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
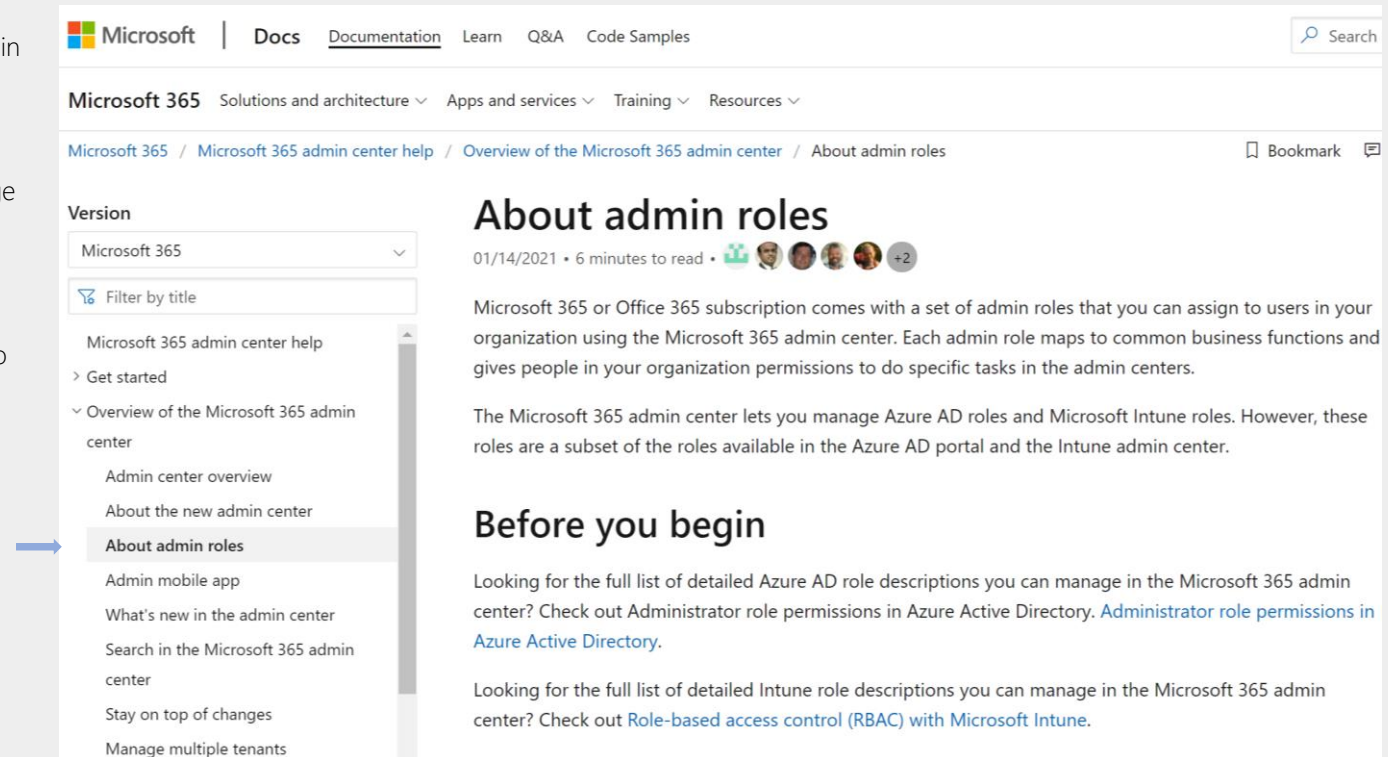
Add a User

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

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   ⌄

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.

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

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.

Add a user

- ✔ Basics
- ● Product licenses
- ○ Optional settings
- ○ Finish

Assign product licenses

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

Select location *

① 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

② ● 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) ⌄

③ 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.

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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
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

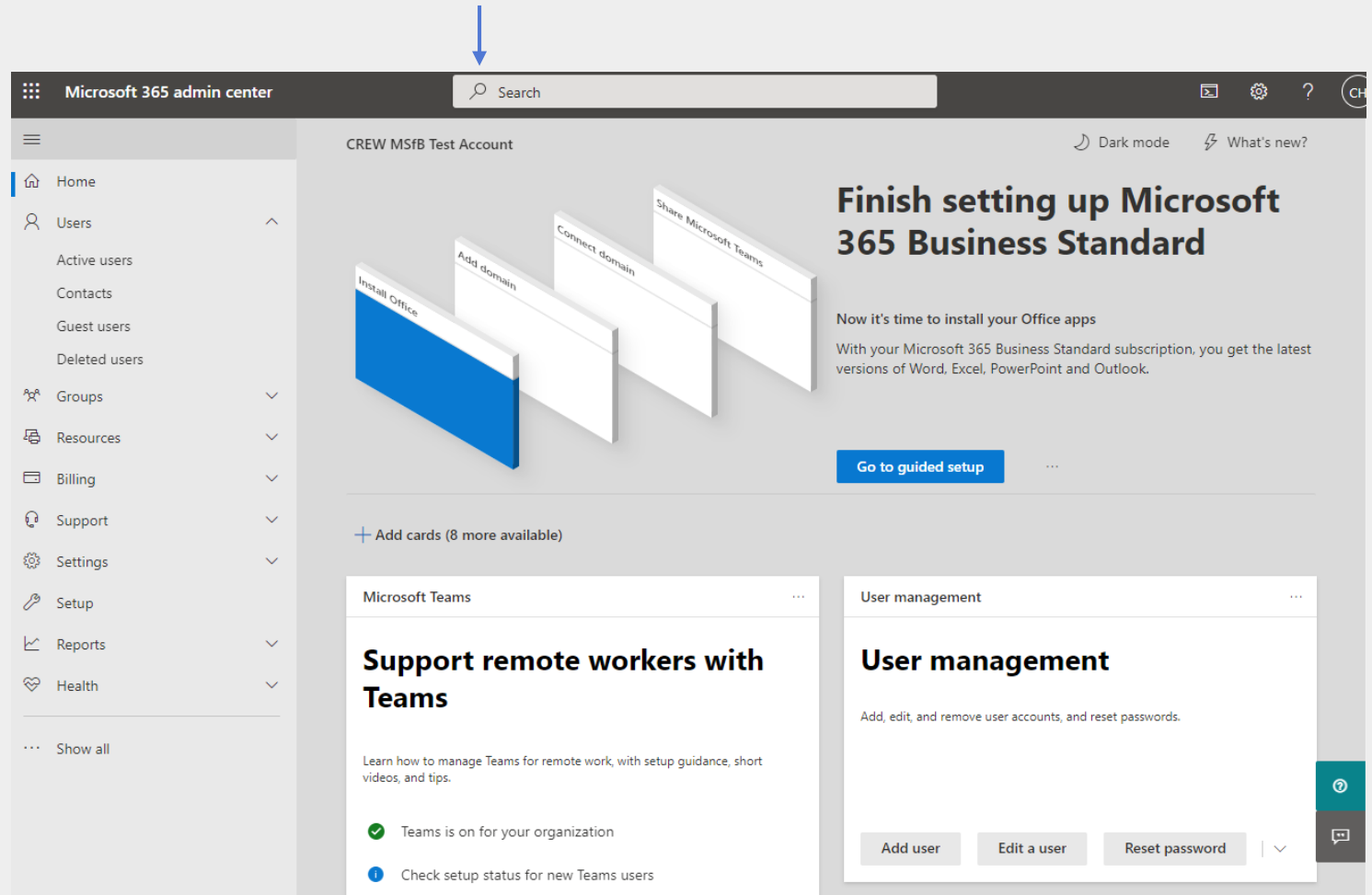Back   **Finish adding**   ← (2)   Cancel

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. Her 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