



# Provision End Users Manually

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## Manual End User Provision Overview

If you are not importing end users from an LDAP directory, you can use either of the following methods to add your end users to the Unified Communications Manager database:

- Import using Bulk Administration Tool
- Manually add new users

## Manual End User Provisioning Prerequisites

Before importing your end users, plan and configure the roles, access control groups, and credential policies for your end users.

- [User Access Configuration Task Flow](#)
- [Credential Policy Configuration Task Flow](#)

## Import End Users using Bulk Administration

Using the Bulk Administration Tool, you can perform bulk transactions to the Cisco Unified Communications Manager database, including importing and updating large numbers of end users, phones, and ports, in a single process. The Bulk Administration Tool allows you to import the end user list, and end user configurations, from a CSV file into the database.

For details on how to use the Bulk Administration Tool to import end users, see the *Bulk Administration Guide for Cisco Unified Communications Manager*.

# Manual End User Configuration Task Flow

## Procedure

	Command or Action	Purpose
<b>Step 1</b>	<a href="#">Add a New End User, on page 2</a>	Add a new end user to the database manually.
<b>Step 2</b>	<a href="#">Assign End Users to an Access Control Group, on page 3</a>	Assign any local end users that you provision to an access control group with the required role permissions. Local users include any manually provisioned end users and any end users whom you import using the Bulk Administration Tool. Local users have a User Status of 'Active Local User' in <b>End User Configuration</b> .
<b>Step 3</b>	<a href="#">Apply Credential Policy to End User, on page 3</a>	(Optional). Confirm if the default credential policy can be applied to this end user. If not, apply a credential policy to the end user PIN or password.
<b>Step 4</b>	<a href="#">Assign Feature Group Template to Local End Users, on page 4</a>	Assign a feature group template for the end user. When you assign the feature group template, the system assigns to the end user the user profile, service profile, universal line and device templates, and self-provisioning settings that are associated to that feature group template.

## Add a New End User

Use this procedure to add a new end user to the Unified Communications Manager database manually.

### Procedure

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- Step 1** In Cisco Unified CM Administration, choose **User Management > End User**.
  - Step 2** Click **Add New**.
  - Step 3** Enter the **User ID** and **Last name**.
  - Step 4** Choose the **User Rank** from the drop-down list.
  - Step 5** Complete the fields in the **End User Configuration** window. For field descriptions, see the online help.
  - Step 6** Click **Save**.
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### What to do next

[Assign End Users to an Access Control Group, on page 3](#)

## Assign End Users to an Access Control Group

Use this procedure to assign provisioned users to an access control group. For LDAP Synchronized users that were assigned to an access control group during the LDAP sync, you can also use this procedure to assign additional access control groups. This may be useful if your LDAP sync configuration included a common access control group, but you require that some users be assigned to additional access control groups based on their role.

### Procedure

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- Step 1** From Cisco Unified CM Administration, choose **User Management > User Settings > Access Control Group**.
  - Step 2** Click **Find** and select an access control group.
  - Step 3** Click **Add End Users to Group**.
  - Step 4** In the **Find and List Users** window, select the end users whom you want to add to the group.
  - Step 5** Click **Add Selected**.
  - Step 6** Click **Save**.
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## Apply Credential Policy to End User

Apply a configured credential policy to a specific end user password or end user PIN. You may need to do this if you need to make an update from the default credential policy.



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**Note** You can also apply a credential policy to an application user password. For details, see the *Administration Guide for Cisco Unified Communications Manager*.

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### Procedure

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- Step 1** From Cisco Unified CM Administration, choose **User Management > End User**.
  - Step 2** Click **Find** and select the end user.
  - Step 3** Click the **Edit Credential** button that corresponds to the password or PIN, depending on the credential to which you want to apply the credential policy.
  - Step 4** From the **Authentication Rule** drop-down list, choose the credential policy that you want to apply.
  - Step 5** Complete any additional fields in the **Credential Configuration** window. For help with the fields and their settings, see the online help.
  - Step 6** Click **Save**.
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## Assign Feature Group Template to Local End Users

Assign a feature group template to a local end user. A local end user is an end user who has been either added to the database manually, or imported using the Bulk Administration Tool. Local end users are not synchronized with an external LDAP directory.

### Procedure

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- Step 1** In Cisco Unified CM Administration, choose **User Management > User/Phone Add > Quick User/Phone Add**.
  - Step 2** Click **Find** and select an end user.
  - Step 3** From the **Feature Group Template** drop-down list, select the feature group template that you have configured for this end user.
  - Step 4** Click **Save**.
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