What Is Customer Lockbox In Office 365?

(Article by Vignesh Ganesan - a Technology Solutions Professional for Modern Workplace at Microsoft)

"Customer Lockbox" – This terminology was something new to me until I heard it at Microsoft Tech Summit this year. There was a session which I was attending on Office 365 and the speaker was talking about this feature. Sadly, only a few folks in the room were aware of it and I was one among those who hadn't heard that term before.

Anyway, now that I'm aware of it, I decided to write an article on it so that my readers will get to understand about this cool feature in Office 365 and they can start using it in their Office 365 tenants.

So what is Customer Lockbox?

To put it in simple words, it's a feature that's available in Office 365 to ensure that there's zero interaction by Microsoft on your contents that's saved in Office 365 (i.e. SharePoint Online, Exchange Online, Skype for Business Online etc...)

Roughly around couple of years back Microsoft had come up with this feature to maximize data security and privacy for Office 365 customers by ensuring that there's zero interaction with the customer's content by Microsoft engineers.

Almost all the service operations performed by Microsoft are either fully automated so there is no human interaction, or the human involvement is abstracted away from the customer's content that's stored in Office 365.

Only during some circumstances where something is broken in your tenant and you raise a support case for that, Microsoft engineers access your content to fix it. So with this feature, Microsoft enforces access control through multiple levels of approval, providing just-in-time access with limited and time-bound authorization. In addition to that, all access control activities performed by the Microsoft engineer does gets logged and audited.

The below mentioned image depicts the complete approval process



So with this feature, Microsoft has given their assurance to its customers that their content will not be accessed by Microsoft employees without their explicit approval. It brings customers into

the access approval process, requiring the customer to provide explicit approval of access to their content by a Microsoft employee for service operations.



Now that we have understood about this feature, let's take a look on how this complete process works

Let's consider a scenario wherein something is broken in SharePoint Online or Exchange Online and you raised a support case for that. The engineer, upon reviewing your request, feels that he/she might need access to your Exchange/SharePoint Online content to fix it .So this is how the process flows when you have Customer Lockbox turned on in your tenant.

1. Administrators in the customer's Office 365 environment are notified via email that there is a request for access, as shown in the image below.

⊕ New v	Categories 🗸		9 Undo
Inbox	All 🗸	your approval	,
Today	1	lackbox@microcoft.com	⊅ Reply all I ¥
lockbox@microsoft.com A data access request is pending your approval	12:30 PM	To: John Doe: Chang Kawa 8	Wed 11/4/2015 12:30 PM
		This message was sent with high importance.	
Microsoft Online Services Team View your Office 365 Enterprise E4 billing statement Your billing statement is ready. Sign in now to review your statement. View this email in you	n 130 AM	O365 DATA ACCESS REQUEST	Attention Required
Last month			
Microsoft Online Services Team View your Office 365 Enterprise E4 billing statement Your billing statement is ready. Sign in now to review your statement. View this email in your Older	10/1/2015	SERVICE CHANGE REQUEST A data access request is pending your appro- approved in a timely manner it could advers service. Please login to the Exchange Admin Center	val. If this request is not ely impact your level of to approve this request.
Microsoft Online Services Team wy your Office 365 Enterprise E4 billing statement or billing statement is ready. Sign in now to review your statement. View this email in you	9/1/2015	REQUEST INFORMATION Preduct Exchange Service Request # DSR359423 Request ID b?883064459-4716-995-6895 Yeard bickhor complete and compl	31036743
Acrosoft Online Services Team		Requestor Microsoft Engineer Reason Troubleshoot service issue	
er your Office 365 Enterprise E4 billing statement or billing statement is ready. Sign in now to review your statement. View this email in your statement is ready.	8/1/2015	Create Time 11/4/2015 8:20:38 PM Duration 04:00:00 hours Expires 11/5/2015 8:30:41 AM UTC	
porter@exchangelabs.com	1		

2. In addition to this, the Office 365 Admin Center portal will also display requests that have been submitted to the customer for approval, as shown in the image below.

Office 365 admin center 《							Contoso Corp (Edit)
Search users, admin tasks ar $ \rho $	New Admin Cente	r coming soon—get a :	sneek peek 🔛	Watch the	video 🖂		
DASHBOARD SETUP USERS COMPANY PROFILE INPORT CONTACTS SHARED MALEORES MEETING ROOMS	Welcome to Office 365 Developer Pack! Build Apps on the developer site. Download the latest version of Office. Learn how to build apps. The Watch the video to get started quickly Service overview						admin shi Reset user pa Add new user Assign user 8 Download so Office 365 / Text me the Standard mesor
GROUPS DOMAINS PUBLIC WEBSITE BILLINS DISTRIBUTE DALIBRICS	Service health 1 issue Data access requests 1 Data access requests	Reference Number EXSR359423	Requested Date (UTC) 11/4/2015 8:20:38 PM	Reason Troubleshoot issues impacting the customer's	Action Status Pending	Action Approve Reject	Add-Ins fi
SERVICE SETTINGS REPORTS SERVICE HEALTH SUPPORT	Service requests 10 open service requests Mail protection	View details and histor	y	service			from the Offs

3. You, as an Office 365 administrator, can approve or reject Customer Lockbox requests. Check the image below where you get the option to approve or reject a request.

III Office 365						
Office 365 admin center «	1					
Search users, admin tasks and ρ						
	Welcome to Office 365 Enterprise!					
DASHBOARD	Watch the video to get an overview					
SETUP	Set up your services					
► USERS	Download the latest version of Office					
COMPANY PROFILE	Get information on Yammer					
IMPORT						
CONTACTS	Watch the video to get started quickly					
SHARED MAILBOXES						
MEETING ROOMS						
GROUPS	Service overview					
DOMAINS						
PUBLIC WEBSITE	Service health	REFERENCE NUMBER RE	QUESTED DATE	REASON	ACTION STATUS	ACTION
▶ BULING	1 osue	EX583015678 1	1/10/2014	Fix the tenant data comption issue	Pandras O	Annual Deced
EXTERNAL SHARING	Data access requests				indig U	CARLOR DEPA
▶ SERVICE SETTINGS	1 request(s) pending	View details and history				
REPORTS						
A SERVICE HEALTH	Service requests					
Service Health	No open service requests					
Planned Maintenance	Maria Maria					
10,0000	Message center					
A SUTTON	a new meanages in one past / onlys					
Service Requests	Included services					
an the registed						
PURCHASE SERVICES						
MESSAGE CENTER						
100LS						
# ADMIN						

4. Microsoft can only proceed following approval of a Customer Lockbox request. See the image below where the customer has approved a request by the engineer.



5. If a customer rejects a Customer Lockbox request, no access to customer content will occur.

Note

Customer Lockbox requests have a default lifetime of 12 hours after which they expire. Expired requests do not result in access to customer content.

Enabling Customer Lockbox in the Office 365 admin center

- 1. Sign in to Office 365 admin center
- 2. Go to the Office 365 admin center.
- 3. Navigate to Settings > Security & privacy and scroll to locate Customer Lockbox

=	Office 365 Admin cente	r		\$	•	?	Vignesh Ganesan 👘
	< 1	Home > Security & privacy					SP Tech World
۵	Home			_			
8	users 🗸	Password policy Set the password policy for all users in your organization.	0	Edit			
۶Å	Groups 🗸	Days before passwords expire	730				
-6	Resources V	Days before a user is notified about expiration	14				
	Billing Y	Customer Lockbox	0	Edit			
0	Support ~	Set requirements for data access	-				ſ
۲	Settings	Require approval for all data access requests	Off				
	Services & add-ins						
	Security & privacy	Charing			ctivate		
	Domains	Juning		ede c	in to Setti	nos tou	activate Windows

4. Click Edit and move the toggle on or off to turn lockbox requests on or off.



Approve or deny a Customer Lockbox request in the Office 365 Admin Center

1. Sign in and go to the Office 365 Admin Center.

2. Navigate to Settings > Support > Service requests.

Service overview					
Service health	Reference number	Date requested (UTC)	Reason	Action Status	Action
1 issue Customer Lockbox requests 5 Customer Lockbox requests	EXSR359123	11/30/2015 9:02:47 PM	Troubleshoot issues impacting the customer's service	Pending	Approve Deny
Service requests No open service requests Mail protection	EXSR359123	11/30/2015 9:02:47 PM	Troubleshoot issues impacting the customer's service	Pending	Approve Deny
s messages received, 0 processed by hitening. Message center 1 new message in the past 7 days Included services	EXSR359123	11/30/2015 8:56:37 PM	Troubleshoot issues impacting the customer's service	Pending	Approve Deny
	EXSR359123	11/30/2015 8:54:10 PM	Troubleshoot issues impacting the customer's service	Pending	Approve Deny
	EXSR359123	11/30/2015 8:51:06 PM	Troubleshoot issues impacting the customer's service	Pending	Approve Deny
View details and history					

- Select a customer lockbox request, and then select "Approve" or "Reject".
 This is how the view looks in the new Office 365 Admin Center. Check the image below.



How to get Customer Lockbox for Office 365?

Customer Lockbox for Office 365 will be available as part of a new premium Office 365 Enterprise Suite called E5.