

# On-boarding a new member

**Objective:** In this lab simulation, I used Active Directory to onboard a new team member into the Sales department. The process included creating a new user account, setting up an outlook email address, editing job description, and verifying access to the account.

**Equipment:** Ticketing System, Windows Server 2022, and a Windows 10 PC

**Ticket:** Please look at page 2

**Steps:** Please look at page 3

# Real World Tickets

## Incident Details:

Incident #: 73979

Category: On-boarding A New Member

Department: Sales

Priority: High

Assignee: Helpdesk Team

Date/Time Opened: 7/4/2025 3:13 PM

## Description:

Our new employee Mark Villa is joining the Sales department on 7/5/2025. Please set up his account including his username, outlook email, temporary passwords, and all the information according to the department he is joining.

## Solution:

Incident #: 73979

Steps Taken:

1. I went into the Active Directory Users and Computers to add Mark Villa as a user
2. Upon making Mark Villa's account I created a login of [markv@davids.lab](mailto:markv@davids.lab) with a random generated password, that was **EX\$6Vs!**
3. I checked off the prompt to allow the user (Mark Villa) to change the password after logging in
4. After establishing Mark Villa's account I added employee information like department, job title and phone number with extension
5. I also finished creating his outlook email which was [markv.davidslab@outlook.com](mailto:markv.davidslab@outlook.com), with a random generated password of **6Ra@xCW**

Notes:

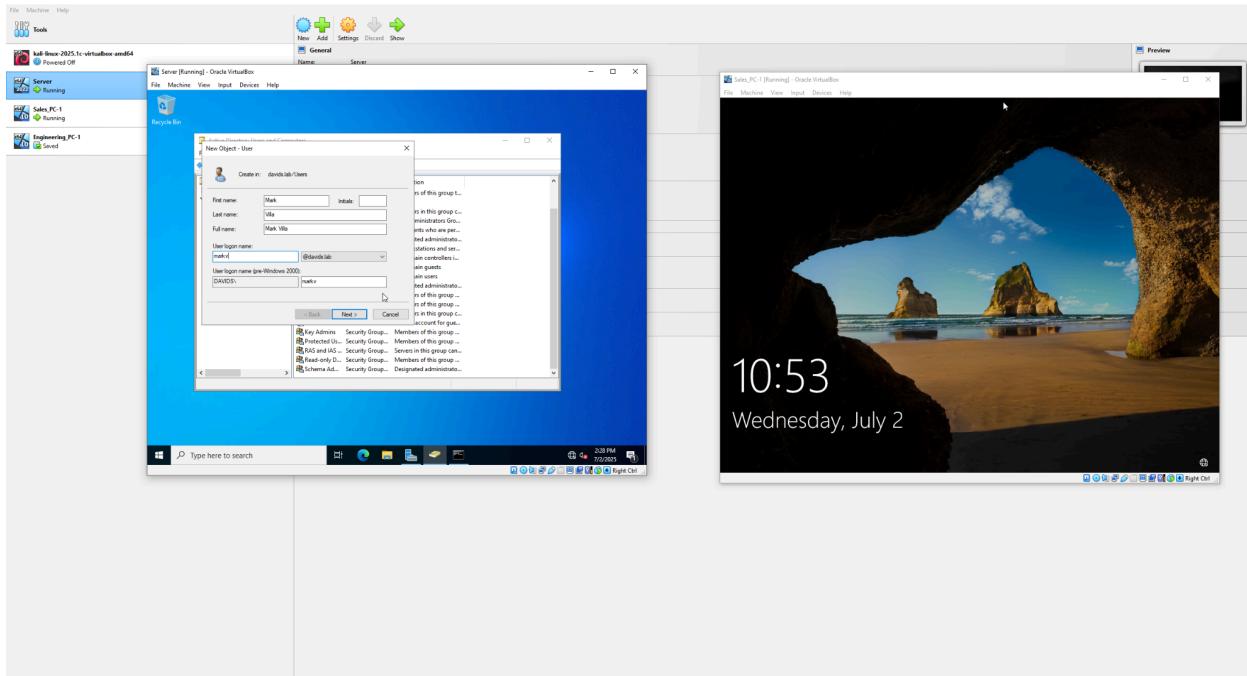
- Outlook Email: [markv.davidslab@outlook.com](mailto:markv.davidslab@outlook.com)
- Outlook Password (Temp): **6Ra@xCW**
- Company Account: [markv@davids.lab](mailto:markv@davids.lab)
- Company Account Password (Temp): **EX\$6Vs!**

Time Logged: 15 minutes (3:13 PM - 3:28 PM)

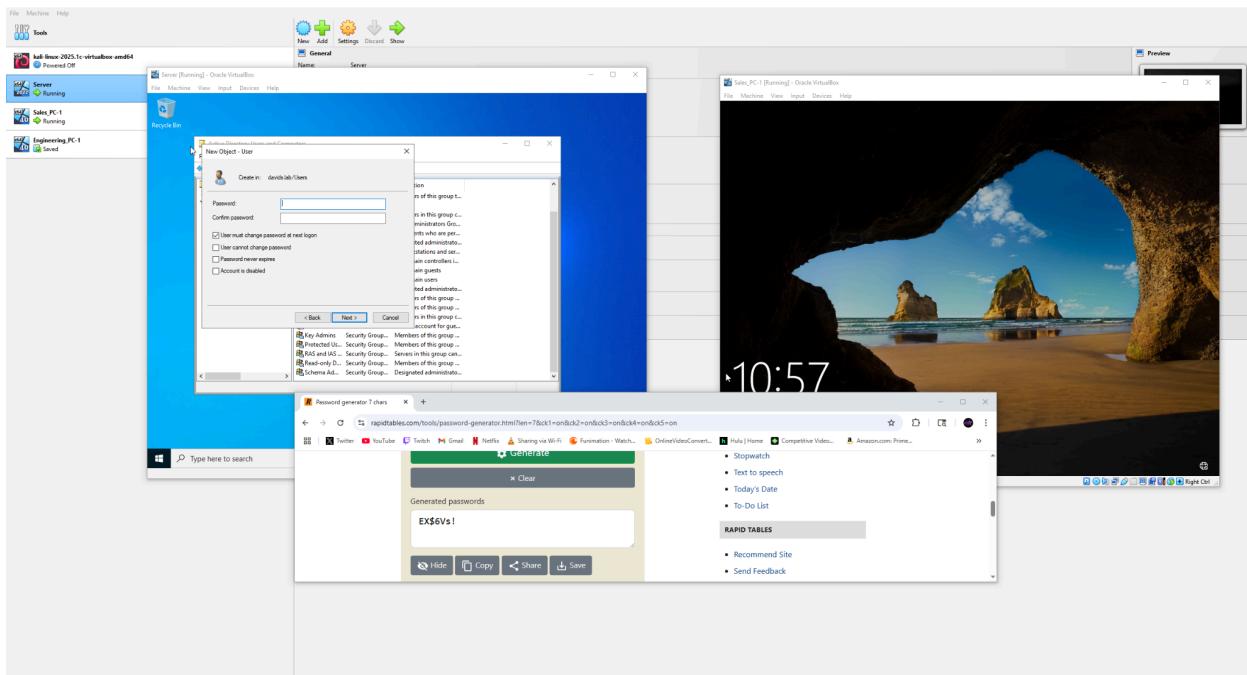
Status: Resolved and Closed

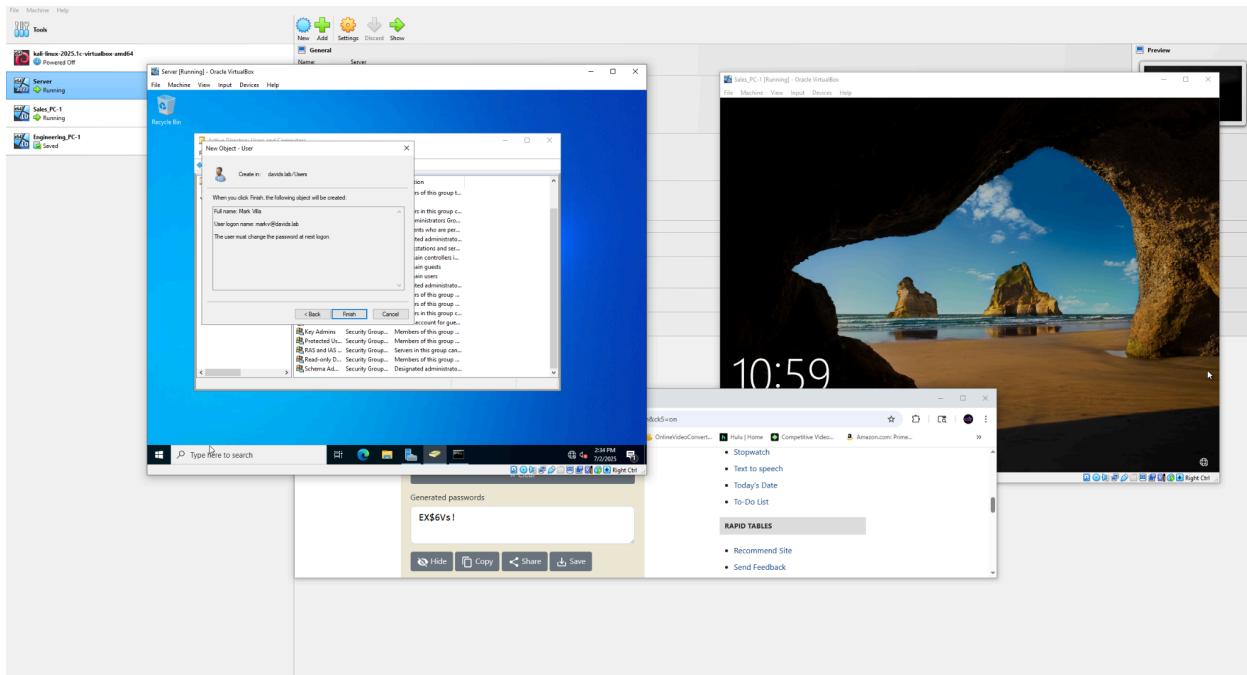
# Steps

- I go into the Active Directory and Users to add the new on-boarding member Mark Villa

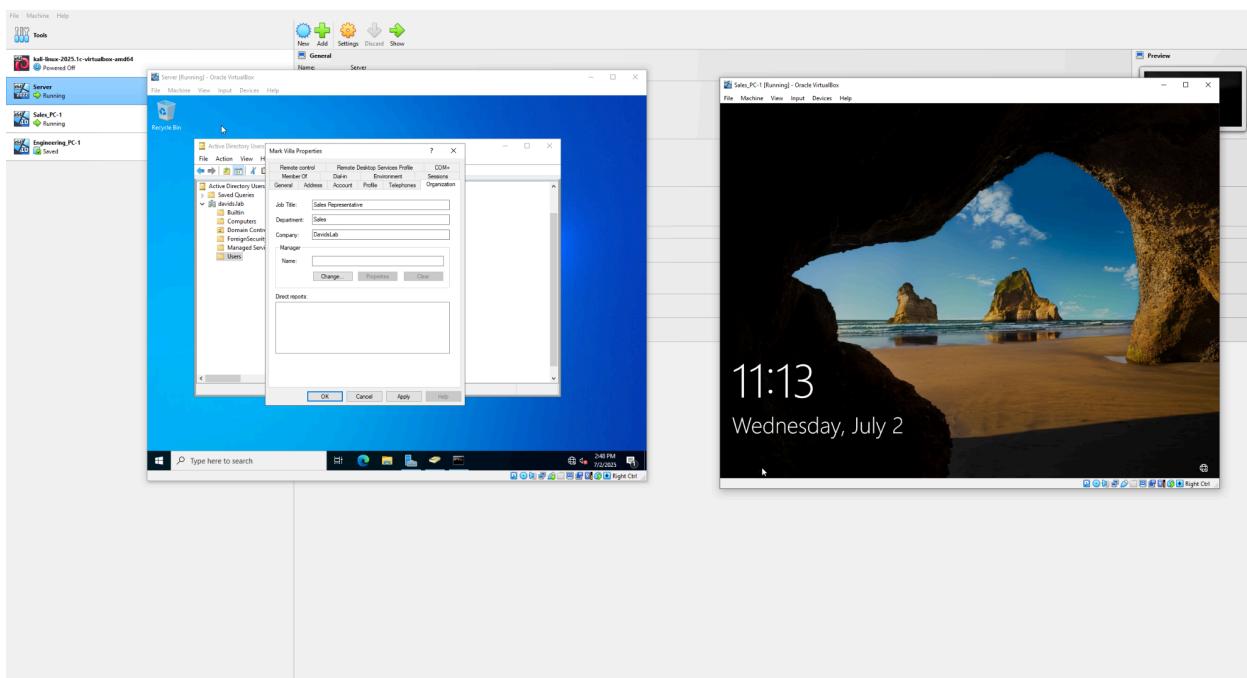


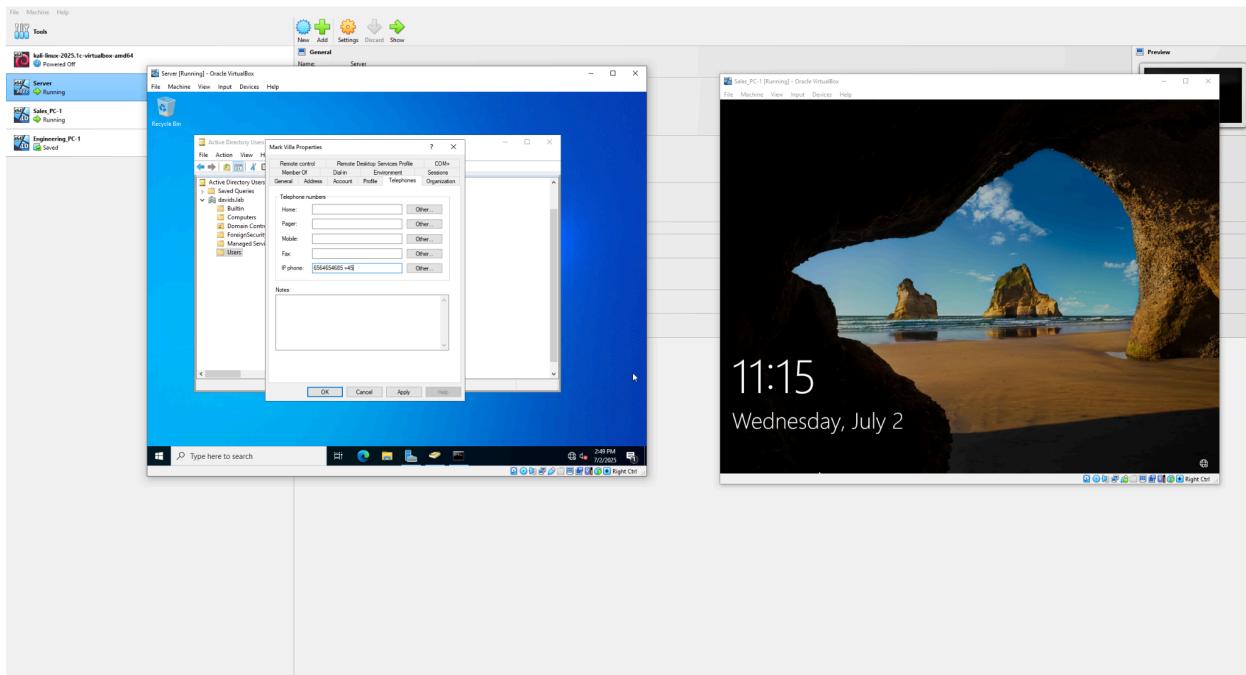
- use our random generated password to set as password for first time access but allow Mark Villa to change it upon logging on EX\$6Vs!



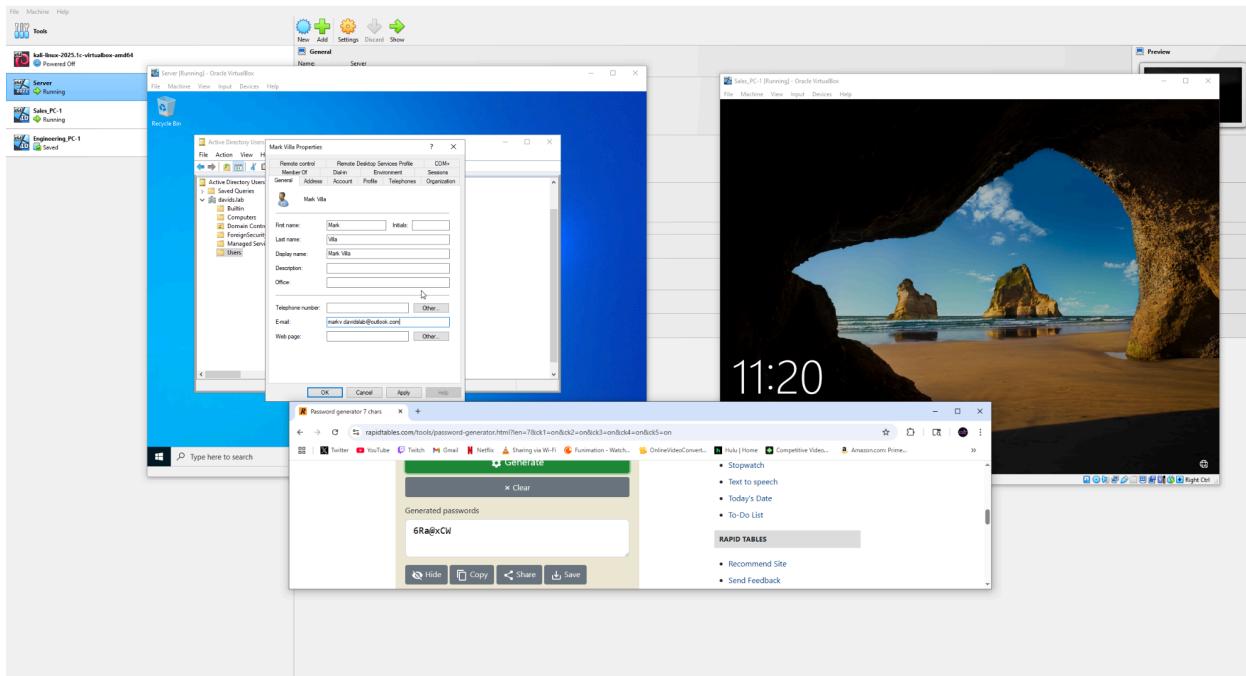


3. Upon establishing his account I add information about his position

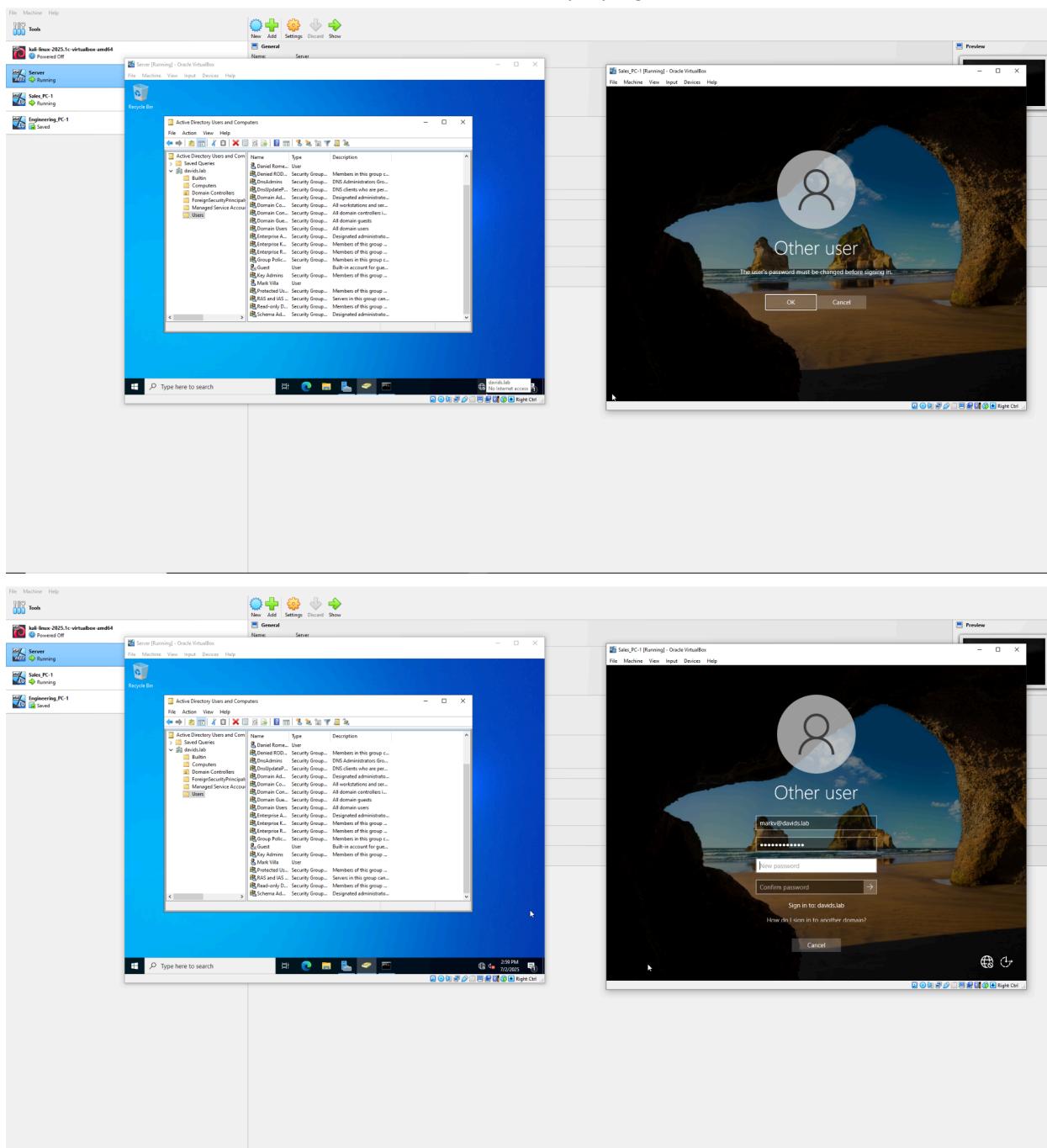




4. I set up Mark Villa's outlook account and with the temporary password **6Ra@xCW** (basic but I'm limited)



5. I make sure Mark Villa's account is established by trying to connect to it



## 6. Account established successfully

