

FastTrack Assistance for Microsoft 365

Request for Assistance (*Customer Guidance*)

1. Register with FastTrack

1. Visit www.microsoft.com/fasttrack and select **Sign in**.
2. Sign in with your **username and password** for your Microsoft 365 Work or School Account.
3. Once you have successfully signed-in, you are now registered with FastTrack and you can browse self-guided resources, start a success plan, request assistance from FastTrack for Microsoft 365 and more.



2. Request Assistance from FastTrack

1. Sign-in to [FastTrack](#)
2. Select **Request assistance with Microsoft 365**. Confirm you have all the required prerequisites, select **Start request**. If you have multiple tenant domains, select the tenant **Domain** for which you would like assistance.
3. Indicate whether your company has been affected by the **Hafnium Exchange Server** vulnerabilities. If yes, Exchange online will be automatically selected as a requested service.
4. Select **Eligible Services** - Check the box from the list of **eligible Services** that you would like assistance with and provide an estimated date for when you would like to release the service. When finished, select **Continue to customer details**.



Exchange Online – select your current mail system and if eligible, select whether you would like Microsoft to migrate your company's data.



SharePoint Online – select your source system for your company's files and if eligible, select whether you would like Microsoft to migrate your company's data.



OneDrive for Business – select your source system for your company's files and if eligible, select whether you would like Microsoft to migrate your company's 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 you would like assistance with and indicate whether you will need help transitioning from Skype for Business on-premises to Teams.



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.

5. Provide a name for the request, details about your organization and any additional information you would like us to know about the project. When finished, select Continue to contacts.

For Education subscriptions, provide the following additional information:

Name and number of schools in the school district, type of school, number of faculty/staff and student users applicable to the request, primary student information system (SIS), learning management system (LMS) and preferred time zone.

6. Indicate whether you are working with a partner, and if applicable, include your partner's contact information. Provide contact information for yourself as well as the primary contact and business sponsor that FastTrack will be working with and select **Continue to Review**.
7. Review the information you provided, make any changes if necessary, and select **Submit Request**.

Get started with FastTrack – www.microsoft.com/FastTrack

Sign in to review available resources and submit a request for assistance.