



Permissions

SaaS Backup for Microsoft 365

NetApp
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Permissions

Add additional service accounts

If needed, you can add additional service accounts to improve backup performance. Service accounts are used to perform concurrent backups efficiently.

Steps

1. Log in to the Microsoft 365 Management Portal using an account with administrative privileges.
2. Click on the app launcher icon and then click **Admin**.
3. On the left, click **Users** and then **Active Users**.
4. Click **Add a User** to create a new account.
5. Fill in the form following the instructions below.
 - Use **Let me create the password**.
 - Deselect **Make this user change their password when they first sign in** option.
 - Select the role **Customized Administrator**.
 - Select **Exchange administrator** and **SharePoint administrator**.
 - Select **Create user without product License**.
6. For Exchange backups to run with newly created service accounts, assign the Exchange impersonation rights to these newly created service accounts.

[Configuring impersonations](#)



SaaS backup automatically assigns the permissions on OneDrive and SharePoint sites, so you don't need to assign them.




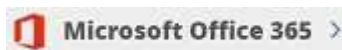
You can enable multi-factor authorization (MFA) on this account.

Synchronize user permissions with Azure Active Directory

You can manually synchronize your user permissions with Azure Active Directory from within SaaS Backup for Microsoft 365.

Steps

1. Click  **SERVICES** from the left navigation pane.
2. Click the Microsoft 365 link.



3. Click **Rediscover Permissions**.




If permissions for a services are discovered, the service is displayed with the option to active.

Grant permissions to enable shared mailboxes

You can grant permissions to enable shared mailboxes within NetApp SaaS Backup for Microsoft 365.

Steps


1. Click  **SERVICES** from the left navigation pane.
2. Click the Microsoft 365 link.



3. Click **Grant Consent**.



You are redirected to the Azure authorization page for authentication.

4. Select your tenant account.
5. **Accept** the permissions.
Your shared mailboxes will be discovered during the next scheduled **Auto Sync** or you can perform a **Sync Now**. If you **Sync Now**, it will take a few minutes for your shared mailboxes to be discovered.
6. To access shared mailboxes after an **Auto Sync** or a **Sync Now** do the following:
 - a. Click  **SERVICES** from the left navigation pane.
 - b. Click **Microsoft Exchange Online**.
 - c. Click the number of unprotected mailboxes.
 - d. Click the **Shared** tab.

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