

Microsoft 365 Admin Center Surface Self-Service Repair

Global Admin: Add a User



Add a User

Not a global admin?

ONLY a Global Admin can create/manage users and their roles.

To contact a Global Admin about adding a user, follow the instructions below:

1. Navigate to the [M365 Admin Center homepage](#), choose **Users** in the left-hand navigation.
2. From the drop-down options under Users, choose **Active users**.
3. Located in the options bar towards the middle of the screen, choose **Filter**.
4. From the list of Standard filters, choose **Global Admins**.
5. The users shown as a result of applying the filter are your Global admins.
6. Choose a user by clicking on their **display name** to view account details, including their email address.
7. Email your global admin about adding a new user or giving you permissions to do so

[illegible]

Add a User

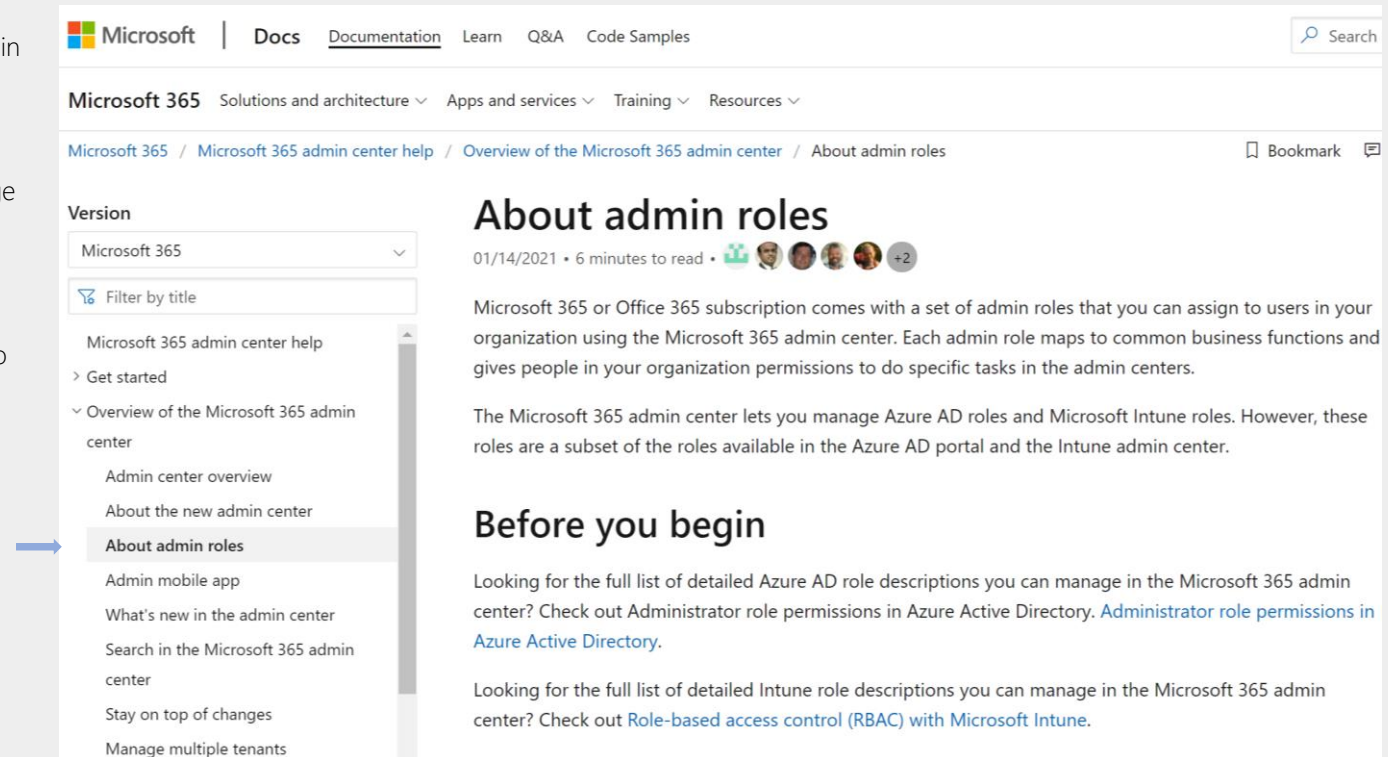
More information about each role

M365 offers admins the ability to assign admin roles to users in your organization. Admin roles are mapped to common business functions and gives people in your organization the permissions to do specific tasks in the admin center.

Please visit [Overview of the Microsoft 365 admin center](#) for more information. See image to the right on where to go for specifics on admin role details.

The link above is also a great resource to learn more about admin center updates and capabilities. Using the left-hand navigation, you can find information on the following to assist you with adding/managing a user:

- Assigning/Unassigning licenses to users
- Changing a username and email address
- Restoring a user
- Guest users
- Adding a guest to a M365 group



The screenshot shows the Microsoft 365 documentation page for 'About admin roles'. The left-hand navigation pane is visible, with a blue arrow pointing to the 'About admin roles' link. The main content area includes the title 'About admin roles', a date '01/14/2021', a reading time '6 minutes to read', and a list of user avatars. The text explains that Microsoft 365 or Office 365 subscription comes with a set of admin roles that can be assigned to users. It also mentions that the Microsoft 365 admin center lets you manage Azure AD roles and Microsoft Intune roles. Below the text is a section titled 'Before you begin' with two paragraphs of introductory text and links to more detailed role descriptions.

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Version: Microsoft 365

Filter by title

Microsoft 365 admin center help

- > Get started
- > Overview of the Microsoft 365 admin center
 - Admin center overview
 - About the new admin center
 - About admin roles**
 - Admin mobile app
 - What's new in the admin center
 - Search in the Microsoft 365 admin center
 - Stay on top of changes
 - Manage multiple tenants

About admin roles

01/14/2021 • 6 minutes to read • [Avatar] [Avatar] [Avatar] [Avatar] +2

Microsoft 365 or Office 365 subscription comes with a set of admin roles that you can assign to users in your organization using the Microsoft 365 admin center. Each admin role maps to common business functions and gives people in your organization permissions to do specific tasks in the admin centers.

The Microsoft 365 admin center lets you manage Azure AD roles and Microsoft Intune roles. However, these roles are a subset of the roles available in the Azure AD portal and the Intune admin center.

Before you begin

Looking for the full list of detailed Azure AD role descriptions you can manage in the Microsoft 365 admin center? Check out Administrator role permissions in Azure Active Directory. [Administrator role permissions in Azure Active Directory.](#)

Looking for the full list of detailed Intune role descriptions you can manage in the Microsoft 365 admin center? Check out [Role-based access control \(RBAC\) with Microsoft Intune.](#)

Add a User

Commonly assigned admin roles

Admin Roles

- Global Admin: Assign to users who need global access to most management features and data across Microsoft online services.
 - User can:
 - View Repair Requests
 - **Create/Manage Surface Device Repair Requests**
 - Add/Edit/Delete Ship to Address(es)
 - Create/Manage users and their roles
- Service Support Admin: Assign to users who need to open or manage service requests and view or share message center posts.
 - User can:
 - View Repair Requests
 - **Create/Manage Surface Device Repair Requests**
- Billing Admin: Assign to users who need to make purchases, manage subscriptions, manage support tickets, and monitor service health.
 - User can:
 - View Repair Requests
 - **Create/Manage Surface Device Repair Requests**
 - **Add/Edit/Delete Ship to address(es)**
- Global Reader Admin: Assign to users who need to view admin features and settings in the admin center that the global admin can view.
 - User can:
 - View Repair Requests

Roles (User: no administration access) ^

Admin roles give users permission to view data and complete tasks in admin centers. Give users only the access they need by assigning the least-permissive role.
[Learn more about admin roles](#)

☒ User (no admin center access)

☐ Admin center access

Global readers have read-only access to admin centers, while Global admins have unlimited access to edit all settings. Users assigned other roles are more limited in what they can see and do.

☐ Exchange Administrator ⓘ

☐ Global Administrator ⓘ

☐ Global reader ⓘ

☐ Helpdesk admin ⓘ

☐ Service support admin ⓘ

☐ SharePoint Administrator ⓘ

☐ Teams Administrator ⓘ

☐ User Administrator ⓘ

Show all by category v

Add a User

1. Navigate to the [M365 Admin Center homepage](#) and log-in using your account credentials.
2. Choose **Home** in the left-hand navigation.
3. Towards the middle of your screen, you will see User management. Choose **Add user**

The 'User management' section may move depending on the size and format of your monitor

The Homepage screen can also be used to review active users, contacts, guest users, and deleted users under **Users** in the left-hand navigation.

The screenshot shows the Microsoft 365 Admin Center interface. On the left is a navigation pane with a hamburger menu icon at the top. A blue circle with the number '2' is placed next to the 'Home' option in the navigation pane. The main content area has a dark header with the 'Microsoft 365 admin center' title and a search bar. Below the header, there's a 'Company Name' field and a 'Dark mode' toggle. The main content area features a large section titled 'Finish setting up Microsoft 365 Business Standard' with a 'Go to guided setup' button. Below this, there's a section titled '+ Add cards (7 more available)' which contains three cards: 'Microsoft Teams', 'User management', and 'Billing'. A blue circle with the number '3' is placed above the 'User management' card, with a blue arrow pointing down to the 'Add user' button within that card. The 'User management' card also shows 'Support remote workers with Teams' and 'Add, edit, and remove user accounts, and reset passwords.' The 'Billing' card shows a 'Total balance' of '\$0.00'.

Add a User

Set up basics

1. Fill out **First and Last name**, **Display name**, **username**. Domains is a locked field that auto-fills based on the global admin's domain. Note: Display name is required and will auto-fill using the first and last name of the user.
2. Choose **automatically create a password** or **create your own (uncheck the box)**. Note: a strong password is required and must meet qualifications.
3. Select either **Require this user to change their password when they first sign in** OR **Send password in email upon completion**.
4. Choose **Next**

If operating from a small screen or window, the navigation pane (seen on the left in this image) can be found at the top of the screen.

Add a user

Set up the basics

To get started, fill out some basic information about who you're adding as a user.

First name **Last name**

Display name *

Username * **Domains**

☒ Automatically create a password

☒ Require this user to change their password when they first sign in

☐ Send password in email upon completion

Next **Cancel**

Add a User

Assign Licenses

1. Under **Select location**, choose the country in which the Service support admin or Billing admin will be operating in.
2. Under **Licenses**, choose **Create user without product license**. A license is not required to be assigned an admin role.
3. Choose **Next**

If operating from a small screen or window, the navigation pane (seen on the left in this image) can be found at the top of the screen.

The screenshot shows the 'Add a user' wizard with the 'Assign product licenses' step selected. The left navigation pane shows 'Basics' (checked), 'Product licenses' (selected), 'Optional settings', and 'Finish'. The main content area has the title 'Assign product licenses' and the instruction 'Assign the licenses you'd like this user to have.' Below this is a 'Select location *' dropdown menu with 'United States' selected, circled with a blue '1'. Under 'Licenses (0)*', there is a radio button for 'Assign user a product license' and a checkbox for 'Microsoft Teams Exploratory' (99 of 100 licenses available). The 'Create user without product license (not recommended)' option is selected with a radio button, circled with a blue '2', and includes the text 'They may have limited or no access to Office 365 until you assign a product license.' At the bottom, there is an 'Apps (0)' section and a navigation bar with 'Back', 'Next', and 'Cancel' buttons. The 'Next' button is circled with a blue '3'.

Add a user

Basics
Product licenses
Optional settings
Finish

Assign product licenses

Assign the licenses you'd like this user to have.

Select location *

United States

Licenses (0)*

☐ Assign user a product license

You have no more licenses for this prepaid subscription. You need to [buy a subscription](#) before you can assign a license.

☐ Microsoft Teams Exploratory
99 of 100 licenses available

☒ Create user without product license (not recommended)
They may have limited or no access to Office 365 until you assign a product license.

Apps (0)

Back Next Cancel

Add a User Roles

1. Under Optional settings, choose **Roles**.
2. From the items listed in the dropdown, choose the admin role for the user. If the role you are looking for is not present, choose **Show all by category**.
(Note: see below for details on most commonly assigned admin roles)
3. **Do not choose Next**. See instructions on the next slide for listing Profile information.

Global Admin: Assign to users who need global access to most management features and data across Microsoft online services.

- User can:
 - View Repair Requests
 - **Create/Manage Repair Requests**
 - Add/Edit/Delete Ship to Address(es)
 - Create/Manage users and their roles

Service Support Admin: Assign to users who need to open or manage service requests and view or share message center posts.

- User can:
 - View Repair Requests
 - **Create/Manage Repair Requests**

Billing Admin: Assign to users who need to make purchases, manage subscriptions, manage support tickets, and monitor service health.

- User can:
 - View Repair Requests
 - **Create/Manage Repair Requests**
 - **Add/Edit/Delete Ship to address(es)**

Global Reader Admin: Assign to users who need to view admin features and settings in the admin center that the global admin can view.

- User can:
 - View Repair Requests

If operating from a small screen or window, the navigation pane (seen on the left in this image) can be found at the top of the screen.

The image displays two screenshots of the 'Add a user' interface, showing the 'Optional settings' section.

Top Screenshot: The 'Optional settings' section is active. The 'Roles (User: no administration access)' dropdown is open, and the 'Profile info' dropdown is also open. The 'Next' button is highlighted.

Bottom Screenshot: The 'Optional settings' section is active. The 'Roles (User: no administration access)' dropdown is open, and the 'User (no admin center access)' role is selected. The 'Next' button is highlighted.

Add a User Profile

- 1. Fill in Profile information (Note: All information is not required but is beneficial for the admin users' profile)
- 2. Review information entered. This information will be listed on the new admin user's profile.
- 3. Choose **Next**

If operating from a small screen or window, the navigation pane (seen on the left in this image) can be found at the top of the screen.

Add a user

✓ Basics

✓ Product licenses

● Optional settings

○ Finish

Optional settings

You can choose what role you'd like to assign for this user, and fill in additional profile information.

Roles (User: no administration access) ▾

Profile info ▾

Back

Next

Cancel

Add a user

✓ Basics

✓ Product licenses

● Optional settings

○ Finish

Profile info ▴

Job title

Department

Office

Office phone

Fax number

Mobile phone

Street address

Back

Next

Cancel

Add a User

Submit

- 1. Review all information before adding admin user
- 2. Choose **Finish adding**

Admin user role and profile information can be edited by Global admin after you finish setting up the new user profile.

To confirm that the user has been added, go back to the [homepage](#) and click **Users** from the navigation pane, then choose **Active Users**.

The new user should be listed using the profile information you provided and should immediately be able to access the admin center.

Add a user

✓ Basics

✓ Product licenses

✓ Optional settings

● **Finish**

Review and finish

Assigned Settings

Review all the info and settings for this user before you finish adding them.

Display and username

Testfirst Testlast
testusername@crewmsfbtest.onmicrosoft.com

Edit

Password

Type: Auto-generated

Edit

Product licenses

Create user without product license.

Edit

Roles (default)

User (no admin center access)

Edit

Profile info

Job title: a
Department: a

Edit

Back

Finish adding

←

2

Cancel

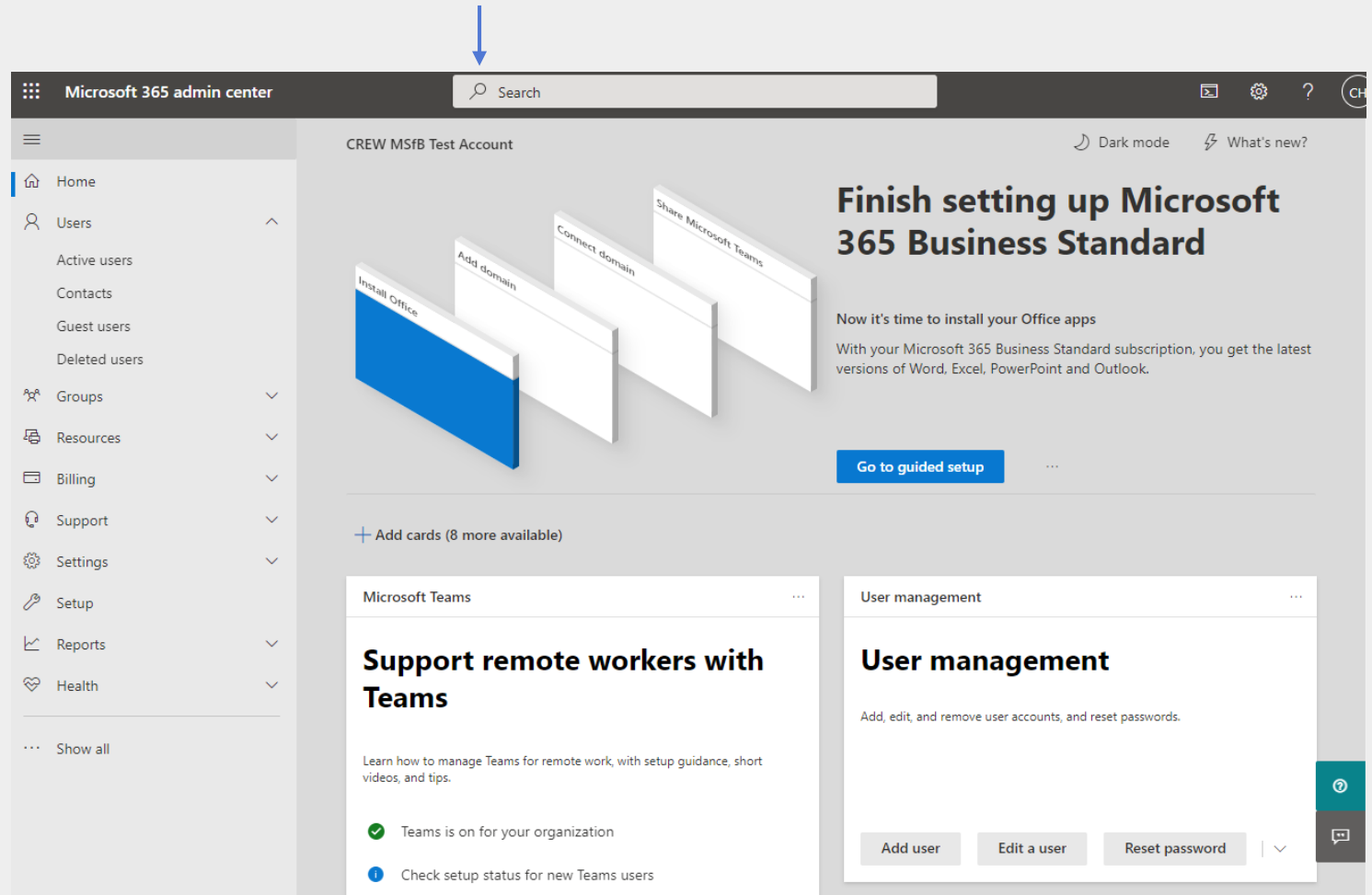
Add a User

Additional information

Having trouble getting started?

Type "add user" in the search bar (see image). From here you can:

- Manage user templates: quickly add new users with a saved configuration. (**Best**)
- Add a user: jump straight to setting up a new user (**Better**)
- Add a guest user: takes you to the Azure add admin user webpage (**Good**)



Add a User

Helpful Links and Resources

For more information about contacting admin support for your surface device, please visit [Contact support](#). Here you can find helpful resources for the following:

- Docs contact support

For more information about adding an admin user for your business, please visit [Add users and assign licenses at the same time](#). Here you can find helpful resources for the following:

- How to create a template and save configuration
- Adding users one at a time
- Adding multiple users at a time
- Next steps after you have added an admin user

For more information about adding licenses to admin users, please visit [Assign licenses to users](#). Here you can find helpful resources for the following:

- Information needed to get started
- Where to go to assign licenses
- Assign license to one user
- Assign licenses to multiple users

For more information about changing a username and email address, please visit [Change a username and email address](#). Here you can find helpful resources for the following:

- Change an admin users email address
- Set a primary email address
- Change an admin user's display name
- Frequently asked questions