

## 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:

The screenshot shows the MachPanel interface with the following structure:

- Breadcrumbs:** Home > Service Director > Microsoft CSP Management > Tenant Detail
- Navigation Tabs:** General Settings, Domains, **Users** (active), 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
- Search:** Search bar with a plus icon
- User List:** A table with columns for User, Details, and Actions. The first user listed is Chris Robert - admin@evaisasandbox01.onmicrosoft.com. The Actions column has Edit and Delete buttons.

A callout box points to the 'Add User' button with the text: "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."

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

The 'Add User' form contains the following fields and options:

- General Settings:**
  - Select User: Create New User
  - \* First Name: [Text Field]
  - \* Last Name: [Text Field]
  - \* User Display Name: [Text Field]
  - \* User Principal Name: [Text Field]
  - \* Password: [Text Field] with a 'Generate Random' button and a note: "Minimum length is 12 and must contain at least 1 upper case letter, 1 lower case letter, 1 number and 1 special character."
  - \* Confirm password: [Text Field]
  - Password never expires: ☒
  - Send email: ☐
- Additional Options:**
  - Show Password: ☐ (Note: Setting might get overridden by Org password policy.)

A 'Go Back' button is located at the top right of the form.

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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" (which is selected) and "Blocked".

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

The 'Licenses' section contains the following fields:

- Usage Location:** A dropdown menu currently set to "United States".
- Assign Licenses:** A list of checkboxes next to license names and their availability. An arrow points to the "Select Licenses" button below this list.
  - ☐ 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 +
- Optional Fields:** A green bar with a "+" icon.
- Buttons:** "Save" and "Cancel".

- Click **Save** when done.

### Group Operations.

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

The 'Users' menu is active, showing the following options:

- Operations:** Add User, Add Bulk User, **Group Operations** (highlighted with a red box), Sync all Users with Microsoft CSP.
- Search:** A search bar.
- User List:** A table with columns: User, Details, Status, License, and Options. The first row shows a user named "O365 Svc Admin" with status "Active" and role "Company Administrator".
- Footer:** "Showing: 1-1 of 1" and "Showing per page: 20 Change".

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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. 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>