Microsoft 365 outage: first-hour checklist

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Use the routes agreed in your continuity plan. This checklist does not replace your service agreement or provide a recovery-time guarantee.

1. Check the saved official Microsoft service-health page and report your business impact.
2. Tell staff using an agreed route that does not depend on Microsoft 365.
3. Switch calls and essential messaging to the fallback you have already tested.
4. Use your approved independent backup portal for available files and recent email.
5. Use the email-filter portal for incoming mail only where that access is configured.
6. Record interrupted work, temporary records, decisions and the next update time.
7. Avoid unexpected sign-in links, unapproved tools and unnecessary reinstalls.
8. When service returns, reconcile records and remove temporary access.

Before an outage: keep these details available without your main cloud sign-in.

Approved response lead / deputy: _____

Independent staff contact route: _____

Location of approved portal addresses: _____

Portal access and reply capability depend on your agreed services. Backup and account monitoring do not restore Microsoft's infrastructure.

Support: Monday to Friday, 08:30 to 17:30, excluding UK bank holidays.

Out of hours: follow the emergency instructions in your agreement.

Full guide: https://cloudss.co.uk/microsoft-365-outage-plan