

## Frequently Asked Questions

### Is it possible to get pre-installation assistance from BrightWork?

Yes, we strongly recommend working alongside the [BrightWork Support](#) team to initiate the pre-install process, as this will ensure proper procedures are followed; this service is included as part of the [BrightWork 365 Start Service](#). Customers are encouraged to schedule a pre-install technical call using this link: <https://calendly.com/d/ckvb-zsc-sz7/bw365-pre-install-call>.

### How many Power Platform environments should be created prior to installing BrightWork 365?

Prior to the installation of BrightWork 365, create three Power Platform environments with Dataverse data stores: two Sandbox environments (see [Sandbox environments - Power Platform | Microsoft Learn](#)), and one Production environment; BrightWork will eventually be installed into each of these three environments.

See [Pre-Install Power Platform Environment Instructions](#) for details.

### What are the end user BrightWork 365 license requirements?

See [BrightWork 365 license requirements](#) for details.

### What are the end user Microsoft license requirements?

See [Microsoft license requirements](#) for details.

### Which Microsoft license must the BrightWork 365 installation user have?

The BrightWork 365 installation user must have a Power Apps Premium (Power Apps per user) license. Do not proceed with the installation if the installation user does not have this license.

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