

# What to expect

## What is GDAP?

Microsoft GDAP (Granular Delegated Admin Privileges) is a feature in Microsoft's cloud services that lets organizations give specific roles and permissions to users or partners. GDAP is a safer version of the older DAP (Delegated Admin Privileges).

Admin privileges are essentially security settings that control how Microsoft partners can access and manage customer accounts in Microsoft 365, Dynamics 365, and Azure. These settings determine what actions partners can take on behalf of customers, like resetting passwords or managing licenses.



Next steps

## Why is GDAP required?

At AppDirect, delivering exceptional service to our valued customers is our top priority. We are dedicated to managing your Microsoft cloud services, including comprehensive technical and billing support.

To provide you with the highest level of support, we require your explicit authorization to manage subscriptions and support tickets on your behalf. By granting us this permission, you enable our team to offer more efficient and effective assistance tailored to your needs.

## GDAP Process and Support

GDAP requests are automatically included in Microsoft orders. The AppDirect Marketplace will send a GDAP access request email to your Microsoft 365 tenant Global Administrator for approval. The default duration of a GDAP relationship is 730 days (2 years), after which it can be extended.

Please reach out to our team at [help@appdirect.com](mailto:help@appdirect.com) if you have any questions about GDAP or if you have not received a request email.

