Modern Works FAQ - Frontline Workers

Frequently Asked Questions

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Frontline Workers

1. **What are the available plans for Frontline Workers?**

   Refer to https://www.microsoft.com/en-us/microsoft-365/enterprise/frontline-plans-and-pricing.

2. **Through which channels are Frontline Worker plans available?**

   They are available via EA/EAS, MPSA, CSP, and Buy Online.

3. **To which customer segments are Frontline Worker SKUs available?**

   Commercial, WW Commercial Public sector customers, GCC, GCC-High, DoD, Non-profit

4. **Is Office 365 F3 still available for purchase in all channels?**

   No. As August 1, 2023 Office 365 F3 is no longer aviable for purchase by new customers in the VL (EA/EAS) and Buy Online channels.

5. **Does the Exchange service plan in Microsoft 365 F1 provide email?**

   No, the Exchange Kiosk service plan is included to enable calendar/meeting scheduling only. It does not include rights to a mailbox.

6. **What if my customer wants to add Exchange Plan 1 or Plan 2 standalone for a Microsoft 365 F1 user?**

   They can purchase and assign the standalone Plan 1 or Plan 2 license. When assigning, they should first deselect the Exchange K plan from the F1 license.

7. **Does Microsoft 365 F1 include create/edit/save rights for Microsoft 365 for the web and mobile?**

   No. Microsoft 365 F3 provides create/edit/save rights for Microsoft 365 for the web and mobile..

8. **What customer needs does Microsoft 365 F1 address?**

   The entry-level Microsoft 365 F1 SKU Is designed to meet the baseline needs of Frontline workers (secure communication / collaboration, access to content, shift management, task management) and provide customers with a robust set of security, compliance, and identity value, for consistency across all worker types.

9. **Are any CAL equivalency rights available for the new Microsoft 365 F1?**

   Yes, the CAL equivalency rights for the new Microsoft 365 will be equal to the current Microsoft 365 F3 offer. Refer CAL and ML Equivalency Licenses on the Microsoft Product Terms site for details.

10. **How can customers increase the OneDrive storage size for Frontline Workers?**

Add SharePoint P1/P2 or OneDrive P1/P2.

11. **Can the Windows Enterprise E3 edition included in Microsoft 365 F3 be deployed and managed by SCCM (with images)?**

Yes, SCCM (now Microsoft Endpoint CM) is included in the EMS E3 component of Microsoft 365 F3.

12. **Can Microsoft 365 F1 customers use Power Apps in a Team?**

No. Microsoft 365 F1 does not include Power Apps rights. Please refer to the Power Apps Licensing Guide for more information.

13. **Does Microsoft 365 F1 support eDiscovery (standard) search on chat messages?**

No. Searching user data as a part of an eDiscovery (Standard) case requires E3 at a minimum. Chat history is not searchable due to the lack of Exchange mailbox (where the chat history is stored). Microsoft 365 F1 user data can be searched using Content Search in the Microsoft Purview Compliance portal.