

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
MICROSOFT 365 BUSINESS PLANS**

NO	QUESTION	ANSWER																		
Package Offerings & Product Information																				
1.	What is Microsoft 365 Business plan and how does it benefit my business?	<ul style="list-style-type: none"> ▪ Microsoft 365 Business Plan is a new offering for unifi Biz customers which will be available from 19 May 2021. ▪ Microsoft 365 Business offers integrated productivity solutions including Teams, OneDrive Cloud storage, and Office apps with advanced security options, whichever right for your business: <ul style="list-style-type: none"> i. Chat, Calls and Online Meetings - Host online meetings, make calls, chat, share files, and collaborate in real time with Microsoft Teams ii. Cloud Storage - Manage your files from anywhere with 1TB of OneDrive storage iii. Office applications and services - Use Word, Excel, and PowerPoint as productivity tools and share, collaborate on productivity files within Microsoft Teams iv. E-mail and calendaring - Connect with customers and coworkers by using Outlook and Exchange v. Advanced Security against Cyber threats - Protect against viruses, malware, phishing attempts, ransomware, spam, and other threats and secure your device to keep data safe even when it's accessed from employees' personal devices. ▪ Suitable for SMEs, this Microsoft 365 Business plan is packed with features to make your business easier. 																		
2.	I have already subscribed to Microsoft Personal plan, how does the Business plan differs from the Personal subscription?	<ul style="list-style-type: none"> ▪ In general, you will enjoy more features via Microsoft 365 Business plan as below: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Microsoft 365 Personal</th> <th style="text-align: center;">Microsoft 365 Business</th> </tr> </thead> <tbody> <tr> <td>No. of users</td> <td>Only 1 user</td> <td>Up to 300 users</td> </tr> <tr> <td>Account type</td> <td>Sign in via Microsoft account, such as live.com account & outlook.com</td> <td>Sign in via a user ID, also known as a Microsoft 365 work account</td> </tr> <tr> <td>Email Access & OneDrive</td> <td>Inclusive</td> <td>Inclusive</td> </tr> <tr> <td>Teams & SharePoint</td> <td>Not inclusive</td> <td>Inclusive</td> </tr> <tr> <td>Office Applications</td> <td>Word, Excel, PowerPoint</td> <td>Web and mobile versions of Word, Excel, PowerPoint (depending on Business plans selected)</td> </tr> </tbody> </table>		Microsoft 365 Personal	Microsoft 365 Business	No. of users	Only 1 user	Up to 300 users	Account type	Sign in via Microsoft account, such as live.com account & outlook.com	Sign in via a user ID, also known as a Microsoft 365 work account	Email Access & OneDrive	Inclusive	Inclusive	Teams & SharePoint	Not inclusive	Inclusive	Office Applications	Word, Excel, PowerPoint	Web and mobile versions of Word, Excel, PowerPoint (depending on Business plans selected)
	Microsoft 365 Personal	Microsoft 365 Business																		
No. of users	Only 1 user	Up to 300 users																		
Account type	Sign in via Microsoft account, such as live.com account & outlook.com	Sign in via a user ID, also known as a Microsoft 365 work account																		
Email Access & OneDrive	Inclusive	Inclusive																		
Teams & SharePoint	Not inclusive	Inclusive																		
Office Applications	Word, Excel, PowerPoint	Web and mobile versions of Word, Excel, PowerPoint (depending on Business plans selected)																		

NO	QUESTION	ANSWER																																																																																																																			
3.	<p>What does Microsoft 365 Business plans offer to unifi customers?</p>	<ul style="list-style-type: none"> The Microsoft 365 Business packages available for unifi customers are as below: <table border="1" data-bbox="579 353 1465 1447"> <thead> <tr> <th>Plans</th> <th>Basic</th> <th>Apps for Business</th> <th>Standard</th> <th>Premium</th> </tr> </thead> <tbody> <tr> <td></td> <td>For light usage business user</td> <td>For business user with 2010 office application</td> <td>For business user on the move and require high level of collaboration</td> <td>For business user on the move, require high level of collaboration and advanced security</td> </tr> <tr> <td>No. of Users</td> <td colspan="4">Up to 300 users</td> </tr> <tr> <td colspan="5" style="text-align: center;">Office Applications</td> </tr> <tr> <td>Word</td> <td>●</td> <td>●</td> <td>●</td> <td>●</td> </tr> <tr> <td>Excel</td> <td>●</td> <td>●</td> <td>●</td> <td>●</td> </tr> <tr> <td>PowerPoint</td> <td>●</td> <td>●</td> <td>●</td> <td>●</td> </tr> <tr> <td>Access (PC only)</td> <td>-</td> <td>●</td> <td>●</td> <td>●</td> </tr> <tr> <td>Publisher (PC only)</td> <td>-</td> <td>●</td> <td>●</td> <td>●</td> </tr> <tr> <td>Outlook</td> <td>●</td> <td>●</td> <td>●</td> <td>●</td> </tr> <tr> <td>Version</td> <td>Web version only</td> <td colspan="3">Web version and Desktop version Up to 5 mobiles, 5 tablets, 5 PC/Macs per user</td> </tr> <tr> <td colspan="5" style="text-align: center;">Email & Cloud Storage</td> </tr> <tr> <td>Exchange (50GB mailbox per user)</td> <td>●</td> <td>-</td> <td>●</td> <td>●</td> </tr> <tr> <td>OneDrive (1TB cloud storage per user)</td> <td>●</td> <td>●</td> <td>●</td> <td>●</td> </tr> <tr> <td colspan="5" style="text-align: center;">Collaboration</td> </tr> <tr> <td>Teams</td> <td>●</td> <td>-</td> <td>●</td> <td>●</td> </tr> <tr> <td>SharePoint</td> <td>●</td> <td>-</td> <td>●</td> <td>●</td> </tr> <tr> <td colspan="5" style="text-align: center;">Advanced Security</td> </tr> <tr> <td>Advanced Security & Device Management</td> <td>-</td> <td>-</td> <td>-</td> <td>●</td> </tr> <tr> <td colspan="5" style="text-align: center;">Package Price (RM)</td> </tr> <tr> <td>Monthly Retail Price per user</td> <td>RM22</td> <td>RM35</td> <td>RM55</td> <td>RM86</td> </tr> <tr> <td>Monthly Promo Price per user</td> <td>RM15</td> <td>RM34</td> <td>RM42</td> <td>RM83</td> </tr> <tr> <td>Contract Period</td> <td colspan="4">12-months</td> </tr> </tbody> </table> <p>Note:</p> <ol style="list-style-type: none"> For more details please visit: Microsoft 365 Business plan Information Promo Price is available until further notice 	Plans	Basic	Apps for Business	Standard	Premium		For light usage business user	For business user with 2010 office application	For business user on the move and require high level of collaboration	For business user on the move, require high level of collaboration and advanced security	No. of Users	Up to 300 users				Office Applications					Word	●	●	●	●	Excel	●	●	●	●	PowerPoint	●	●	●	●	Access (PC only)	-	●	●	●	Publisher (PC only)	-	●	●	●	Outlook	●	●	●	●	Version	Web version only	Web version and Desktop version Up to 5 mobiles, 5 tablets, 5 PC/Macs per user			Email & Cloud Storage					Exchange (50GB mailbox per user)	●	-	●	●	OneDrive (1TB cloud storage per user)	●	●	●	●	Collaboration					Teams	●	-	●	●	SharePoint	●	-	●	●	Advanced Security					Advanced Security & Device Management	-	-	-	●	Package Price (RM)					Monthly Retail Price per user	RM22	RM35	RM55	RM86	Monthly Promo Price per user	RM15	RM34	RM42	RM83	Contract Period	12-months			
Plans	Basic	Apps for Business	Standard	Premium																																																																																																																	
	For light usage business user	For business user with 2010 office application	For business user on the move and require high level of collaboration	For business user on the move, require high level of collaboration and advanced security																																																																																																																	
No. of Users	Up to 300 users																																																																																																																				
Office Applications																																																																																																																					
Word	●	●	●	●																																																																																																																	
Excel	●	●	●	●																																																																																																																	
PowerPoint	●	●	●	●																																																																																																																	
Access (PC only)	-	●	●	●																																																																																																																	
Publisher (PC only)	-	●	●	●																																																																																																																	
Outlook	●	●	●	●																																																																																																																	
Version	Web version only	Web version and Desktop version Up to 5 mobiles, 5 tablets, 5 PC/Macs per user																																																																																																																			
Email & Cloud Storage																																																																																																																					
Exchange (50GB mailbox per user)	●	-	●	●																																																																																																																	
OneDrive (1TB cloud storage per user)	●	●	●	●																																																																																																																	
Collaboration																																																																																																																					
Teams	●	-	●	●																																																																																																																	
SharePoint	●	-	●	●																																																																																																																	
Advanced Security																																																																																																																					
Advanced Security & Device Management	-	-	-	●																																																																																																																	
Package Price (RM)																																																																																																																					
Monthly Retail Price per user	RM22	RM35	RM55	RM86																																																																																																																	
Monthly Promo Price per user	RM15	RM34	RM42	RM83																																																																																																																	
Contract Period	12-months																																																																																																																				
4.	<p>I am always on the move and require Office applications to be accessed via my mobile and share documents within co-workers, so what is the best plan for me?</p>	<ul style="list-style-type: none"> You may consider to subscribe to Microsoft 365 Basic 																																																																																																																			

NO	QUESTION	ANSWER
5.	<p>I am running a manufacturing business, may I know if there are additional features in Microsoft 365 Business plan that could help me working from home and still connected to my employees / clients?</p>	<ul style="list-style-type: none"> ▪ Indeed, you can gain benefits from these additional features: <ul style="list-style-type: none"> i. Microsoft Whiteboard - collaborative digital canvas for effective meetings and engaging learning (Source: Microsoft Whiteboard information) ii. Microsoft Planner** – solution that simplifies task management, used for team work planning (Source: Microsoft Planner information) iii. Power Apps** - single and consistent logic language that helps you build low-code solutions (Source: Power Apps information) ▪ **Microsoft Whiteboard is available for all plans, whereas Microsoft Planner and Power Apps are only available in Microsoft 365 Business Basic, Standard and Premium plans.
6.	<p>Is there a way for me to be exempted from the 12-month contract?</p>	<ul style="list-style-type: none"> ▪ We're sorry, right now we do not have non-contract plans, however we recommend you to subscribe to our current Promo Price packages. ▪ Moreover, we believe you will utilise and gain benefits of all features and applications to support your business productivity, hence contract period should not be a concern.
7.	<p>If I have five (5) employees, how many plans do I need to subscribe?</p>	<ul style="list-style-type: none"> ▪ One (1) subscription of Microsoft 365 Business package is sufficient for one (1) user – personalised e-mail, OneDrive and Teams account. ▪ If you decide to subscribe to our Microsoft 365 Business Standard, it is suggested for you to subscribe five (5) plans to suit five (5) users / employees.
8.	<p>If I have three (3) outlets, which Microsoft 365 Business plan suits my need?</p>	<ul style="list-style-type: none"> ▪ Microsoft 365 Business is designed for individual (per user) usage, not by number of business branches / outlets. ▪ We suggest you to subscribe to our Microsoft 365 Business plan according to numbers of employees for the benefits of business productivity and collaboration.

NO	QUESTION	ANSWER
Subscription, licensing & termination		
9.	Can I subscribe to Microsoft 365 Business plans even though I am not an existing unifi broadband customer?	<ul style="list-style-type: none"> ▪ No. It is a pre-requisite to have unifi Biz/Business Broadband in order to enjoy Microsoft 365 Business. ▪ Microsoft 365 Business works best with broadband connection to assess web version of office applications, synchronise documents via Cloud storage (OneDrive), share and edit documents online (SharePoint) and collaborate via online call meeting (Teams).
10.	How do I subscribe to Microsoft 365 Business plan?	<ul style="list-style-type: none"> ▪ Easy, you can walk-in to the nearest TMpoint, visit any TM Authorized Dealers (TAD) or approach our TM Authorized Resellers for registration. ▪ Alternatively, you can register your interest via *our online application at unifi.com.my/business. Please complete the required details with preferred three (3) Domain IDs via online form. ▪ Our sales representative will contact you within three (3) working days for further arrangement including signing of agreement and collection of business documents (for new registration with unifi Biz only). ▪ If you're an existing unifi Biz/Business Broadband customer, please proceed to register via unifi.com.my/business, select add-on Microsoft Business 365, complete the required details & preferred three (3) Domain IDs, and submit the *online form. <p>*Online application form will be available from 27th May 2021 onwards</p>
11.	What kind of documents should I submit for Microsoft 365 Business application?	<ul style="list-style-type: none"> ▪ For any new application of Microsoft 365 Business, <ol style="list-style-type: none"> i. Customer must provide mandatory details of Company Name, Applicant Name, E-mail address, Mobile Phone number, Preferred Domain IDs and Preferred package plan ii. Customer to give consent and agree on <ol style="list-style-type: none"> a. *unifi Biz General Terms & Conditions, b. *Campaign Terms & Conditions, and c. Microsoft Customer Agreement <p>*Terms and Conditions can be retrieved via unifi Biz portal</p>

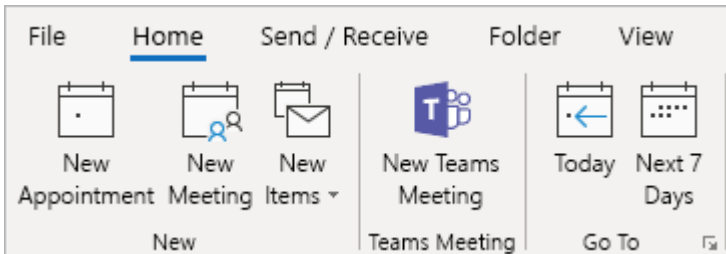
NO	QUESTION	ANSWER
12.	I have completed the registration process, how do I know my application is successful?	<ul style="list-style-type: none"> ▪ For a new unifi Biz/Biz Broadband customer, subscription of Microsoft 365 Business plans will only be processed after the broadband installation has completed. Within three (3)-working days, you will receive an order confirmation e-mail from unifiVAS@tm.com.my. ▪ For existing unifi Biz/Biz Broadband customers, you will be notified within three (3) to six (6) working days on the successful Microsoft 365 Business order creation.
13.	What if I do not receive any e-mail with regard to my Microsoft 365 subscription?	<ul style="list-style-type: none"> ▪ If you have not received an email notification within the stipulated above timeline, please reach out to us via our touchpoints: <ul style="list-style-type: none"> ➢ myunifi app (available for Android and iOS) ➢ unifi portal - unifi.com.my ➢ unifi online community forum at community.unifi.com.my ➢ Email – help@tm.com.my ➢ Facebook - https://www.facebook.com/weareunifi/ ➢ Twitter - https://twitter.com/helpmeunifi ▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.
14.	What shall I do to activate my Microsoft 365 Business plans?	<ul style="list-style-type: none"> ▪ When you have received the e-mail notification, you need to set a domain ID in Microsoft admin portal via Microsoft Admin Center to get started using Microsoft 365 Business applications. ▪ For details of how to add and remove users, change licenses, and resetting passwords kindly refer to Overview of Microsoft Admin Center. ▪ For more Microsoft 365 Business guidelines, please visit our unifi community portal at https://community.unifi.com.my/, then click 'unifi Tips & Guides'.
15.	If my business broadband service is down, will it impact Microsoft 365 Business applications?	<ul style="list-style-type: none"> ▪ Office applications (Word, Excel, PowerPoint, Access) desktop version will still work offline, without an Internet connection. ▪ However, other features such as E-mail, Teams and SharePoint do not work offline.
16.	Do I need to renew my license after 12-months?	<ul style="list-style-type: none"> ▪ No. You are not required to re-new your subscription after 12-months contract period. ▪ Your Microsoft 365 Business subscription will remain active as long as your unifi Biz/Biz Broadband account remains active.

NO	QUESTION	ANSWER
17.	If I terminate Microsoft 365 Business plan within the 12-months contact period, will TM charge any penalty fee?	<ul style="list-style-type: none"> ▪ Yes, TM will impose an early termination penalty fee equivalent to numbers of remaining months within the contract period x the monthly package price.
18.	What will happen to my Microsoft 365 Business subscription if I terminate my unifi Biz/Biz Broadband service?	<ul style="list-style-type: none"> ▪ Your Microsoft 365 Business subscription will also be terminated if you terminate your unifi Biz/Biz Broadband plan. ▪ Also, please confirm the remaining contract period of your unifi Biz/Biz Broadband, as you might be charged a penalty fee for termination prior to contract period expiry. ▪ No penalty will be imposed on Microsoft 365 Business plan if you terminate your Microsoft 365 Business plan after 12-months contract period.
19.	Do I need to give any notice for Microsoft Business 365 termination?	<ul style="list-style-type: none"> ▪ For any termination of Microsoft 365 Business plan, you may request via Live Chat or visit the nearest TMpoint nationwide.
20.	If I want to terminate unifi Biz and Microsoft 365 Business plan, should I apply separately?	<ul style="list-style-type: none"> ▪ You do not have to apply separately, but for any termination of unifi Biz/Biz Broadband and Microsoft 365 Business plan, you may request via: <ol style="list-style-type: none"> i. Live Chat via unifi.com.my or myunifiapp, or ii. Email at help@tm.com.my, or iii. TMpoint outlets nationwide, and inform our front liners on your termination request ▪ Please be informed that a 30-day notice is required for broadband termination; ▪ However, Microsoft 365 Business plan termination shall be processed as and when requested.
21.	If I change my unifi Biz to other Internet Service Provider, what will happen to my Microsoft 365 Business subscription?	<ul style="list-style-type: none"> ▪ Since you have subscribed Microsoft 365 Business plan via TM, your subscription plan will be terminated due to unifi Biz termination (change of business broadband provider).


NO	QUESTION	ANSWER
22.	What will happen to my Microsoft 365 Business plan if I transfer the ownership of my unifi Biz service to other business entity?	<ul style="list-style-type: none"> ▪ By subscribing Microsoft 365 Business plan, the license is solely for Customer's business purposes and are non-transferable. ▪ Microsoft 365 Business is not transferable to the new owner. If you have transferred your plan to a new owner, the original Customer is responsible to pay for the remaining months charges of Microsoft 365 Business subscription until the end of obligation period (for subscription less than 12-months contract period).
23.	What is a domain?	<ul style="list-style-type: none"> ▪ A domain is a unique name that appears after the @ sign in email addresses, and after www. in web addresses. It typically takes the form of your organisation's name such as yourbusiness.com. ▪ Using a custom domain like "abc@kedaibunga.com" with Microsoft 365 can help build credibility and recognition for your brand.
24.	How can I ensure my preferred domain is available?	<ul style="list-style-type: none"> ▪ We encourage you to check the available Domain ID via this portal Microsoft 365 Preferred Domain ID Checking Portal and if your preferred ID already taken, and you still want to use similar Domain ID, please consider to include alphanumeric characters e.g. kedaibunga2021.onmicrosoft.com. ▪ Kindly take note the provided checking portal is mainly for Domain ID availability, not for Domain ID confirmation. Your preferred Domain ID is only confirmed after Microsoft 365 order successfully created.
25.	I have subscribed one (1) Microsoft 365 Business license with TM. What should I do if I want to add more licenses?	<ul style="list-style-type: none"> ▪ You may add up to five (5) Microsoft 365 Business licenses (plans) under one (1) unifi Biz account, registered under your company. ▪ Please reach us via Live Chat or visit the nearest TMpoint to do so.
26.	Can I migrate my business email to Microsoft and do I need to pay for email migration services?	<ul style="list-style-type: none"> ▪ Once you have subscribed Microsoft 365 Business with TM and you require business e-mail migration service, please contact our valued Partner at tmassist.my@ingrammicro.com. ▪ The migration process will require additional charges of professional fees (will be billed by TM Partner) and our Partner will proceed with assessment to ensure those email can be migrated with additional charges of professional fees.

NO	QUESTION	ANSWER
Setting up a domain & change/upgrade of subscriptions		
27.	I have my own organisation domain name. Can I use my domain instead?	<ul style="list-style-type: none"> ▪ Yes, you can use your organisation domain to replace the onmicrosoft.com domain. ▪ You must have at least one (1) custom domain that you've added to Microsoft 365 before you can choose a default domain. These are the steps: <ol style="list-style-type: none"> i. In the admin center, go to the Settings > Domains page. ii. On the Domains page, select the domain you want to set as the default for new email addresses. iii. Select Set as default. ▪ However, you cannot change the name of your initial registered abc.onmicrosoft.com domain.
28.	Can I change my plan from Microsoft 365 Business Basic to Business Standard?	<ul style="list-style-type: none"> ▪ Yes, you can change the subscription plan after the minimum contract period (12-months) and you will be charged with the new package price accordingly. ▪ Your contract period of new plan will be refreshed to 12-months. ▪ Please visit the nearest TMpoint to change your Microsoft 365 Business plan.
Billing & payment		
29.	If I subscribe to unifi Biz plan and Microsoft 365 Business plan, will I receive two (2) separate bills?	<ul style="list-style-type: none"> ▪ No, you will be charged in a single unifi Biz/business broadband monthly bill.
30.	What is the price charged for Microsoft 365 Business plan subscribed via TM?	<ul style="list-style-type: none"> ▪ For any subscription of Microsoft 365 Business plan, TM will charge according to the monthly plan pricing e.g. Microsoft 365 Business Basic at RM15/per month, without any pro-rate according to unifi Billing Period date.

NO	QUESTION	ANSWER
31.	Why do I need to pay for double subscription charges of Microsoft 365 Business plan in my 1st unifi Biz bill?	<ul style="list-style-type: none"> ▪ You might be charged “double” amount of Microsoft 365 Business plan subscription (e.g. Microsoft 365 Business Basic RM15/month: RM15 + RM15) as the charges are not pro-rated. ▪ Previous month charge is billed together with the current month. You may refer to Start Date and End Date in your unifi Biz monthly bill.
32.	Why TM does not pro-rate Microsoft 365 Business plan charges?	<ul style="list-style-type: none"> ▪ For now, you may not receive any pro-rate charges on Microsoft 365 Business plan but rest assured your Microsoft license will be activated prior to your 1st bill being charged. ▪ Hence you can start enjoying Microsoft application and its benefits before being charged.
33.	If I terminate Microsoft 365 Business plan before my unifi Biz billing period date, will TM pro-rate the charges?	<ul style="list-style-type: none"> ▪ No, for termination, you will be charged the full monthly amount of total subscription plan, without any pro-rate adjustment to the bill.
34.	I am a new subscriber of unifi Biz 100Mbps and have added-on Microsoft 365 Business Basic plans with three (3) licenses. Can you explain how my unifi bill will look like?	<ul style="list-style-type: none"> ▪ Let’s say, a customer subscribes to unifi Biz 100Mbps and Microsoft 365 Business Basic (1 license) on 18 September 2021 <ol style="list-style-type: none"> i. Fixed broadband (unifi Biz) installation completed on 21 September 2021 ii. Microsoft 365 Business order created on 22 September 2021 iii. unifi Biz charged on Billing Period (BP) 10 Oct iv. Charging of Microsoft Business Basic start on 4 Oct, due to deferment charges applied for 14 days from broadband post completion date v. Customer will receive “double” charges of Microsoft 365 Business plan in 1st unifi Biz bill: <p>VAS 1- Microsoft 365 Business Basic 4/10 – 9/10 – RM15 VAS 1- Microsoft 365 Business Basic 10/10 – 9/11 – RM15</p>
35.	If my unifi Biz service is suspended e.g. due to late payment, can I still use and access to Microsoft 365 Business plan?	<ul style="list-style-type: none"> ▪ Office applications (Word, Excel, PowerPoint, Access) desktop version will still work offline. ▪ However, other features, such as E-mail, Teams and SharePoint do not work offline.

NO	QUESTION	ANSWER
After-Sales and Technical Support		
36.	Who should I contact if I can't access to Microsoft Teams and SharePoint?	<ul style="list-style-type: none"> ▪ Firstly, please check your Internet connection and ensure it is running well so that you can connect your Microsoft 365 Business applications. ▪ If you still face a problem, please visit our https://community.unifi.com.my/, then click on 'unifi Tips & Guides' for general reference to resolve Microsoft 365 Business issues. ▪ Alternatively, please refer to Set up and Manage Microsoft 365 for Business.
37.	I forgot my password to access admin portal, how can I reset the password?	<ul style="list-style-type: none"> ▪ If the password you typed is incorrect, you'll see a message that says "Your account or password is incorrect. If you don't remember your password, reset it now." ▪ If the "Enter password" window is still open, then select "Forgot password?". Or go directly to Reset password and enter the username name again for the account you're trying to reset and select Next. ▪ We recommend you to refer the guidelines to resolve password issues via https://community.unifi.com.my/, then click at 'unifi Tips & Guides'. ▪ Alternatively, please refer to Reset Forgotten Microsoft 365 Account Password.
38.	How do I integrate Teams to Microsoft Outlook calendar (email)?	<ul style="list-style-type: none"> ▪ The Teams Meeting add-in is automatically installed for users who have Microsoft Teams and either Office 2013, Office 2016, or Office 2019 installed in their Windows PC. Users will see the Teams Meeting add-in on the Outlook Calendar ribbon, as below: <div data-bbox="657 1565 1386 1818" style="text-align: center;">  <p>The screenshot shows the Outlook ribbon with the 'Home' tab selected. On the right side of the ribbon, the 'Teams Meeting' group is visible. It includes buttons for 'New Teams Meeting' and 'Teams Meeting'. To the left of this group are buttons for 'New Appointment', 'New Meeting', and 'New Items'. To the right are 'Today' and 'Next 7 Days' buttons.</p> </div>

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> ▪ If you still do not see the add-in, it may mean that it is disabled in Outlook. To enable it, please follow these steps: <ul style="list-style-type: none"> i. In Outlook, choose File and then Options ii. Select the Add-ins tab of Outlook Options dialog box iii. Confirm that Microsoft Teams Meeting Add-in for Microsoft Office is listed in the Active Application Add-ins list iv. If the Teams Meeting Add-in is listed in the Disabled Application Add-ins list, select COM Add-ins in Manage and then select Go... v. Set the checkbox next to Microsoft Teams Meeting Add-in for Microsoft Office. vi. Choose OK on all dialog boxes and restart Outlook. ▪ We recommend you to refer step-by-step guidelines to resolve password issues via https://community.unifi.com.my/, then click at unifi Tips & Guides. ▪ Alternatively, please refer to Integrate Microsoft Teams to Outlook.
39.	Why I can't receive emails in Outlook?	<ul style="list-style-type: none"> ▪ There are several ways to fix this problem, <ul style="list-style-type: none"> i. Clean your Junk Email folder ii. Clean out your inbox iii. Check your blocked senders and safe sender lists iv. Check your email rules v. Check email forwarding vi. Check if your account is blocked ▪ You can view details guideline via https://community.unifi.com.my/, then click at unifi Tips & Guides. ▪ Alternatively, please refer to Fix Outlook Email Sync Issues.

NO	QUESTION	ANSWER
40.	Why I can't send emails out from Outlook?	<p>If you are having trouble sending out messages in Outlook, try these solutions:</p> <ol style="list-style-type: none"> i. Clean out your inbox ii. Increase your message sending limits iii. Un-block your email account iv. Remove number of recipients, possibly due to many recipients in one email v. Change content of email message (as it may trigger junk email filters) and send it again <ul style="list-style-type: none"> ▪ You can view details guideline via https://community.unifi.com.my/, then click at unifi Tips & Guides. ▪ Alternatively, please refer to Fix Outlook Email Sync Issues
41.	Why my emails flow to Spam /Junk Mail?	<ul style="list-style-type: none"> ▪ You can un-block the senders email from your Junk email list: <ol style="list-style-type: none"> i. Select Settings > View all Outlook Settings ii. Select Mail > Junk email iii. Select the address or domain you want to unblock and select  . ▪ Or, you can add specific people or domains via Safe Sender <ol style="list-style-type: none"> i. Select Settings > View all Outlook Settings ii. Select Mail > Junk email iii. Under Safe senders, enter the email address or domain you want to add, and select Add iv. Select Save ▪ You can view details guideline via https://community.unifi.com.my/, then click at unifi Tips & Guides. ▪ Alternatively, please refer to Filter Junk Email and Spam in Outlook.

NO	QUESTION	ANSWER
42.	I accidentally delete the shared mailbox, how do I retrieve it back?	<ul style="list-style-type: none"> ▪ If the mailbox was deleted by deleting the corresponding user account, you can restore the mailbox by restoring the user account in the Microsoft 365 admin center. <ol style="list-style-type: none"> i. In the admin center, go to the Users > Deleted users page ii. On the Deleted users page, select the names of the users who you want to restore, and then select Restore iii. Follow the prompts to set their password, and then select Restore. ▪ You can view details guideline via https://community.unifi.com.my/, then click at unifi Tips & Guides. ▪ Alternatively, please refer to Restore User for Microsoft 365
43.	Where can I refer to guidelines on how to troubleshoot Microsoft 365 Business technical issues?	<ul style="list-style-type: none"> ▪ Kindly visit https://community.unifi.com.my/, then click unifi Tips & Guides - Microsoft 365 Guidelines & Basic Troubleshooting for further reference to resolve Microsoft 365 Business issues. ▪ Alternatively, please refer to Microsoft Admin Center Help or Microsoft 365 Help & Learning.