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Moving Your Business Email Off GoDaddy Microsoft 365

A lot of businesses bought Microsoft 365 through GoDaddy, sometimes branded "Microsoft 365 from GoDaddy," without realizing a reseller account can limit admin control and licensing flexibility by default. This guide covers what that means, why some businesses choose to move to Microsoft 365 directly or through a Microsoft Partner, what changes for staff (almost nothing), and the same zero-downtime process used for any migration.

What is "Microsoft 365 from GoDaddy"?

None of this is a knock on GoDaddy. It's a real Microsoft product, sold through a reseller, and that's just how reseller accounts work.

GoDaddy is a reseller

Many businesses buy Microsoft 365 through GoDaddy, sometimes branded "Microsoft 365 from GoDaddy."

Admin access is limited by default

GoDaddy manages the account on Microsoft's behalf, so some admin center settings are restricted.

Licensing can be less flexible

Mixing plans, or getting the full Microsoft 365 feature set, can be harder through a reseller account.

Why some businesses move

- ☐ Full admin center control
Manage users, licensing and settings yourself, without going through a reseller
- ☐ More licensing flexibility
Mix plans, add or remove users, and access the full Microsoft 365 feature set
- ☐ A Microsoft Partner who knows your setup
Someone to call directly when something needs attention

What changes for **your staff**? Almost nothing.

- ☐ Same email address

☐ Same Outlook, same look and feel

☐ Just sign in again
A one-time step, right after the move

Step by step

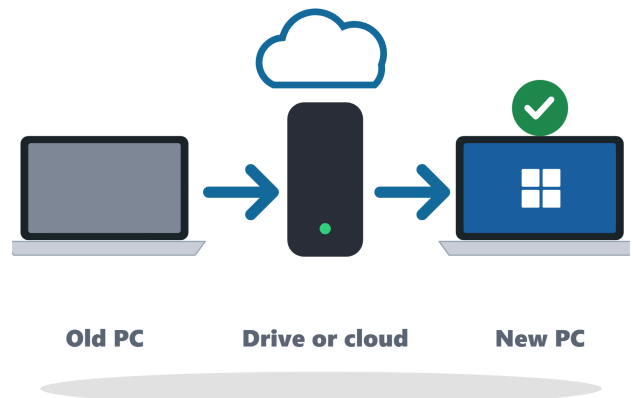
STEP 1 OF 3

A new tenant, built first, then mail copied over

A new Microsoft 365 tenant gets built and licensed. Mail, calendars and contacts copy over ahead of time, while you keep working.

WHAT TO DO

Nothing changes for your staff yet. This can take a while for a lot of mail, and that's fine.



Copied over, while everyone keeps working

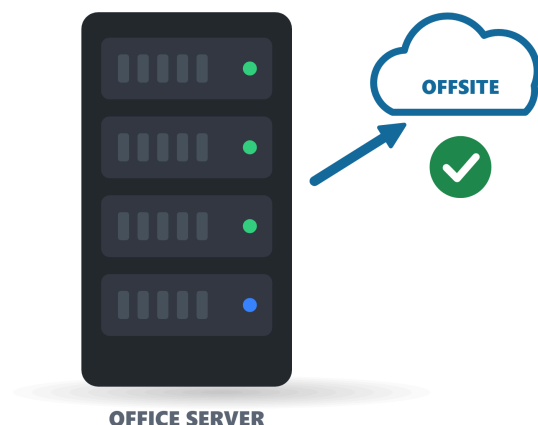
STEP 2 OF 3

The MX record is held, then switched

The record that tells the internet where your mail goes stays put until everything's ready, then switches on a schedule you choose.

WHAT TO DO

That's the key to zero downtime: nothing changes until that one, scheduled moment.



Switched over, on a schedule you choose

STEP 3 OF 3



A final sync, then Outlook and phones

A final sync catches anything sent during the switch. Then Outlook and phones get set up, a short, guided step for your team.

WHAT TO DO

Same process, same zero downtime, whether you're moving off GoDaddy, off Exchange, or anything else.



Set up, and shown what's different

Recap: off GoDaddy Microsoft 365

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|--|---|
| ☐ Reseller accounts limit admin control by default | ☐ Same email, same Outlook, just sign in again |
| ☐ Moving direct, or to a Partner, restores full control | ☐ Zero downtime: same process as any migration |

Moving off a reseller account doesn't change email addresses or Outlook for your staff; the only step is signing in again once, right after the move. Call Naples Computers at 239-513-1960 to start with a migration assessment.



Bought Microsoft 365 through GoDaddy, and want more control?

Call 239-513-1960

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