



Enabling remote work

Microsoft Teams, Office apps, Secure remote access, & Desktop virtualization

Enabling remote work

With COVID-19 impacting people around the world, organizations everywhere are pivoting to remote work and putting the safety of their employees, customers, and communities first.

We recognize the vital role that our technology plays in supporting people and organizations each day, today and in the long term. As such, we've put together initial guidance to help you enable remote work, so your employees have access to the tools, resources, and expertise they need in this challenging time.

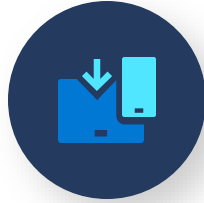
We are here to support you with any help you may need.

How Microsoft solutions help you enable remote work

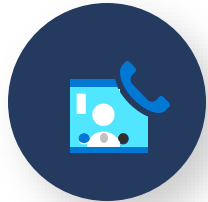
Empower people to stay productive



Enable people to meet and collaborate from home



Make productivity applications available on any device



Engage people with virtual events & communications



Deliver the best virtual desktop experience

Maintain security & control



Secure remote access to applications



Secure managed & unmanaged devices

Enable people to meet & collaborate
from home

Keep employees productive, even when working remotely



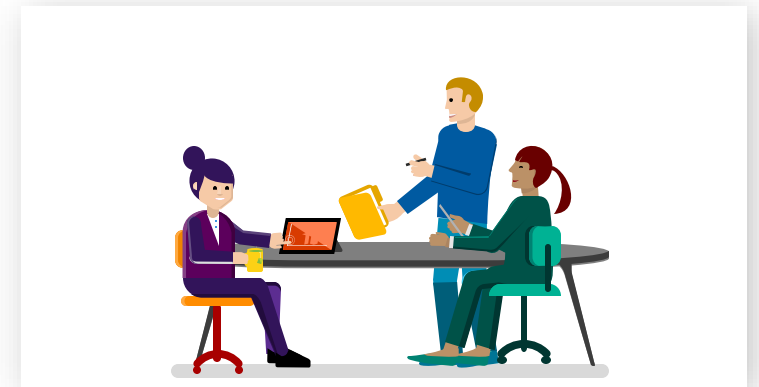
Information workers

Provide a powerful meetings, collaboration and workflow experience to those working from home



Firstline workers

Connect workers to the rest of the organization with a digital tool for communication, collaboration and shifts



Healthcare, schools, and government

Enable remote work and learning with industry-specific governance and compliance

Microsoft Teams

is the hub for teamwork
in Microsoft 365



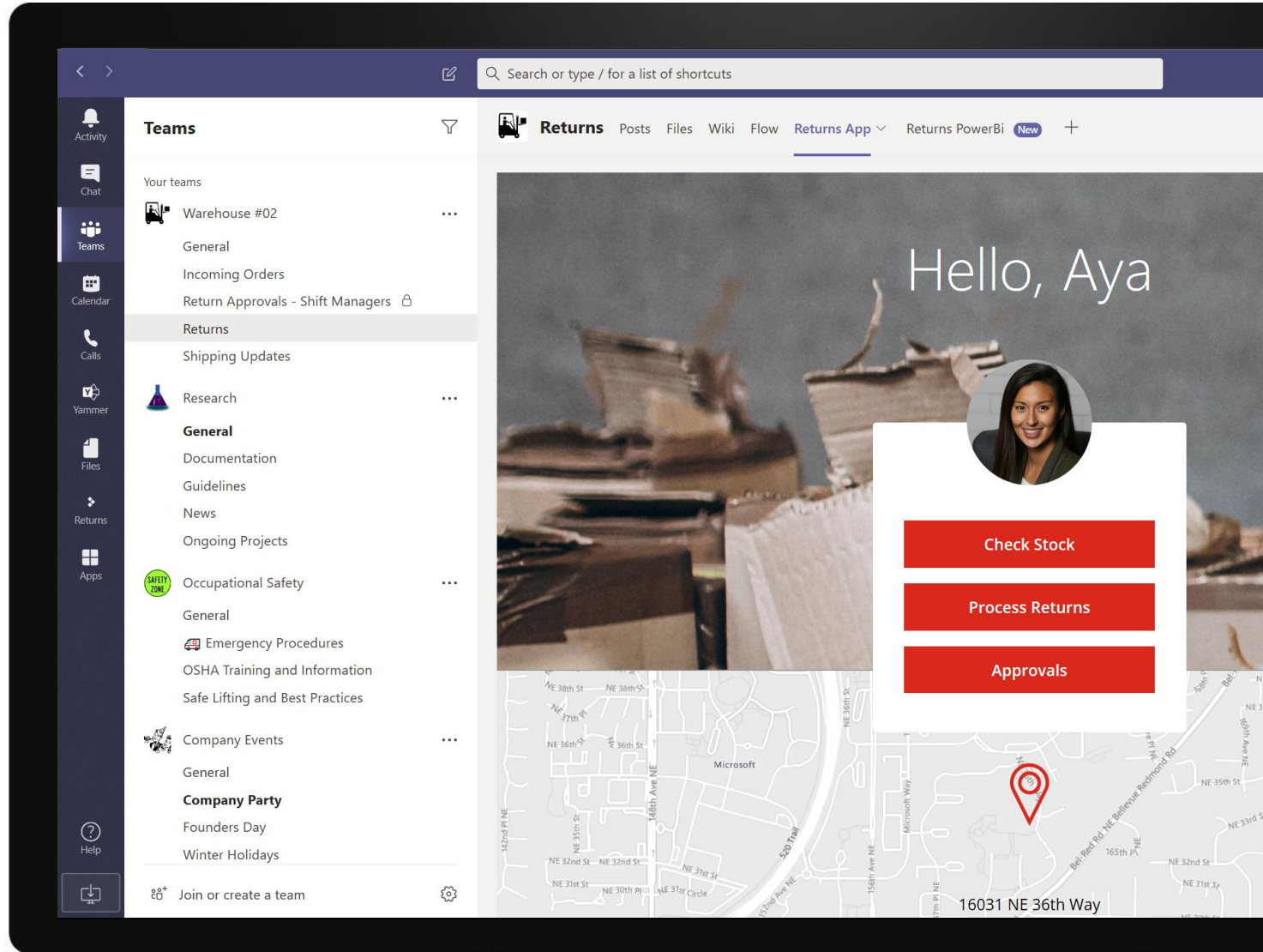
Meetings & calling



Chat & collaboration



Apps & workflow

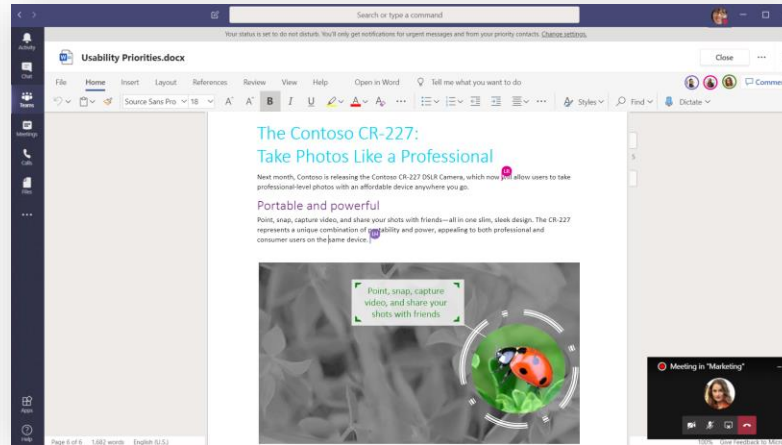


Participate in interactive online meetings with video and chat

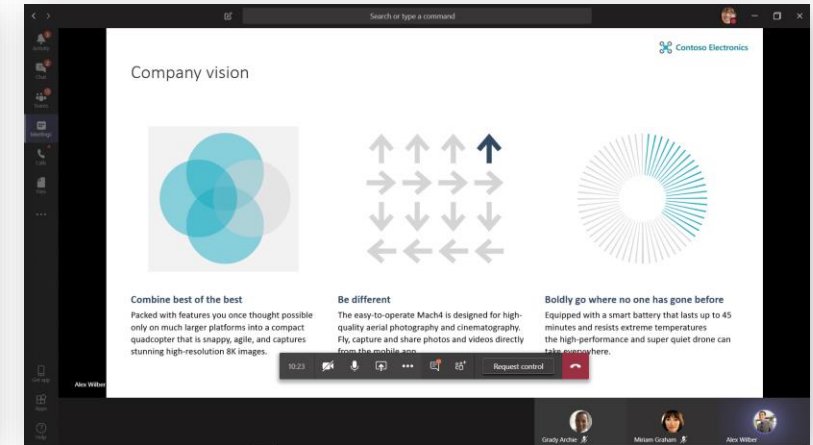
Have a conversation with a colleague or customer



Hold a team update or brainstorming session



Deliver a training workshop



Microsoft Teams Meetings



Connect & communicate with people inside and outside your organization

Meet with up to 250 internal & external participants

Chat and share screens, files, and webcams

Collaborate in real-time on documents & whiteboards

Blur or customize your background, & suppress noise*

Play back meeting recordings and search transcripts

Join your meeting from PC, Mac, web, or mobile devices

Define presenter and attendee roles

Dial in with Audio Conferencing when needed

Follow along with Live Captions

Enterprise grade security, compliance & management

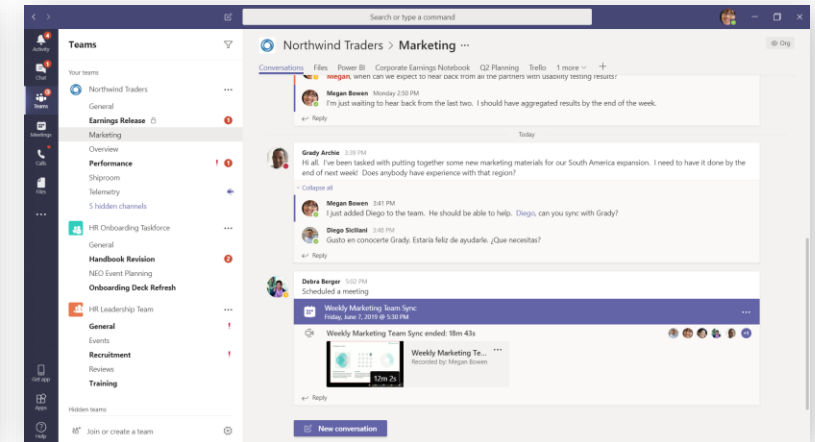
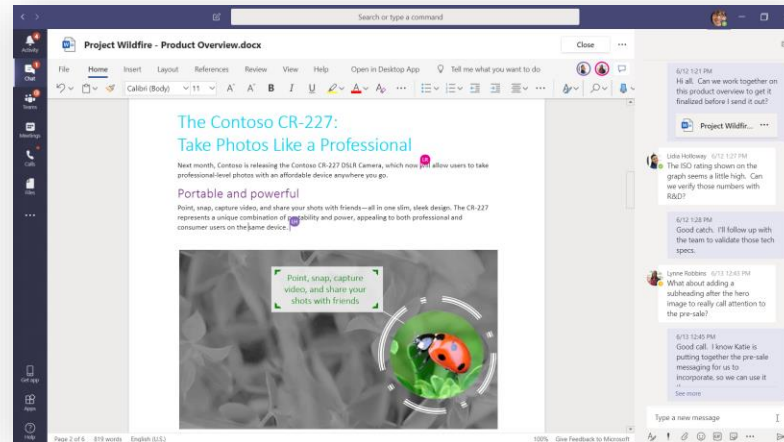
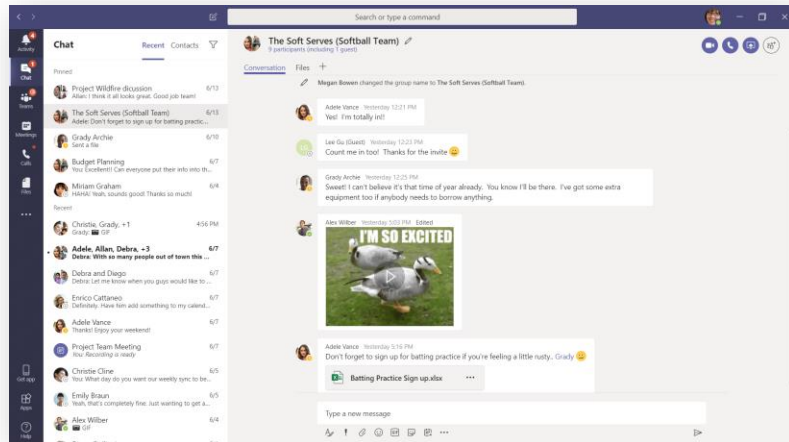
* Feature coming soon

Collaborate with people inside and outside your organization

Do 1:1 and group chats

Co-author files and keep track of the conversation

Organize team projects by channel



Microsoft Teams Chat & Collaboration

Chat and collaborate with people in and outside your organization



Chat with co-workers 1:1 or with large groups

Include GIFs and pictures to build friendly rapport

Translate conversations across languages

Create, read & edit Office documents with your team

Create teams to organize your workstreams or projects

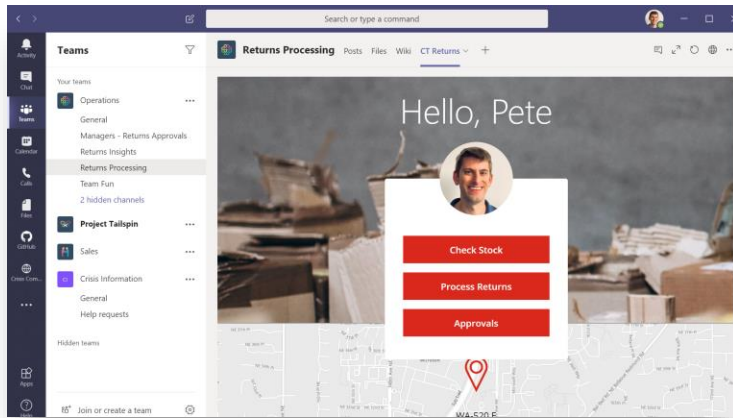
Stay organized by using channels to segment work

Encourage transparency with channel conversations

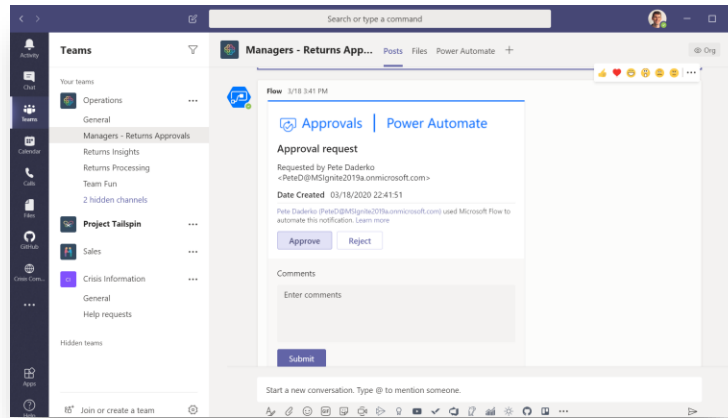
Private channels for sensitive content or conversations

Automate workflows with low-code tools in Microsoft Teams

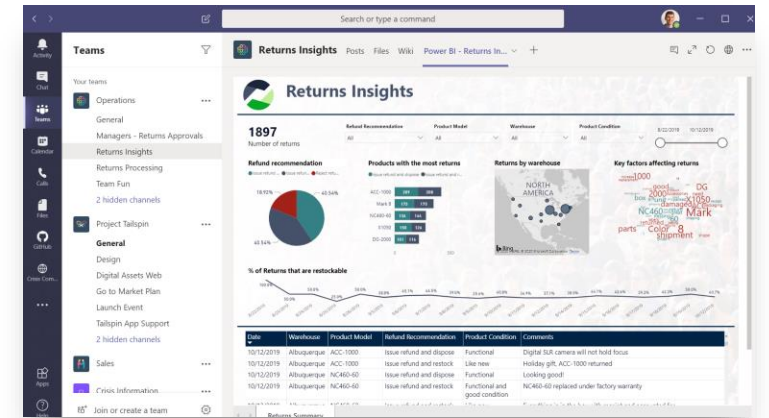
When working remotely, paper processes are hard



Having visibility to activities across teams can be challenging



When working remotely, it's important to have aligned goals



No printer, no problem. Easily streamline processes like inventory management with Power Apps in Microsoft Teams



Now anyone can digitize processes like approvals with Power Automate in Microsoft Teams



Consolidate data, embed dashboards with insights and drive data driven culture with Microsoft Teams

How to roll out Teams and drive adoption

Get Teams ready >



- Use the [Quick Start Guide](#) to learn the Teams basics
- Make sure everyone has access to Teams
- If you already have a subscription, make sure that [Teams is turned on](#) for everyone

Deploy Teams >



- Understand [chat and meetings and audio-conferencing prerequisites](#) to plan your deployment
- [Create your first teams and channels](#) and [onboard](#) early adopters
- Get started with [Power Apps](#)
- [Monitor](#) usage and feedback – understand what's working, what's not

Drive Adoption >



- Inform your users about Teams using the email templates in the [Customer Success Kit](#)
- Share training assets with your end users to help them get started quickly:
 - The [Quick Start Guide](#) to learn the Teams basics
 - The [Short Quick Start Videos](#) for a walkthrough of Teams
 - The [Meetings Videos](#) to learn how to use meetings in Teams



- Attend a live, [interactive workshops](#) designed to help get mid-sized organizations up and running with Teams
- See the full value of Teams Meetings and plan for your deployment with a partner-led [Meetings Workshop](#)
- Read the [Teams admin documentation](#) to learn how to roll out and manage Teams
- Join one of our [online classes](#) to see Teams in action and get your questions answered

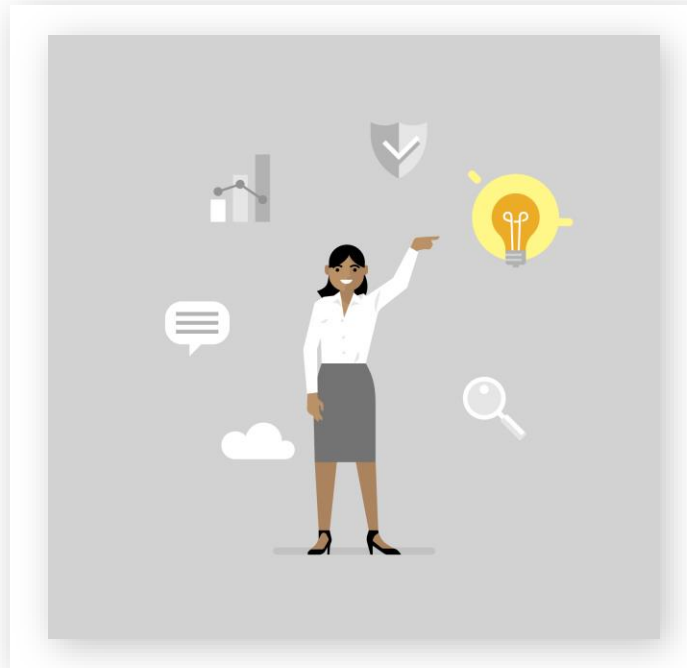
Engage people with virtual events & communications

Engage people with virtual events & communications



Live and on-demand events

Reach any audience across and outside your organization



News & announcements

Keep employees, partners and customers informed and up-to-date



Employee engagement

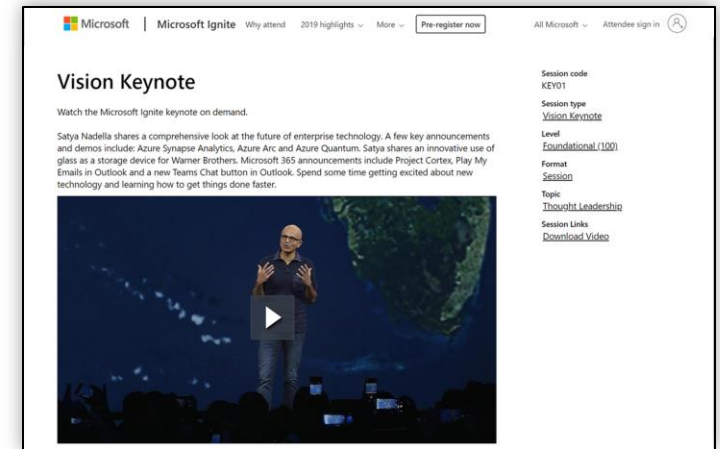
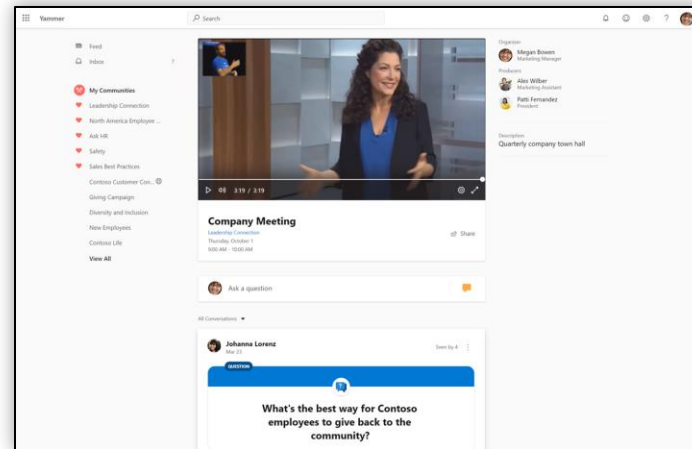
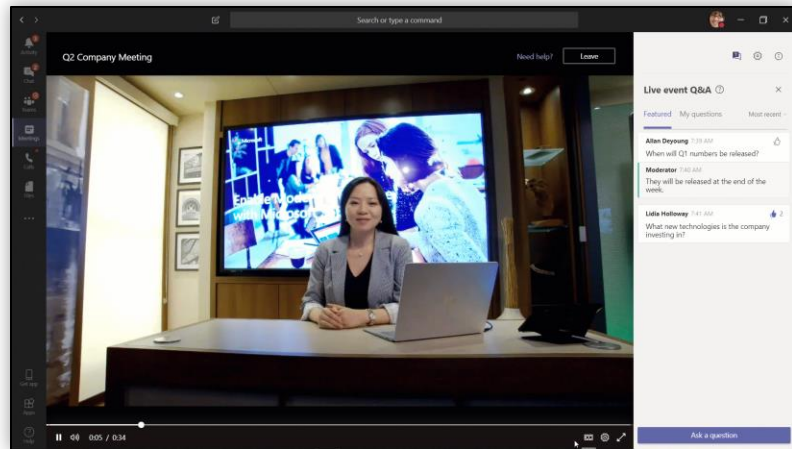
Share vision and foster dialogue to drive change

Virtual events

Deliver training to your customers and partners

Update employees with company meetings

Host your conference online



Microsoft 365 live events



Broadcast your event with video, Q&A and attendee conversation

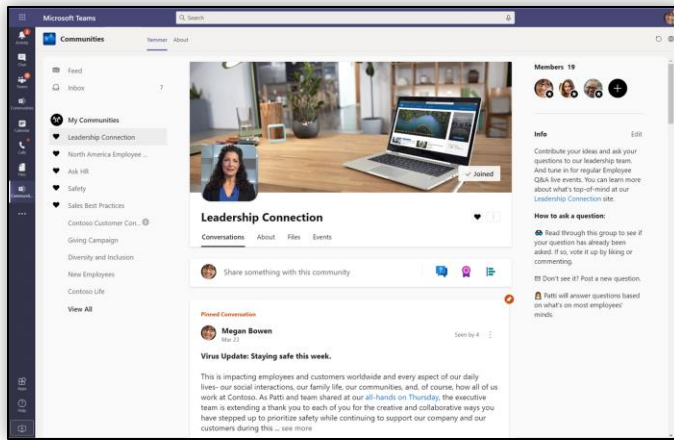
<https://aka.ms/LiveEvents>

Up to 100,000 people can view the live broadcast
Invite people across and outside your organization
Engage your audience with Q&A and conversation
Production options from simple to customized

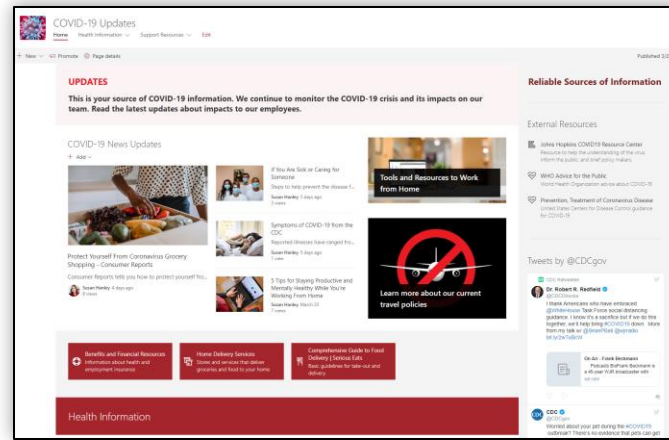
Free live event assistance from Microsoft
Host events in Teams, Yammer or a custom event site
Reach the public through consumer streaming channels
Event recording with automatic transcription & search

Employee communications

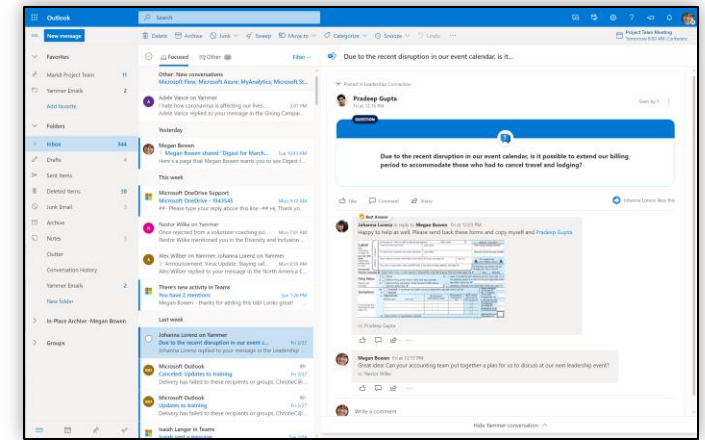
Engage employees to manage change



Keep people informed with news and announcements



Reach people in the apps they use every day



Microsoft 365



Connect and communicate with people across your organization

<https://aka.ms/CompanyCommunications>

Foster two-way dialogue between leaders & employees with open discussions

Create compelling communications with consumer-grade simplicity

Integrate video & content that looks great across devices

Mobile notifications drive attention to critical alerts

Schedule, approve and target communications based on roles, locations

Support your global workforce with multilingual news

Reach everyone, including Firstline **workers**

Next steps with virtual events & communications

Host live & on-demand events



- Visit <https://aka.ms/LiveEvents> to guide your journey
- Read <https://aka.ms/LiveEvents/Blog/MeetingsEvents>
- Contact our Live Events Assistance program <https://aka.ms/LiveEvents/Assistance>

Share news & announcements



- Publish news. Learn more at <https://aka.ms/CompanyCommunications>
- Deploy and customize a news hub <https://aka.ms/SharePoint/Lookbook/News>
- Share video for more authentic messages <https://aka.ms/Stream/Resources>

Engage your organization



- Begin your journey at <https://aka.ms/Yammer/LeadershipConnection>
- Build communities to engage employees <https://aka.ms/Yammer/Resources>
- Read <https://aka.ms/Yammer/Blog/DifficultTimes> to get immediate value



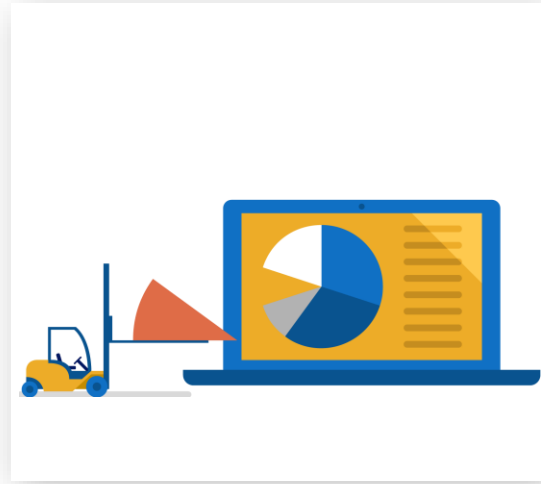
- Host private and public events for up to 100,000 people. Available through July 1, 2020.
- Deploy sites into your tenant from <https://lookbook.microsoft.com>
- * Yammer app for Microsoft Teams available April 2019.

Make Office applications available on any device

Keep your remote workers productive with Office



Help your team
stay productive



Pick up where
they left off



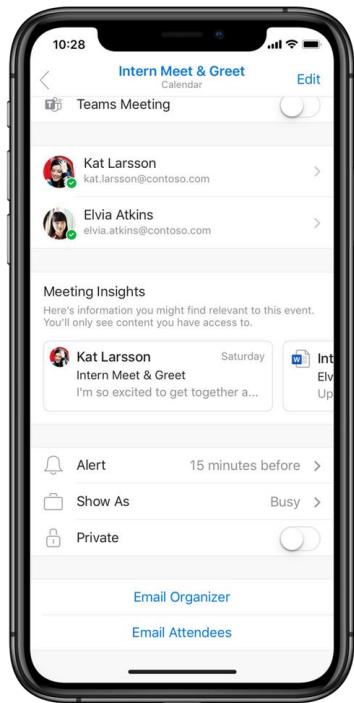
And keep
collaborating



From anywhere,
at any time

Stay connected to the best of Office 365, wherever you are

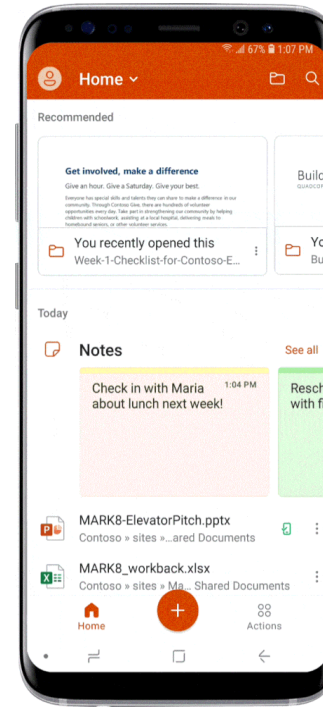
Manage all of your emails, calendar appointments, contacts, alerts, [and more](#) from wherever life takes you



Outlook Mobile

- Manage your time, emails, and alerts from wherever you are
- Save time and keep focus with Scheduling Assistant, Action Cards, and other tools
- Keep collaborating with people-first search, @mention, and people cards

Access Word, Excel, and PowerPoint from [the mobile Office app](#) and accomplish common tasks using the Actions pane



new Office mobile app

- Word, Excel, and PowerPoint in a single app
- New, uniquely mobile capabilities make creating, editing, and collaborating even easier
- Intelligent features simplify common tasks
- A simpler, more powerful Office experience on the go

[Download](#) Outlook mobile for iPhone or Android
Watch [tutorial videos](#) for tips on swiping, meeting availability, file sharing, and more

[Download](#) the new Office mobile app

Next Steps: Productivity apps adoption & guidance

Home PCs



Self-install full-powered Office 365 desktop apps at users' homes or leverage Windows Virtual Desktop

Mobile devices



Help users set up Outlook mobile and Office mobile apps for access to emails, calendar appointments, contacts, documents and more

Browser access



Use Office.com to access Word, Excel, PowerPoint, Outlook, and cloud-based documents from almost any browser
[Support article](#)



- Leverage support from [Microsoft FastTrack](#)
- Learn more about Office web apps and Office.com: [Support article](#)
- Support the business with Outlook and Office mobile apps, web apps, user tips and IT resources in [this blog](#)

Deliver the best virtual desktop experience

How can desktop and app virtualization help with remote work?



Information workers

Keep those needing to work from home productive and secure on any device



Firstline workers

Arm workers needing to share a single zero-trust device or move between multiple devices in a workday/shift



Healthcare, law enforcement, and gov

Provide a complete device experience delivered within regulatory compliance guidelines

Windows Virtual Desktop

The best virtual desktop experience,
delivered on Azure

- + Deliver the only multi-session Windows 10 experience
- + Enable optimizations for Office 365 ProPlus
- + Migrate Windows Server (RDS) desktops and apps
- + Deploy and scale in minutes
- + [Learn More](#)



Windows Virtual Desktop infrastructure & management

Utilizes Azure Active Directory identity and access management service

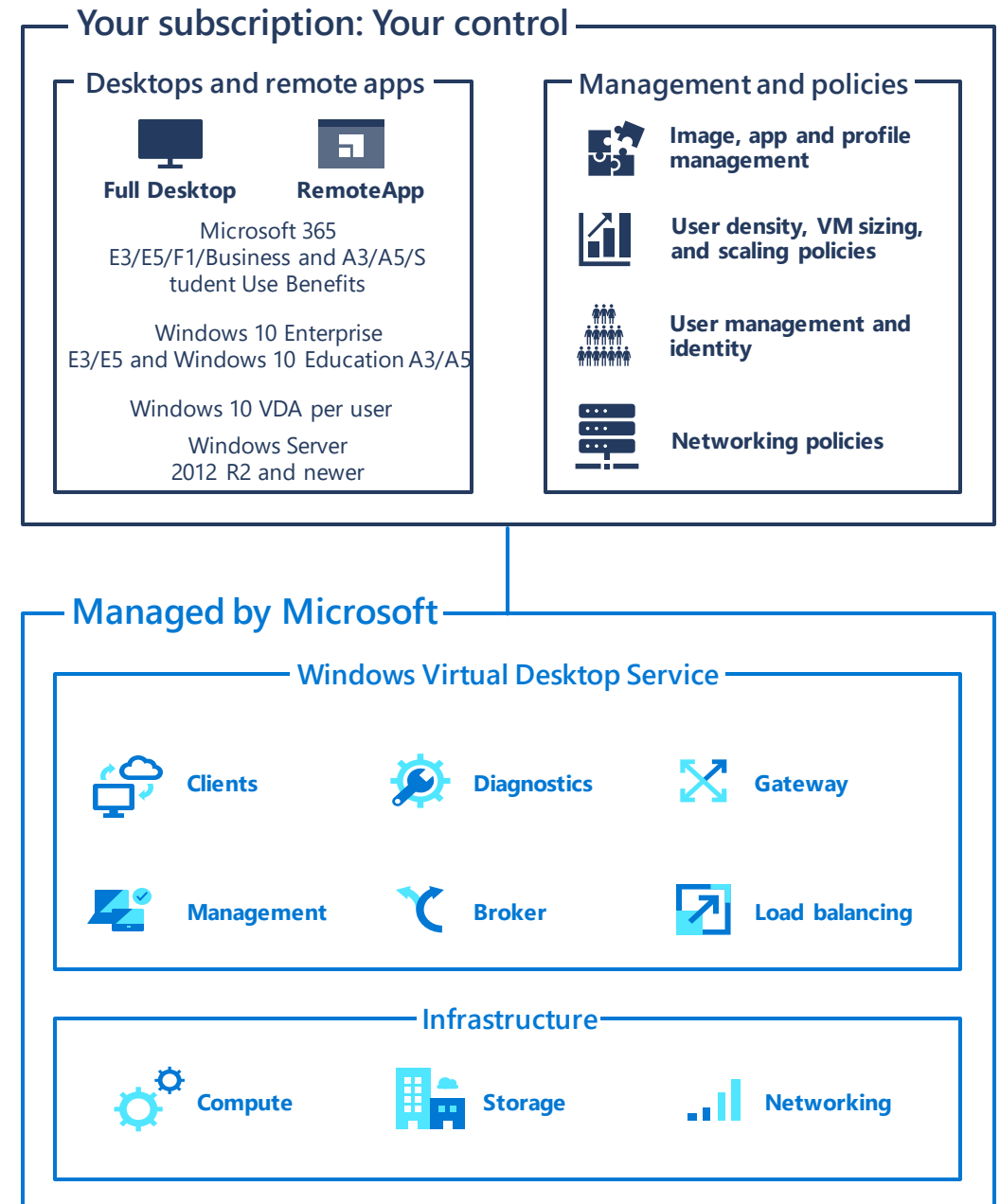
Provides virtualization infrastructure as a managed service

Deploy and manage VMs in Azure subscription

Manage using existing tools like Configuration Manager or Microsoft Intune

Simply connect to on-premises resources

Connect from any device of your choice (Windows, MacOS/iOS, HTML5, Android, Linux)



Desktop virtualization adoption & guidance

Activate your Windows 10 Enterprise E3 license



Activate an existing Windows 10 Enterprise E3 license for your tenant. If you don't have a Windows 10 E3 license, ask your Account team about getting started with a free 6-month trial

Set up an Azure account for use with WVD, Citrix, or VMware deployments



Set up or use an existing Azure AD tenant associated with your Azure subscription or your Office 365 tenant. If you don't have an Azure account, get started with an [Azure free account](#)

Get started with WVD



Visit [technical documentation](#) to get started. If you require connection to on-premises resources, review our documentation for WVD [network considerations](#)

Migrate desktops and apps



Visit the [Azure Migration Center](#) for video guidance on migrating [desktops and apps to Azure](#) using Azure Migrate

Deploy and manage host pools, users, desktops & apps with Azure Portal (public preview mid-April)



Public preview mid-April



- Visit Windows Virtual Desktop [technical documentation](#) to get started.
- For connection to on-premises resources, review our guidance on WVD [network considerations](#)
- Watch the [WVD Virtual Event](#) on demand for step-by-step enablement

Secure remote access to applications

Remote work starts with secure app access



Enable remote access to cloud & on-premises apps without VPN



Simplify discovery of apps for end users



Collaborate with contractors and partners



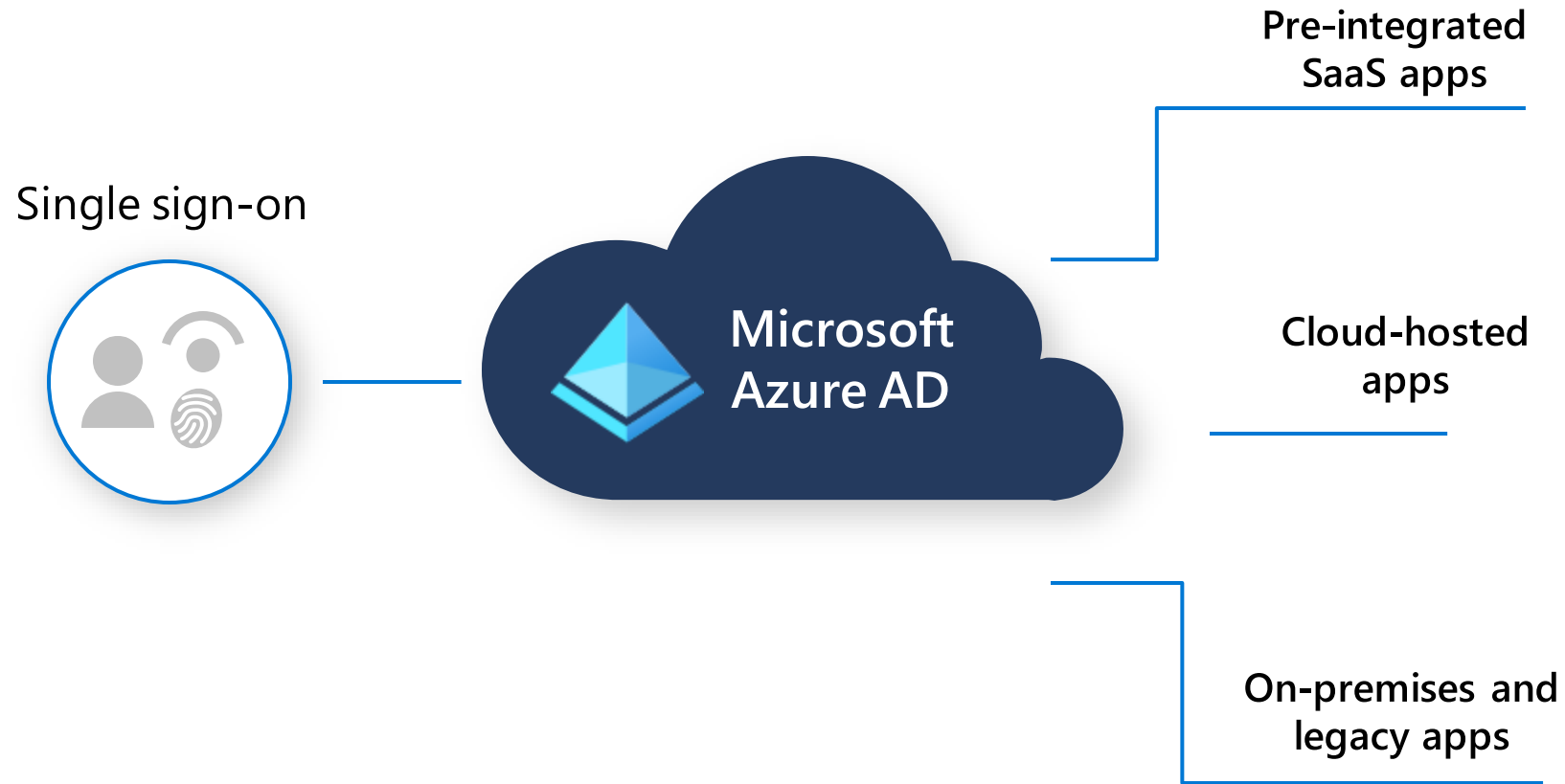
Security controls to protect access to apps



Extend data protection to devices

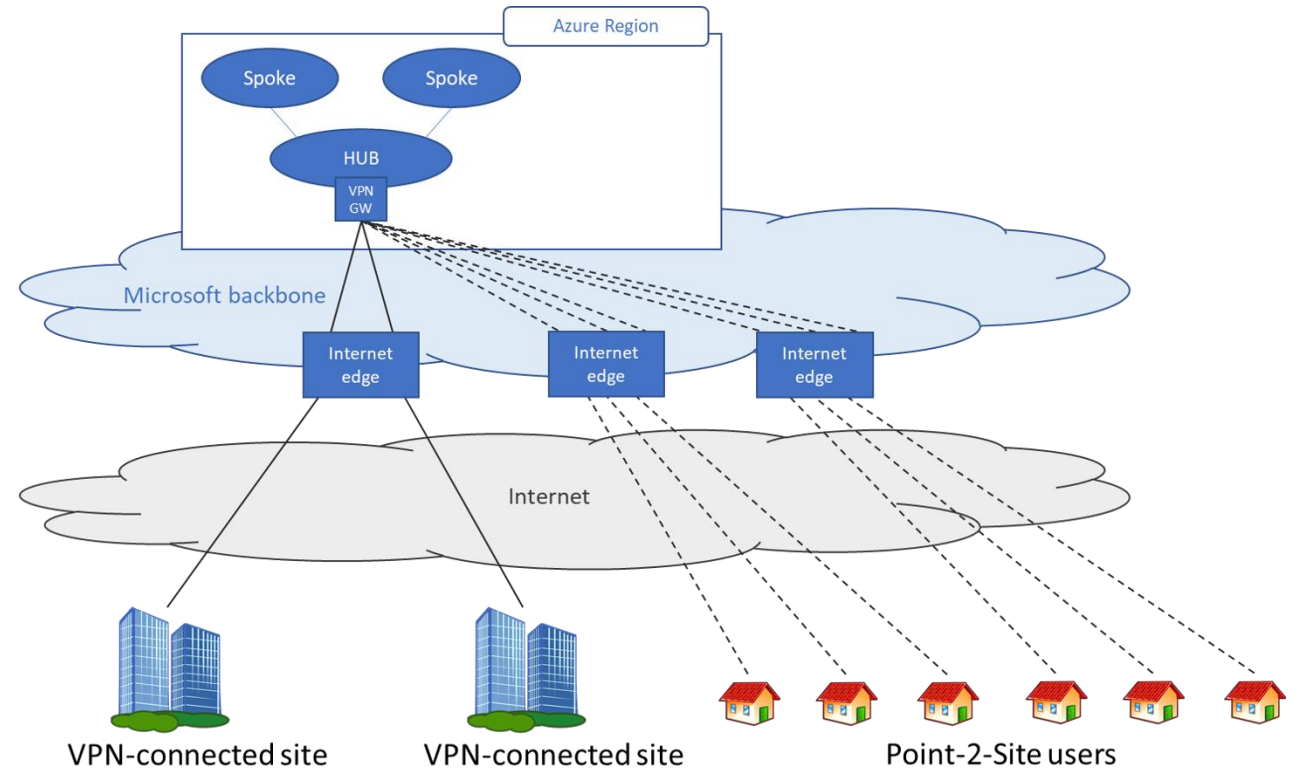
Enable remote access for all apps – no VPN required

Including cloud and on-premises apps



Enable remote work at scale using Azure VPN Gateway

- Support for multiple platforms, protocols and authentication mechanisms
- Can support 10,000 users per gateway with 10 Gbps throughput
- Native Azure AD authentication with support for MFA and Conditional Access*
- Secure network level access to all resources - setup once to access multiple resources
- Access on-prem resources in VPN-connected sites

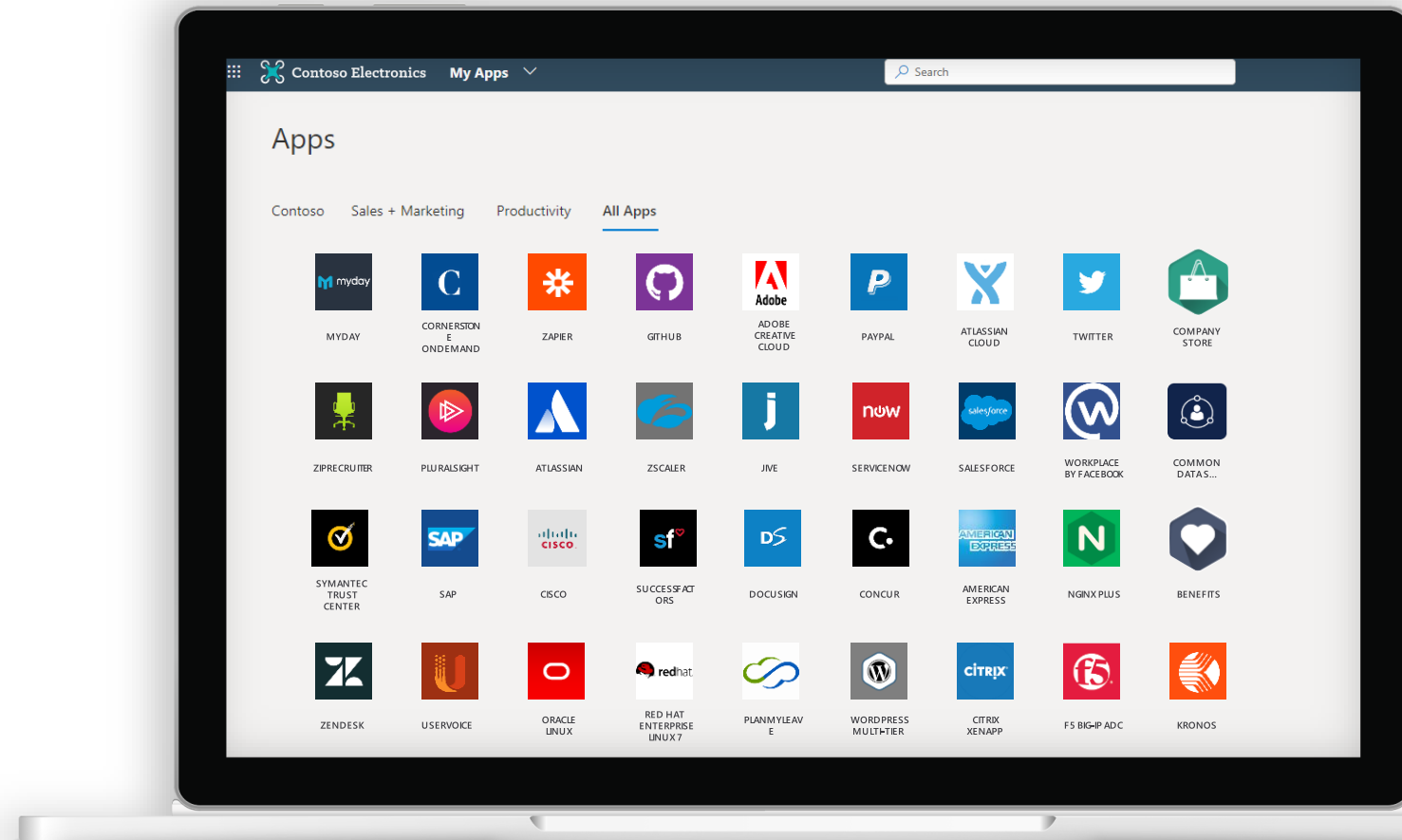


For more information, please visit <https://docs.microsoft.com/en-us/azure/vpn-gateway/work-remotely-support>

* Available only for OpenVPN and Windows 10

Simplify app discovery for end-users

- Streamlined user access to on-premises and custom apps
- Easy management of app credentials and preferences
- App filters and collections
- All apps visible in Office 365 portal



Securely collaborate with any external user for any app



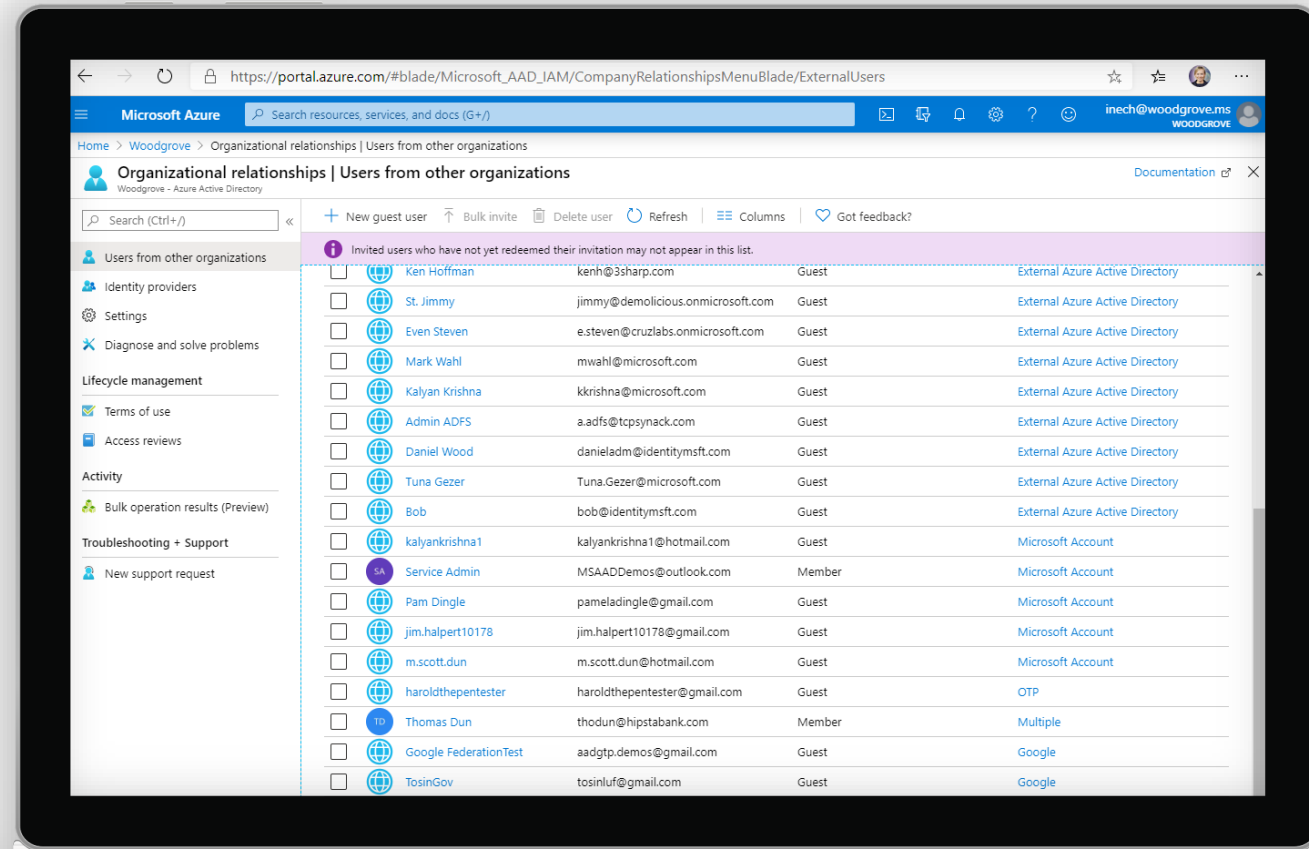
Add partners with accounts in other Azure AD organizations



Add external users with Microsoft account, social IDs, or other Identity Provider accounts

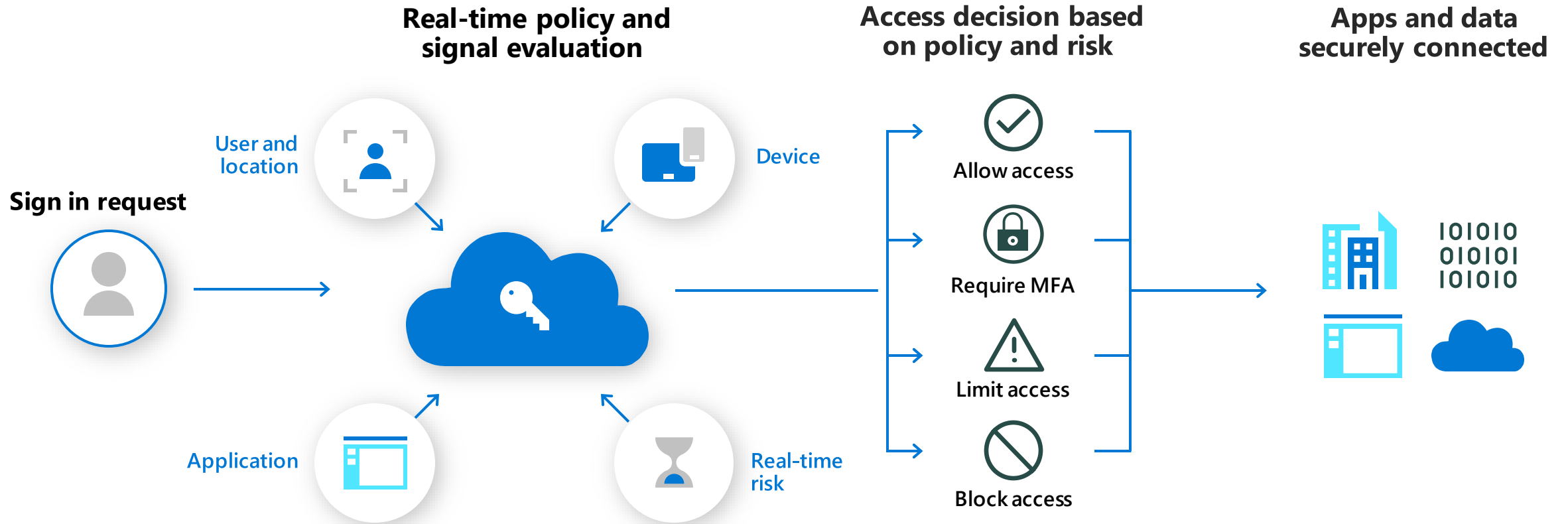


Add external users with non-traditional IDs, including phone and email one-time passcodes



Protect access for any user from anywhere

Apply consistent risk-based policies with Conditional Access

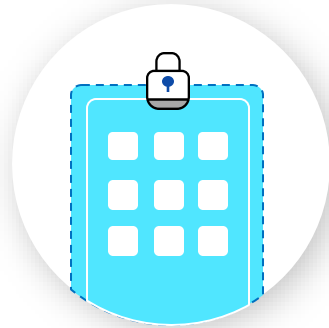


Extend data protection to devices

Mobile Device Management (MDM)

Conditional Access:

Restrict access to managed and compliant devices



Enroll devices for management



Provision settings, certs, profiles



Report & measure device compliance

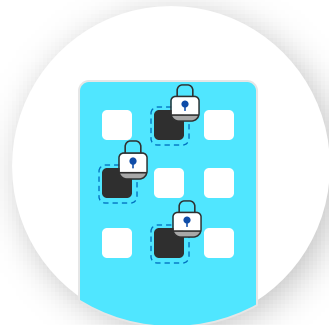


Remove corporate data from devices

Mobile Application Management (MAM)

Conditional Access:

Restrict which apps can be used to access email or files



Publish mobile apps to users



Configure and update apps



Report app inventory & usage



Secure & remove corporate data within mobile apps

Secure remote access adoption & guidance

Cloud apps access
(Microsoft or other)



Connect cloud apps to enable SSO with Azure AD

On-premises web app access



Use Azure AD Secure Hybrid Access

Protect access to apps



Secure with Conditional Access and Identity Protection

Collaborate with your partners



Extend access with Azure AD B2B Collaboration

On-premises identity systems



Connect your on-premises infrastructure to the cloud



- Azure Active Directory Premium P1 Trial. Available through your account team
- Get free remote deployment help with [FastTrack](#)
- Self Serve Deployment Guidance [Wizard](#)

Secure managed & unmanaged devices

How can device management help with remote work?



Information workers

Give users access to the breadth of resources they've always needed to get work done from company-owned and personal devices, securely



Firstline workers

Provision, manage and secure endpoints and access to resources across every device, regardless of where they are



Healthcare, law enforcement, and gov

Enable integration of security baselines and compliance policies within a single management console

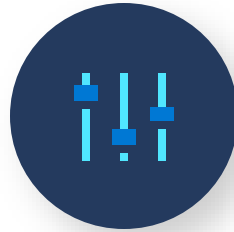
Build a foundation for remote work with Microsoft Endpoint Manager



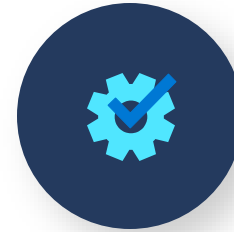
Deploy applications and enable secure access to organizational resources using Conditional Access



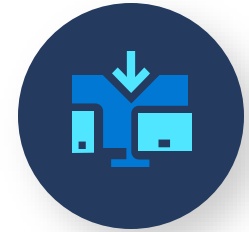
Simplifies securing endpoints with certificate deployment, and remote access policies



Extends ConfigMgr capabilities to better enable Internet-based management



Enables automated, user-direct provisioning across Windows 10, iOS, Android and MacOS endpoints



Provides flexibility for BYOD enrollment of PCs, Macs and Mobile Devices

Microsoft Endpoint Manager key capabilities



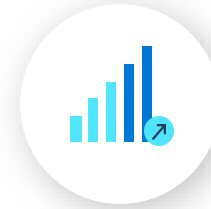
Secure and intelligent

Native integration with cloud-powered security controls and risk-based conditional access for apps and data to ensure remote workers and devices remain secure



Streamlined and flexible

Flexible support for diverse corporate and BYOD scenarios while increasing productivity and collaboration

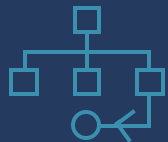


Maximizes Value

Accelerate time to value with fast rollout of services and devices that helps your employees quickly get and stay productive



Intelligent security



Risk-based control



Unified management



Zero touch provisioning



Advanced Analytics



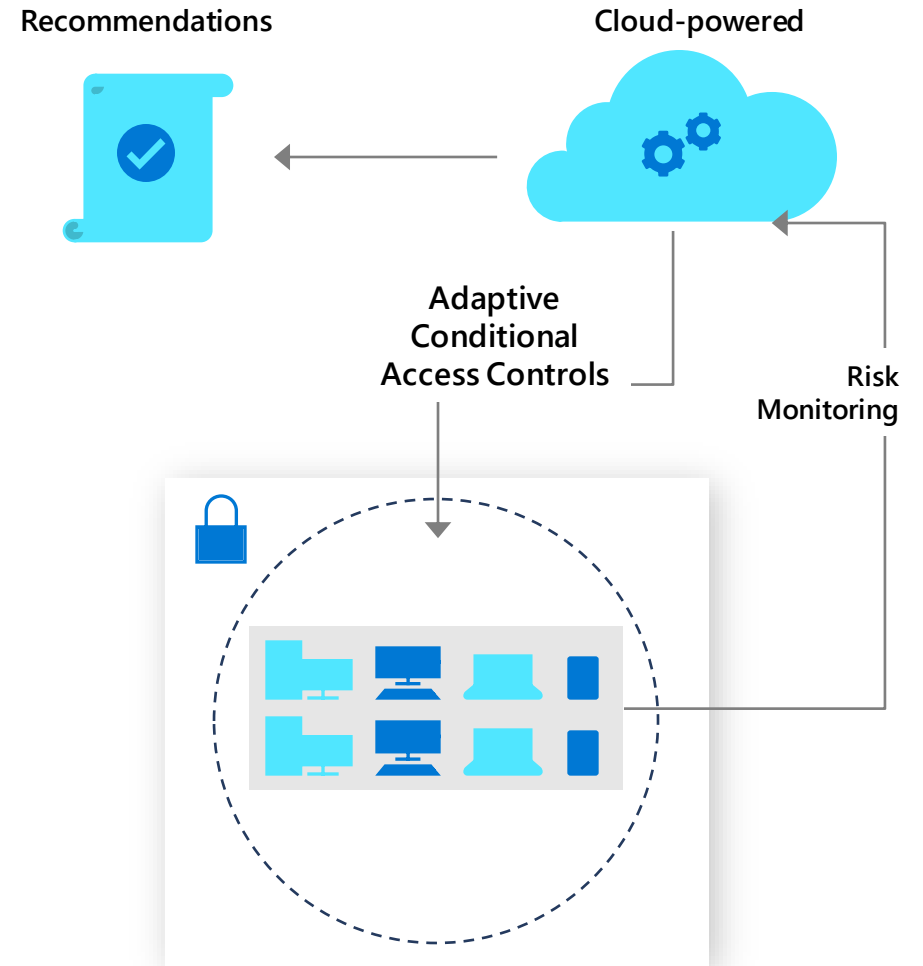
Deep Microsoft 365 integration





Protect your data while ensuring that users can access the content they need, wherever they are

- Safeguard against intellectual property and data loss via modern encryption methods.
- Minimize threats and achieve adaptive conditional access to data based on risk monitoring & real-time risk analysis
- Set-up policies to protect Office 365 data in unmanaged and 3rd party managed scenarios.
- Prioritized lists of vulnerability remediation recommendations based on cloud-powered intelligent security

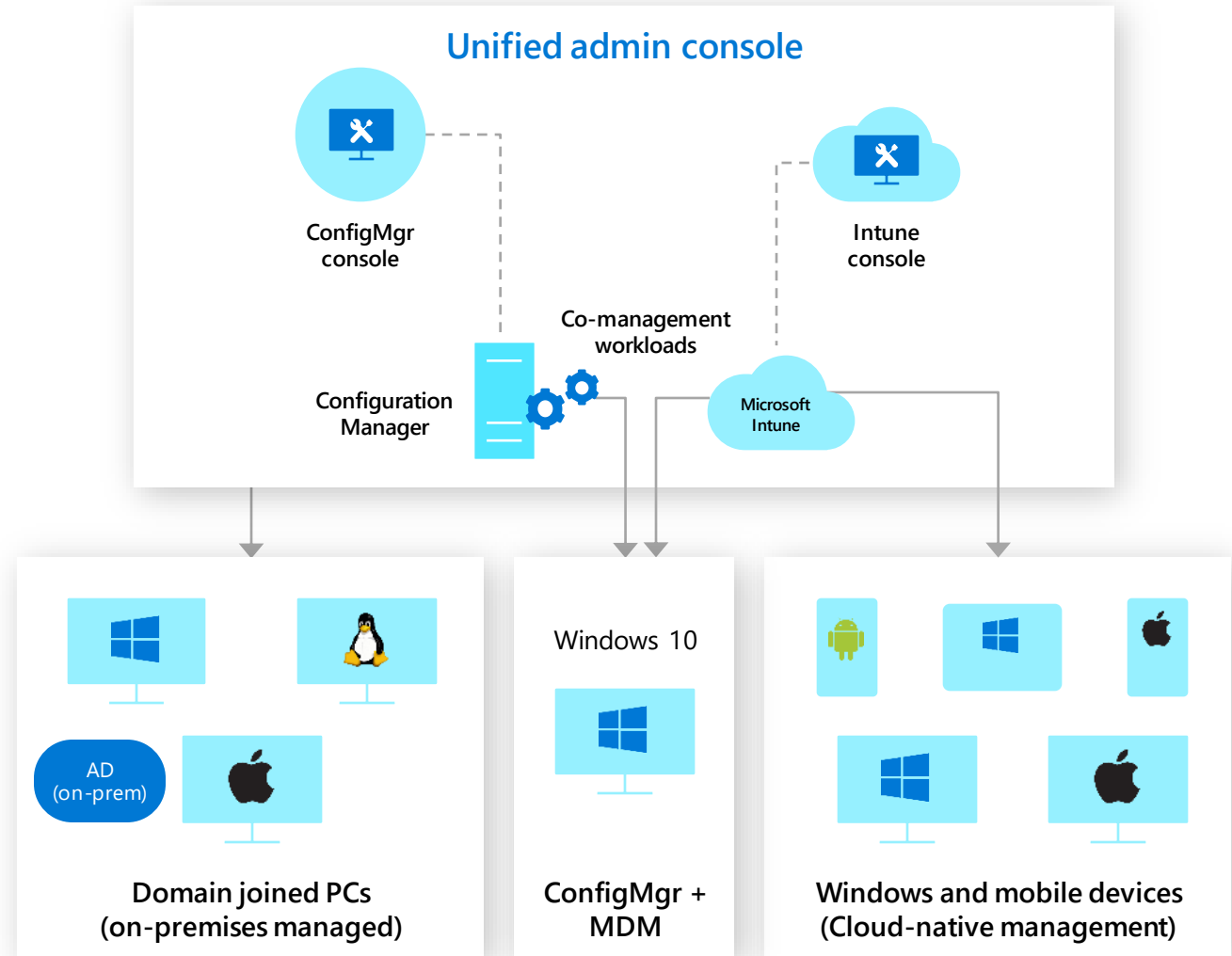




Manage endpoints, protect your data on any device, anywhere

- Manage your PCs, Macs, and mobile devices in one place, anywhere they are
- Manage all your endpoints and apps from a single pane of glass
- Extend on-premises infrastructure with cloud security
- Manage ConfigMgr enrolled PCs over the Internet
- Securely enable BYOD or organizationally-owned endpoints to access resources remotely

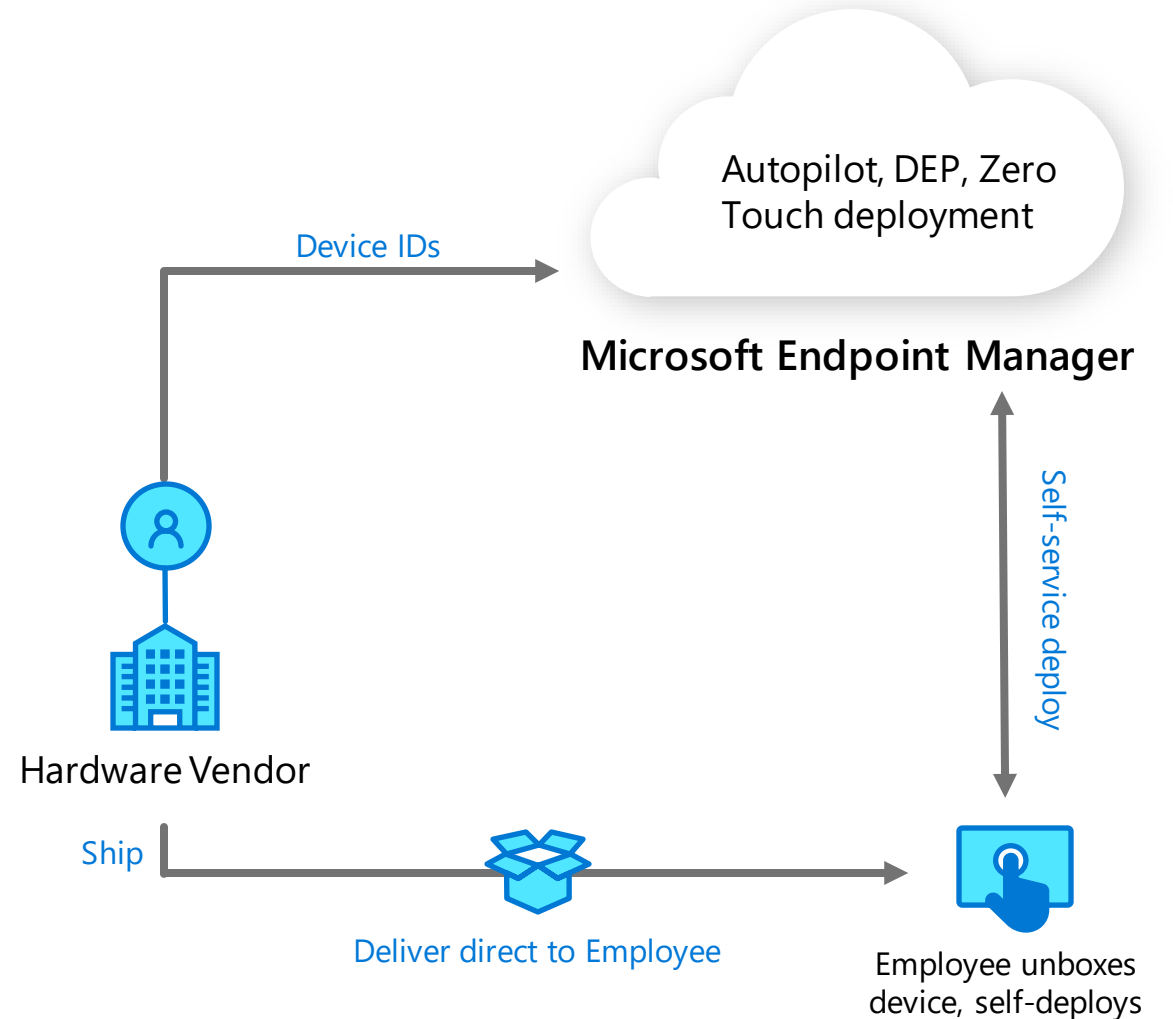
Microsoft Endpoint Manager





Automated Deployment for any device, direct to users

- Drop-ship management-ready devices
- Significant cost and time savings in OS deployment
- Bypass traditional image-based deployment
- Easy new device experience for end-users
- Ongoing ability to do automated provisioning of apps, configurations and user settings



Endpoint management adoption & guidance

Limited or no existing management tools



Go directly to the cloud with Microsoft Intune to manage all your devices and enable remote access

Existing Intune-only management



Move additional endpoints and workloads to cloud management; enable remote access

Microsoft Configuration Manager-only management



Enroll your Configuration Manager devices into Intune to gain cloud intelligence and improved remote management of Windows 10 PCs

Significant, complex existing on-premises infrastructure



Connect your Configuration Manager site to Intune for instant cloud value/improved remote management (tenant attach)



Customers using SCCM can now enable co-management in Microsoft Endpoint Manager by adding Intune for their existing Windows 10 installed base with no additional cost or licensing. Learn more [here](#).



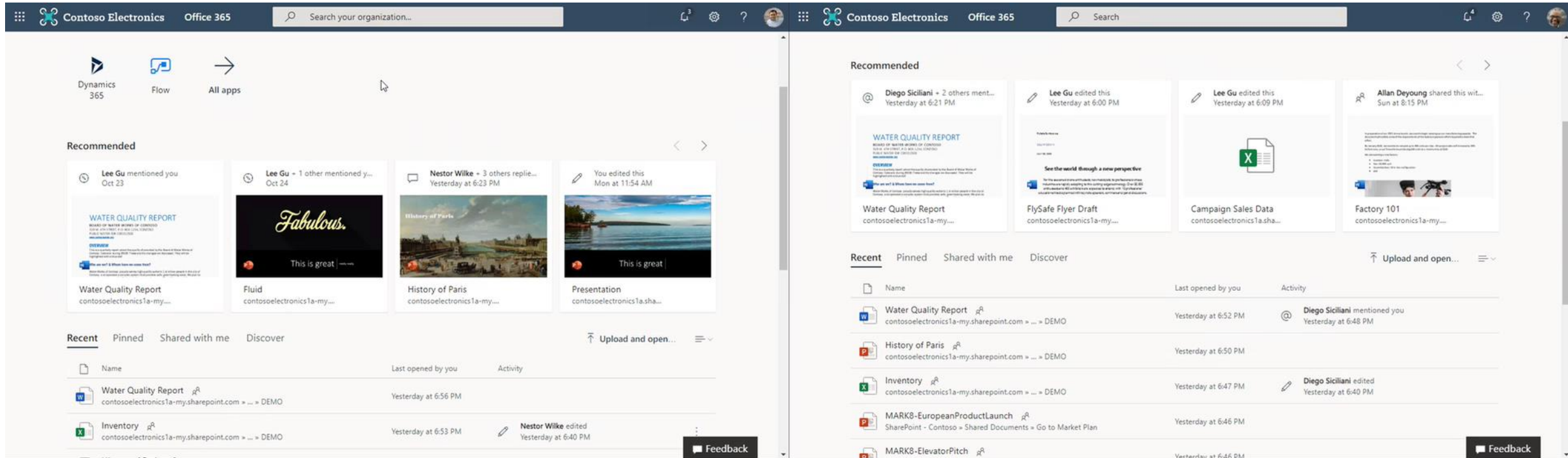
Appendix

**Demos: Make productivity applications
available on any device**

Pick up where you left off and catch up on any changes along the way

The screenshot displays the Microsoft Office 365 interface. At the top, the navigation bar shows 'Contoso Electronics', 'Office 365', and a search bar. Below this, the 'Good morning' section features icons for 'Start new', 'Outlook', 'OneDrive', 'Word', 'Excel', 'PowerPoint', 'OneNote', 'SharePoint', 'Teams', and 'Yammer'. A 'Recommended' section follows, containing four items: a 'Water Quality Report' document, a video titled 'Fluid' with a 'Fabulous.' thumbnail, a 'History of Paris' presentation, and another video titled 'Presentation'. The right side of the interface shows a preview of the 'Water Quality Report' document, which includes the title 'WATER QUALITY REPORT', the organization name 'BOARD OF WATER WORKS OF CONTOSO', and an 'OVERVIEW' section. The bottom status bar indicates 'Page 1 of 6', '1,898 words', and 'Time to Read: 9min'.

Collaborate in real-time in the desktop, online, and mobile Office apps



Collaborate and assign tasks with @mentions in Word, Excel, and PPT

The image displays the Microsoft Office 365 interface. On the left, a Word document titled "Water Quality Report" is open. The document content includes:

WATER QUALITY REPORT

BOARD OF WATER WORKS OF CONTOSO
319 W. 4TH STREET, P.O. BOX 1234, CONTOSO,
PUBLIC WATER ID#: C00151500
www.contosowater.org

OVERVIEW

This is a quarterly report about the quality of provided by the Board of Water Works of Contoso, Colorado during **2019**. These are the changes we discussed. They will be highlighted with a blue dot!

Who are we? & Where have we come from?

Water Works of Contoso proudly serves high quality water to 1.4 million people in the city of Contoso, and operated a complex system that provides safe, great-tasting water. We plan to expand or service, eventually, to include more service areas. The utility is a public agency funded by water rates, new tap fees and the sale of hydropower. Hydropower is the future of power for the world We are trying the most recent information.

At the bottom of the Word window, it shows "Page 1 of 6", "1,898 words", "Time to Read: 9min", and "English (U.S.)".

On the right, the Office 365 home page is visible. It features a "Good morning" greeting, a row of application icons (Outlook, OneDrive, Word, Excel, PowerPoint, OneNote, SharePoint, Teams, Yammer), and a "Recommended" section with four recent activity cards:

- Diego Siciliani + 2 others ment... Yesterday at 6:21 PM
- Lee Gu edited this Yesterday at 6:00 PM
- Lee Gu edited this Yesterday at 6:09 PM
- Allan Deyoung shared this wit... Sun at 8:15 PM

At the bottom of the Office 365 interface, there are navigation options: "Recent", "Pinned", "Shared with me", "Discover", "Upload and open...", and "Feedback".

Collaborate with confidence, using version history and comments

The image displays two side-by-side screenshots of the Microsoft PowerPoint interface, illustrating collaborative editing and commenting. Both screenshots show a presentation titled "History of Paris" with the following content on the current slide:

- Slide 1: "History of Paris" (title slide with a Parisian landscape image)
- Slide 2: "Early History" (text slide)
- Slide 3: "In the 16th century, Paris became the book publishing capital of Europe, though it was shaken by the French Wars of Religion between Catholics and Protestants. In the 18th century, Paris was the centre of the intellectual ferment known as the Enlightenment, and the main stage of the French Revolution from 1789, which is remembered every year on the 14th of July." (text slide with a red border and a blue "NW" comment icon)
- Slide 4: "The French Revolution" (text slide with a Parisian street scene image)

The main content area of the slide in both screenshots features a large, semi-circular image of a Parisian street scene. The left screenshot shows the user "Diego Siciliani" with a comment: "Nestor Wilke - were we going to use the other picture? can't remember." The right screenshot shows the user "Nestor Wilke" replying: "this is the correct picture." The interface includes the standard PowerPoint ribbon (File, Home, Insert, Design, Transitions, Animations, Slide Show, Review) and a "Comments" pane on the right side of the slide.

**Deliver productive desktop environments
with virtualization**

How to license Windows Virtual Desktop

Windows Virtual Desktop Licensing Requirements



Client

Customers are eligible to access Windows 10 single and multi-session and Windows 7 with Windows Virtual Desktop if they have one of the following licenses:*

Microsoft 365 E3/E5

Microsoft 365 A3/A5/
Student Use Benefits

Microsoft 365 F1

Microsoft 365 Business

Windows 10 Enterprise E3/E5

Windows 10 Education A3/A5

Windows 10 VDA per user



Server

Customers are eligible to access server workloads with Windows Virtual Desktop if they have one of the following licenses:

RDS CAL license with active
Software Assurance

* Customers can access Windows Virtual Desktop from their non-Windows Pro endpoints if they have a Microsoft 365 E3/E5/F1, Microsoft 365 A3/A5, or Windows 10 VDA per user license.