MIGRATION PLAYBOOK · EMAIL AND DOMAINS

How to move Microsoft 365 from GoDaddy to a tenant you control

If you bought Microsoft 365 through GoDaddy, there are two ways to end up with a tenant you manage directly or through another partner. This guide follows what Microsoft and GoDaddy actually document, and says plainly where the documentation stops.

Updated 4 Nov 2026 6 phases 27 detailed steps 9 official sources

START HERE

How do you move Microsoft 365 from GoDaddy to a tenant you control?

SHORT ANSWER

If you bought Microsoft 365 from GoDaddy, GoDaddy controls your sign-in, billing and admin access. The usual route, often called defederation, is to ask GoDaddy to release your existing tenant (your organisation's own Microsoft 365 setup) so you manage it directly or through another Microsoft reseller.

- **Recommended route:** Route A: GoDaddy releases your existing tenant
- **Order:** Save what GoDaddy will delete and fix mail routing first, then request the release, then licences, security and checks.
- **6 phases:** Choose your route, Prepare your GoDaddy account, Request the move, Swap the licences, Secure the tenant and Check and tidy up.
- **You're done when:** Every admin signs in at admin.microsoft.com with MFA and no GoDaddy page.

Mailboxes and files stay where they are; you buy new licences and secure the tenant yourself. GoDaddy sends the temporary admin password the next business day, and suspends its plans seven days after your addresses leave its database, so new licences must be assigned within that week. Only if you must

join a different tenant do you need a full Microsoft 365 tenant-to-tenant migration.

RECOMMENDED ROUTE

Route A: GoDaddy releases your existing tenant

No data migration, the domain stays put, and it is the procedure both GoDaddy and Microsoft point to.

▼ **Other options and when to use them**

- **Route B: new tenant with Microsoft's built-in mailbox move**
  : You must join an existing tenant, such as a parent company's. It needs admin rights in both tenants, which Microsoft does not document for GoDaddy tenants, and a Cross Tenant User Data Migration licence per user.
- **Route B: new tenant with BitTitan MigrationWiz, or PST export and import**
  : A few mailboxes moving to a new tenant when the built-in move is not available. A PST is an Outlook data file holding a copy of a mailbox.

TOOLS FOR THIS PLAN

Are you ready? 22-question readiness check	**Plan your dates** Dated countdown you can add to your calendar	**See it done** A worked example, start to finish
Compare options Compare Microsoft 365 migration tools	**Check your DNS** MX, SPF, DKIM and DMARC lookup	**New to the jargon?** Plain-English migration glossary

ORDER TO MIGRATE IN, AND WHY

Save what GoDaddy will delete and fix mail routing first, then request the release, then licences, security and checks. Each step either protects data you cannot get back later or must be done inside GoDaddy's seven-day window.

1. **Route decision and a list of every domain in the organisation**
   All the domains leave GoDaddy together, and buying Microsoft 365 elsewhere first creates a separate tenant that cannot be merged.
2. **GoDaddy account checks: active plans, contact email, admin MFA**
   GoDaddy will not start with plans expiring within 5 business days, and sends the temporary password to the contact email.
3. **Add-on data exported and MX moved off Proofpoint**

GoDaddy deletes Email Backup and Advanced Email Security during the move, and inbound mail stops if MX still points at Proofpoint.

4 **Release request to a GoDaddy Guide**

Starts the clock: the temporary password usually arrives the next business day.

5 **Admin sign-in, roles and user passwords**

GoDaddy resets admin passwords only, so nobody else can sign in until you reset theirs.

6 **New licences bought in the same tenant and assigned**

GoDaddy suspends its plans seven days after your addresses leave its database, and users still on them can lose mailbox access.

7 **Partner roles, MFA and email records**

GoDaddy does not change security settings, and its leftover admin roles and Proofpoint records need removing.

8 **User checks and billing tidy-up**

Confirms every user works and that you are not billed twice.

SETTINGS CHECKLIST: DECIDE THESE BEFORE YOU COPY

Built-in and third-party tools treat these differently. Tick each one off once you have decided.

Download this checklist (Excel)

☐ **Route A or Route B**

Whether GoDaddy releases the tenant you already have, or you move everything into a different tenant.

▼ How each tool handles it

Built-in method	Route A: GoDaddy releases your existing tenant and no data moves. GoDaddy says a released tenant cannot be merged into another tenant, and cannot move back to GoDaddy.
BitTitan MigrationWiz	Route B only: GoDaddy-specific guide that copies mail into another tenant, signing in with the tenant's onmicrosoft.com admin because regular GoDaddy admin sign-ins often fail. It copies rather than syncs.

Tip: Choose Route A unless you must join an existing tenant.

GoDaddy Help: Move my Microsoft 365 email away from GoDaddy

- [ ] **Buying Microsoft 365 elsewhere**

When you place the first order outside GoDaddy.

▼ How each tool handles it

Built-in method	GoDaddy warns that buying mailboxes from Microsoft or another reseller before its move finishes creates a new, separate tenant that cannot be merged with your existing one.

Tip: Hold all purchases until you can sign in at admin.microsoft.com without a GoDaddy page, then buy inside that same tenant.

GoDaddy Help: Move my Microsoft 365 email away from GoDaddy

- [ ] **Domains in the organisation**

Which domains are attached to your Microsoft 365 organisation.

▼ How each tool handles it

Built-in method	GoDaddy says that if several domains share one Microsoft 365 organisation, the move affects all of them.

Tip: Ask a GoDaddy Guide (support agent) to confirm the list if you are unsure.

GoDaddy Help: Move my Microsoft 365 email away from GoDaddy

- [ ] **GoDaddy account contact email**

Which address receives the temporary admin password.

▼ How each tool handles it

Built-in method	GoDaddy sends the temporary password to the account contact email, which cannot be on any domain in the tenant being moved.

Tip: Change it to a personal or other business mailbox before you call GoDaddy.

GoDaddy Help: Move my Microsoft 365 email away from GoDaddy

- [ ] **Email Backup**

What you download before the move, and what replaces it afterwards.

▼ How each tool handles it

Built-in method	GoDaddy deletes Email Backup (ConnectWise) during the move, and its backups cannot be restored.
Veeam Backup for Microsoft 365	Starts a new, separate backup of mailboxes, OneDrive, SharePoint and Teams in the tenant you now own. It cannot bring back GoDaddy's backups.

Tip: Download everything you may need from Email Backup before you request the move.

GoDaddy Help: Move my Microsoft 365 email away from GoDaddy

- [ ] **Advanced Email Security and MX**

When MX moves off Proofpoint, and which quarantined messages you release first.

▼ **How each tool handles it**

Built-in method	GoDaddy deletes Advanced Email Security (Proofpoint). If MX (the DNS record that routes your email) still points at Proofpoint's servers then, inbound mail stops. GoDaddy says to replace the Proofpoint MX records with your Microsoft 365 MX record, TTL 3,600 seconds, before the move.

Tip: Send a test message from an outside account after the MX change.

GoDaddy Help: Move my Microsoft 365 email away from GoDaddy

- [ ] **Email Archiving**

Whether you keep Email Archiving (Barracuda).

▼ **How each tool handles it**

Built-in method	GoDaddy moves Email Archiving only if you ask for it.

Tip: If you have retention obligations, set up retention in Microsoft Purview after the move.

GoDaddy Help: Move my Microsoft 365 email away from GoDaddy

- [ ] **New licences and add-ons**

Which plan each user needs, and which add-ons you still use.

▼ **How each tool handles it**

Built-in method	GoDaddy plans do not carry over. Buy new licences in the same tenant, from Microsoft or another reseller, never through the GoDaddy purchase option you may still see. Add-ons such as Visio, Planner, Power BI and Copilot need new subscriptions. If the new plan is a different type, remove the GoDaddy licence first. Microsoft says mailbox data is kept when changing plans.

Tip: Back up first if the new plan includes fewer data services than the old one.

Microsoft Learn: Assign licences to users

- [ ] **GoDaddy plan suspension**

Which day every user moves onto a new licence.

▼ How each tool handles it

Built-in method	GoDaddy suspends its plans seven days after your addresses leave its database. Users still on a GoDaddy licence then can lose mailbox access.

Tip: Buy the new subscriptions the day you regain admin access, and finish assigning them that week.

GoDaddy Help: Move my Microsoft 365 email away from GoDaddy

- [ ] **User passwords**

How you send each user a new password securely.

▼ How each tool handles it

Built-in method	GoDaddy resets admin passwords only. Every admin gets the same temporary password; other users cannot sign in until an admin resets theirs.

Tip: Send each password somewhere other than the mailbox being reset, such as a text message.

GoDaddy Help: Move my Microsoft 365 email away from GoDaddy

- [ ] **Partner relationships**

Which partners keep admin roles, and which new partner you invite.

▼ How each tool handles it

Built-in method	Removing a partner's admin roles needs Billing Administrator or higher, and does not end its reseller relationship: the partner can still buy on your behalf until it removes that.

Tip: Remove roles you do not want, and leave GoDaddy's reseller relationship to expire with its subscriptions.

Microsoft Learn: Manage partner relationships

- [ ] **MFA and security defaults**

When you turn on MFA (multi-factor sign-in) for everyone, and with which method.

▼ How each tool handles it

Built-in method	GoDaddy does not change MFA or security defaults (Microsoft's basic built-in security settings). Microsoft has

removed the 14-day grace period for users to register when security defaults are on.

Tip: Warn users first, and avoid the same day as the licence swap.

Microsoft Learn: Security defaults in Microsoft Entra ID

- [ ] **Old GoDaddy billing**

When auto-renewal is turned off on the old plans.

▼ How each tool handles it

Built-in method	GoDaddy removes its reseller relationship once its subscriptions expire. Refunds follow GoDaddy's refund policy.

Tip: Turn off auto-renewal in GoDaddy Renewals & Billing once every user is on a new licence.

GoDaddy Help: Move my Microsoft 365 email away from GoDaddy

- [ ] **Route B: access to the old tenant**

Which mailbox method can actually reach the GoDaddy-managed tenant.

▼ How each tool handles it

Built-in method	Microsoft's built-in mailbox move needs an admin in the old tenant to consent to a migration app and set up an organisation relationship. Microsoft does not document whether a GoDaddy-managed tenant allows this.
BitTitan MigrationWiz	Needs EWS (an older Exchange connection) turned on in both tenants. Since 1 October 2026 Exchange Online turns EWS off by default and only allows listed apps, so add the MigrationWiz app ID first. EWS shuts down for good on 1 April 2027.

Tip: Test with one mailbox before you commit, and keep PST export and import as the fallback.

Microsoft Exchange Team Blog: Exchange Online EWS, your time is almost up

THE PLAN, PHASE BY PHASE

1 Choose your route

Before you contact anyone

Choose
Route
A

unless you must end up in a tenant that already exists.

Hold off buying Microsoft 365 from Microsoft or anyone else until the move is finished.

List every domain in your Microsoft 365 organisation, because they all leave GoDaddy together.

Watch out: GoDaddy says a released tenant cannot be merged into another tenant, and buying elsewhere first creates a separate tenant that cannot merge either.

WAYS AROUND IT

- If you must join an existing tenant, plan Route B as a tenant-to-tenant project and test with one mailbox first.

TOOLS THAT CAN DO IT

BitTitan MigrationWiz
GoDaddy-specific guide that copies mail into another tenant. It uses EWS (an older Exchange connection), which Exchange Online turns off by default since 1 October 2026, so add its app ID to the allow list in each tenant first.

Show the detail →

2 Prepare your GoDaddy account

The week before

Check every plan is active, paid up and not expiring within 5 business days.

Change the GoDaddy account contact email to an address on

a domain that is not moving.

Download anything you need from Email Backup and release wanted messages from quarantine.

Ask GoDaddy to move Email Archiving if you want to keep it.

Sign in as each admin at outlook.office.com and complete

MFA (multi-factor sign-in).

> ⚠ **Watch out:** GoDaddy deletes Email Backup backups and Advanced Email Security during the move, and they cannot be restored.
>
> **WAYS AROUND IT**
>
> - Export what you need before you call GoDaddy, and set up retention in Microsoft Purview afterwards.
>
> **TOOLS THAT CAN DO IT**
>
> **Veeam Backup for Microsoft 365**
> Starts a new backup of mailboxes, OneDrive, SharePoint and Teams in the tenant you now own. It cannot bring back GoDaddy's backups.

> ⚠ **Watch out:** If MX (the DNS record that routes your email) still points at GoDaddy's Proofpoint servers when that add-on is deleted, inbound mail stops.
>
> **WAYS AROUND IT**
>
> - Replace the Proofpoint MX records with your Microsoft 365 MX record, TTL 3,600 seconds, before the move.

Show the detailed steps (6) →

3 Request the move

Contact a GoDaddy Guide by phone or chat, ask to move your Microsoft 365

email away, and keep the ticket number.

Watch the contact inbox for the temporary password, usually the next business day.

Sign in at admin.microsoft.com with the temporary password and set a new one.

Check your admin roles and remove any

admin you do not recognise.

Reset passwords for every other user and send them securely.

> **Watch out:** GoDaddy resets admin passwords only, so other users cannot sign in until you reset theirs.
>
> **WAYS AROUND IT**
>
> - Reset each user's password straight away, and send it somewhere other than the mailbox being reset.

Show the detailed steps (5) →

4 Swap the licences

The day you regain admin access

Buy new licences in this same tenant, from Microsoft or your new reseller, never the

GoDaddy purchase option.

Buy new subscriptions for add-ons such as Visio, Planner, Power BI or Copilot if you use them.

Assign a new licence to every user, removing the GoDaddy one first if the plan type differs.

Turn off

auto-renewal for the old plans in GoDaddy Renewals & Billing.

> **Watch out:** GoDaddy suspends its plans seven days after your addresses leave its database, and users still on them can lose mailbox access.
>
> **WAYS AROUND IT**
>
> - Move every user onto a new licence that same week.
> - Back up first if the new plan includes fewer data services.

Show the detailed steps (3) →

5 Secure the tenant

Remove partner admin roles you do not want under Settings > Partner relationships.

Accept your new partner's invitation with

only the roles it needs.

Turn on security defaults or Conditional Access (sign-in rules) so everyone uses MFA.

Check you have one SPF record, DKIM signing and a DMARC record, and remove leftover Proofpoint entries.

> **Watch out:** Removing a partner's admin roles does not end its reseller relationship.
>
> **WAYS AROUND IT**

- Leave GoDaddy's reseller relationship to expire with its subscriptions.

Watch out: GoDaddy does not change MFA or security defaults, and Microsoft gives no 14-day grace period for users to register.

WAYS AROUND IT

- Warn users before turning MFA on, and avoid the same day as the licence swap.

Show the detailed steps (4) →

6 Check and tidy up

Ask every user to sign in to Outlook, Teams and OneDrive, rebuilding the Outlook profile if it keeps prompting.

Send test mail in and out for every domain in

the tenant.

Confirm only the new subscriptions are set to renew.

Record admin accounts, partners, licence counts and DNS records for whoever manages the tenant next.

> **Watch out:** GoDaddy says a tenant cannot move back to GoDaddy after it leaves.
>
> **WAYS AROUND IT**
>
> - While GoDaddy plans are still active, you can put a user back on one if a licence swap goes wrong.

Check your DNS records before and after the change

Show the detailed steps (3) →

You are finished when

- Every admin signs in at admin.microsoft.com with MFA and no GoDaddy page.
- Every user has a new licence and works in Outlook, Teams and OneDrive.

- MX points at Microsoft 365 with no Proofpoint records, and SPF, DKIM and DMARC pass.
- Only the new subscriptions renew, and only partners you chose hold admin roles.

Tools named in this plan are independent third-party products, not endorsed by the platform vendor and not paid placements. Check the tool's own documentation and run a pilot first.

CLICK BY CLICK

What does each step involve?

Open a part when you reach it in the plan. Each step says where to go, what to do and what you should see.

About this migration

What it covers, limits at a glance —

Microsoft 365 bought from GoDaddy runs in a real Microsoft tenant, but GoDaddy manages the sign-in experience, billing and admin access. People usually want out because they cannot reach every admin setting, want to buy licences directly or want another partner to manage the tenant. The process is widely called **defederation**.

Microsoft publishes a short article on GoDaddy defederation. It does not list the steps: it sends you to GoDaddy's guide, says Microsoft and GoDaddy do not support unauthorised non-Microsoft sites or steps, and warns that unofficial procedures can break sign-in to SharePoint and mailboxes. This playbook therefore follows GoDaddy's documented procedure for Route A, and Microsoft's documented migration tools for Route B. Where neither vendor documents something, we say so rather than repeat procedures from blogs.

For the general mechanics of moving a domain or mailboxes between tenants, see the domain move guide and the cross-tenant mailbox migration guide.

MICROSOFT'S POSITION
Microsoft's defederation article points to GoDaddy's own guide for the steps

ROUTE A
GoDaddy releases your existing tenant; you keep mailboxes and data in place

ROUTE B
Create a new tenant and migrate mailboxes and files into it

LICENCES

GoDaddy plans do not carry over; buy new licences from Microsoft or another partner

ONE-WAY

GoDaddy says a tenant cannot move back to GoDaddy after it leaves

1 What you need before step one

Collect all of this first. GoDaddy lists several of these items as requirements before it will start a move.

Need	Details	Where to get it
GoDaddy account owner access	GoDaddy must be able to verify you as the account holder.	Your GoDaddy account at https://account.godaddy.com
GoDaddy account email on another domain	GoDaddy says the account email cannot be an address on any domain in the tenant being moved, because the temporary password is sent there.	GoDaddy account settings: change the contact email before you start
A working Microsoft 365 admin sign-in	You must be able to sign in to your email and reach your multifactor authentication (MFA) methods.	Test at https://outlook.office.com and https://admin.microsoft.com
Active, paid-up email plans	Plans must be active, not suspended, not in a failed billing state, and not expiring within 5 business days.	GoDaddy: Renewals & Billing
DNS access	Login to whoever hosts your DNS (GoDaddy or elsewhere), to update MX records if needed.	Your DNS host

Need	Details	Where to get it
A plan for new licences	GoDaddy-purchased plans do not transfer. You buy new licences after the move.	Microsoft (https://www.microsoft.com/microsoft-365/business) or another Microsoft partner. Check current pricing with them.
Admin role for partner settings (after the move)	Microsoft says you need at least Billing Administrator to remove partner roles.	Microsoft 365 admin center

Do not buy Microsoft 365 elsewhere yet. GoDaddy warns that buying mailboxes from Microsoft or another reseller before the move is finished creates a new, separate tenant that cannot be merged with your existing one. If you want Route A, wait.

2 Choose your route

Decide which route fits before you contact anyone. The table shows what each vendor documents.

	Route A: release the existing tenant	Route B: migrate to a new tenant
What happens	GoDaddy releases your current tenant. Mailboxes, OneDrive, SharePoint and Teams stay where they are.	You create a new tenant (or use one you already have) and copy data into it.
Who documents it	GoDaddy (Microsoft's article points to GoDaddy's guide)	Microsoft documents the migration tools; GoDaddy does not document this route as a procedure
Data movement	None needed	Mailboxes, files and Teams content must be migrated

	Route A: release the existing tenant	Route B: migrate to a new tenant
Domain	Stays in the same tenant	Must be removed from the GoDaddy tenant before it can be added to the new one
When to choose it	You want the least disruption and are happy to keep the same tenant	You must join an existing tenant (GoDaddy says a released tenant cannot merge with another), or you want a clean start
Typical risk	Add-ons such as backup and archiving are removed during the move	Data left behind, sign-in changes for every user, more work

Most small businesses choose Route A. It avoids a data migration. Choose Route B only if you have a specific reason, such as merging into a parent company's tenant.

3 Route A: prepare your GoDaddy account

6 steps

These steps follow GoDaddy's article Move my Microsoft 365 email away from GoDaddy. Our how-to defederate GoDaddy Microsoft 365 walks through the same procedure screen by screen.

1 List every domain in the organisation

Where: GoDaddy account (account.godaddy.com) > Email & Office dashboard; Microsoft 365 admin center > Settings > Domains if you can open it

Write down every domain attached to your Microsoft 365 organisation. GoDaddy says that if several domains share one organisation, the move affects all of them. If you are unsure which are linked, ask a GoDaddy Guide (support agent).

You should see: A complete list of domains that will leave GoDaddy together, recorded in your licensing assessment.

2

Check plan status and expiry dates

Where: GoDaddy account > Renewals & Billing

Confirm each Microsoft 365 plan is active and will not expire within the next 5 business days. Renew any that will, and fix any failed payments.

✓ **You should see:** Every plan shown as active with an expiry date well beyond the next week.

3

Move the GoDaddy account email off the moving domains

Where: GoDaddy account > account settings (contact information)

GoDaddy sends the temporary password to the account contact email, and says it cannot be an address on any domain in the tenant being moved. Change it to an address on another domain you can read, such as a personal or other business mailbox.

✓ **You should see:** The GoDaddy account contact email is on a domain that is not moving.

4

Decide what happens to GoDaddy add-ons

Where: GoDaddy account > your products list (Email Archiving, Advanced Email Security, Email Backup)

Check whether you have Email Archiving (Barracuda), Advanced Email Security (Proofpoint) or Email Backup (ConnectWise). GoDaddy states that Email Backup backups are removed when the add-on is deleted and cannot be restored, that Advanced Email Security is deleted, and that Email Archiving moves only if you ask for it. Download anything you need from Email Backup now. If you use Advanced Email Security, release any messages you want from quarantine.

✓ **You should see:** A written decision for each add-on, and exports saved outside GoDaddy for anything you are keeping.

5

Fix MX records if you use Advanced Email Security

Where: Your DNS host's control panel > your domain > DNS records; copy the MX value from Microsoft 365 admin center > Settings > Domains > your domain > DNS records, if you can open it

GoDaddy says to remove the Proofpoint MX records `mx1-us1.ppe-hosted.com` and `mx2-us1.ppe-hosted.com` and add your domain's Microsoft 365 MX record with priority 0 (or the lowest number) and a TTL of 3,600 seconds before the move. Select **Save** at your DNS host. Our change MX records how-to shows the clicks for common DNS hosts.

```
nslookup -type=mx contoso.com 8.8.8.8
```

✓ **You should see:** A single MX record ending in mail.protection.outlook.com.

6

Test admin sign-in and MFA

Where: A private browser window on your own computer, at https://outlook.office.com

Sign in with each admin account and complete the MFA prompt.

✓ **You should see:** Your mailbox opens. If MFA fails, fix it now: after the move GoDaddy support for Microsoft 365 ends.

4 Route A: request the move and sign in directly

5 steps

1

Contact a GoDaddy Guide

Where: GoDaddy Help > Contact Us (https://www.godaddy.com/help/contact-us), by phone or chat

Ask to move your Microsoft 365 email away from GoDaddy. GoDaddy reviews the move questions with you and creates a ticket. Giving a reason is optional. Full detail: defederate GoDaddy Microsoft 365.

✓ **You should see:** GoDaddy confirms a ticket has been created. Keep the ticket number.

2

Wait for the temporary password

Where: The inbox of your GoDaddy account contact email (the one not on the moving domain)

GoDaddy says it emails a temporary password on the next business day, excluding holidays. Every admin account gets the same temporary password. It does not change MFA or security defaults.

✓ **You should see:** An email from GoDaddy with the temporary password.

3

Sign in at Microsoft

Where: Microsoft 365 admin center at https://admin.microsoft.com, in a private browser window

Sign in with your admin address and the temporary password, complete MFA, then set a new password when prompted. The GoDaddy sign-in page no longer works for Microsoft 365.

✓ **You should see:** The Microsoft 365 admin center home page, not a redirect to GoDaddy.

4

Confirm your admin roles

Where: Microsoft 365 admin center > Users > Active users > select your account

In the account pane check your roles. You need at least Billing Administrator for purchases and partner settings, and License or User Administrator for licences. Check the list of other admins and remove any accounts you do not recognise.

✓ **You should see:** Your account shows the roles you need, and only known people hold admin roles.

5

Reset passwords for other users

Where: Microsoft 365 admin center > Users > Active users > select the user > Reset password

GoDaddy resets admin passwords only; admins must set passwords for other users. Select the user, choose **Reset password**, and send the new password to the user securely, not to the mailbox being reset.

✓ **You should see:** A confirmation that the password was reset. The user can sign in at https://www.office.com.

5 Route A: buy and assign new licences

3 steps

1

Buy licences from Microsoft or your new partner

Where: Microsoft 365 admin center > Billing > Add more products (Simplified view) or Marketplace (Dashboard view); or your new partner's ordering process

Select the plan, then **Details**, choose the number of licences and billing frequency, select **Buy**, and on the checkout page confirm and select **Place order**. Buy while signed in to this same tenant so users can move onto the licences. GoDaddy says you may still see a GoDaddy purchase option during this period: do not use it. Microsoft 365 add-ons you had through GoDaddy (GoDaddy names Visio, Planner, Power BI and Microsoft 365 Copilot) also need new subscriptions.

✓ **You should see:** The new subscriptions are listed as Active under Billing > Your products, alongside the GoDaddy ones.

2

Assign the new licences

Where: Microsoft 365 admin center > Billing > Licenses > select the product > Assign licenses, or Users > Active users > select the user > Licenses and apps

Check there is an unassigned licence for every user. If the new plan is a different type from the GoDaddy plan, GoDaddy says to remove the GoDaddy licence before assigning the new one: on the user's **Licenses and apps** tab clear the GoDaddy licence, tick the new one and select **Save changes**. To do up to 20 users at once, open the product under **Billing** > **Licenses**, select **Assign licenses**, add the users and select **Assign**. Microsoft says mailbox data is kept when changing plans; if the new plan has fewer data services, back up first. Full detail: assign licences in Microsoft 365.

✓ **You should see:** Each user shows only the new licence under Licenses and apps, and their mailbox and OneDrive still work.

3

Let the GoDaddy subscriptions lapse

Where: Your GoDaddy account contact inbox, and Microsoft 365 admin center > Billing > Your products

GoDaddy says it suspends its plans in your organisation seven days after your addresses are removed from its database, and removes its reseller relationship once its subscriptions expire. Refunds follow GoDaddy's refund policy. Turn off auto-renewal for the old plans in GoDaddy **Renewals & Billing**.

✓ **You should see:** GoDaddy subscriptions disappear from Billing > Your products over the following weeks.

⚠ **Assign new licences before GoDaddy suspends its plans.** If users still rely on GoDaddy licences when those plans are suspended, they can lose access to their mailbox. Finish licence assignment promptly.

6 Route A: review partners and secure the tenant

4 steps

1

Review partner relationships

Where: Microsoft 365 admin center > Settings > Partner relationships

Partners with delegated admin show their roles in the **Roles** column. To remove a partner's admin roles, select its row, select **Remove roles** and confirm with **Yes**. Microsoft says this needs at least Billing Administrator, and that removing roles does not end a reseller relationship; the partner can still buy on your behalf until it removes that. If **Remove roles** is missing, Microsoft says to contact Partner Center support. Leave GoDaddy's reseller relationship alone until its subscriptions expire.

✓ **You should see:** Only partners you have chosen hold admin roles.

2

Add your new partner, if you have one

Where: The invitation link the partner emails you, opened while signed in to the Microsoft 365 admin center as a Global Administrator

Open the link, review the roles the partner is asking for, and accept only the ones it needs to manage your tenant.

✓ **You should see:** The new partner is listed on the Partner relationships page with the roles you accepted.

3

Turn on MFA for everyone

Where: Microsoft Entra admin center (entra.microsoft.com) > Entra ID > Overview > Properties > Manage security defaults

Sign in as at least a Conditional Access Administrator. If you do not use Conditional Access policies, set **Security defaults** to **Enabled** and select **Save**. Users then register the Microsoft Authenticator app at `https://myprofile.microsoft.com` under **Security Info**; Microsoft removed the 14-day registration grace period. If you use Conditional Access instead, require MFA there. See also enable MFA in Microsoft 365.

✓ **You should see:** Security defaults shows Enabled, and users are prompted to register for MFA at their next sign-in.

4

Check email authentication records

Where: Your DNS host > DNS records; Microsoft Defender portal (security.microsoft.com) > Email & collaboration > Policies & rules > Threat policies > Email authentication settings > DKIM

Confirm one SPF record containing `include:spf.protection.outlook.com`. In the DKIM tab check the domain shows signing enabled; if not, enable it and publish the two CNAMEs shown. Check a `_dmarc` TXT record exists. Remove Proofpoint entries left over from GoDaddy Advanced Email Security. Full detail: SPF, DKIM and DMARC.

```
nslookup -type=txt contoso.com 8.8.8.8
nslookup -type=txt _dmarc.contoso.com 8.8.8.8
```

✓ **You should see:** A test message to an external mailbox shows spf=pass, dkim=pass and dmarc=pass in its headers.

7 Route B: migrate to a new tenant

6 steps −

Use this route only if Route A does not fit. Neither Microsoft nor GoDaddy publishes an end-to-end procedure for it, so you combine Microsoft's documented migration methods. Plan it as a tenant-to-tenant project; the tenant-to-tenant guide covers the full scope.

1

Create or prepare the target tenant

Where: https://www.microsoft.com/microsoft-365/business (to sign up directly) or your new partner; then the new tenant's Microsoft 365 admin center > Users > Active users

Create the tenant using its `onmicrosoft.com` address. Create users with temporary `onmicrosoft.com` usernames, because your domain is still in the GoDaddy tenant: select **Add multiple users**, upload Microsoft's CSV (up to 249 users per file) and assign licences. See bulk create users.

✓ **You should see:** Licensed users in the new tenant with working mailboxes on onmicrosoft.com addresses.

2

Pick a mailbox migration method

Where: Your migration plan (Identity and licence mapping sheet)

Microsoft documents **cross-tenant mailbox migration**, which needs admin rights in both tenants (Microsoft says only an organisation administrator can set the mailbox move capability on the organisation relationship, and the source admin must consent to a migration app) and a paid per-user Cross-Tenant User Data Migration licence. Microsoft does not document whether a GoDaddy-managed tenant gives you the source-side rights this needs, so test before you commit. The fallback that does not depend on source admin rights is a **PST export and import**: export each mailbox in classic Outlook (export a mailbox to PST), then import (import PST files to Microsoft 365).

✓ **You should see:** A chosen method, recorded in the plan and tested with one mailbox.

3

Copy mailboxes

Where: For PST: classic Outlook for Windows (File > Open & Export > Import/Export) in the old tenant, then Microsoft Purview portal (purview.microsoft.com) > Data lifecycle management > Microsoft 365 > Import in the new tenant

Export each mailbox: **Export to a file** > **Outlook Data File (.pst)**, select the mailbox, choose a location and **Finish**. In the new tenant select **New import job**, upload the PSTs with AzCopy using the SAS URL, create the job with a mapping CSV that maps each PST to its onmicrosoft.com mailbox, then select **Import data**. For cross-tenant migration, follow the cross-tenant mailbox guide.

✓ **You should see:** The import job shows Complete and each user sees their mail in the new tenant.

4

Copy files and Teams content

Where: The source tenant's OneDrive and SharePoint, using the tool chosen in the cross-tenant guides

See the OneDrive and SharePoint cross-tenant guides. Teams chat history does not move with mailboxes; see the Teams chat guide.

✓ **You should see:** Files in the new tenant, checked by their owners.

5

Release the domain from the GoDaddy tenant

Where: GoDaddy Help > Contact Us (https://www.godaddy.com/help/contact-us)

A domain can be verified in only one Microsoft tenant at a time. GoDaddy states that moving email does not release the domain from your Microsoft tenant, so ask GoDaddy how they will remove the domain from the old tenant, and agree a date. Do not try to remove a GoDaddy-federated domain with third-party scripts: Microsoft warns unofficial steps can break sign-in.

✓ **You should see:** Written confirmation from GoDaddy that the domain has been removed.

6

Add the domain to the new tenant and cut over

Where: New tenant's Microsoft 365 admin center > Settings > Domains > Add domain, then your DNS host > DNS records

Add the domain, verify it with the `MS=ms...` TXT record, and let the wizard list the service records. Change each user's username to the real domain (**Users** > **Active users** > user > **Manage username and email**), then update MX, SPF and Autodiscover at your DNS host exactly as the admin center shows them. Run a final PST or migration pass for mail received since the first copy. Full detail: add a domain to Microsoft 365 and the DNS cutover runbook.

✓ **You should see:** The domain shows as healthy in the new tenant and external test mail arrives there.

⚠ **Expect an outage window on Route B.** Between the domain leaving the old tenant and being verified in the new one, mail to the domain can bounce. Lower MX TTL first (see the TTL how-to) and do the domain move out of hours.

8 Know what is and is not documented

Much of what you will read online about GoDaddy defederation comes from consultants and tool vendors. This is what the two vendors actually say, as at November 2026.

Topic	Documented by	What it says
Steps to leave GoDaddy	GoDaddy; Microsoft refers to it	Contact a GoDaddy Guide; temporary password next business day; buy new licences after the move
Third-party defederation scripts	Microsoft	Microsoft and GoDaddy do not support unauthorised non-Microsoft sites or steps
Merging a released tenant into another tenant	GoDaddy	Not possible
Moving back to GoDaddy	GoDaddy	Not possible
Removing partner admin roles	Microsoft	Settings > Partner relationships > Remove roles; needs Billing Administrator or higher; does not end a reseller relationship
What happens to existing subscriptions when a partner is removed	Not documented by Microsoft on the partner page	Ask the partner and Microsoft support before acting
Cross-tenant migration from a GoDaddy-managed tenant	Not documented	Test with one mailbox before relying on it

Getting Microsoft help. Microsoft recommends contacting GoDaddy first for defederation problems. For Microsoft technical help, sign in to the Microsoft

365 admin center, select Help & support, describe the issue and select Contact support.

9 Verify and tidy up

3 steps

1

Test every user

Where: Each user's computer and phone (Outlook, Teams and OneDrive apps)

Sign in to Outlook, Teams and OneDrive with the new password. If Outlook keeps asking for credentials or shows the old sign-in page, create a new Outlook profile from **Control Panel** > **Mail (Microsoft Outlook)** > **Show Profiles**, or follow reset the Outlook profile.

✓ **You should see:** Mail, calendar, files and Teams all work without GoDaddy branding.

2

Check billing

Where: Microsoft 365 admin center > Billing > Your products; GoDaddy account > Renewals & Billing

Turn off GoDaddy auto-renewal for the old Microsoft 365 plans so you are not billed twice, and confirm the new subscriptions have the right licence counts.

✓ **You should see:** Only the new subscriptions are set to renew.

3

Record the final state

Where: Your IT documentation (Licensing assessment and DNS cutover record sheet)

Record the new admin accounts, partner relationships and their roles, licence counts, and the final DNS records.

✓ **You should see:** A document someone else could use to manage the tenant.

WORTH KNOWING

What can go wrong, and how do you avoid it?

The detail behind the plan: options compared, and what experienced engineers check first. Tap any item.

Compare all the ways to do this 3 options −

Route A: GoDaddy releases your existing tenant

LOW EFFORT

Best for: Most small businesses that want to buy licences directly or from another partner and keep everything in place

+ No data migration: mailboxes, OneDrive, SharePoint and Teams stay where they are
+ The domain stays in the same tenant
+ GoDaddy documents the procedure, and Microsoft's article points to it
– GoDaddy removes add-ons such as Email Backup, so export that data first
– New licences must be bought and assigned before GoDaddy suspends its plans
– GoDaddy says you cannot move back afterwards

Read more →

Route B: new tenant with cross-tenant mailbox migration

HIGH EFFORT

Best for: Joining an existing tenant, such as a parent company's, when you can meet Microsoft's cross-tenant requirements

+ Microsoft-documented service-side mailbox moves
+ No PST files to handle
– Needs admin rights in both tenants and a paid Cross-Tenant User Data Migration licence per user
– Microsoft does not document whether a GoDaddy-managed tenant gives you the access it needs
– Files and Teams content need separate migrations

Read more →

Route B: new tenant with PST export and import

HIGH EFFORT

Best for: Small numbers of mailboxes moving to a new tenant when cross-tenant migration is not available

+ Uses only Outlook export and Microsoft's documented PST import
+ Needs no organisation relationship or cross-tenant migration licence
– A copy at a point in time, so a final pass is needed after cutover
– Mail can bounce between the domain leaving the old tenant and being verified in the new one
– Every user signs in to a new tenant

Read more →

OUR ADVICE

Choose Route A unless you must join another tenant: it avoids a data migration and is the route both vendors point to. GoDaddy says a released tenant cannot merge with another, so if you must end up in an existing tenant, plan Route B as a tenant-to-tenant project, using cross-tenant migration where you can meet its requirements and PST for the rest. Do not buy Microsoft 365 elsewhere until the move is finished.

Do not buy Microsoft 365 anywhere else until the move is done

COST LEVER –

GoDaddy warns that buying mailboxes from Microsoft or another reseller before its move finishes creates a new, separate tenant that cannot be merged with your existing one. You then face a full data migration you did not plan.

WHAT TO DO

Hold all purchases until you can sign in at admin.microsoft.com without a GoDaddy redirect, then buy from **Billing** inside that same tenant.

GoDaddy Help: Move my Microsoft 365 email away from GoDaddy

Save add-on data first: GoDaddy deletes it

COMPLIANCE

GoDaddy states that Email Backup backups are removed and cannot be restored, Advanced Email Security is deleted, and Email Archiving moves only if you ask. Archived or backed-up mail can be your only copy of deleted items.

WHAT TO DO

Before you call GoDaddy, download what you need from Email Backup, release wanted quarantine messages, and ask for Email Archiving to be moved or exported. If you have retention obligations, replace them in Microsoft Purview after the move.

TOOLS THAT CAN GET AROUND THIS

Microsoft 365 has no item-level backup to replace GoDaddy Email Backup. A Microsoft 365 backup product starts a new, independent backup of mailboxes (and OneDrive, SharePoint and Teams) in the tenant you now own. It cannot bring back GoDaddy's backups, so still download those first.

Veeam Backup for Microsoft 365

Restores Exchange Online mailboxes, folders, messages, contacts and other items, plus SharePoint, OneDrive and Teams data, and offers a self-service restore portal.

Third-party tools, not endorsed by the platform vendor. Confirm in the tool's documentation and run a pilot first.

GoDaddy Help: Move my Microsoft 365 email away from GoDaddy

Fix MX before Proofpoint disappears

REDUCES RISK

If MX still points to GoDaddy's Proofpoint servers when Advanced Email Security is deleted, inbound mail stops.

WHAT TO DO

Change MX to your Microsoft 365 value with a TTL of 3,600 seconds before the move, as GoDaddy instructs, and confirm with an external test message.

GoDaddy Help: Move my Microsoft 365 email away from GoDaddy

Make sure you can receive the temporary password

REDUCES RISK

GoDaddy emails the temporary admin password to the GoDaddy account contact address, which cannot be on a domain in the tenant being moved. If that address is on the moving domain, you lock yourself out.

WHAT TO DO

Change the GoDaddy contact email to another domain, and test every admin's MFA, before you request the move.

GoDaddy Help: Move my Microsoft 365 email away from GoDaddy

Swap licences before GoDaddy suspends its plans

USER IMPACT

GoDaddy suspends its plans seven days after your addresses leave its database. Users still on GoDaddy licences then can lose access.

WHAT TO DO

Buy the new subscriptions the day you regain admin access and move every user that week. Microsoft says mailbox data is kept when changing plans, but back up first if the new plan has fewer data services.

Microsoft Learn: Assign licences to users

Pick plans by what you actually use, not what GoDaddy sold

COST LEVER

GoDaddy plans do not carry over, so this is the moment to right-size. Add-ons GoDaddy names, such as Visio, Planner, Power BI and Copilot, need new subscriptions too.

WHAT TO DO

List which users use desktop apps, Teams, SharePoint and add-ons in your licensing assessment, and buy only what each group needs. Check current pricing with Microsoft or your partner.

GoDaddy Help: Move my Microsoft 365 email away from GoDaddy

Removing partner roles does not end the reseller link

REDUCES RISK

Microsoft says removing a partner's admin roles leaves the reseller relationship in place, and the partner can still buy on your behalf until it removes that in Partner Center.

WHAT TO DO

Remove admin roles you do not want under **Settings** > **Partner relationships**, and leave GoDaddy's reseller relationship to expire with its subscriptions.

Microsoft Learn: Manage partner relationships

Turn on MFA as soon as you own the tenant

REDUCES RISK

GoDaddy does not change MFA or security defaults during the move. If they were off under GoDaddy, they stay off, and Microsoft has removed the 14-day MFA registration grace period for security defaults.

WHAT TO DO

Warn users, then enable security defaults (or Conditional Access) in the Entra admin center the same week, so registration does not collide with the licence swap.

Microsoft Learn: Security defaults in Microsoft Entra ID

Route B costs far more effort: be sure you need it

SAVES TIME

A new tenant means migrating mail, files and Teams, re-signing every user, and a domain move with a mail outage window. Cross-tenant mailbox migration also needs a paid per-user licence and source admin rights Microsoft does not document for GoDaddy tenants.

WHAT TO DO

Choose Route A unless you must join an existing tenant. If Route B, test cross-tenant migration with one mailbox before committing, and keep PST as the fallback.

TOOLS THAT CAN GET AROUND THIS

If you must join an existing tenant, a third-party mailbox tool avoids the Cross Tenant User Data Migration licence and has a documented process for GoDaddy-hosted tenants. MigrationWiz's Microsoft 365 mailbox projects still use Exchange Web Services (EWS), which Microsoft has blocked in Exchange Online since 1 October 2026 for any app not on the tenant's EWSAllowedAppIDs list. BitTitan says to add the Application (client) ID of your MigrationWiz app registration to that list in each Exchange Online tenant well before you start, because changes take up to 24 hours. BitTitan has also introduced a Graph API mailbox project because EWS is being retired completely, which BitTitan reports Microsoft has postponed to April 2027.

BitTitan MigrationWiz

GoDaddy-specific guide: connects with the tenant's onmicrosoft.com admin account because regular GoDaddy admin credentials often fail. It copies mail rather than syncing, and GoDaddy keeps the domain until all your accounts are deleted. That guide still says no EWS action is needed, so follow BitTitan's newer EWS allow-list steps as well.

Third-party tools, not endorsed by the platform vendor. Confirm in the tool's documentation and run a pilot first.

Microsoft Learn: Cross-tenant mailbox migration

FINISH SAFELY

How do you check it worked, or roll back?

Full validation checklist

8 checks

Run these before you declare the migration complete. Record the results in the data validation report.

Check	How to check	What good looks like
Admins sign in directly at Microsoft	In a private browser window, sign in to `https://admin.microsoft.com` with each admin account and complete MFA. Open **Users > Active users**, select each admin and check their roles.	Every admin signs in without the GoDaddy page, and you hold at least Billing Administrator and User or License Administrator.

Check	How to check	What good looks like
Every user has a new licence and no GoDaddy licence	In the Microsoft 365 admin center go to **Billing > Licenses** and open each product, then spot-check users under **Users > Active users > select the user > Licenses and apps**.	Each user in your Licensing assessment has the new plan assigned before GoDaddy suspends its plans, and no user depends only on a GoDaddy plan.
Users reach mail, Teams and OneDrive	Ask each user to sign in to Outlook, Teams and OneDrive on their computer and phone with their new password. For Route B, also open a sample of mailboxes in Outlook on the web and compare folders and recent mail with the source.	Every user opens their mailbox, Teams and OneDrive files; no one sees the old GoDaddy sign-in page.
Partner relations hips are what you expect	Open **Microsoft 365 admin center > Settings > Partner relationships** and read the Roles column for each partner.	Only the partners you chose hold admin roles; GoDaddy disappears once its subscriptions expire.
MX, SPF, DKIM and DMARC are correct	Run `nslookup -type=mx contoso.com 8.8.8.8`, `nslookup -type=txt contoso.com 8.8.8.8` and `nslookup -type=txt _dmarc.contoso.com 8.8.8.8`. In the Microsoft Defender portal open **Email authentication settings > DKIM**.	MX ends in mail.protection.outlook.com with no ppe-hosted.com (Proofpoint) records, one SPF record includes spf.protection.outlook.com, DKIM signing is on and a DMARC record exists.
Inbound and outbound mail works for every domain	For each domain you listed in the organisation, send a test message from an outside account and reply to it. Trace it in **Exchange admin center > Mail flow > Message trace**.	Mail arrives and replies leave for every domain in the tenant.

Check	How to check	What good looks like
MFA is on for everyone	In the Microsoft Entra admin center go to **Entra ID > Overview > Properties > Manage security defaults**, or check your Conditional Access policies.	Security defaults are enabled, or Conditional Access requires MFA for all users.
Billing is no longer doubled	Check **Microsoft 365 admin center > Billing > Your products** and **GoDaddy account > Renewals & Billing**.	The new subscriptions show the right licence counts and GoDaddy auto-renewal is off for the old Microsoft 365 plans.

Rollback plan

If it goes wrong

ROLL BACK IF

- Users lose mailbox access because their GoDaddy licence was removed before a new one was assigned
- Admins cannot sign in with the temporary password or complete MFA
- Route B: mail to the domain bounces after the domain is added to the new tenant and the cause cannot be fixed in the change window
- Route B: the PST or cross-tenant copy is missing large parts of mailboxes when you compare with the source

POINT OF NO RETURN

Route A cannot be reversed in any documented way. Once GoDaddy has released the tenant and suspended its plans, the account does not go back to being GoDaddy-managed, and data held in GoDaddy add-ons such as Email Backup is deleted and cannot be restored. What you can undo is licensing: while the GoDaddy plans are still active, users can be put back on them. For Route B, the point of no return is GoDaddy removing the domain from the old tenant: from then on, mail for the domain goes to whichever tenant has it verified, and the old tenant can only get it back by verifying the domain again.

1

Route A: put the GoDaddy licence back

Where: Microsoft 365 admin center > Users > Active users > select the user > Licenses and apps

If a user lost access after you removed the GoDaddy licence, tick the GoDaddy plan again (only possible while GoDaddy has not suspended it) and select **Save changes**. Then fix the new licence purchase and swap again.

✓ **You should see:** The user can open their mailbox again within a short time.

2

Route A: get help with sign-in problems

Where: GoDaddy Help > Contact Us (https://www.godaddy.com/help/contact-us)

If the temporary password does not work or never arrives, contact GoDaddy with your ticket number. Microsoft directs defederation problems to GoDaddy first.

✓ **You should see:** GoDaddy reissues the temporary password or confirms the state of the move.

3

Route B: stop copying data

Where: Microsoft Purview portal (purview.microsoft.com) for PST import jobs, or the tool you chose for cross-tenant moves

Stop any running import job or migration so the new tenant does not get a half-finished copy. Users keep working in the GoDaddy tenant, which is untouched.

✓ **You should see:** No further data is written to the new tenant.

4

Route B: move the domain back to the old tenant

Where: New tenant's Microsoft 365 admin center > Settings > Domains, then the old tenant (with GoDaddy's help)

Change users in the new tenant back to onmicrosoft.com usernames, then follow remove a domain from Microsoft 365. Ask GoDaddy to add and verify the domain in the old tenant again.

✓ **You should see:** The domain shows as verified in the old tenant and is gone from the new one.

5

Route B: check mail routing

Where: Old tenant's Microsoft 365 admin center, your DNS host > DNS records, and Command Prompt on your admin PC

In the old tenant open **Settings > Domains > your domain > DNS records**, make sure the MX, SPF and Autodiscover records at your DNS host match the values shown there and your DNS cutover record sheet, then send outside test messages.

```
nslookup -type=mx contoso.com 8.8.8.8
```

✓ **You should see:** Test mail reaches the mailboxes in the old tenant.

Agree the triggers and who decides before the go / no-go meeting. Use the rollback plan template.

Common problems and fixes

6 errors

`Microsoft 365 admin center redirects to GoDaddy`

Cause: The tenant is still managed by GoDaddy; the move has not been completed.

Fix: Complete Route A with GoDaddy. Until then, admin access follows GoDaddy's model.

`Bought Microsoft 365 directly and now have two tenants`

Cause: Licences were bought from Microsoft or another reseller before the GoDaddy move finished, which creates a separate tenant.

Fix: GoDaddy says the tenants cannot merge. Either cancel the new subscription and complete Route A, or treat it as Route B and migrate data.

`Users cannot sign in after the move`

Cause: GoDaddy resets admin passwords only; other users still need new passwords.

Fix: Reset each user's password in Users > Active users and send it securely.

`Mail stops arriving after the move`

Cause: GoDaddy Advanced Email Security (Proofpoint) was deleted but MX still points to Proofpoint.

Fix: Change MX to your Microsoft 365 value (mail.protection.outlook.com) and remove the Proofpoint MX records.

`Sign-in to SharePoint or Outlook broken after following an online guide`

Cause: A third-party defederation script or procedure was used.

Fix: Contact GoDaddy support and Microsoft support. Microsoft warns that unofficial steps can affect sign-in and cause further complications.

`Domain is already in use when adding it to a new tenant`

Cause: The domain is still verified in the GoDaddy tenant.

Fix: Ask GoDaddy to remove the domain from the old tenant, then add it again.

Search the full error library →

FAQ

Frequently asked questions

Does Microsoft publish steps for leaving GoDaddy?

Microsoft has a short defederation article that points to GoDaddy's guide for the steps and warns against unofficial procedures.

Will I lose my email if I leave GoDaddy?

On Route A, GoDaddy releases the existing tenant, so mailboxes stay in place. GoDaddy add-ons such as Email Backup are removed, so export anything you need first.

Do my GoDaddy licences transfer to Microsoft?

No. GoDaddy states its Microsoft 365 plans do not carry over. You buy new licences from Microsoft or another partner after the move.

Can I move to another Microsoft partner instead of Microsoft direct?

Yes. GoDaddy says you can buy plans from Microsoft or another Microsoft 365 reseller after the move. Add the new partner through their invitation link.

Does my domain have to leave GoDaddy?

No. Leaving GoDaddy for Microsoft 365 does not require transferring your domain registration. Only the DNS records for email may need updating.

Can I go back to GoDaddy later?

GoDaddy states that an organisation cannot move back to GoDaddy after it leaves.

SOURCES

Official sources

9 official pages this guide is based on

Vendors change limits and features, so confirm details on the source before you rely on them. Last checked 4 Nov 2026.

- Microsoft Learn: Assign licences to users
- Microsoft Learn: Security defaults in Microsoft Entra ID
- Microsoft Learn: Defederation process for Microsoft 365 admins using GoDaddy
- GoDaddy Help: Move my Microsoft 365 email away from GoDaddy
- Microsoft Learn: Manage partner relationships
- Microsoft Learn: Customer-led termination of a GDAP relationship
- Microsoft Learn: Cross-tenant mailbox migration
- Microsoft Learn: Use network upload to import PST files
- Microsoft Learn: Add a domain to Microsoft 365