

Adding New Office 365 Users

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Every person in your organisation who needs to sign in and access Office 365 services will need a user account. Each user will be assigned a username and password which they can use to access Office 365 services.

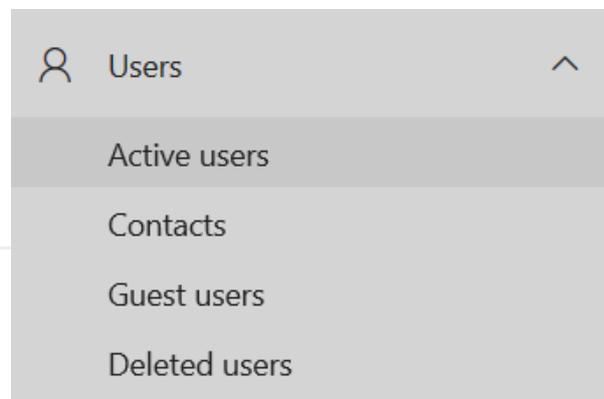
New users can only be created by other users with the relevant role. To add a user, you must have the User Management Administrator role or an equivalent or greater role.

Before you can add a user to Office 365, you must add the domain you want to use.

Add a Single User

If you have a single user you want to add, you can add them in your Microsoft 365 Admin Center.

1. Log into your Microsoft 365 Admin Center: <https://admin.microsoft.com>
2. Go to '**Users > Active Users**' on the left-hand menu



3. Select **Add a User**

Active users

 Add a user  Add multiple users

4. Enter the Name and Username for the new user

Set up the basics

To get started, fill out some basic information about who you're adding as a user.

First name Last name

Display name *

Username * @

Password settings

Auto-generate password

Let me create the password

Password * Strong

Require this user to change their password when they first sign in

Send password in email upon completion

5. Select whether you want to specify a password or have one randomly generated for the user

Note: If specifying your own password, it must show as a Strong password

Note: If you want to force the user to set their own password when they first login, leave the checkbox ticked for 'Require this user to change their password when they first sign in'

6. Press **Next**

7. Select the location for the user

Select location *

8. Select the licence you want to assign to the user

Note: If you require additional licences on your account, you can purchase more in Cobweb CORE.

Licenses (0) * Assign user a product license

Microsoft Teams Commercial Cloud (User Initiated)
Unlimited licenses available

Office 365 Business Essentials
You don't have any licenses available. To purchase additional licenses, please contact your partner(s).

Office 365 Business Premium
You don't have any licenses available. To purchase additional licenses, please contact your partner(s).

Create user without product license (not recommended)
They may have limited or no access to Office 365 until you assign a product license.

9. Press **Next**

10. If you want to give the user admin access, you can choose the required role on this screen

11. Press **Next**

12. Confirm the details shown are correct

If you chose to randomly generate the password, you will be shown it on the final screen after adding the user. If you do not record the password at this point, you will

and press **Finish Adding**

need to reset the password.

You can add a user without a licence if they do not currently need access to any Office 365 services or if they only need an account for administrative access.

Add Multiple Users

If you have more than a couple users to add at once, you can prepare a .csv file with user data to import in bulk. If you want to create the users and assign a licence at the time of creation, you should prepare a .csv file for each licence, as the same licence will be applied to the whole batch.

1. Log into your Microsoft 365 Admin Center: <https://admin.microsoft.com>

2. Go to **'Users > Active Users'** on the left-hand menu

3. Select **Add multiple users**

4. Select **Download a CSV file with headers only**

5. Open the .csv file in a spreadsheet application like Excel

Roles (User: no administration access) ^

Admin roles allow people to take action in admin center. Global admins have all admin permissions for all products and services, while custom admins only have the permissions you choose. To reduce risk to your organization, limit the number of global admins and assign limited admin roles instead.

[Learn more about admin roles](#)

User (no administrator access) ⓘ

Global admin

You should have at least two global admins in your organization, in case you need to reset another global admin's account. For all other admins, assign them limited admin roles.

Global administrator ⓘ

Users and groups

Helpdesk administrator ⓘ

Service administrator ⓘ

User management administrator ⓘ

Billing

Billing administrator ⓘ

Common specialist roles

Exchange administrator ⓘ

SharePoint administrator ⓘ

Teams Service Administrator ⓘ

[Show all](#)

Active users

 Add a user

 Add multiple users

[↓ Download a CSV file with headers only](#)

6. Complete the information in the columns as required. The two required fields are:

Username: The login email address for the user

Display Name: The name to show for the user. If using Exchange (Email) services, this will be the name attached to emails the user sends.

	A	B	C	D
1	User Name	First Name	Last Name	Display Name
2	newuser@domain.com	New	User	New User
3	otheruser@domain.com	Other	User	Other User

7. Save the file
8. Return to the Microsoft 365 Admin Center and press **Browse**
9. Select the .csv file you saved

10. Press **Verify**



✔ Your file looks good. Click or tap Next.

11. Confirm the file is accepted
12. Press **Next**

13. Select the Usage Location and licence that needs to be assigned to the users

14. Press **Next**

Product licenses ^

Location
United Kingdom v

Office 365 Business Essentials Off
You don't have any licenses available. To purchase additional licenses, please contact your partner(s).

Microsoft Teams Commercial Cloud (User Initiated) Off
Unlimited licenses available

Office 365 Business Premium Off
You don't have any licenses available. To purchase additional licenses, please contact your partner(s).

Not Recommended:
Create user without product license On
They may have limited or no access to Office 365 until you assign a product license.

15. Press **Download results** to download a spreadsheet of the initial passwords for the accounts

16. If you want to email the initial passwords to anyone, **tick Email the results files to these people** and enter the required email address

View your results
Here are your results reports. You can either download and save them, or email them to yourself and others.

2 users created [Download results](#)

Email the results files to these people

Recipients *
support@cobweb.com

 If you choose to send these files by email, the passwords will be sent in plain text.

17. Press **Close without Sending** or **Save and close**

Passwords created for these users will always be temporary, requiring the password to be reset when the user logs in for the first time.

If you do not save a copy of the passwords and choose not to email them, you will need to reset the passwords.

