

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 +

<input type="checkbox"/> User	Details	Edit
<input type="checkbox"/> Chris Robert - admin@avalaraandbox01.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

[Go Back](#)

Add User

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 'Settings' section contains the following fields:

- 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. Below it, a note states: "Note: Alternate email address is mandatory when assigning a role to the user. Otherwise this can be left blank".
- Sign-In Status:** Two radio buttons: "Allowed" (selected) and "Blocked".

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

The 'Licenses' section contains the following fields:

- Usage Location:** A dropdown menu set to "United States".
- Assign Licenses:** A list of checkboxes for different license types, each with its availability: 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), and Office 365 Enterprise E3 (1 of 1 licenses available). A "Select Licenses" button is highlighted with a red box and an arrow points to the checkboxes.
- Optional Fields:** A green bar with a "+" icon.
- Buttons:** "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 'Users' menu is shown with the following tabs: General Settings, Account Information, Domains, Users, Shared Mailboxes, Resource Mailboxes, Mail Contacts, Groups, SharePoint, Teams, Policies, and Group Actions. The 'Users' tab is selected. Below the tabs, there is a search bar and a table of users. The table has columns for 'User', 'Details', and 'Options'. The first row shows a user named 'O365 Svc Admin' with a status of 'Active' and a role of 'Company Administrator'. The 'Group Operations' button 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: 1 of 1 licenses available Role: Company Administrator	

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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 the MachPanel interface. The form is titled 'Add Email Alias' and is located in the main content area. It has a sidebar on the left with the same menu items as the previous screenshot, with 'Add Email Alias' highlighted. The form itself has a white background and a green border. It contains the following fields and options: 'E-mail address local part:' with a list of radio button options: 'Primary SMTP e-mail local part', 'First name.last name (john.smith)', 'First name initial and last name (jsmith)', 'First name and last name initial (johns)', 'First name initial.last name (j.smith)' (which is selected and highlighted with a red box), 'Last name.first name (smith.john)', 'Last name initial and first name (sjohn)', and 'Last name and first name initial (smithj)'. Below these options is a checkbox labeled 'Set as User Principal Name:'. At the bottom, there is a 'Select Domain:' dropdown menu showing 'Nothing selected' and a green 'Save' button.

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>