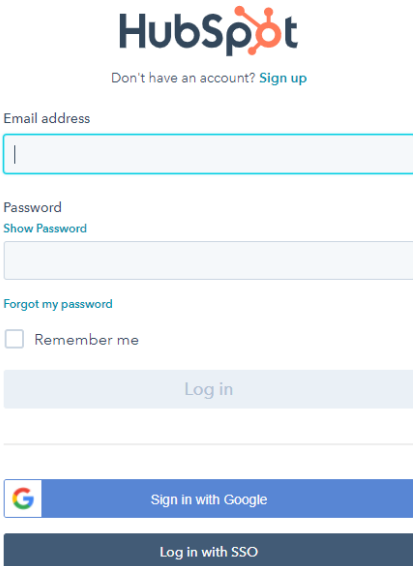# Adding Users to Office 365

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/
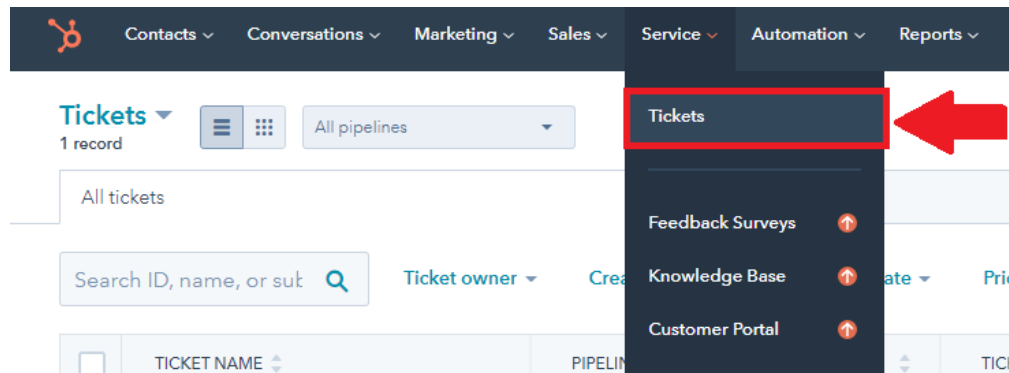- Enter Email and password

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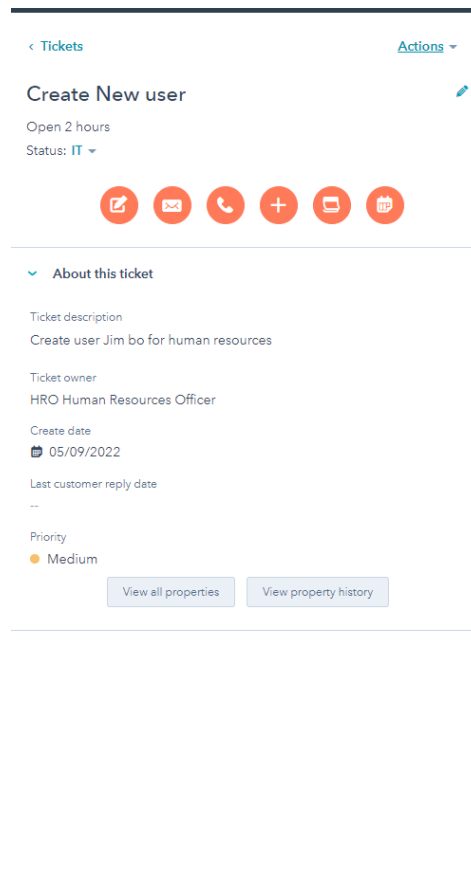- In top left, click service and click Tickets.

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

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

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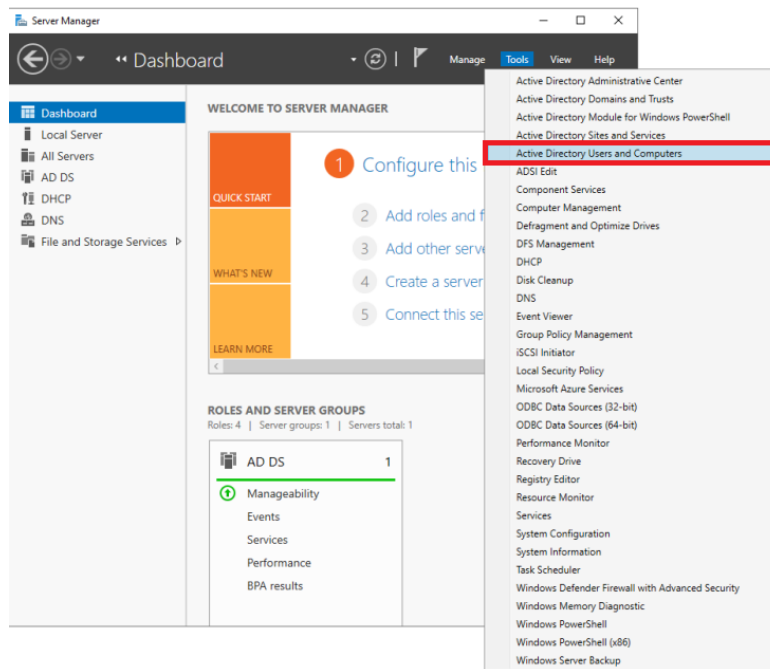- Find the info and name on the ticket and remember them for later.

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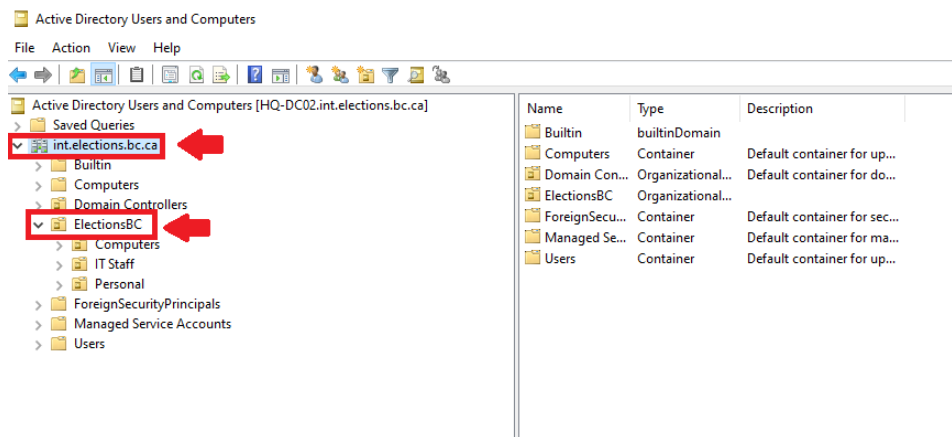
- In the newly opened window, expand int.elections.bc.ca and the elections folder (OU)

- 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)
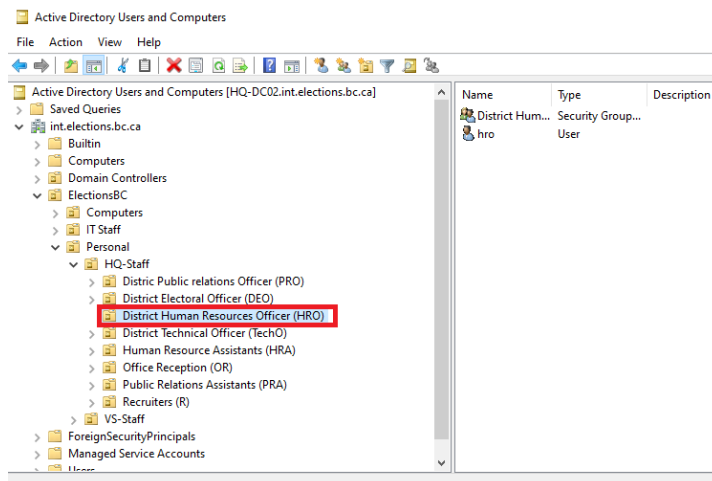
- Right click the folder or field next to it and select the "new" button option and select user.
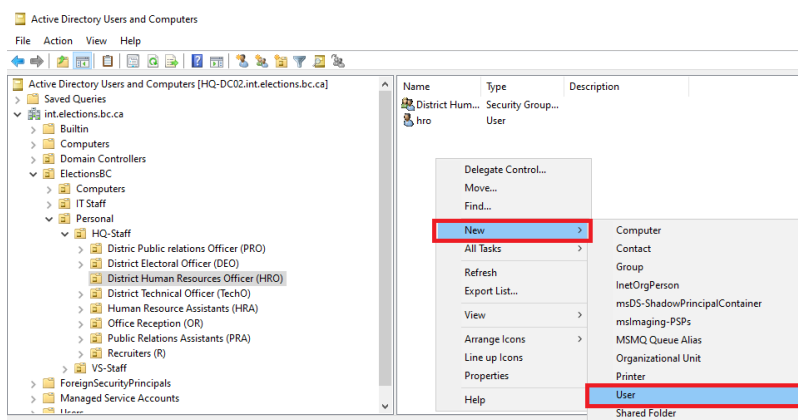
- A new User creation window will pop up. Here is where we enter the info gathered before.

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

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

- After clicking next, a new user will be created.

- Right click the new user and add to the security group listed.