



## Adding Users to Office 365

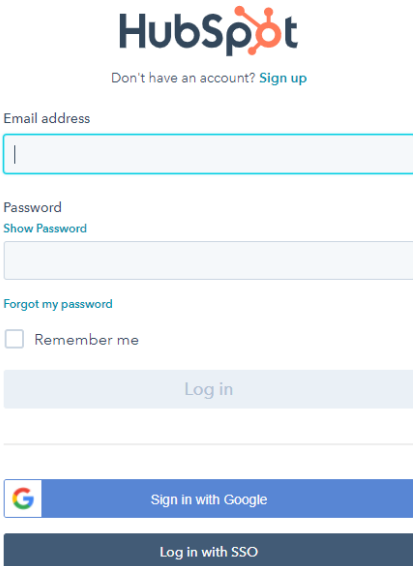
If a ticket was created for the IT team that requests a new user account be created, The IT team is responsible for the creation of the new user. Follow these steps to add a new user to the network infrastructure.

### 1. Collecting information

To start creating a new user, info has to be obtained from our ticket system.

- Go to website: <https://app.hubspot.com/>
- Enter Email and password

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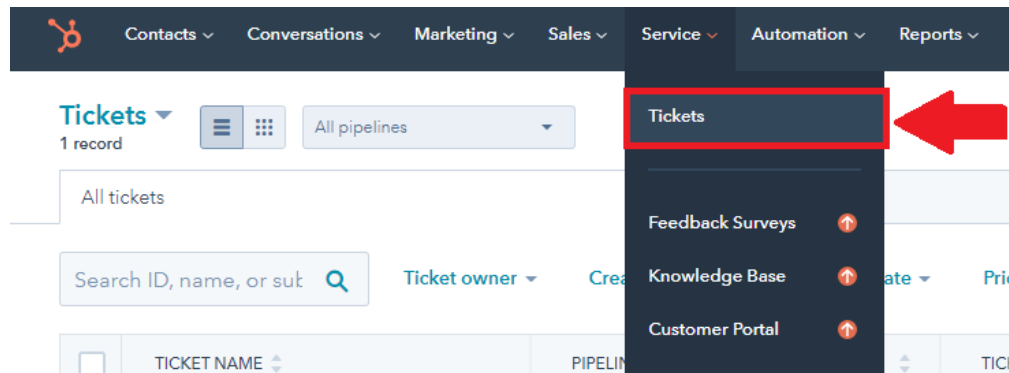


- If required, go to outlook and enter verification code
- In top left, click service and click Tickets.



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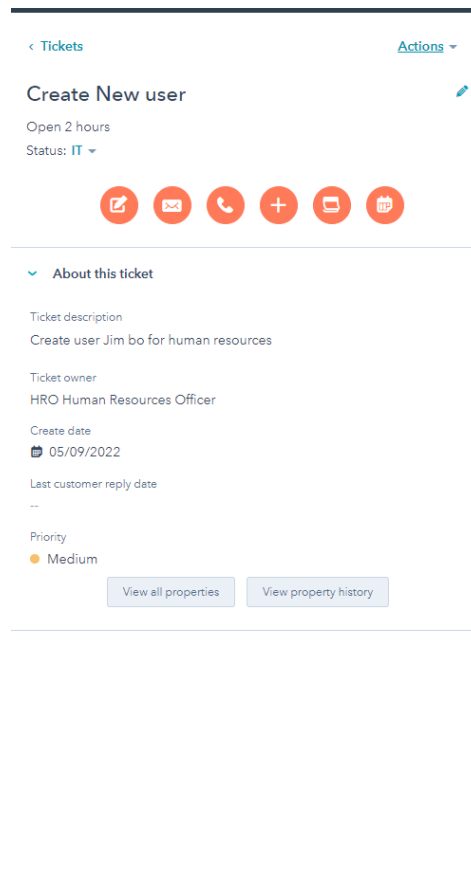
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- In new ticks page, Search for tickets with the pipeline status of IT(Support pipeline). Open the Ticket

<input type="checkbox"/>	TICKET NAME	PIPELINE	TICKET STATUS
<input type="checkbox"/>	Create New user	Support Pipeline	IT (Support Pipeline)

- On the left hand side you will see a menu.





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- Read through what the ticket wants you to do, and complete the tasks or respond back if there is a problem.
- Find the info and name on the ticket and remember them for later.

The screenshot shows a web interface for managing tickets. At the top, there's a navigation bar with a back arrow and the word 'Tickets', and an 'Actions' dropdown menu. Below this, the title 'Create New user' is displayed with a pencil icon for editing. The ticket details include 'Open 2 hours' and 'Status: IT'. A row of six circular icons (edit, email, phone, plus, print, and calendar) is shown. A section titled 'About this ticket' is expanded, revealing the 'Ticket description' as 'Create user Jim bo for human resources', which is highlighted with a red box and a red arrow. Other details include 'Ticket owner: HRO Human Resources Officer', 'Create date: 05/09/2022', 'Last customer reply date: --', and 'Priority: Medium'. At the bottom, there are two buttons: 'View all properties' and 'View property history'.

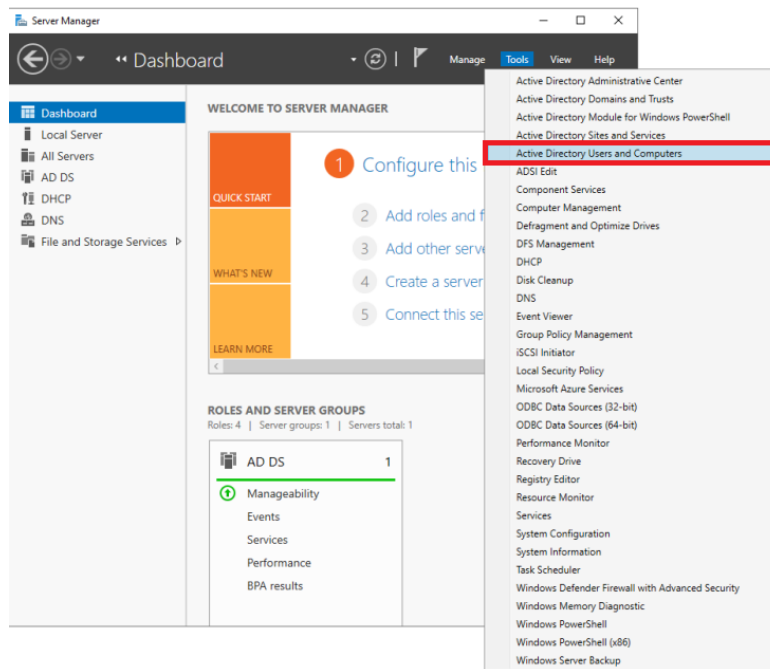
## 2. Add User to Active Directory

- Now that we have the info for adding a new user, we must first add the user to the company domain.
- In the start menu, enter Server Manager and enter Active Directory Users and Computers in server manager under tools.

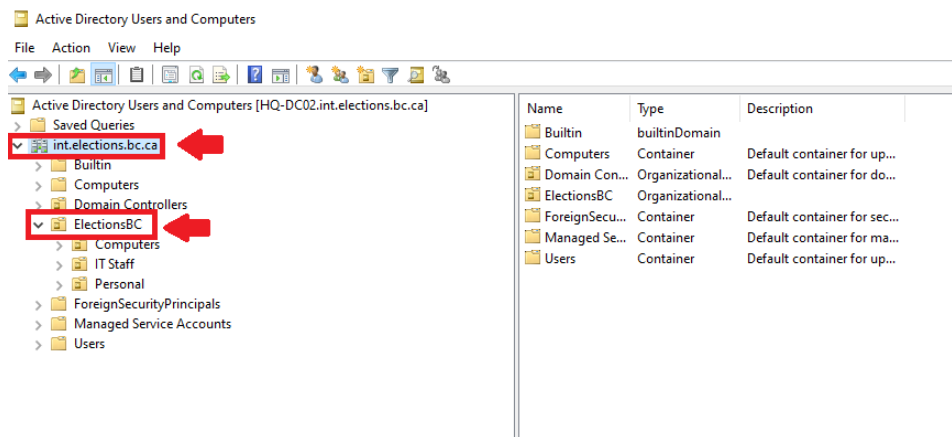


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- In the newly opened window, expand int.elections.bc.ca and the elections folder (OU)

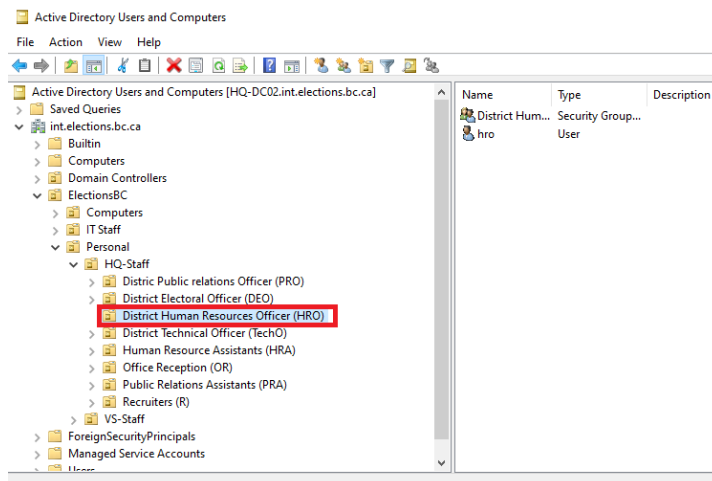




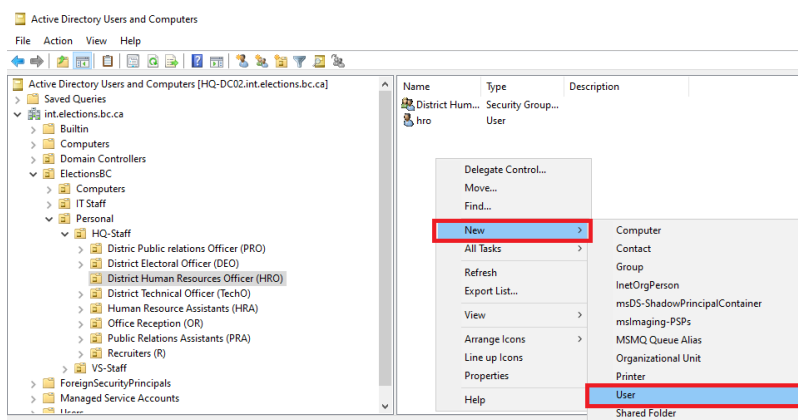
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- With the info found before, enter the sub folder that has the job title of the job mentioned in the info. (This example will use Human resources)



- Right click the folder or field next to it and select the “new” button option and select user.



- A new User creation window will pop up. Here is where we enter the info gathered before.

New Object - User

Create in: /HQ-Staff/District Human Resources Officer (HRO)

First name:  Initials:

Last name:

Full name:

User login name:  @int.elections.bc.ca

User login name (pre-Windows 2000): elections\

< Back Next > Cancel



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- Enter all the info needed and select @ICT5.tech next to user log in and click Next >.

New Object - User

Create in: /HQ-Staff/District Human Resources Officer (HRO)

First name: jim Initials:

Last name: bo

Full name: jim bo

User logon name: jbo

User logon name (pre-Windows 2000): elections\jbo

@ICT5.tech

@CT5.tech

@int.elections.bc.ca

- Add a temporary password to the new user. Record the password for the new user.

New Object - User

Create in: int.elections.bc.ca/ElectionsBC/Personal/HQ-Staff

Password:

Confirm password:

☒ User must change password at next logon

☐ User cannot change password

☐ Password never expires

☐ Account is disabled

< Back Next > Cancel

- After clicking next, a new user will be created.
- Right click the new user and add to the security group listed.