



Technical Rating:

[Support](#)

[Print This Page](#)

[Add to 'My Library'](#)

How to unfederate your Microsoft 365 domain from RM Unify

Published Date : 25 Mar 2013 Last Updated : 10 Apr 2024 Content Ref: TEC3229605

Operating System (none)

Part No (none)

Summary Details how you can remove the link between your RM Unify establishment and your Microsoft 365 domain.

:: Symptoms

You want to unfederate your Microsoft® 365™ domain from RM Unify.

RM Cloud Service Delivery can assist you with your Microsoft 365 unfederation. For further information, please speak to your Sales representative on 01235 645 316 or email getintouch@rm.com, quoting this article.

Please note: If you do not have a current RM Unify support contract, you will **not** be eligible for support from the RM Cloud Support team. Therefore, it is highly recommended that you request the unfederation service from the RM Cloud Delivery team as above.

:: Cause

If you are considering **temporarily** unfederating in an attempt to resolve an issue you may be having with Microsoft 365, we recommend you log the issue as a separate support call for RM to investigate and resolve for you, without having to resort to unfederating Microsoft 365 from RM Unify.

:: Requirements

- A Microsoft 365 global administrator account with a username on your initial '.onmicrosoft.com' domain, e.g. JSmith@SchoolA.onmicrosoft.com. If no global administrator account exists on your 'onmicrosoft.com' domain, please add a new user to meet the requirements by following this article - [Add users and assign licenses - Microsoft 365 admin | Microsoft Docs](#).
- Important:** Do **not** use a global administrator account with a username on the domain to be unfederated, otherwise you risk being 'locked out' of your tenancy.
- Connection to a computer with Microsoft Graph Powershell SDK installed. See [here](#) for details on pre-requisites and how to install the module.
- A downloaded copy of the PowerShell script from DWN7126758 in the Other Useful Articles section below.

:: Procedure

Confirm which Microsoft 365 tenancy configuration you have

Please use the table below to confirm your Microsoft 365 tenancy configuration and follow the options available:

Summary of M365 tenancy	Detailed description	Opted in or out of RM Unify licensing*	Unfederate options
Single M365 tenancy, single domain	- Your school has its own Microsoft 365 tenancy. - You are the only RM Unify establishment federated to your domain.	Opted in	Option 1 - Unfederate without unlicensing Microsoft 365 accounts created by RM Unify
		Opted out	Option 3 - Unfederate and unlicense Microsoft 365 accounts created by RM Unify
Shared M365 tenancy, different domains	- Your school shares a Microsoft 365 tenancy with multiple RM Unify establishments. - You are the only RM Unify establishment federated to your domain. - The other RM Unify establishments sharing your tenancy are federated to a different domain.	Opted in	Option 1 - Unfederate without unlicensing Microsoft 365 accounts created by RM Unify
		Opted out	Option 4 - Unfederate and unlicense Microsoft 365 accounts created by RM Unify
Shared M365 tenancy, shared domain	- Your school shares a Microsoft 365 tenancy with multiple RM Unify establishments. - Multiple RM Unify establishments are federated to the same domain as your school.	Opted in or out	Please do not proceed with this document. Contact RM Unify Support for assistance with unfederating your RM Unify establishment.

Option 1

Unfederate without unlicensing Microsoft 365 accounts created by RM Unify (opted in or opted out, single tenancy)

Before proceeding, please read all the steps in this option and the relevant detailed instruction sections below to ensure that you understand the procedure and you have all the relevant access.

- Remove MS Graph API permissions from RM Unify.
- Uninstall M365 apps and roles from RM Unify.

Note: You will see the default warning message "You have chosen to remove one or more roles from a Microsoft 365 tile ... we will immediately disable the related user accounts in Microsoft 365." However, as you removed MS Graph API permissions in step 1 above, you can safely ignore this warning message as RM Unify no longer has permission to update any of your Microsoft 365 users or groups.
- Remove RM Unify federation settings. Remove the RM Unify federation from your Microsoft 365 domain using the PowerShell script in DWN7126758 in the Other Useful Articles section below.
- Remove RM partner relationship from M365.

5. Prepare users and apps for direct sign in to M365.

Option 2

Unfederate without unlicensing Microsoft 365 accounts created by RM Unify (opted in or out, shared tenancy with other RM Unify-federated establishments)

Before proceeding, please read all the steps in this option and the relevant detailed instruction sections to ensure that you understand the procedure and you have all the relevant access.

1. If you are currently opted in to RM Unify licensing, raise a service call with the RM Unify Support team, or your usual support provider and request that your RM Unify establishment is 'opted-out' of RM Unify licensing. Once you have opted-out, go to step 3 below.
2. If you have already opted-out of RM Unify licensing, check how you have configured Azure AD group-based licensing and ensure that you are not using RM Unify-provisioned M365 role groups, e.g. Students (DfE_code), Teaching Staff (DfE_code). RM Unify-provisioned users will be removed from their respective role group when you uninstall the M365 app in step 3 below. If you are using these role groups, re-configure Azure AD group-based licensing to use different groups.
3. Uninstall M365 apps and roles from RM Unify.
Note: You will see the default warning message "You have chosen to remove one or more roles from a Microsoft 365 tile... we will immediately disable the related user accounts in Microsoft 365..". As long as you have opted out of RM Unify user licensing and are not using RM Unify-provisioned role groups in Azure AD group-based licensing, you can safely ignore this warning message; your Microsoft 365 accounts will not be unlicensed.
4. Remove RM Unify federation settings. Remove the RM Unify federation from your Microsoft 365 domain using the PowerShell script in DWN7126758 in the Other Useful Articles section below.
5. Prepare users and apps for direct sign in to M365.

Option 3

Unfederate and unlicense Microsoft 365 accounts created by RM Unify (opted in, single tenancy)

Before proceeding, please read all the steps in this option and the relevant detailed instruction sections to ensure that you understand the procedure and you have all the relevant access.

1. Uninstall M365 apps and roles from RM Unify.
2. Remove RM Unify federation settings. Remove the RM Unify federation from your Microsoft 365 domain using the PowerShell script in DWN7126758 in the Other Useful Articles section below.
3. Remove MS Graph API permissions for RM Unify.
4. Remove RM partner relationship from M365.

Option 4

Unfederate and unlicense Microsoft 365 accounts created by RM Unify (opted in, shared tenancy)

Before proceeding, please read all the steps in this option and the relevant detailed instruction sections to ensure that you understand the procedure and you have all the relevant access.

1. Uninstall M365 apps and roles from RM Unify.
2. Remove RM Unify federation settings. Remove the RM Unify federation from your Microsoft 365 domain using the PowerShell script in DWN7126758 in the Other Useful Articles section below.

*How to check if your RM Unify establishment has opted in or opted out of RM Unify licensing

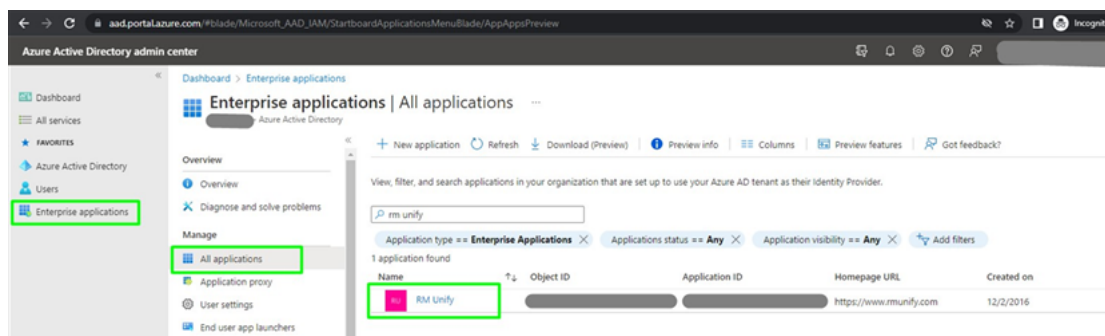
1. Sign in to RM Unify as a super admin user.
2. Open the App Library.
3. Search for any Microsoft 365 app.
4. Click the tile and view the Support Info:
 - If a yellow banner appears with a message "You have opted to manage Microsoft 365 user licences yourself, e.g. via Azure AD group-based licensing." (as shown in the image below), you have opted out of RM Unify licensing.
 - If there is no yellow banner and message (as shown in the image below), then the default RM Unify licensing is in place and you have opted in to RM Unify licensing.

Licence management

You have opted to manage Microsoft 365 user licences yourself, e.g. via Azure AD group-based licensing. RM Unify does not manage licences for your Microsoft 365 users. See this [help article](#) for more information.

How to remove MS Graph API permissions from RM Unify

1. Sign into your Microsoft 365 Admin Center using a global administrator account on your 'onmicrosoft.com' domain - <https://admin.microsoft.com>.
2. From the left navigation bar, expand 'Show all'.
3. Under 'Admin centers', select Azure Active Directory.
4. Select 'Applications', 'Enterprise applications'.
5. From the application list, select RM Unify.



6. Under Manage, click Properties.
7. Click Delete and confirm.

How to uninstall all roles from M365 app in RM Unify App Library

1. Sign in to RM Unify as a super admin user.
2. Open the App Library.

- 3. Search for and click a Microsoft 365 app.
- 4. Click Manage.
- 5. Clear all roles and click Save.

How to remove RM partner relationship from M365

Important note: Do **not** complete this step if you have a shared Microsoft 365 tenancy with other RM Unify establishments federated to the same or different domains in the same tenancy. In that case you should retain RM's partner relationship.

- 1. Sign into your Microsoft 365 Admin Center using a global administrator account on your onmicrosoft.com domain - <https://admin.microsoft.com>.
- 2. Expand Settings and click 'Partner relationships'.
- 3. Next to RM Education Plc, click the three ellipses.
- 4. Click 'Roles', then 'Remove roles'.
- 5. Click 'Remove roles' again and select Yes to confirm.

Prepare users and apps for direct sign in to M365

- 1. Using the Microsoft 365 Admin Centre, or other preferred method, set a password on each un-federated M365 user account and distribute to end users. Please see [Reset Microsoft 365 passwords](#) for further assistance, or contact Microsoft Support directly - please see TEC3877606 in the Other Useful Articles section below.
- 2. Advise users on how they should sign in to M365. Users in the unfederated domain will be able to sign in directly to M365 via: <https://login.microsoftonline.com/> and using their existing M365 user principal name and new password.
- 3. Update apps and devices configured for M365. Any applications (e.g. iPad apps), software (e.g. Outlook desktop), or devices configured with a M365 account will need to have the stored credentials updated. RM Unify will no longer be authenticating these accounts and so the user's password will change from being the RM Unify/AD password to being the password actually set by and stored in M365.

:: Other Useful Articles

- [Microsoft 365 - How to raise a support request with Microsoft](#) (TEC3877606)
- [Microsoft PowerShell script to unfederate a Microsoft 365 domain from RM Unify](#) (DWN7126758)

Please read - important disclaimer information.
<http://www.rm.com/RMVirtual/Includes/csredirect.asp?cref=&title=Standard Content Disclaimer>

[Top of page](#)

Join us

Registered office

142B Park Drive, Milton Park, Milton, Abingdon, Oxon OX14 4SE
General Enquiries: +44 (0)1235 645316
General Support: +44 (0)1235 645317