

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

- 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: _____

* Confirm password: _____

Password never expires:

Send email:

[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.

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

Settings

Assign role:

Select Role :
Application Administrator
Application Developer
Authentication Administrator
Azure Information Protection Administrator

Alternate email:

Note: Alternate email address is mandatory when assigning a role to the user. Otherwise this can be left blank

Sign-In Status: Allowed Blocked

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

Licenses

Usage Location: United States

Assign Licenses:

Select Licenses

- 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 +

Save Cancel

- Click **Save** when done.

Group Operations.

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

General Settings Account Information Domains **Users** Shared Mailboxes Resource Mailboxes Mail Contacts Groups SharePoint Teams Policies Group Actions

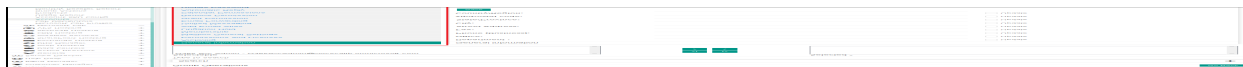
Operations
Add User Add Bulk User **Group Operations** Sync all Users with Microsoft CSP

Search

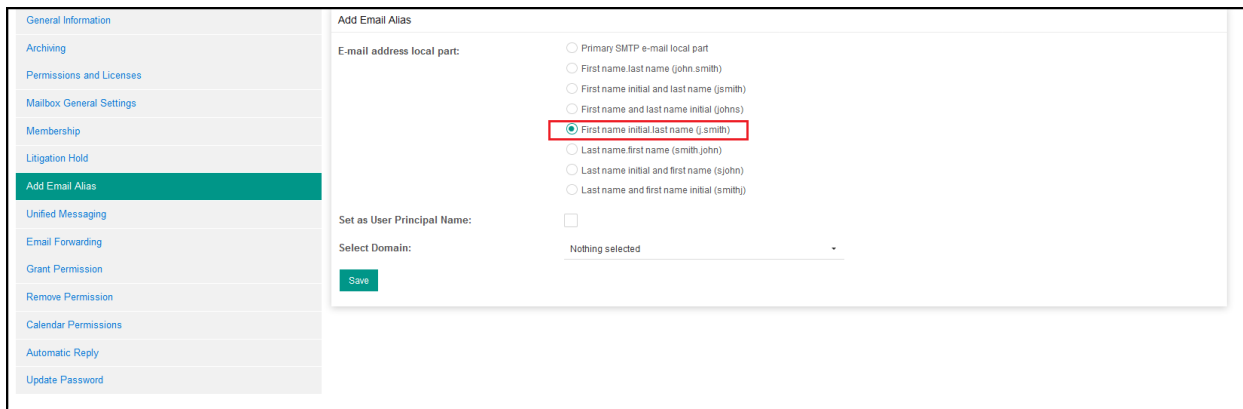
User	Details	Options
<input type="checkbox"/> O365 Svc Admin - O365SvcAdmin@voicecallp.onmicrosoft.com	Sign-In Status: Allowed Status: Active Licenses: Role: Company Administrator	

Showing: 1 - 1 of 1 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



The screenshot shows the 'Add Email Alias' configuration page. On the left is a sidebar with navigation options: General Information, Archiving, Permissions and Licenses, Mailbox General Settings, Membership, Litigation Hold, Add Email Alias (highlighted), Unified Messaging, Email Forwarding, Grant Permission, Remove Permission, Calendar Permissions, Automatic Reply, and Update Password. The main content area is titled 'Add Email Alias' and contains the following fields:

- E-mail address local part:** A list of radio button 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) (highlighted with a red box)
 - 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 showing 'Nothing selected'.
- 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>