How to manually create a User

Most users are created by Print Director itself:

- by an LDAP Sync or Microsoft Entra ID Sync (see *How to set up an LDAP Sync* and *How to set up a Microsoft Entra ID Sync*),
- from a file import,
- when they first print through a print server or a PDAgent on their computer, into the department set for that printer or PDAgent.

Create a user by hand when none of these will create the right record, for example:

- The user does not print through a print server or a PDAgent (perhaps they use a Mac), and types a PIN into the printer driver instead. Their user record must have that PIN.
- Several people share a computer that is logged in with one account (for example *Lab1*), and the printer driver asks for a PIN for each job.
- The user does not print but has a phone extension, which must be assigned to a user.

Create the user

1. Open Resource Manager.
2. In the tree, click **User Management** > **Users**, then click **Add**.
3. Choose the department the user belongs to, and click **OK**. The user gets the department's default settings.
4. On the **General** tab:
   - **Full name:** the user's name.
   - **Login name:** the user's Windows account name, exactly as it is, so their print jobs are matched to them. Leave it empty if the user has no Windows account (for example someone who only prints with a PIN typed into the driver).
   - **Controller ID (PIN):** the PIN the user logs in to the printers with. Click **Auto** to create a random, unique PIN.
   - **Email address:** used for scan to email at the printer, emails sent from Resource Manager (for example the user's PIN), and Rule violation emails.
5. If the user logs in to the printers with a card, click the **Advanced** tab, click **Cards**, then **Add**, enter the card number, and click **OK**.
6. If calls are charged by a PIN dialled on the phone system, enter it on the **Advanced** tab in **PBX PIN number** (see *How to change a user's telephone PIN*).
7. Click **OK**.

Related articles

- *How to manually create a Department*
- *How to change a user's printer PIN*
- *How to set up an LDAP Sync*
- *How to set up a Microsoft Entra ID Sync*

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