

1. Customer Registration with FastTrack

Customers must sign-in to register their work or school account in FastTrack before a Request for Assistance can be submitted.

1. Sign-in to [FastTrack](#) to check to see if your customer is already registered.
2. Select **Find my customer tenant** and search for your customer by name, domain or TPID. If your customer is not found, select **Invite a customer to join FastTrack**, enter your customer's email and **Send invite**. The customer will need to click on the link to sign-in to FastTrack with their work or school account so that a Request for Assistance can be submitted.

2. Request Assistance from FastTrack

1. Sign-in to [FastTrack](#).
2. Select **Find my customer tenant** to search for your customer by name or domain. If your customer is not found, follow the steps above to ensure your customer has signed in to register with FastTrack.
3. Select the correct **customer domain** or select **Add me to customer** if you are not already a Team member.
4. Click on **Request assistance with Microsoft 365**. Confirm you have all the required prerequisites and **Start request**. If your customer has multiple tenant domains, use the dropdown to **Select the domain** for which the customer needs assistance.
5. Indicate whether your customer has been affected by the Hafnium Exchange Server vulnerabilities. If yes, Exchange online will be automatically selected as a requested service.
6. Check the box next to **each service** requested by the customer and provide an estimated target date for when the customer would like to release the service to their organization. When finished, select **Continue to customer details**.



Exchange Online – select the customer's current mail system and if eligible, select whether they would like Microsoft to migrate their data.



SharePoint Online – select the source system for the customer's files and if eligible, select whether they would like Microsoft to migrate their data.



OneDrive for Business – select the source system for the customer's files and if eligible, select whether they would like Microsoft to migrate their data.



Azure AD single sign-on for Apps – select the applications to integrate into Azure Active Directory for single-sign on or review the [review the complete list of applications in Azure AD](#) and enter additional apps in the 'other' box.



Microsoft Teams – If applicable, select any features the customer would like assistance with and indicate whether they will need help transitioning from Skype for Business on-premises to Teams.



Surface – Enter the number of Surface devices, if they will be deployed with Modern Management, the device-type(s) (Surface, Hub or both) and the business problem the organization is trying to solve.



Windows Virtual Desktop – select Yes or No to whether your customer has Windows 10 Enterprise or Education licensing. If No is selected, the RFA will be blocked as Windows 10 Enterprise or Education licenses are required.

7. Input the required customer details. For the question, "Is there any information we should know that may impact this project?" add any additional information about the project and select **Continue to contacts**.
8. Indicate whether the customer is working with a partner and include the partner's contact information, your contact information, the primary customer and business sponsor that FastTrack will be working with and select **Continue to review**.
9. Review the information you provided and select **Submit request**.