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| Setting up admin accounts in Microsoft 365 |

# Set up an administrator account in Microsoft 365

## How to set up an additional administrator account for Microsoft 365

1. Using your administrator account credentials, log in to the [Microsoft 365 admin centre](https://admin.microsoft.com/).
2. On the home screen click **Add user** in the top horizontal menu. If you don’t see the option there, it is also in the left-hand navigation pane. Click **Users** and then **Active users**.
3. Under **Set up the basics**, enter the user's name and a username for the new account.

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| **Tip:** Don’t use a username that makes it obvious it’s an administrator account, eg, don’t use [m365admin@[yourorg.co.nz](mailto:m365admin@[yourorg.co.nz)]. Choose a name that looks like a standard user. |

1. Uncheck **Automatically create a password** and **Require this user to change their password when they first sign in**.
2. Set a complex password for the new account using lower-case and upper-case letters, numbers and symbols (preferably at least 12 characters).
3. Record this password in your organisation password manager or store it somewhere secure.

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| **Tip:** Password managers can generate a random password that meets the complexity requirements above. |

1. Click **Next**.
2. Select the option to create the user without product license. Click **Next**.
3. Expand the roles and select the minimum set of roles that the user will need to perform their administrator duties. If there is only one administrator in your organisation, select **Global Admin**. Otherwise select only the roles relevant to the area this administrator is responsible for. Click **Next**.

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| **Note**: Ensure that your break-glass administrator account has the Global Admin role. |

1. Review the user's information and make any necessary changes. Click **Finish Adding**.
2. The new administrator account has now been created. Only use this account for administrative tasks like changing configuration or creating new users. Don’t use this account as your day-to-day-account.

## Application administrator accounts

Each application will have its own process for creating administrator accounts. Follow these principles for each application:

* Never use administrator accounts for daily activity. Someone who has an administrator account should have a separate account for day-to-day activities.
* Don’t enable email for administrator accounts. This isn’t always possible, but as a high number of threats originate through email, it’s best practice to not enable email for administrator accounts.
* Administrator accounts should have complex passwords and multi-factor authentication (MFA).
* Monitor usage of administrator accounts.