Zoho Corporation

Add user

Overview

In Zoho Directory, you can add users such as employees or lite users and manage them by assigning applications, setting security policies, assigning roles, managing their devices, and much more.

To add multiple users, you can either [import users](#) or sync from [Active Directory](#).

Prerequisites

- Organization Owner
- Organization Admin
- [Custom role](#) with "Add Users" permission. Learn about [adding roles](#).

Add User

1. Sign in to [Zoho Directory](#), then click **Admin Panel** in the left menu.
2. Click **Users**, then click **Add User.**

3. Under *BASIC INFORMATION*:

- Enter **First Name, Last Name,** and **Display Name**.
- In the *Email Address* field:
  - a. If your domain is [verified](#), you can enter a domain-specific email address. The user will be directly added without any need for accepting an invitation, and if mail hosting is enabled, a mailbox will be created automatically.
  - b. If no domain is added, enter the user's actual email address. An invitation will be sent to the user, which they need to accept to join.

> 📄 The invitation will remain valid for 7 days. After it expires, you will need to resend it and they can be resent up to 3 times. Once this limit is reached, you must contact support@zohoone.com.

4. Under *COMPANY INFORMATION*:

- Fill in **Employee ID**, **Designation**, **Department**, **Reporting to**, and **Work Location**.

5. Under *LOCALE INFORMATION*:

- Select the user's **Language**, **Country**, and **Time Zone**. These fields auto-fill if a **Work Location** is selected.

6. Under *ADDITIONAL INFORMATION*:

- Add **Date of Birth**, **Gender**, **Date of Joining**, and **Seating Location**.

7. If you created custom fields beforehand, fill out the required fields. If you wish to create custom fields now, click ⊕ .

8. If you want to share the credentials with the user manually instead of over email, unselect **Send Notification Mail**.

9. Click **Add**.

Add User (6 User licenses left)

BASIC INFORMATION.

First Name *
John

Last Name
Smith

Display Name *
John Smith

Email Address *
john.smith   @ zylker.biz ⌄

One-Time Password *
dQ6J#fzt   Refresh OTP

ⓘ *User will be forced to set a password after signing in.*

COMPANY INFORMATION

Employee Id
ZO-0001

Designation
-- Select --   ⌄

Department
-- Select --   ⌄

Reporting To
John (Manager)

Work Location
-- Select --   ⌄

LOCALE INFORMATION (English (United States), United States, Asia/Kolkata) ⌄

ADDITIONAL INFORMATION (DOB, Gender, Seating Location) ⌄

CUSTOM FIELDS ⌄ ⊕

☑ Send Notification Mail

Add   Cancel

What happens after you add a user?

- If a user is added with an existing email address, they receive an invite and appear as 'Pending' until they accept and sign in.

| ☐ | CL | **Chris Linda**
chrislinda@zylker.biz | Pending | 0 | 0 | Not joined yet |

- If a user is added with a domain-associated email address, they will be added instantly and marked as 'Not Joined Yet' until they sign in to Zoho Directory.

| ☐ | BJ | **Borries John**
borriesjohn@zylker.biz | 0 | 0 | Not joined yet | Remind by email | ⋮ |

- If a user already belongs to another Zoho Directory organization or organisation-based applications like Zoho Mail, Zoho Forms, Zoho Vault, Zoho Cliq, Zoho Connect, or WorkDrive, they will be added as an 'External User'.

	JS	**John Smith** johnsmith@zylker.biz	External		1	0	-	

- In the mobile application, if the user's email domain is not verified, they will get an invitation. They will be confirmed only after accepting it and signing in to Zoho Directory; otherwise, they will remain marked as 'Invited'.

JS	**John Smith** johnsmith@zylker.biz	**Invited**