I cannot add any Sharepoint user. What should I do?

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In order to add Sharepoint user on our server, there are some pre-requisites that you need to know:

1. You need to make sure that you select hosting plan that supports more than 1 Sharepoint user. If you register for our lowest Standard Sharepoint Plan, you will be entitled to only one Sharepoint user (which is your main login Sharepoint user). This means that you cannot add any additional Sharepoint users, unless you choose to upgrade your hosting plan or to purchase additional Sharepoint users addon.

2. If point 1 above is met, you need to create a ticket via our Help Desk System and you need to advise us your user details:

First Name:
Last Name:
Username:
Password:

We will then add this user to our Active Directory (AD). Once this user is added to our AD, you can then login to your SharePoint portal to add this user.