

Example, not a real client. Example Lettings Ltd, every name and every .example address in this document are made up. This shows the format of a Clarwyn Care monthly report.

Clarwyn Care monthly report: Example Lettings Ltd, November 2026

Prepared for: Example User 1, Director, Example Lettings Ltd
Prepared by: Jamie Castle, Clarwyn IT
Plan: Clarwyn Care Plus, 7 users. **Period:** 9 to 30 November 2026 (first month).

1. At a glance

- A settled first month: 3 requests, all answered within your plan's reply target.
- One phishing email (fake deposit payment details) reported by your team. The sender is now blocked and the copies have been removed. Nobody clicked.
- One new starter, Example User 7, ready for 30 November.
- Three recommendations for you to decide on (section 5).

2. Starters and leavers

Date	Starter or leaver	Name	What was done
27 Nov	Starter	Example User 7	Account created with the licence you bought; access to the lettings@ mailbox and the Lettings team in Teams

No leavers this month.

3. Requests handled

Request	Received	Outcome
Example User 3: new phone, couldn't sign in	10 Nov	Old sign-in method cleared; set up on the new phone the same morning
Suspicious email sent to 3 people	16 Nov	Confirmed as phishing; sender blocked; copies removed
New starter, Example User 7	21 Nov (Saturday)	Account ready on 27 Nov, the working day before the start date

Requests this month: 3. All first replies within your plan's reply target.

4. Monthly checks: sign-in alerts, licences and security settings

Check	Result	Rating
Sign-in alerts	Failed sign-ins for Example User 3 on 10 Nov (new phone, explained). No other alerts.	Green
Multi-factor sign-in registered for every user	6 of 6; Example User 7 registers on their first day	Green
Admin roles	Unchanged since set-up	Green

Check	Result	Rating
Licences: bought versus assigned	7 bought, 7 assigned, no spare licences	Green
Forwarding to outside addresses	Blocked; no forwarding rules found	Green
Email trust records (SPF, DKIM, DMARC)	All pass for Microsoft 365 mail. Your lettings software's emails fail DKIM	Amber
File sharing	OneDrive allows "Anyone" links (links that work without signing in)	Amber

5. Recommendations

#	Recommendation	Why	Your decision
1	Move DMARC from monitoring to quarantine once your lettings software's DKIM is set up	Stops others sending fake emails that look like they come from you, a common start to deposit and rent fraud	Approve / Not now
2	Restrict OneDrive sharing to signed-in people, or make "Anyone" links expire after 30 days	Tenancy documents shared with "Anyone" links can be forwarded and opened by anyone	Approve / Not now
3	Ask your lettings software supplier for their SPF and DKIM instructions	Their emails to tenants are more likely to land in junk until this is done	Example User 1 to ask

Anything outside your plan is quoted in writing first. Reply to this email with your decisions.

6. Clarwyn Care Plus

Quarterly security review: next due February 2027.

Device health checks (Intune, where licensed): your current licences (Microsoft 365 Business Standard) don't include Intune, so device health checks aren't available. Microsoft 365 Business Premium would add them. It costs more per user each month, so it's worth considering at your next licence review.

Licence advice: Business Standard fits your current needs, as everyone uses the desktop Office apps and Teams. If you'd like your laptops checked centrally (for example, that they're encrypted and up to date), Business Premium is the plan that adds this.

7. Next month

- I'll check Example User 7's sign-in set-up during their first week.
- Your next Clarwyn Care invoice reflects 7 users.
- Old mailboxes at your previous email provider: please close them once you're happy everything has arrived.

Thank you. If you'd like anything explained, just reply.

Jamie

Jamie Castle trading as Clarwyn IT, sole trader. Support by email: support@clarwyn.co.uk. Example, not a real client.