

Resetting a new tenant's Global Admin password

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A common query raised to us when creating a new tenant via CORE is where exactly the global admin credentials for the tenant can be found. To find these details, log in as the customer and go the Office 365 tab - at which point you'll get the view as per below;

Office 365

Microsoft Tenant
hello5539292.onmicrosoft.com
ce94059e9d6-4279-9020-896246524ee4

LOG IN

ADMINISTRATION

Linked Domains
hello5539292.onmicrosoft.com

Purchased 1 subscription Users Synced Feb 4, 2020, 1:19 PM

MANAGE SYNC USERS ▼

LICENSES

1 / 1 User License(s) Assigned

MANAGE

Office 365 Users

Here are your Office 365 cloud users (the users of your Microsoft account). You can link them with or unlink them from users of your control panel.

ADD NEW USERS REASSIGN USER LICENSES

MICROSOFT USER Microsoft User ID	OFFICE 365 STATUS	ASSIGNED LICENSES	OFFICE 365 ROLE	LOCAL USER Local User Login	ACTIONS
Rebecca Cloke testuser123@hello5539292.onmicrosoft.com	Active		Company Administrator		ACTIONS ▼
Rebecca Cloke	Not Activated	Office 365 F1	User	Rebecca Cloke Northwind	ACTIONS ▼

Under Office 365 Users, you should see one particular user which has the role of Company Administrator - this will be the default global admin. If needed, the password can be reset by clicking on **Actions** and then **Reset Password**.