



## 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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