



# **ODM Account Recommendations for Partners**

Explanation & Guide

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## Introduction

This document provides recommendations for partners to create an Exchange distribution group and use the group's email address to hold the subscription license for a single migration project in **Quest On Demand**. The purpose is to avoid using a live user's email address or sharing the same subscription license on migration projects for different customers.

## Basic Steps

1. Create an Exchange distribution group to contain project team members for each unique customer migration project.
2. Use the distribution group's unique email address for the Quest Order contact and it will be the holder for a unique subscription license.
3. Submit the Quest Order form and wait for the license subscription to be applied to the group's unique email address.
4. Create a new organization in **Quest On Demand** for each unique customer migration project.
5. Add the group's unique email address (subscription license holder) to the new organization.
6. The sharing of the subscription license must be approved by someone in the distribution group. An email is sent to the distribution group's email address requesting approval; but does not require ODM sign in.

## Contact and Holder for Subscription License

One email address is used as the point of contact (POC) on the Quest order. This email address should be unique for each Quest order because it will also be the subscription license holder.

Exchange distribution groups allow users to send an email to a single address and then have that message automatically delivered to a group of people. Quest recommends that the partner:

- create a mail-enabled distribution group and use the group's email address as the contact and
- add key project members to the distribution group so that they will receive all notifications.

Thus, emails sent to the contact email address for order issues and ODM platform notifications will be distributed to the members listed in the distribution group.

The contact email address should be provided to Quest in the **Contact** field in the Quest Order form for the purpose of holding the subscription license. The contact email address should also be identified in the **Description** field of the Quest order as the "Send licensing information to" email address.

Description
Partner purchase of Quest On Demand Software license by user basis for NNN users. Send licensing information to <a href="mailto:contact_user@partner.com">contact_user@partner.com</a> , this is to pay up front. This is for Final Customer O365 Tenant to tenant migration.

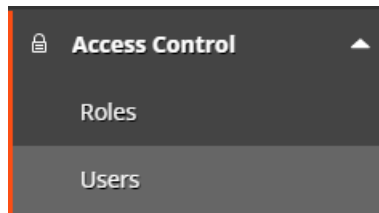
## Sign into Quest On Demand

Use a user account that you can sign into **Quest On Demand** (<https://quest-on-demand.com/>). This user account represents a real user on a migration team.

### New Sign On Creates New Organization

If this is a new sign on, the user account will be the **On Demand Administrator** of a new organization.

In **Quest On Demand**, go to **Access Control \ Users**.



The **Organization Users** screen is displayed.

Organization Users	
User name	Role
ODM_owner@partner.com	On Demand Administrator

### Sign On to Existing Organization

If this is not a new sign on into **Quest On Demand**, the user will belong to one or more organizations in **Quest On Demand** based on being added to organizations by another **On Demand Administrator** account. The user will have roles assigned in each organization by an **On Demand Administrator**.

## Creating an Organization for Each Migration Project

Each organization in **Quest On Demand** should represent a unique customer migration project. A user will be able to create new organizations after they have signed into **Quest On Demand**.

**CREATE NEW ORGANIZATION**

The new organization requires a name and a deployment region. It is important to create the organization in a region that is closest to your M365 tenant data location.

Fill in the fields to create a new organization. Select the deployment region that contains the data location of your Microsoft 365 tenant or the region that is closest to the data location. [LEARN MORE](#).

To connect to an existing organization created by another user, ensure the user added your email address under Access Control | Users.

Organization Name:

Deployment Region:

Select the region that contains or is closest to your Microsoft 365 tenant data location.

CREATE ORGANIZATION

CANCEL

Users can be added to one or more ODM organizations and assigned the applicable roles. Adding these users in the organization's **Access Control** will not add the subscription licenses they hold to the organization.

**IMPORTANT:** The users in ODM should not hold or have subscription licenses assigned. If they do, these license subscriptions should be removed with the help of Quest (contact Sydney Curtis). If required, the licenses can be assigned to another email address (e.g. distribution group email address).

## Adding the Subscription License to an Organization

An organization should have only one unique subscription license. The subscription license is added in the shared subscriptions screen by entering the Contact email address that holds the subscription license (e.g. distribution group email address) – listed on the Quest Order form.

Settings ⓘ

ACTIVITY TRAIL

NOTIFICATIONS

**SUBSCRIPTIONS**

### Request User Subscriptions Share Permission

[← BACK TO SUBSCRIPTIONS](#)

Quest On Demand subscriptions are associated with an email address. You can request permission to share any subscriptions associated with an email address with this organization. To send the request, enter the email address in the field below and click

REQUEST.

REQUEST

**Note:** The initial trial subscription license does not need to be removed. The subscription license that is added to the organization via **ODM Shared Subscriptions** will override the trial subscription license.

If more than one subscription license appears in **ODM Shared Subscriptions**, one subscription will be used up before the next one is used. Shared subscriptions appear on the **Settings \ Subscriptions \ Shared Subscriptions** screen.

Subscription Owners		
User name ↑	Subscription sharing	Action
[redacted]@.com	● Active	⋮

1 Users

## Summary

Follow the basic steps to properly setup distribution group, email address to hold the subscription license, create an organization in **Quest On Demand**, and add the subscription license.

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Where Next Meets Now.

