryption

Advanced Message Encryption helps customers meet compliance obligations that require more flexible controls over external recipients and their access to encrypted emails. With Advanced Message Encryption, admins can control sensitive emails shared outside the organization by using automatic policies that can detect sensitive information types (for example, personally identifying information, or financial or health IDs), or they can use keywords to enhance protection by applying custom email templates and expiring access to encrypted emails through a secure web portal. Additionally, admins can further control encrypted emails accessed externally

through a secure web portal by revoking access at any time.

Which users benefit from the service?

Licensed users of Office 365 E5/A5/G5, Microsoft 365 E5/A5/G5, Microsoft 365 E5/A5/G5 Compliance, and Office 365 Advanced Compliance can benefit from Advanced Message Encryption.

How do users benefit from the service?

Message senders benefit from the added control over sensitive emails provided by Advanced Message Encryption.

How is the service provisioned/deployed?

Admins create and manage Advanced Message Encryption policies in the Exchange admin center under mail flow rules. By default, these rules apply to all users on the tenant. For more information about setting up new Message Encryption capabilities, see [Set up new Office 365 Message Encryption capabilities](#).

How can the service be applied only to users in the tenant who are licensed for the service?

Admins should apply mail flow rules for Advanced Message Encryption only to licensed users. For more information about defining mail flow rules, see [Define mail flow rules to encrypt email messages in Office 365](#).

Supervision policies

Supervision policies in Office 365 allow you to capture employee communications for examination by designated reviewers. You can define specific policies that capture internal and external email, Microsoft Teams, or third-party communications in your organization. Reviewers can then examine the messages to make sure that they are compliant with your organization's message standards and resolve them with classification type.

Which users benefit from the service?

Licensed users of Office 365 E5/A5/G5, Microsoft 365 E5/A5/G5, Microsoft 365 E5/A5/G5 Compliance, and Office 365 Advanced Compliance can benefit from supervision policies.

How do users benefit from the service?

Users benefit from the service by having their communications monitored by supervision policies.

How is the service provisioned/deployed?

Admins create supervision policies in the Security & Compliance Center. These policies define which communications and users are subject to review in the organization, define custom conditions that the communications must meet, and specify who should perform reviews.

How can the service be applied only to users in the tenant who are licensed for the service?

Admins choose specific users or groups to include in a supervision policy. When choosing a group, they can also select specific users in the group to exclude from the supervision policy. For more information about supervision policies, see [Supervision policies in Office 365](#).

Microsoft Dynamics 365 (online) Service Description

7/30/2019 • 5 minutes to read

As of the December 2016 update for Dynamics 365 (online and on-premises), Dynamics CRM functionality is now included as a part of Dynamics 365, a suite of intelligent business applications. Dynamic 365 unifies customer relationship management (CRM) and enterprise resource planning (ERP) capabilities by delivering new applications to help manage specific business functions.

These applications include:

- Dynamics 365 for Sales
- Dynamics 365 for Customer Service
- Dynamics 365 for Field Service
- Dynamics 365 for Project Service Automation
- Dynamics 365 for Operations
- Dynamics 365 Financials

To learn more about Dynamics 365 features, see [Microsoft Dynamics 365](#).

Dynamics 365 plans

Dynamics 365 has two editions: Enterprise and Business. Within those two editions, there are several plans available specifically designed to meet usage patterns and the needs of large and small businesses. The applications are also available individually.

To learn more about Dynamics 365 features, see [Microsoft Dynamics 365](#).

Application availability across Dynamics 365 plans

The following table lists all the Dynamics 365 applications and their availability across the Enterprise and Business plans. For specific information about pricing, licensing, user rights, and more, see the following download: [Dynamics 365 Licensing Guide](#).

Applications	Enterprise Plan 1	Enterprise Plan 2	Enterprise for Team Use ¹	Business Edition, Full Use ²	Business Edition for Team Members ³
Dynamics 365 for Sales	Yes	Yes	Yes	No	No
Dynamics 365 for Customer Service	Yes	Yes	Yes	No	No
Dynamics 365 for Field Service	Yes	Yes	Yes	No	No

Dynamics 365 for Project Service Automation	Yes	Yes	Yes	No	No
Dynamics 365 for Operations ⁴	No	Yes	Yes	No	No
Microsoft PowerApps with Flow	Yes	Yes	Yes	Yes	Yes
Dynamics 365 Financials	No	No	No	Yes	Yes

¹ Light use: includes read access and some write access for select light tasks across all Enterprise edition Dynamics 365 apps.

² Each full use license includes one external accounting professional license to securely connect with your accountant via the cloud.

³ Light use: includes read access and some write access for select light tasks across all Business edition Dynamics 365 apps.

⁴ Includes Manufacturing and Supply Chain, Retail and Commerce, and Finance.

Subscription license comparison of Dynamics 365 for Sales, Customer Service, Field Service, and Project Service Automation

The following provides a high-level summary of the use rights associated with each of the five User Service Levels. For a detailed comparison, refer to **Appendix B** in the download: [Dynamics 365 Licensing Guide](#).

	Team Members	Sales	Customer Service	Field Service	Project Service Automation	Plan 1
All Dynamics 365 Enterprise edition data	Read-only	Read-only	Read-only	Read-only	Read-only	Read-only

Dynamics 365 for Operations functionality: record time and expense; create requisitions; manage budgets; approval of operations time; expense and invoices; edit and respond to inquiries for: quality control, service orders	Full	Full	Full	Full	Full	Full
Accounts and contacts, activities and notes	Full	Full	Full	Full	Full	Full
Knowledge Management , Interactive Service Hub	Full	Full	Full	Full	Full	Full
Record time and expense, manage personal information, apply for projects	Full	Full	Full	Full	Full	Full
Custom entities	Full ¹	Full ¹	Full ¹	Full ¹	Full ¹	Full ¹
Dual use rights for equivalent Dynamics 365 CAL (if exists)	Full	Full	Full	Full	Full	Full
Run workflows and on-demand processes	Full ²	Full ²	Full ²	Full ²	Full ²	Full ²

Microsoft Project Online Essentials, Gamification Fan and Spectator rights	Full	Full	Full	Full	Full	Full
Portal only: self-serve case submission and chat initiations as supportee (not agent)	Full ³	Full ³	Full ³	Full ³	Full ³	Full ³
Portal only, non-employee only: update work orders, create and update opportunities	Full ³	Full ³	Full ³	Full ³	Full ³	Full ^{3^}
User reports, dashboards, and charts	Full	Full	Full	Full	Full	Full
Configure system reports, system charts, system dashboards	None	Read-only	Read-only	Read-only	Read-only	Full
Leads, opportunities, goals, contracts, quotes, orders, invoices, competitors	Read-only	Full	Read-only	Read-only	Read-only	Full
Sales campaigns, quick campaigns, marketing lists, price lists, product lists	Read-only	Full	Read-only	Read-only	Read-only	Full

Unified Service Desk	Read-only	Full	Full	Read-only	Read-only	Full
Full case management , services, resources (not bookable), work hours, facility, equipment, articles	Read-only	Read-only	Full	Read-only	Read-only	Full
Work orders, schedule and dispatch with schedule board, service agreements, Field Service invoices and purchase orders, customer assets, inventory, repairs and returns	Read-only	Read-only	Read-only	Full	Read-only	Full
Project, project expenses and estimates, resource availability view and schedule management , project price lists/contract s/invoices, approve project transactions, Microsoft Project Online Premium	Read-only	Read-only	Read-only	Read-only	Full	Full
PowerApps	Read-only ⁴	Read-only ⁴	Read-only ⁴	Read-only ⁴	Read-only ⁴	Full

Microsoft Social Engagement, Voice of Customer, Mobile Offline, Gamification Player and Admin	None	Full	Full	Full	Full	Full
Create workflows, bulk data import, and customizations across entities included in application	None	Read-only ⁴	Read-only ⁴	Read-only ⁴	Read-only ⁴	Full

Full = full access rights

Read-only = read-only/limited access rights

None = no access rights

¹ Custom entities (either based on entities included in CRM or created by a customer or partner) may require a higher CAL or USL, depending on the required access. Customizations can only be performed against entities included in the use rights.

² Creating, updating and deleting via workflows can only be performed against entities included in the use rights (i.e. update an opportunity requires Sales or Plan 1).

³ No Access to Dynamics 365 User Interface. Case Management and Chat can only be submitted on users' own behalf, as a supportee, not on behalf of a customer or other individual.

⁴ Creation of PowerApps can only leverage data included within the individual application.

Dynamics 365 Service Level Agreement

For information on the licensing terms, conditions, and supplemental information relevant to the use of products and services licensed through Microsoft Volume Licensing programs, see [Service Level Agreement for Microsoft Online Services](#).

Dynamics 365 Service downtime windows

Downtime windows for the Dynamics 365 Service are defined as follows:

Category	Impact/Downtime	Notification	Operational level agreement*
Weekly	No impact/No downtime	Message Center	48 hours
Monthly	No impact/No downtime	Message Center	48 hours
Update rollup	No impact/No downtime	Message Center	48 hours

Major upgrade	Scheduled by the customer and completed within the selected window	Message Center	90 days
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Check the [Service Level Agreement for Microsoft Online Services](#) download for the latest information regarding service downtime windows.

* **Operational level agreement** = the time for operations team to deliver on a set of services defined in the Service Level Agreement.

Dynamics 365 Trust Center

For information regarding Dynamics 365 security, privacy, and compliance, see the [Microsoft Dynamics 365 Trust Center](#).