

Ticket ID: HD-010

Category: User Account Management / Active Directory

Priority: Medium

User Impact: New employee unable to access company systems

Environment: Windows 10/11 workstation, Active Directory domain environment

1. Problem Description

Request received from HR/Manager: *"Please create a new user account for a new employee who is starting today and requires access to company systems."*

2. Verification Questions I Asked

- Employee full name and department
- Job role and access requirements
- Start date confirmation
- Manager approval for account creation

3. Symptoms Observed

- New employee does not have an Active Directory user account
- User is unable to log in to the domain
- No access to email, network resources, or internal applications

4. Actions Taken

- Opened **Active Directory Users and Computers (ADUC)**
- Navigated to the appropriate Organizational Unit (OU)
- Created a new user account with the required details:
 - Username and display name
 - Department and job title
- Set a temporary password
- Enabled **"User must change password at next logon"**
- Added the user to required security groups (based on role):
 - Department access group
 - VPN / network access group
 - Standard user group
- Verified account status was enabled
- Confirmed user could log in successfully

5. Root Cause

- New employee onboarding process required creation of an Active Directory user account, which had not yet been completed at the time of the request.

6. Fix / Resolution

- A new Active Directory user account was created following standard onboarding procedures.
- The account was configured with a temporary password, required password change at first login, and added to pre-approved security groups based on the onboarding request.
- The user was able to successfully log in and access required systems.

7. Prevention / Recommendation

- Submit new user account requests prior to employee start dates
- Use a standardized onboarding checklist
- Ensure manager approval and access requirements are confirmed before account creation

8. Proof (Verification)

- Active Directory account successfully created and enabled
- User logged in and confirmed access to required resources
- Manager confirmed successful onboarding

9. Time Log

- **Start Time:** 9:00 AM
- **End Time:** 9:25 AM
- **Total Time:** 25 minutes