User Rewind
for Microsoft 365

CoreView

CoreView User Rewind simplifies Microsoft 365 troubleshooting with a central view of user changes and one-click reverts, cutting resolution times and enabling safe task delegation.

The Challenge: Troubleshooting User Configuration Issues

Troubleshooting user configuration issues in Microsoft 365 is often complex, time-consuming, and error-prone. IT teams must manually identify and fix issues using:

- Separate admin dashboards
- Non-intuitive interfaces
- Complex audit queries
- Disparate log sources

This complexity prolongs resolution times, increases errors and misconfigurations, and forces basic issues to be escalated to Central IT unnecessarily.

The Solution: CoreView User Rewind

User Rewind automates troubleshooting for user-related configuration issues, bringing everything you need into a single, unified management dashboard.

Unified Visibility & Control — Bi-directional Connection via M365 APIs

What User Rewind for Microsoft 365 Does for You:

Consolidate log data into a single view: See user-related configuration changes for any user, over a chosen timeframe, in one clean, time-ordered view.

Streamline troubleshooting processes: Drill down into each configuration event to pinpoint exactly what changed, who made the change, and when it happened.
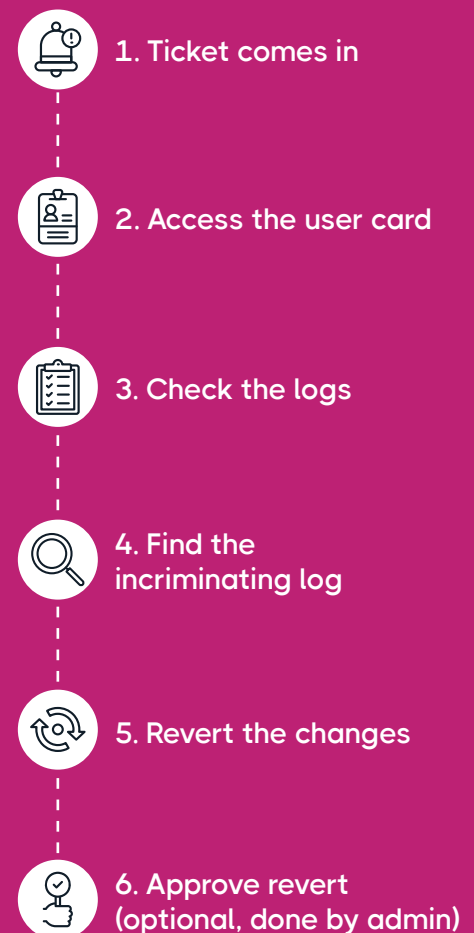
Revert problem changes in seconds: Fix an issue with a single click, ensuring other configuration changes remain intact.

Delegate troubleshooting without excessive privileges: Give helpdesk staff just enough access to resolve issues and reduce pressure on Central IT.

Reduce ticket resolution times: Empower technical staff to resolve tickets up to 90% faster, boosting user satisfaction.

Automated Process

With User Rewind, diagnosing and resolving user-related configuration issues follows a simple, streamlined process that puts everything at your fingertips—from initial ticket to final closure.

1. Ticket comes in

2. Access the user card

3. Check the logs

4. Find the incriminating log

5. Revert the changes

6. Approve revert (optional, done by admin)

Availability

User Rewind for Microsoft 365 is available as an optional add-on to CoreView.

Track and Troubleshoot User Changes in One Place

View and manage all Microsoft 365 user configuration changes from a single dashboard for faster, easier troubleshooting.

Category	Changes Tracked	
Teams groups **Microsoft 365 groups** **Security groups** **Distribution groups**	• User addition • User removal • Owner role assignment • Owner role removal	
Licenses	• License assignment • License removal • Service plan changes (addition and/or removal)	
Attributes	• Changes in job titles • Hire date • Leave date • Employee ID • Employee type • Department • Office location • City • State or province • Country or region • Phone number	• Mobile phone number • Fax number • Changes in street or ZIP code • Manager changes • Company name • First name and last name updates • Email addresses • Preferred data location • Usage location • User type

Explore Other CoreView Modules

Unified Visibility & Control
• Governance Center
• Admin Dashboards
• 130+ Reports
• Custom Reports
• Management Actions
• Multi-Tenant

Task Automation
• No Code Automation
• 150+ OOTB Actions
• Custom PowerShell
• Call 3rd Party Apps
• Branching Logic
• Approval/Attestation

Configuration Management
• Config Templating
• Config Baselining
• Drift Detection
• Backup & Restore
• Change Management
• OOTB CIS Template

Delegation Management
• Tenant Segmentation
• Granular Permissions
• Cross-Tenant Access
• Self-Service Admin
• Least Privilege Roles
• Secure Delegation

Policy Enforcement
• 60+ OOTB Policies
• Auto-Remediations
• Custom Policies
• Security & Identity
• License Management
• Entra Apps & Intune

Hybrid Management
• On-Prem Connector
• Sync Active Directory
• Exchange On-Premise
• Unified Reporting
• Hybrid Automation
• Centralized Control

Access Reviews
• Review User Access
• Teams Groups
• SharePoint Sites
• OneDrive Owners
• Guest Users
• Mailbox Permissions