

# Add Users in CSP/O365/NCE

## Summary

This article provides brief detail to manage CSP service i.e. how to add & manage Exchange & Skype for business Users under Microsoft CSP tenant.

## Applies To

This article applies to MachPanel build v6.2.10 and above.

## Adding Users, assigning roles, Licenses etc.

- Navigate to the following path: **Home » Service Director » Microsoft CSP Management » Accounts.**
- From **Options** column select **Manage**. You can add Skype for business or Exchange online Users, Click on **Add User** as shown below:

Home > Service Director > Microsoft CSP Management > Tenant Detail

General Settings Domains **Users** Shared Mailboxes Resource Mailboxes Mail Contacts Groups

Group Actions Account Information SharePoint

Operations

[Add User](#) [Add Bulk User](#) [Group Operations](#) [Sync All with Microsoft CSP](#)

Click **Add User** to add a new Skype for Business User.  
You can also **Add Bulk Users** and **Sync All with Microsoft CSP** which already exists.

Search +

User	Details	Edit
<input type="checkbox"/> Chris Robert - admin@evsalarasandbox01.onmicrosoft.com	Sign-In Status: Allowed Licenses: Status: Active Role: Company Administrator	Delete

- Provide users primary details in **Add User** section as shown below:

General Settings Account Information Domains **Users** Shared Mailboxes Resource Mailboxes Mail Contacts Groups SharePoint

Teams Policies Group Actions

**Add User** [Go Back](#)

General Settings

Select User: [Create New User](#)

\* First Name:

\* Last Name:

\* User Display Name:

\* User Principal Name:

\* Password:  [Generate Random](#)

Minimum length is 12 and must contain at least 1 upper case letter, 1 lower case letter, 1 number and 1 special character.

Show Password  
Setting might get overridden by Org password policy.

\* Confirm password:

Password never expires:

Send email:

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- In **Settings** section, assign Role and select Role, provide Sign-In Status etc.

The screenshot shows the 'Settings' section for a user. It includes the following fields and options:

- Assign role:** A checkbox that is checked.
- Select Role :** A dropdown menu with the following options: Application Administrator, Application Developer, Authentication Administrator, and Azure Information Protection Administrator.
- Alternate email:** A text input field with a note below it: "Note: Alternate email address is mandatory when assigning a role to the user. Otherwise this can be left blank".
- Sign-In Status:** Radio buttons for 'Allowed' (selected) and 'Blocked'.

- In **Licenses** section, Select location and select licenses.

The screenshot shows the 'Licenses' section. It includes the following fields and options:

- Usage Location:** A dropdown menu set to 'United States'.
- Assign Licenses:** A list of license options with checkboxes and availability information:
  - Exchange Online Advanced Threat Protection 1 of 1 licenses available +
  - Office 365 Business Essentials 1 of 1 licenses available +
  - Office 365 Business Premium 1 of 1 licenses available +
  - Office 365 Enterprise E1 3 of 3 licenses available +
  - Office 365 Enterprise E3 1 of 1 licenses available +
- Select Licenses:** A button highlighted with a red box and an arrow pointing to the license list.
- Optional Fields:** A green bar with a plus sign (+).
- Save** and **Cancel** buttons at the bottom.

- Click **Save** when done.

### Group Operations.

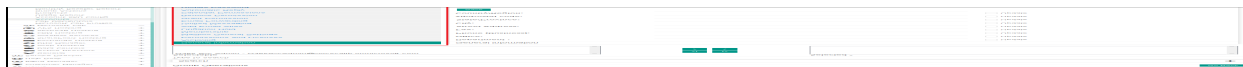
In User menu, using Group Operation following task can be performed.

The screenshot shows the 'Users' section with a table of users. The 'Group Operations' button in the 'Operations' row is highlighted with a red box.

User	Details	Options
<input type="checkbox"/> O365 Svc Admin - O365SvcAdmin@voicecallp.onmicrosoft.com	Sign-In Status: Allowed Status: Active	Licenses: Role: Company Administrator

Showing: 1 - 1 of 1

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Now, You can add email alias as "First name initial.Last name (j.smith)" as shown below

A screenshot of the 'Add Email Alias' form in MachPanel. The form is titled 'Add Email Alias' and has a sidebar on the left with navigation options. The main content area contains the following fields:

- E-mail address local part:** A list of radio buttons with the following options:
  - Primary SMTP e-mail local part
  - First name.last name (john.smith)
  - First name initial and last name (j.smith)
  - First name and last name initial (johns)
  - First name initial.last name (j.smith)
  - Last name.first name (smith.john)
  - Last name initial and first name (sjohn)
  - Last name and first name initial (smithj)
- Set as User Principal Name:** A checkbox that is currently unchecked.
- Select Domain:** A dropdown menu with 'Nothing selected' as the current value.
- Save:** A green button at the bottom left of the form.

**Important Note:** If you get following error on adding User : **Error in syncing SfB user. Details: Error in fetching SfB user from Office 365. Details: Error Processing command: The remote name could not be resolved.**

Please review following KB to resolve this issue

first: <http://kb.machsol.com/Knowledgebase/Article/54539>

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/55705/Add-Users-in-CSPO365NCE>