

Adding a Domain to Microsoft 365 Admin

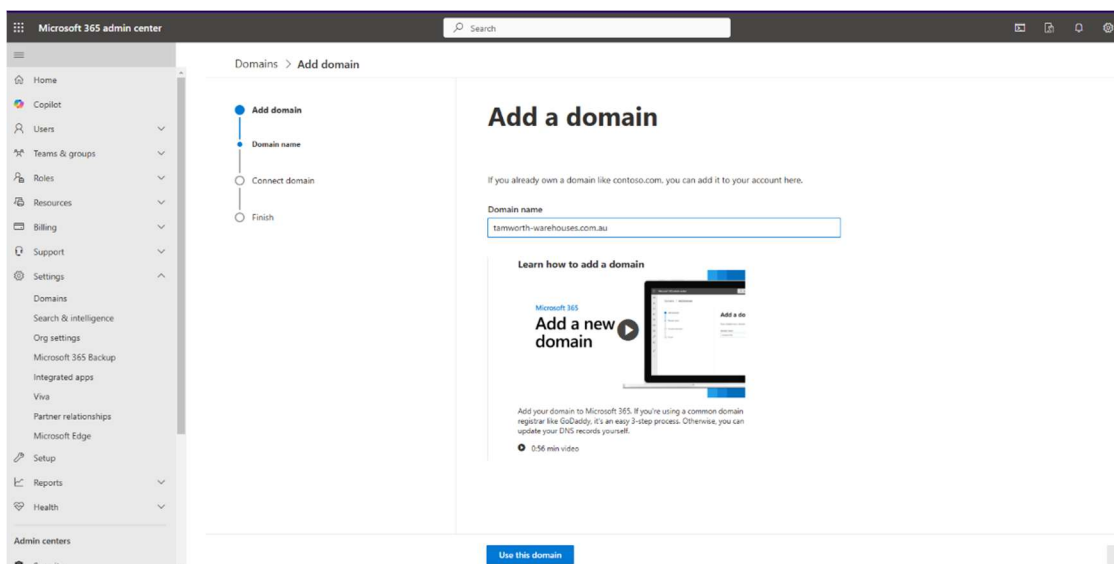
Step-by-Step Guide for Email and DNS Management in M365

Overview

This guide provides clear instructions for adding a customer's domain to the Microsoft 365 (M365) Admin portal, enabling you to set up mailboxes and manage DNS records entirely within M365.

Step 1: Log In to the Client's M365 Admin Account

1. Go to the M365 Admin portal.
2. Navigate to Admin > Settings > Domains.
3. Click Add domain.



Step 2: Add the Domain

1. Enter the domain you wish to add.
2. You'll see three options to connect and verify the domain:
3. TXT record: Easiest option, but check if your DNS provider supports it. Some, like Crazy Domains, may require premium DNS for TXT records. If unavailable, use the next option.
4. MX record: Add the MX record to the current DNS. This is usually managed where the client bought the domain.

5. TXT records on website: Not recommended. Avoid this option, as it involves website access which you should not require or perform.

Step 3: Verify the Domain

1. After adding the DNS record, wait a few minutes for it to propagate (may take up to 30 minutes depending on provider).
2. Click Verify in the portal. Once verified, the domain should show as healthy and ready in the Admin portal.

Domains

+ Add domain Buy domain Refresh

Domain name ↑	Status	Choose columns
<input type="checkbox"/> bigpropertyinvest.com.au (Default)	⚠ Possible service issues	
<input type="checkbox"/> bigpropertyinvest.onmicrosoft.com	✅ Healthy	
<input type="checkbox"/> carcollections.com.au	⚠ Possible service issues	
<input type="checkbox"/> duplexes.com.au	⚠ Possible service issues	
<input type="checkbox"/> tamworth-warehouses.com.au	✅ Healthy	
<input type="checkbox"/> toowoomba-warehouses.com.au	⚠ Possible service issues	

Step 4: Set Up Services

1. Click Set up my service for me. This ensures that DNS is managed within the M365 Admin portal.

Microsoft 365 admin center

Domains > Manage DNS

How do you want to connect your domain?

Connect your domain to your Microsoft services so you can use email and instant messaging. There are a couple of options to consider, depending on how you'd like to manage domain name service (DNS) records for your domain **tamworth-warehouses.com.au**.

[Learn more about DNS records](#)

☐ Add your own DNS records
If you have a complex DNS record structure, choose this option. Next, we'll provide a list of DNS records that you'll need to add for your domain at your DNS host.

☒ Set up my online services for me
Update your domain's name servers to point to Microsoft and Microsoft 365 will add the rest of DNS records and set up your online services.

☐ Skip and do this later (not recommended)
Your Microsoft services won't be connected to this domain. When you are ready, go to the [Domains](#) page to finish setting it up.

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Microsoft 365 admin center

Domains > Manage DNS

Add the records for your website

Before you update your name server DNS records, we need to capture your website's records so Microsoft knows how to route traffic. Add them now to keep your website running while your domain name servers are changed. If you don't have a website or other web services, just click **Continue**.

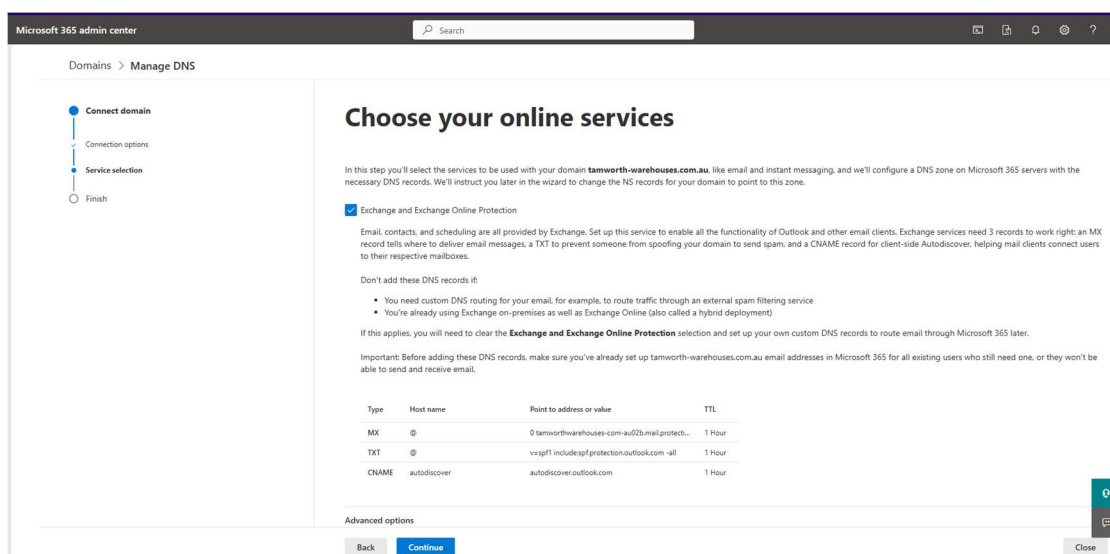
☒ Add record
Go to your DNS hosting provider to find the current website records. We detected your DNS hosting provider is: [Crazy Domains](#).

☐ Import DNS records
Use **Import DNS records** button and Microsoft 365 will query your site's existing DNS records and automatically import them, so that you don't have to enter them manually. We may not discover every existing record, so you can manually add the ones we were not able to find.

[Back](#) [Continue](#) [Close](#)

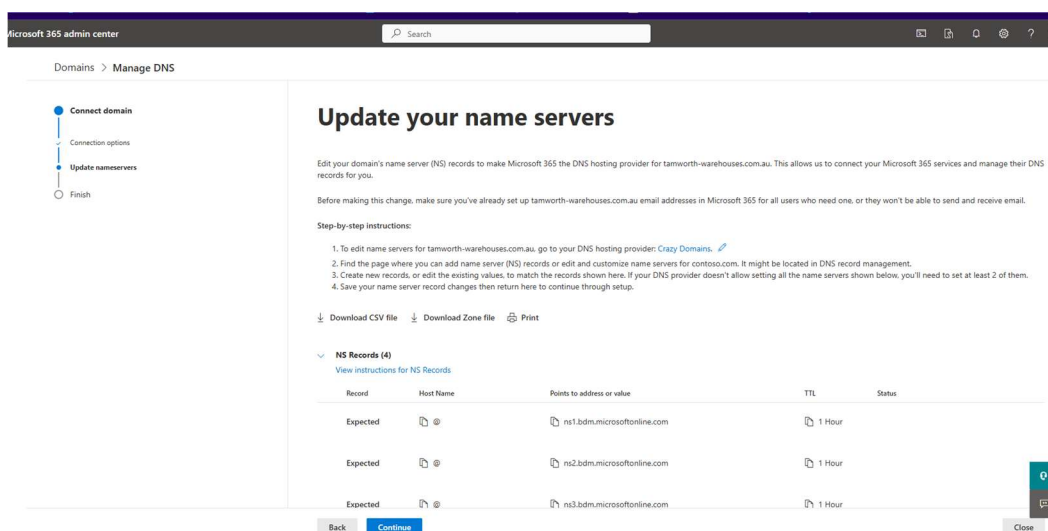
Email us today at help@leadercloud.com.au

2. Select all the online services (such as Exchange, Teams, etc.) you want to enable for the domain.



Step 5: Update Name Servers

1. Back up existing DNS records before making changes. If it's a new domain, this step isn't critical.
2. Change the domain's name servers to the ones provided by M365.



3. Wait a few minutes for the changes to propagate, then click Verify again.
4. Microsoft will automatically import all selected DNS records into M365 for you.

Domains

[+ Add domain](#)
[★ Set as default](#)
[⚙️ Manage DNS](#)
[💚 Check health](#)
[🗑️ Remove domain](#)
[💰 Buy domain](#)
[🔄 Refresh](#)
[🔍 Filter](#)

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[★ Set as default](#)
[⚙️ Manage DNS](#)
[💚 Check health](#)
[🗑️ Remove domain](#)

Completion

Your customer's domain is now fully set up in Microsoft 365, with mailboxes and DNS management handled directly in the Admin portal under the Domains section.