# GSD 1.5 - How to add or remove a user from a Active Directory group.

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General Information:

Possible symptoms/errors:

How to add or remove a user from a Active Directory group

Alternative names of the system:

Adding and removing a user from groups in AD

IMPORTANT NOTICE:

Make sure which groups the user should belong to before making changes. For example, VPN groups
for Globalprotect:GSD. GlobalProtect VPN - Unable to connect

Solution:

How to access Active Directory:

To open Active Directory find AD-Console.msc on your Citrix desktop and double-click on it.

How to search for users:

First, check the user's domain. It can be looked-up in the ServiceNow. To see the domain search for
the user in ServiceNow 'new incident' view and click on 'preview this record' button on the right side of
'caller' field and look for ADS sAMAccountname. The three letters before the backslash indicate the
user's domain.   Once the user's domain has been checked open active directory, expand the relevant
domain's folder, then right-click on the domain and select find. NOTE: You will recognize the proper
folder by checking its name. Domain name is included in the name of each of folders as you can see in
the screenshot below.

New window will open. In the 'Name' field type in user's first and last name then click on 'Find Now'.
User's account will show up in the 'Search results' field on the bottom of the window.

To see account status and other details right-click on the found user account and select 'Properties'.
After entering "Properties", select the "Member of" tab to see the list of groups to which the user
belongs.Click the Add button to add the user to the appropriate group:Enter the name of the group to
which you want to add the user and select OK.If the system finds more names with a similar name,
confirm the appropriate one in the next window and select OK.Confirm your changes by clicking the
Apply button.

IMPORTANT NOTICE:

Add the user to additional groups if required.Check what group a user should belong to to be able to use VPN - Global Protect (Palo Alto): GSD. GlobalProtect VPN - Unable to connectIn case of any issues with the user's account please gather the details about the fault and user's contact details and assign it to the User Administration team Ext_WW_OCC-User-Administration_SLS_Capgemini. Issues with the Active Directory itself are handled by Ext_WW_AD_FLS_Capgemini

Assignment Group:

N/A