

How to Create Users in Microsoft 365

Single User Creation & Bulk Import via CSV

 Magister Operis Systems

 M365 Admin Center

 30 min

 Beginner

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What You Will Learn

PART A - Single User

Create one user manually

- Navigate to Active users in M365 Admin Center
- Fill in name, username, and password settings
- Set usage location, job title and department
- Assign or skip licence
- Verify the account was created correctly

PART B - Bulk Import

Import 22 users via CSV

- Prepare the CSV file to Microsoft's format
- Use Add multiple users wizard
- Upload and validate the CSV file
- Set licence options for all users
- Download results with temporary passwords

Scenario: Magister Operis Systems needs to provision accounts for 23 staff members. We create Chris Vogel manually first to verify the process, then bulk import the remaining 22 users.

Prerequisites

Requirement	Details
Admin Role	Global Administrator or User Administrator
Licence Available	At least 1 M365 licence for the single user test
Access URL	admin.microsoft.com
For Bulk Import	MOS-BulkImport-M365.csv (prepared in this project)
Browser	Microsoft Edge or Google Chrome recommended
Note	Fictional users in this lab are created Unlicensed to avoid extra cost

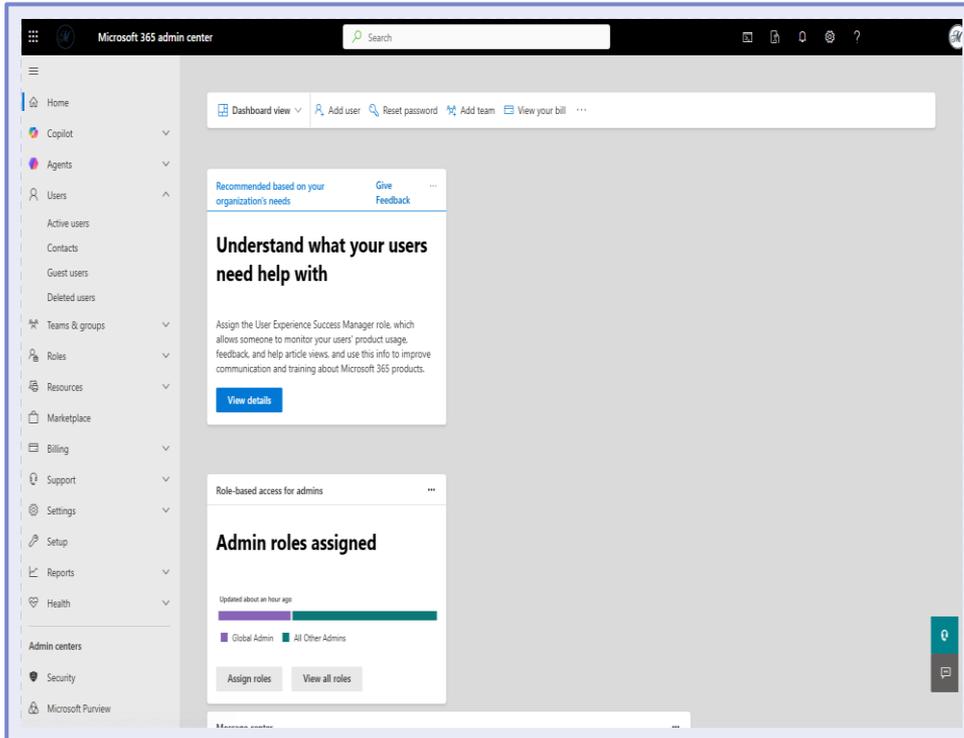
A

Part A - Single User

Create Chris Vogel manually in M365 Admin Center

STEP 1

Open M365 Admin Center

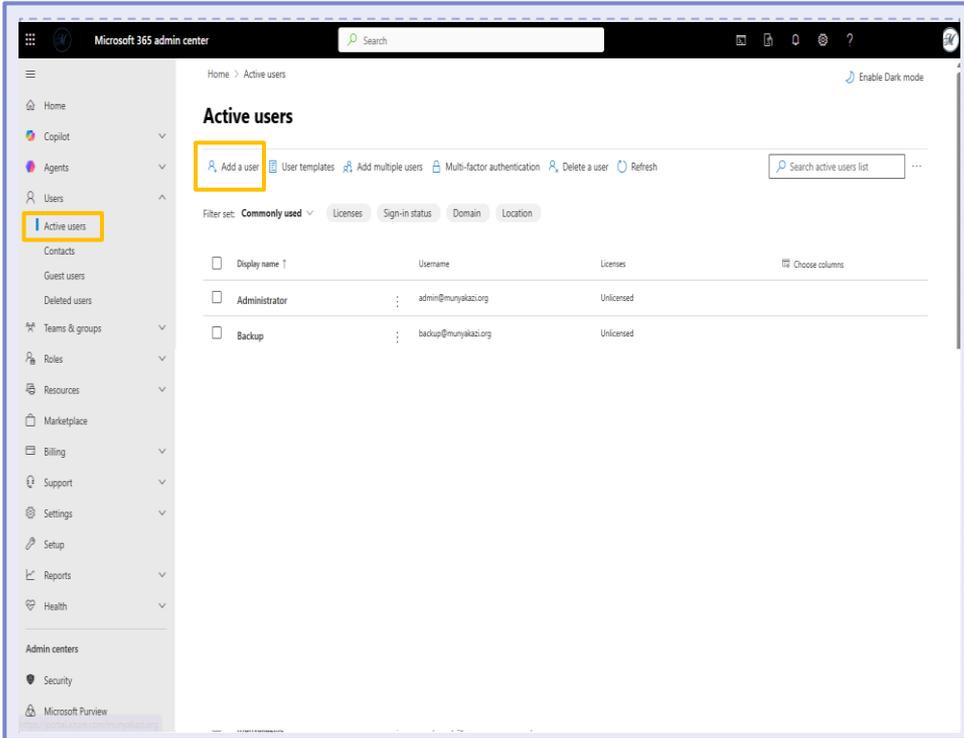


INSTRUCTIONS

- Open your browser and go to: admin.microsoft.com
 - Sign in with your Global Administrator account
- You land on the **M365 Admin Center Home dashboard**

STEP 2

Navigate to Active Users



The screenshot shows the Microsoft 365 admin center interface. The left navigation pane has 'Active users' highlighted. The main content area displays the 'Active users' page with a search bar and a table of users.

Display name ↑	Username	Licenses	Choose columns
Administrator	admin@munyakazi.org	Unlicensed	
Backup	backup@munyakazi.org	Unlicensed	

INSTRUCTIONS

- In the left menu click: Users
 - Then click: Active users
- Full list of existing accounts in your tenant appears

STEP 3

Start the Add User Wizard

Add a user

- Basics
- Product licenses
- Optional settings
- Finish

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 * @

Automatically create a password

Passwords must be between 8 and 256 characters and use a combination of at least three of the following: uppercase letters, lowercase letters, numbers, and symbols.

Password *

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

Next Cancel

INSTRUCTIONS

- Click the + Add a user button at the top of the list
→ The 'Set up the basics' panel slides open on the right

STEP 4 Fill in Basic Information

Add a user

- Basics
- Product licenses
- Optional settings
- Finish

Set up the basics

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

First name: Chris
Last name: Vogel

Display name *: Chris Vogel

Username *: cvogal @ Domains: munyakazi.org

Automatically create a password

Passwords must be between 8 and 256 characters and use a combination of at least three of the following: uppercase letters, lowercase letters, numbers, and symbols.

Password *:

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

Next Cancel

INSTRUCTIONS

- First name: Chris Last name: Vogel
 - Display name: Chris Vogel (auto-fills - verify it)
 - Username: c.vogel then select @munyakazi.org
- Full UPN will be: **c.vogel@munyakazi.org**

STEP 5

Set Password Options

Add a user

- Basics
- Product licenses
- Optional settings
- Finish

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 * @

Automatically create a password

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

[Next](#) [Cancel](#)

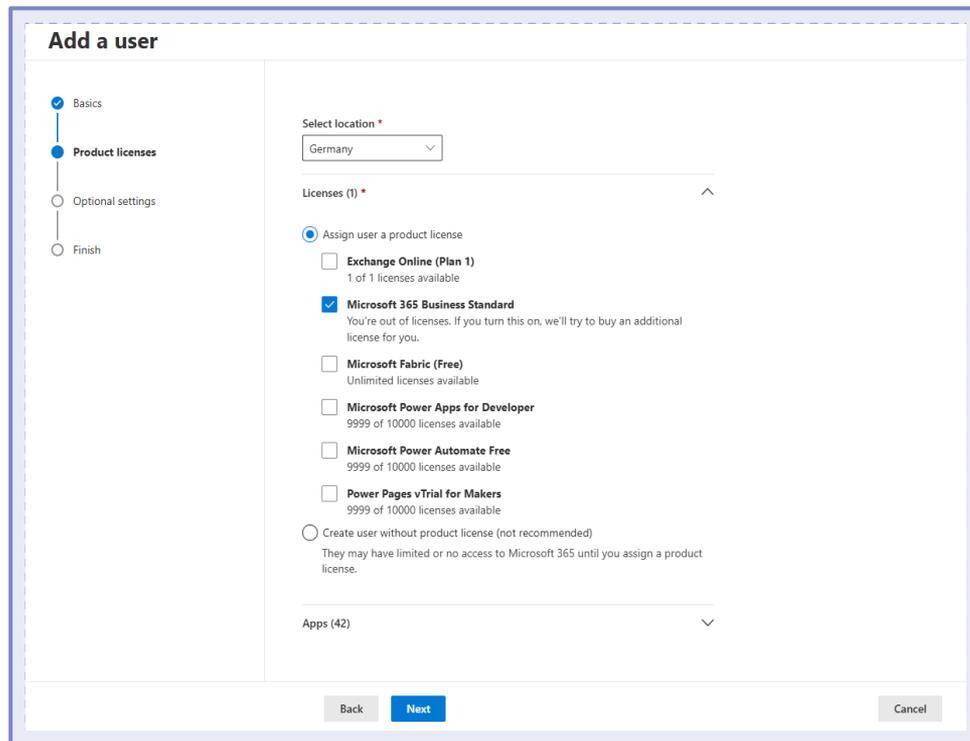
INSTRUCTIONS

- Select: Auto-generate password
- Check: Require this user to change password at first sign-in
- Optional: Send password in email - use your own email to test

→ [Click Next to continue](#)

STEP 6

Assign Licence



Add a user

Progress: Basics (selected), Product licenses (current), Optional settings, Finish

Select location *

Germany

Licenses (1) ^

- Assign user a product license
 - Exchange Online (Plan 1)
1 of 1 licenses available
 - Microsoft 365 Business Standard
You're out of licenses. If you turn this on, we'll try to buy an additional license for you.
 - Microsoft Fabric (Free)
Unlimited licenses available
 - Microsoft Power Apps for Developer
9999 of 10000 licenses available
 - Microsoft Power Automate Free
9999 of 10000 licenses available
 - Power Pages vTrial for Makers
9999 of 10000 licenses available
- Create user without product license (not recommended)
They may have limited or no access to Microsoft 365 until you assign a product license.

Apps (42) v

Back Next Cancel

INSTRUCTIONS

- Set Usage location: Germany
- Production: select Microsoft 365 Business Standard
- Demo lab: select Create user without product licence

→ **Click Next to continue**

STEP 7

Fill in Profile Details

Add a user

- Basics
- Product licenses
- Optional settings**
- Finish

Roles (User: no administration access) ▼

Profile info ▲

Job title

Department

Office

Office phone Fax number

Mobile phone

Street address

City State or province

Zip or postal code Country or region

INSTRUCTIONS

- Expand Profile info section and enter:
 - Job title: IT Support Technician
 - Department: IT Support Office: Berlin HQ
- [Click Next](#)

STEP 8

Review and Finish

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
Chris Vogal
c.vogal@munyakazi.org
[Edit](#)

Password
Type: Auto-generated
[Edit](#)

Product licenses
Create user without product license.

Roles (default)
User (no admin center access)
[Edit](#)

Profile info
Job title: IT Support Technician
Department: IT Support
Country or region: Germany
[Edit](#)

[Back](#) [Finish adding](#) [Cancel](#)

INSTRUCTIONS

- Review the summary screen - confirm all details
 - Click Finish adding
- Confirmation screen appears with account details
- Note or save the temporary password displayed

B

Part B - Bulk Import via CSV

Import all 22 remaining staff members using the prepared CSV file

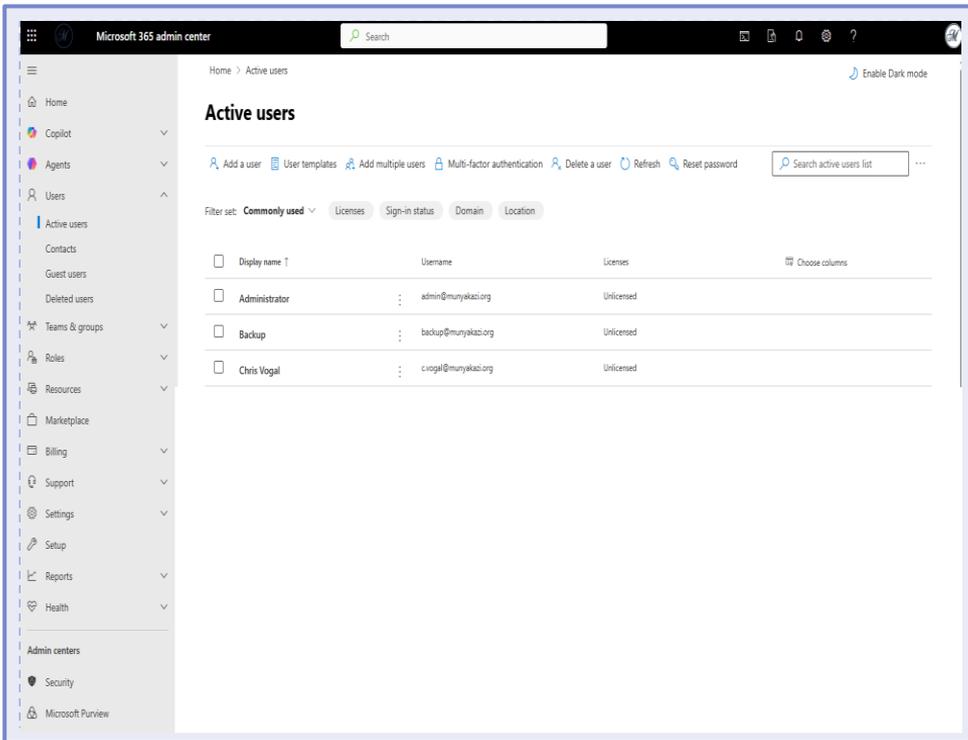
The CSV File – MOS-BulkImport-M365.csv

UserPrincipalName (Required)	DisplayName (Required)	JobTitle	Department	City	Country
t.bergmann@munyakazi.org	Thomas Bergmann	M365 Global Administrator	IT Administration	Berlin	DE
s.klein@munyakazi.org	Sophia Klein	IT Systems Administrator	IT Administration	Berlin	DE
a.mueller@munyakazi.org	Anna Müller	IT Support Technician	IT Support	Berlin	DE
j.fischer@munyakazi.org	Julia Fischer	HR Manager	Human Resources	Berlin	DE
... 19 more rows					

Key Tips: Save as CSV UTF-8 (with BOM) to preserve ä, ö, ü characters. Use 2-letter country code - DE not 'Germany'. UserPrincipalName and DisplayName are required fields.

STEP 1

Return to Active Users



The screenshot shows the Microsoft 365 Admin Center interface. The left sidebar contains navigation options like Home, Copilot, Agents, Users, and Teams & groups. The main content area is titled "Active users" and includes a search bar and a table of users. The table has columns for "Display name", "Username", and "Licenses". The user "Chris Vogel" is listed with the username "cvogal@munyakazi.org" and "Unlicensed" status.

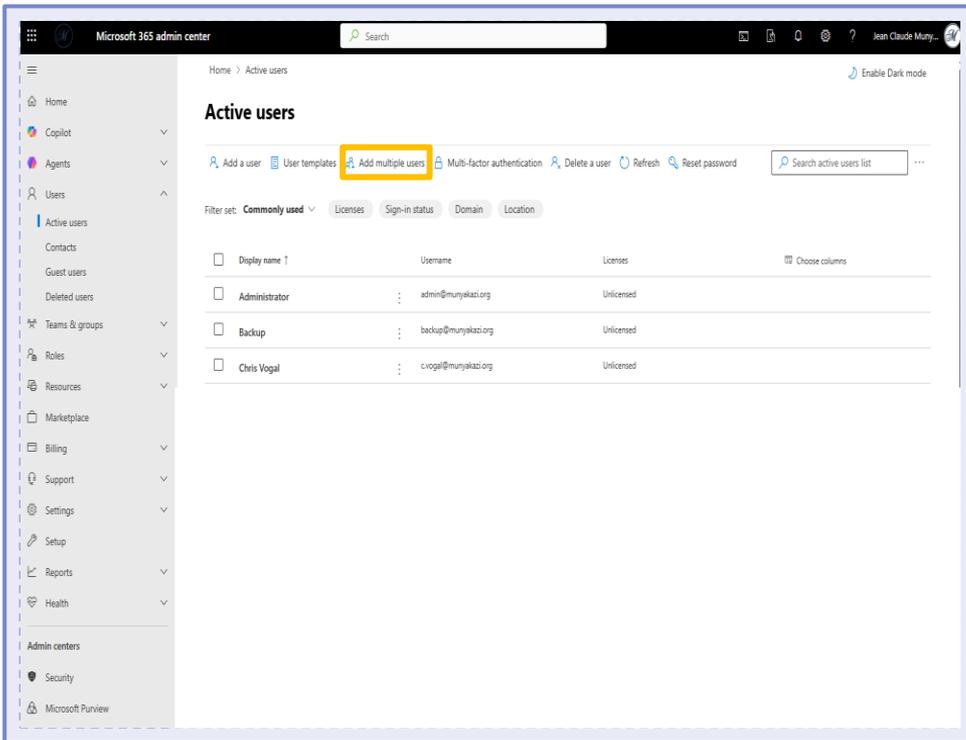
Display name	Username	Licenses
Administrator	admin@munyakazi.org	Unlicensed
Backup	backup@munyakazi.org	Unlicensed
Chris Vogel	cvogal@munyakazi.org	Unlicensed

INSTRUCTIONS

- Go to: admin.microsoft.com → Users → Active users
→ **You should now see Chris Vogel in the list from Part A**
- This confirms single user creation worked correctly

STEP 2

Open Add Multiple Users



The screenshot shows the Microsoft 365 Admin Center interface. The left sidebar contains navigation options like Home, Copilot, Agents, Users, Active users, Contacts, Guest users, Deleted users, Teams & groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, Reports, Health, Admin centers, Security, and Microsoft Purview. The main content area is titled 'Active users' and includes a search bar, a navigation menu with 'Add multiple users' highlighted, and a table of active users.

Display name	Username	Licenses
Administrator	admin@munyakazi.org	Unlicensed
Backup	backup@munyakazi.org	Unlicensed
Chris Vogal	cvogal@munyakazi.org	Unlicensed

INSTRUCTIONS

- Click the menu at the top
 - Select: Add multiple users
- [The bulk import wizard opens](#)

STEP 3

Upload the CSV File

Active users > Add multiple users

Enter up to 249 users. All users are given temporary passwords.

+ Add row - Remove row

First name	Last name	Username	Domain
<input type="text" value="First name"/>	<input type="text" value="Last name"/>	<input type="text" value="Username"/>	@ <input type="text" value="munyakazi.org"/>
<input type="text" value="First name"/>	<input type="text" value="Last name"/>	<input type="text" value="Username"/>	@ <input type="text" value="munyakazi.org"/>
<input type="text" value="First name"/>	<input type="text" value="Last name"/>	<input type="text" value="Username"/>	@ <input type="text" value="munyakazi.org"/>
<input type="text" value="First name"/>	<input type="text" value="Last name"/>	<input type="text" value="Username"/>	@ <input type="text" value="munyakazi.org"/>
<input type="text" value="First name"/>	<input type="text" value="Last name"/>	<input type="text" value="Username"/>	@ <input type="text" value="munyakazi.org"/>

I'd like to upload a CSV with user information

Download one of the files below. Open the file in Excel or a similar app, add user info, save, and upload.

[Download a blank CSV file with the required headers](#)

[Download a CSV file that includes example user info](#)

Upload CSV file with your user information *

INSTRUCTIONS

- Select I'd like to upload a CSV with user information
- Click Browse and navigate to: MOS-BulkImport-M365.csv
- Select the file and click Next

→ Microsoft validates and shows preview of all 23 users

STEP 4 Review Validation Results

Active users > Add multiple users

Basics
Licenses
Finish

Enter up to 249 users. All users are given temporary passwords.

+ Add row - Remove row

First name	Last name	Username	Domain
<input type="text" value="First name"/>	<input type="text" value="Last name"/>	<input type="text" value="Username"/>	@ <input type="text" value="munyakazi.org"/>
<input type="text" value="First name"/>	<input type="text" value="Last name"/>	<input type="text" value="Username"/>	@ <input type="text" value="munyakazi.org"/>
<input type="text" value="First name"/>	<input type="text" value="Last name"/>	<input type="text" value="Username"/>	@ <input type="text" value="munyakazi.org"/>
<input type="text" value="First name"/>	<input type="text" value="Last name"/>	<input type="text" value="Username"/>	@ <input type="text" value="munyakazi.org"/>
<input type="text" value="First name"/>	<input type="text" value="Last name"/>	<input type="text" value="Username"/>	@ <input type="text" value="munyakazi.org"/>

I'd like to upload a CSV with user information

⌵

[Download a blank CSV file with the required headers](#)

[Download a CSV file that includes example user info](#)

Upload CSV file with your user information *

INSTRUCTIONS

- Green check = row valid and ready to import
 - Red X = error in that row (fix CSV and re-upload)
 - Yellow warning = non-critical issue
- All 23 rows must show green before continuing

STEP 5 Set Licence for All Users

Active users > Add multiple users

Select the location and product licenses for the **22 users** you're adding.

Location *

Germany

Licenses

Assign licenses

- Exchange Online (Plan 1)
1 of 1 licenses available
- Microsoft 365 Business Standard
You're out of licenses. If you turn this on, we'll try to buy 22 additional licenses for you.
- Microsoft Fabric (Free)
Unlimited licenses available
- Microsoft Power Apps for Developer
9999 of 10000 licenses available
- Microsoft Power Automate Free
9999 of 10000 licenses available
- Power Pages vTrial for Makers
9999 of 10000 licenses available

Don't assign any licenses (not recommended)

Apps (0)

Back Next Cancel

INSTRUCTIONS

- Set Usage location: Germany for all users
- Demo lab: Create users without product licences
- Production: select appropriate licence for all

→ [Click Next to continue](#)

STEP 6

Complete the Import

Active users > Add multiple users

Basics
Licenses
Finish

Review and finish adding multiple users

Users to add
22 users
[Edit](#)

Licenses bought
None

Licenses assigned
None
[Edit](#)

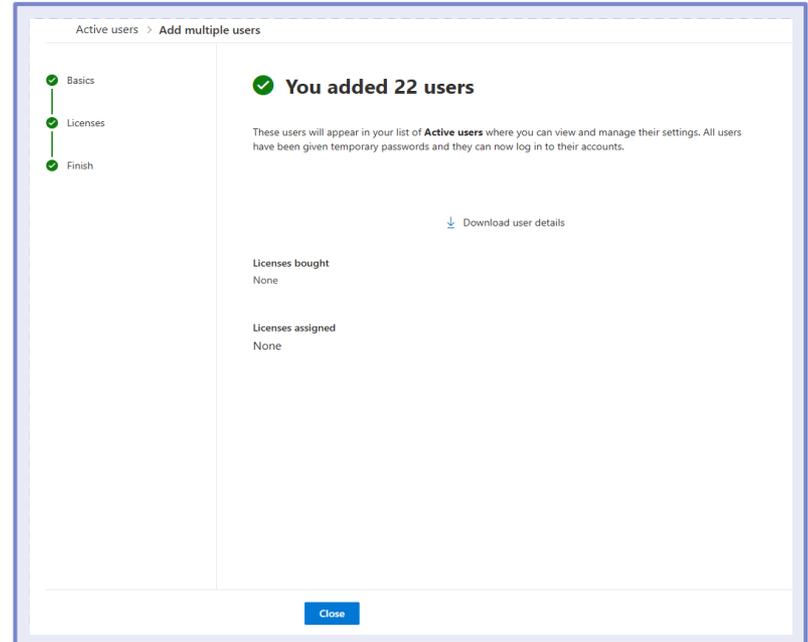
[Back](#) [Add users](#) [Cancel](#)

INSTRUCTIONS

- Review the summary and click Add users
→ Results screen shows success/failure per user
→ Download the results CSV - it contains temporary passwords
- SAVE THIS FILE - needed to test user logins

Verification Checklist

- Active users list shows 23 accounts (1 existing admin + 22 new staff)
- Chris Vogel appears with Job Title: IT Support Technician and Department: IT Support
- All 22 imported users have corrected department and usage location set to DE (Germany)
- No duplicate UPNs - every email address is unique in the tenant
- Users are also visible in Entra ID - verify at entra.microsoft.com
- Filter Active users by Department 'IT Support' - exactly 4 users should appear



Common Errors & Fixes

Error	Cause & Fix
Duplicate user principal name	UPN already exists. Change the username - e.g. c.vogel2@munyakazi.org
Invalid usage location	Must be a 2-letter ISO code. Germany = DE (not 'Germany')
CSV file not accepted	Save as CSV UTF-8 (with BOM) in Excel → Save As → CSV UTF-8
German characters broken	UTF-8 encoding issue. Re-save the file as CSV UTF-8 (with BOM)
No licence after import	Go to Active users → click user → Licences tab → Assign licence
DisplayName blank error	DisplayName is a required column - import fails if this is empty

What's Next

Users are created. Now secure them with MFA.

#002

Enable MFA for Users

Secure all accounts with Multi-Factor Authentication using Entra ID

30 min

#003

Add Users to Teams & SharePoint

Assign users to the correct Teams and grant SharePoint access

20 min

#004

Set Up Conditional Access

Create security policies in Entra ID to protect the tenant

45 min