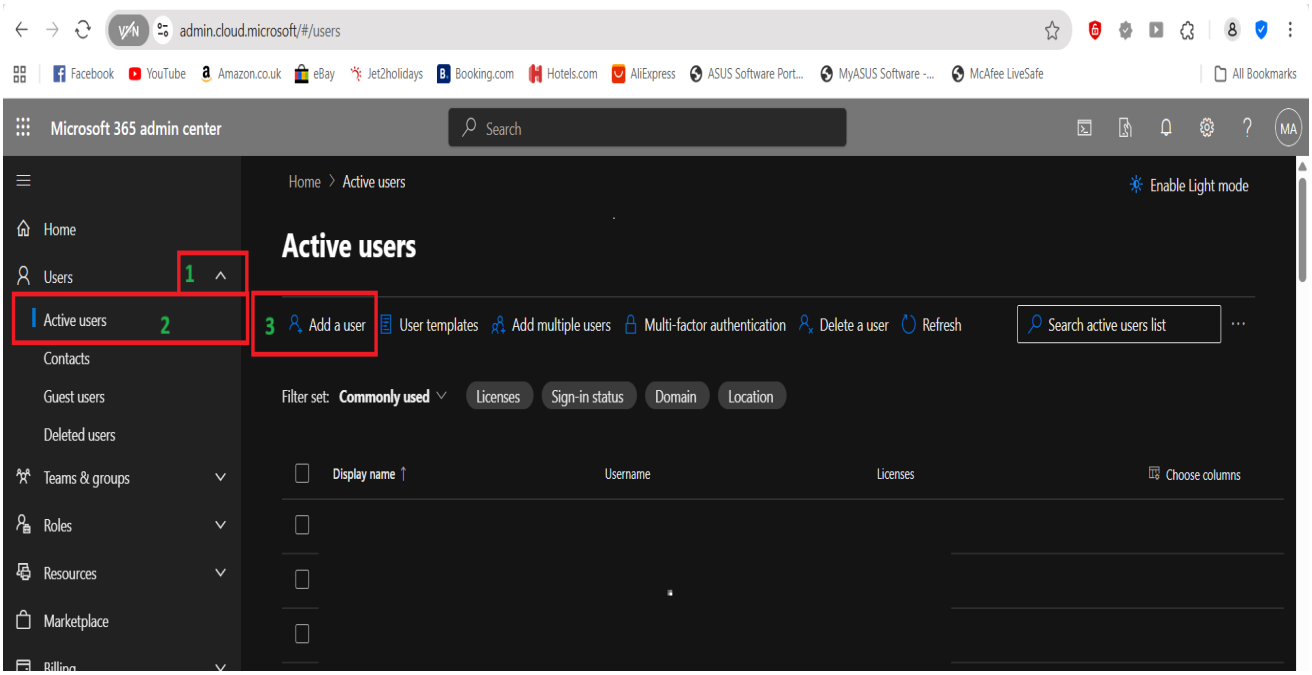
STEP1:

Sign in to Microsoft 365 admin centre: https://admin.microsoft.com (Global Admin).

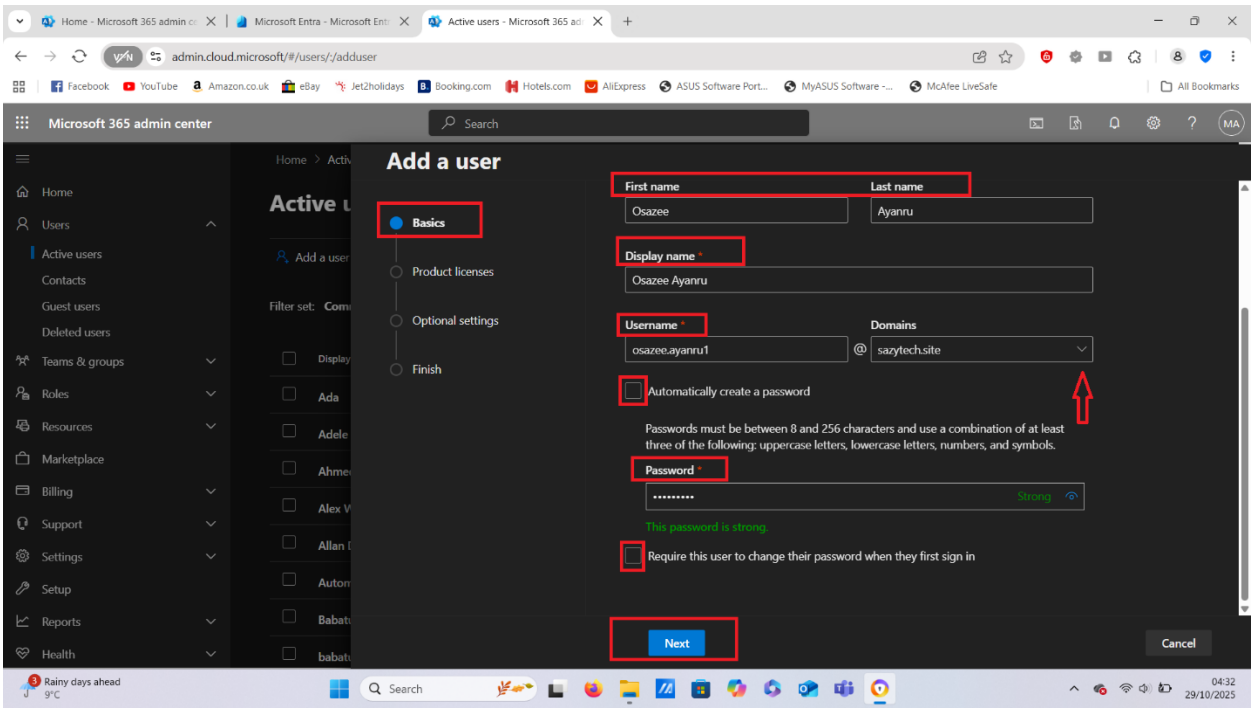
• In the left menu, choose Users → Active Users → Add a user.



STEP 2: Set Up Basics,

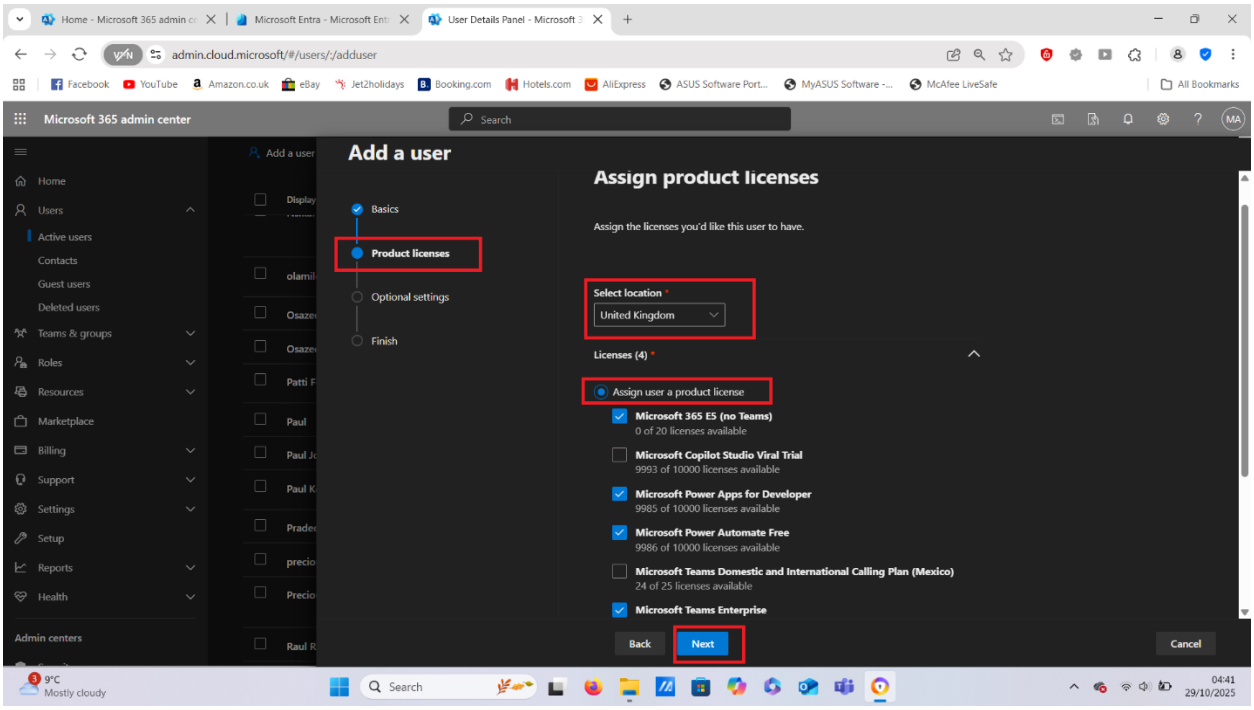
Enter the user's core information: First name, Last name, and Display name. Most importantly, set the Username. This will form their primary User Principal Name (UPN) and their primary email address (e.g., osazee.ayanru1@sazytech.site).Ensure the correct domain is selected in the dropdown if you have multiple.

Choose a strong, temporary password or allow the system to auto-generate one. Select the checkbox for Require this user to change their password when they first sign in (optional). Then next.



STEP 3: Assign Product License

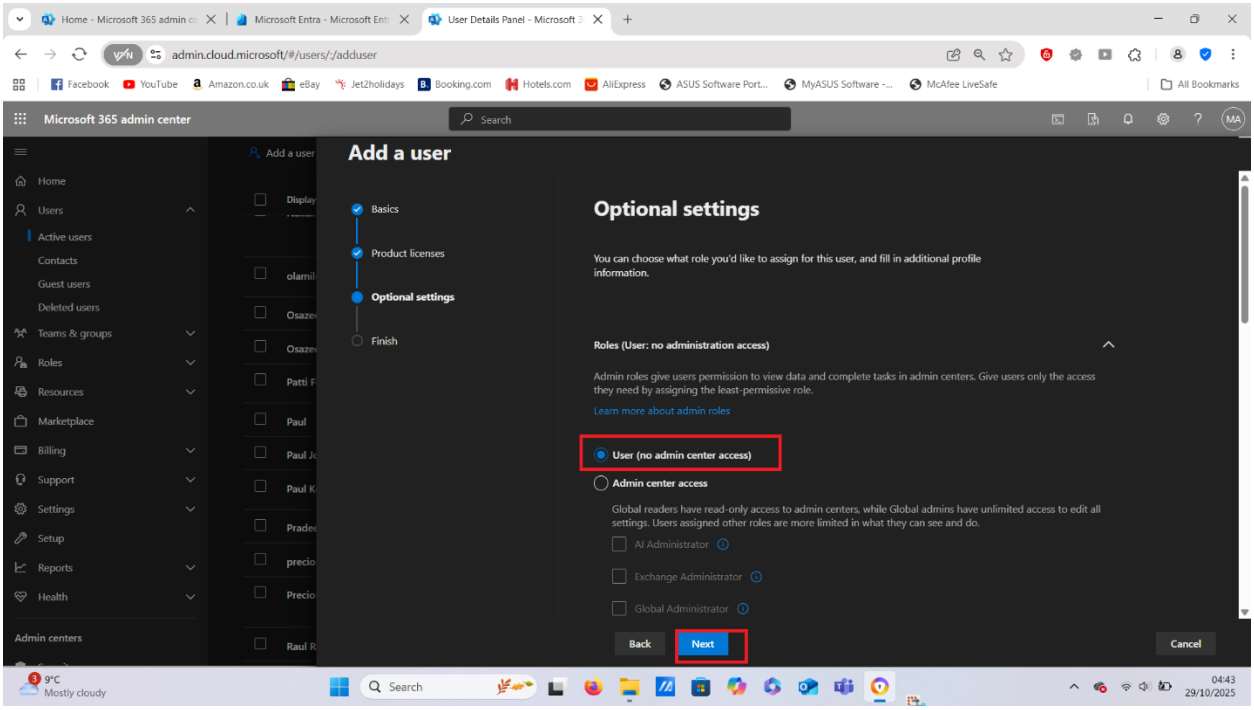
This is a critical step. Select the user's Country/Region. Under Assign user licenses, check the box for the license that includes the Exchange Online service (e.g., Microsoft 365 E3 or Microsoft Teams Enterprise).



STEP 4: Optional Settings,

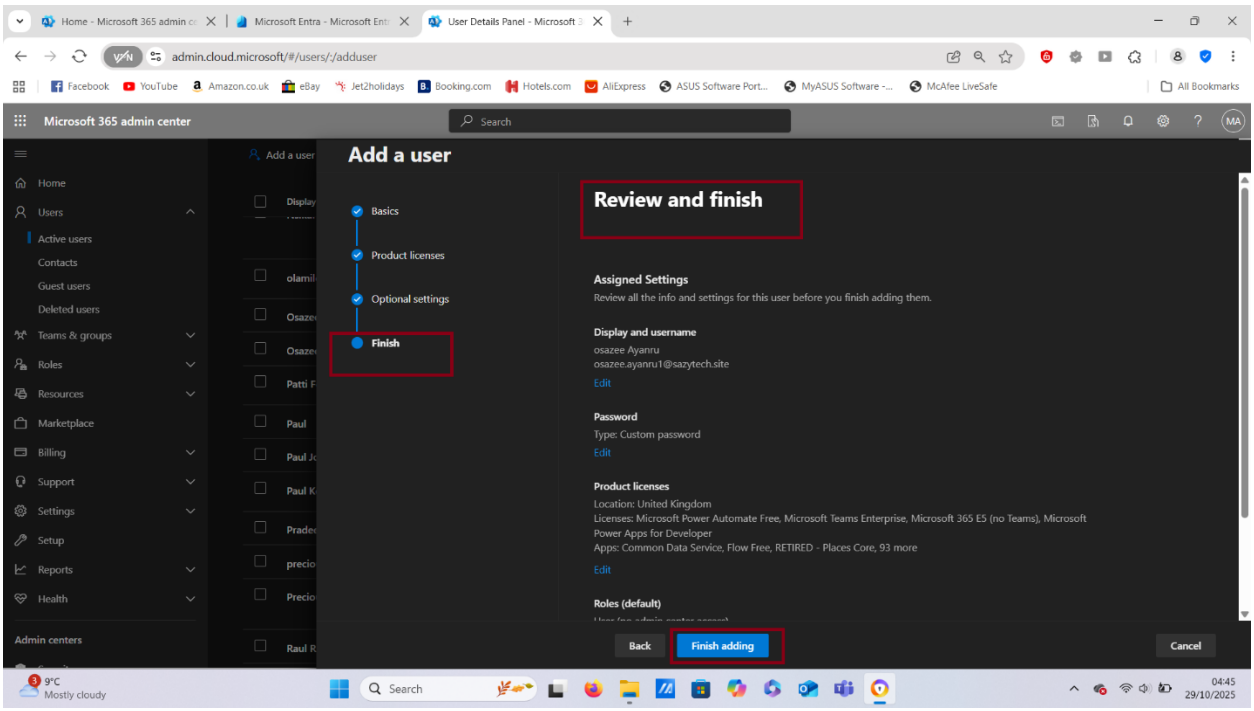
Select between User (no admin center access) or Admin center access. You can also review settings like; profile info and group memberships.

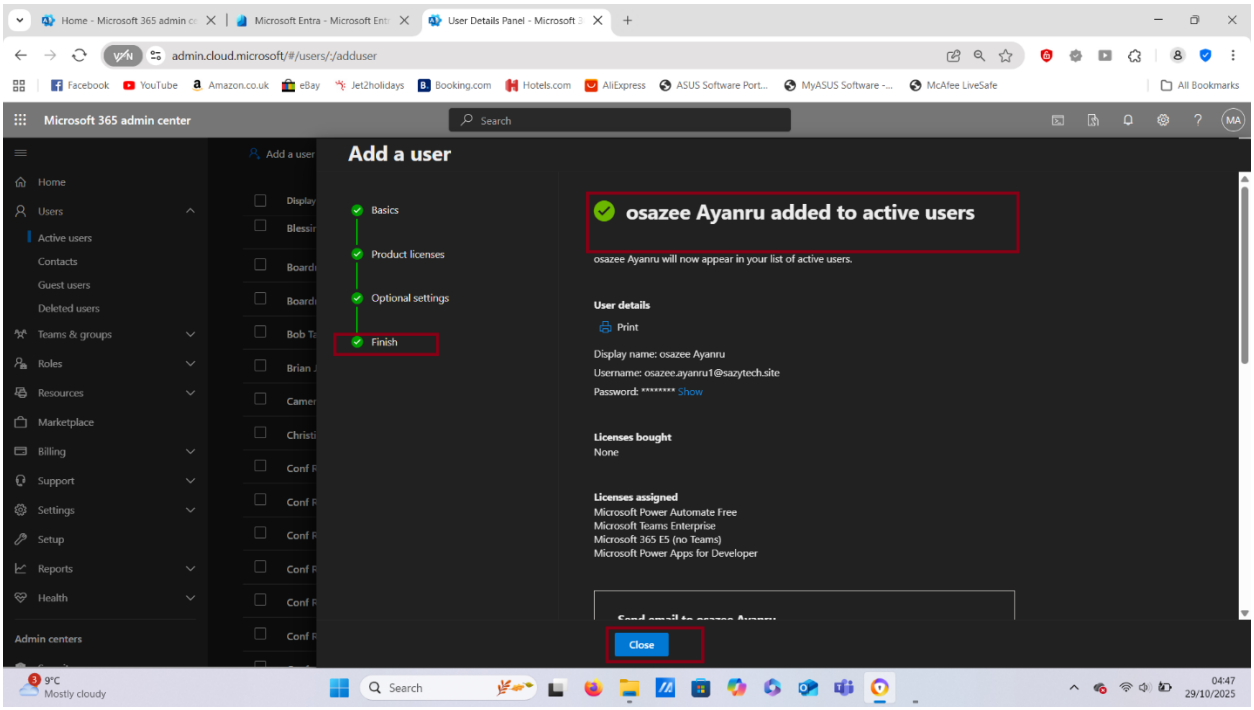
Then click next



STEP 5: Review App Settings and Finalize Creation,

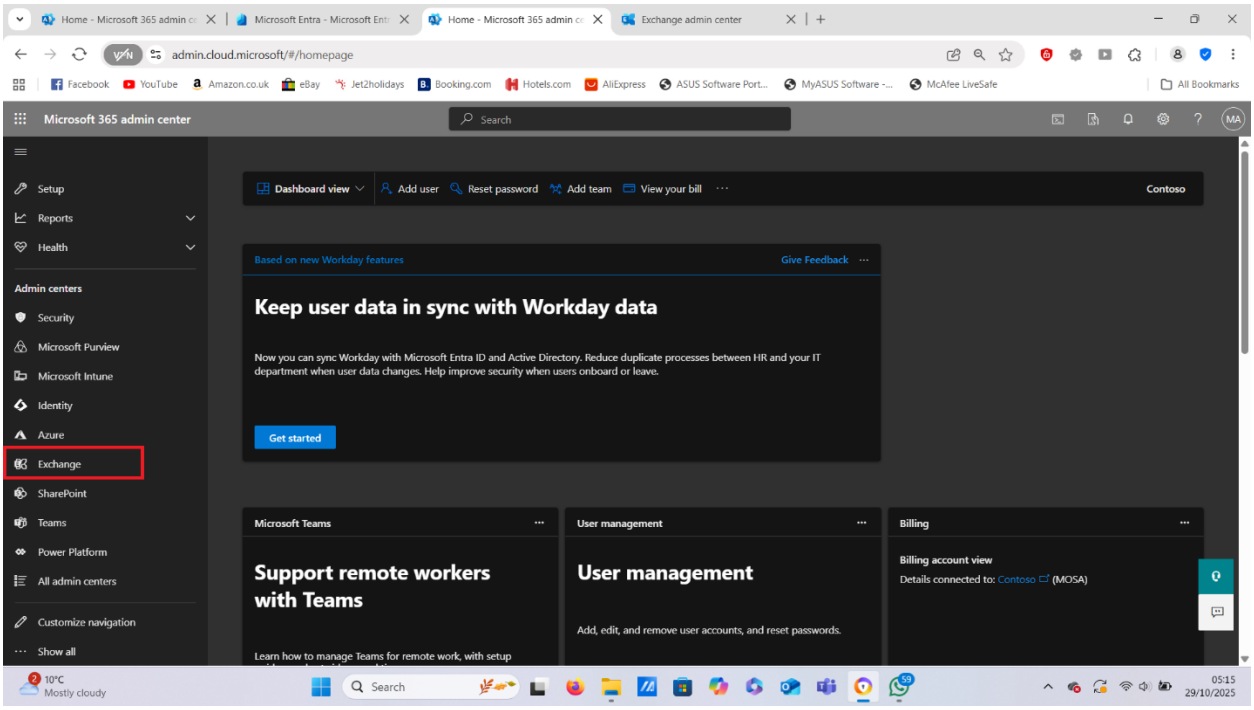
For a standard user mailbox, simply review the settings. Click finish adding and then Close.

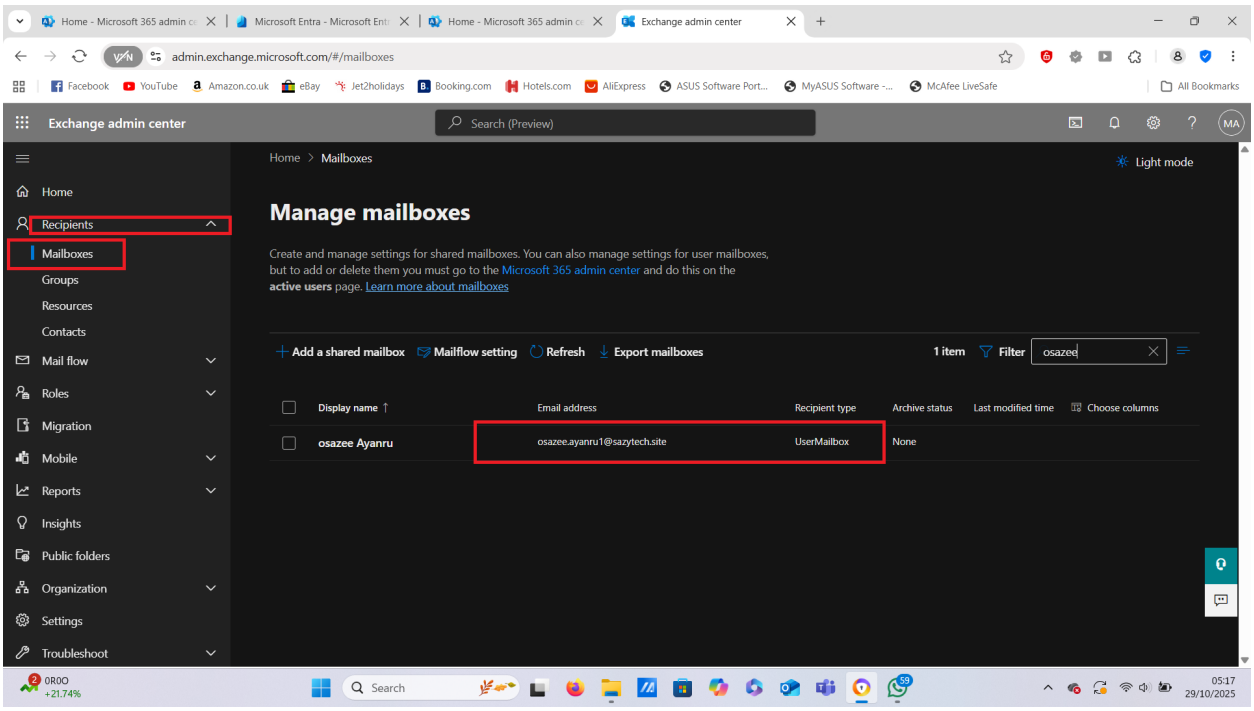




STEP 6: Verification (Optional)

Wait 5-10 minutes. Go to the Exchange Admin Center (https://admin.exchange.microsoft.com), navigate to Recipients \bm{\rightarrow} Mailboxes. The new user's mailbox should now appear in the list.




Exchange admin center
admin.exchange.microsoft.com/#/mailboxes
Search (Preview)
Home > Mailboxes
Light mode
Manage mailboxes
Create and manage settings for shared mailboxes. You can also manage settings for user mailboxes, but to add or delete them you must go to the Microsoft 365 admin center and do this on the active users page. Learn more about mailboxes
Add a shared mailbox
Mailflow setting
Refresh
Export mailboxes
1 item
Filter
osazee
Display name
Email address
Recipient type
Archive status
Last modified time
Choose columns
osazee Ayanru
osazee.ayanru1@sazytech.site
UserMailbox
None
Home
Recipients
Mailboxes
Groups
Resources
Contacts
Mail flow
Roles
Migration
Mobile
Reports
Insights
Public folders
Organization
Settings
Troubleshoot