

# What is GDAP and What Should I Do When I Receive an Email About It?

## What is GDAP?

Granular Delegated Admin Privileges (GDAP) is a security feature introduced by Microsoft to provide partners with more controlled and secure access to their customers' Microsoft Tenancies. GDAP does not affect any licensing/procurement or cause any downtime if it is not active or has expired.

There are two types of GDAP:

- 1. License Distributor to End User – Supplier of licences via Reseller**
- 2. Reseller to End User**

## License Distributor to End User

This links Leader Cloud (License Vendor) to your end users' Microsoft Tenancy. This allows us to assist in troubleshooting and lodging any Microsoft cases on behalf of your end users.

## Reseller to End User

This links the reseller (MSP/IT Provider) to the end users' Microsoft Tenancy. It serves as a backup in case the reseller loses access to the end users' tenancy. Typically, the reseller will have an admin login for each end user tenancy with global admin access.

## What Happens if There is No GDAP Linked for Leader Cloud or the Reseller on the End Users' Microsoft Tenancy?

Nothing will happen. This simply means that Leader Cloud does not have access to assist the end user or the reseller with the Microsoft tenancy. The reseller will still have access via the admin login they should have with global admin access.

## Can We Add GDAPs?

Yes, we can. The process is the same for both the reseller connection and the vendor connection, although they are different generated links.

### GDAP Leader to End User

To connect Leader Cloud to an end user, please contact us and we will provide a URL that will establish the connection. We will provide this URL to the reseller, who needs to run it while logged into the end users' Microsoft tenancy using global admin access.

### GDAP Reseller to End User

Here is how to generate your own GDAP access URL. You will then need to activate this URL while logged into the end users' Microsoft tenancy using global admin access.

1. **Select the Customer:** In your Reseller Microsoft Tenancy, Under the "Customers" section, choose the relevant customer.
2. **Request a New Relationship:** Go to "Admin Relationship" on the left-hand side and select "Request for new relationship."
3. **Input the Required Information:**
  - **Admin Relationship Name:** Enter Reseller Name <ENDUSER>, where <ENDUSER> is the end user's company name.
  - **Duration:** Enter 730 days (or less if required).
  - **Entra ID Roles:** Select the following roles (resellers may choose different roles if needed):
    - Application administrator
    - Cloud application administrator
    - Directory writers
    - Directory readers
    - Domain name administrator
    - External identity provider administrator
    - Global reader
    - Helpdesk administrator
    - License administrator
    - Privileged role administrator
    - Privileged authentication administrator
    - User administrator
    - Service support administrator
4. **Finalize the Request:** Click "Finalize Request" after inputting all roles. This will generate a connection link for you.

5. **Log In and Accept:** Ensure you are logged into your client's Microsoft tenancy with your Global Admin rights and run the URL. It will then ask you to accept the relationship.

## My End User Sent Me an Email from Microsoft Saying GDAP is Expiring with Leader.



### ☐ Your Granular admin relationship with LEADER COMPUTERS PTY LTD expired

Your GDAP\_2[REDACTED] Granular admin relationship with LEADER COMPUTERS PTY LTD expired on 06 March 2025. LEADER COMPUTERS PTY LTD no longer has access to manage your account with Microsoft. This relationship and assigned roles previously gave them access to the Microsoft 365 admin centre and other sites to manage your account.

#### Details

Expired on	06 March 2025
Relationship name	GDAP_2[REDACTED]
Partner roles	<a href="#">View assigned roles in Microsoft 365 admin centre</a>
Partner contact	<a href="#">Partner contact information</a>

If you want to authorise this partner again so they can manage your account with Microsoft, ask them to send you a new Granular admin relationship request.

If you receive this email from an end user, and it states the connection with Leader + end user, please contact our support team. We will need to configure auto-renew on the GDAP connection. The end user will receive an email upon expiration stating that a renewal of GDAP will be processed. Nothing needs to be done on your end or your end users' end.

\*\*\*If the GDAP includes the permission of Global Access for Leader, auto-renewal is not applicable. A new URL must be provided as per the instructions below.\*\*\*

If the GDAP has already expired with Leader Cloud, that's okay. We will need to re-establish the GDAP access. We will provide this URL to the reseller once generated, who needs to run it while logged into the end users' Microsoft tenancy using global admin access.

## I Received an Email from Microsoft Saying My GDAP is Expiring with My End User.

This will be similar to the image below but will have your company name instead of leader computers:



### ☐ Your Granular admin relationship with **LEADER COMPUTERS PTY LTD** expired

Your GDAP\_2[redacted] Granular admin relationship with LEADER COMPUTERS PTY LTD expired on 06 March 2025. LEADER COMPUTERS PTY LTD no longer has access to manage your account with Microsoft. This relationship and assigned roles previously gave them access to the Microsoft 365 admin centre and other sites to manage your account.

#### Details

Expired on	06 March 2025
Relationship name	GDAP_2[redacted]
Partner roles	<a href="#">View assigned roles in Microsoft 365 admin centre</a>
Partner contact	<a href="#">Partner contact information</a>

If you want to authorise this partner again so they can manage your account with Microsoft, ask them to send you a new Granular admin relationship request.

If you receive this, you will need to follow the steps in "GDAP Reseller to End User LINK HERE" to regenerate a URL connection and reactivate it in your end users' tenancy.