Importing Users from an Excel or CSV File

To save your time, you can add a users list from an Excel or CSV file and delete users who are not present in the imported file from the account.

- Adding Users from an Excel or CSV file
- Deleting Users While Importing from an Excel or CSV file

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Adding Users from an Excel or CSV file

If you need to add multiple users at once, use the bulk importing users feature from an Excel (XLSX) or CSV file.

1. In the **People** section of the admin portal, open the **Users** tab and click **Add New User**.

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	Messages	Stan Revva stanislav.revva.ispringsolutions.com	A	Inactive	iSpring		Dec 24, 2

2. In the Add New Users window, select the Import from file tab.

Add by email Import from file Import from file Import from file Follow these 3 steps to import, update or delete your users. Import from file users and make changes. Please keep the structure of the file insert data of new users into the imported file. Remove users from the file to permanently delete them from the system. Import from file Import from file Import is users list.xlsx Import file Import is users list.xlsx Import file Import from file Import from file Import is users list.xlsx Import from file Import from file Import from file Import is users list.xlsx Import from file Import from file Import from file Import from file	
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Browse Generate a random password for each new user if the password is not specified	
Generate a random password for each new user if the password is not specified	
Send emails to new users with their login information	
Read more about CSV file import Add Users Cance	

3. Download a sample file for uploading new users. To do this, click users list.xlsx or users list.csv and save the file on your computer.

	Add New Users	×
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Follow these 3 s	steps to import, update or delete your users.	*
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- 4. Add users' data into the file making sure you keep its structure intact. Find out more about importing users from a CSV or XLSX file here.
- 5. Upload the file to the account. To do this, in the Add New Users file, click Browse.

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Insert data	of all users and make changes. Please keep the structure of the file of new users into the imported file. Frs from the file to permanently delete them from the system.	
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Generat	e a random password for each new user if the password is not specified	
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6. Select the file on the computer and click Open.

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← → • ↑ 📘	➤ This PC	C → Desktop → User List		v ©	Search User Li	st		٩
Organize 🔻 Ne	w folder					-		?
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	File name	users-20181101-2126		~	Все файлы Open	-	Cancel	~

7. User passwords can be set in 3 ways:

- You can specify user passwords in a CSV file. Requirements are the following: Latin letters (a-z), at least one uppercase Latin letter (A-Z) and Arabic number (0-9); length of the password should be at least 6 symbols. Also, you may use special characters: !@#\$%^&*()-_+=;:,./?"\[`~[]{<>.
- If you didn't put passwords in the file, in the Add New Users pop-up, check Generate a random password for each new user if the password is not specified. If this option is enabled, all new users will get auto-generated passwords to their emails.

Add New Users	×
Add by email Import from file	
ॺ॒ users list.xlsx or users list.csv	•
2 Upload file Upload the template file with your data.	
users-20181009-1723.xlsx Browse	
Generate a random password for each new user if the password is not specified	- 1
3 Edit the invitation message (optional)	
Below are your access details for iSpring Training. You can use this information to log in to iSpring Training and view content.	- 1
Preview message	-
Read more about CSV file import Add Users	ancel

• If passwords were changed manually by the administrator, check **Send emails to new users with their login information** to send credentials to users after the file is uploaded. The system will identify which of the users are new and send updates only to them.

Add New Users	×
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2 Upload file Upload the template file with your data.	
users-20181009-1723.xlsx Browse	
 Generate a random password for each new user if the password is not specified Send emails to new users with their login information Edit the invitation message (optional) 	
Below are your access details for iSpring Training. You can use this information to log in to iSpring Training and view content.	
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8. Edit the invitation messages the imported users will receive.

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	users list.xlsx or au users list.csv	
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9. Click the Add Users button.

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3	Edit the invitation message (optional)	. 1
	Below are your access details for iSpring Training. You can use this information to log in to iSpring Training and view content.	
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10. After the file is imported you will see the **Import Results** pop-up. Here, you can see import errors if there are any and results. Click **Copy** to copy the data. Click **Done** to finish the importing process.

Import Resul	lts	×
Errors:		^
Row 2 > anastasia.rom20 > Email must be specifi Row 6 > irina.chu > Email must be specified	ied	
Results:		
Total: 47 users		
Imported: 0 users		
Updated: 45 users		
Failed to import: 2 users		
Created: 0 groups		
	Сору Done	b

11. You will get back to the People page and see that new users are successfully added.

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ŧ	Dashboard	Users	Groups	Organizations	User Profile	Fields			
<i>念</i> 肖	Learning Paths Content	Users o	f your account					Export 👻	Add New User
	Discussions	Nar	ne		Role	Status	Organization	Groups	Last Logi Added
[11]	Reports Events	- 8	Brian Tarr brian.tarr.isprings	olutions.com	A	Active	iSpring	Students, Administrat	Oct 9, 20 Dec 26, 2
.	People	- 6	Helen Jones helenispring		OA	Active	iSpring	Administrators	Oct 8, 20 Aug 9, 20
\$	Settings	•	Valerie Letunov valerie.letunovska	skaya ya.ispringsolutions.com	0	Active	iSpring	Administrators	Oct 2, 20 Dec 24, 2
	Messages	• 9	Pattie Nielsen chernovabest1			Active	iSpring		Sep 12, 2 Aug 26, 2

Deleting Users While Importing from an Excel or CSV file

If you want to update the learner list, you can upload a new user list and let the system automatically delete those who are not present in this new list. By default, this option is disabled.

To enable the option:

- Go to the Settings section of the admin portal and open the Main tab.
 Scroll down to the Export and reports section and check Delete users while importing from CSV or XLSX.
 Click Save.

2	🗲 iSpring	Main	Save
♠	Dashboard	 ✓ Entorce strong passwords ✓ Enable CAPTCHA 	
ß	Learning Paths	✓ Add "Terms and Conditions" on registration page	
Ë	Content	Registering at iSpring Learn LMS, you accept the terms and conditions of the license agreement and give us your permission to collect and process your personal data.	
	Discussions		
<u></u>	Reports		
15 15	Events		
•	People	Export and reports	
₽	Settings	Include full user profile data in exported CSV and XML reports	
	Messages	Show content versions in reports	
		Delete users while importing from CSV or XLSX Turn the option on to permanently delete users from the system if they are absent in the imported CSV or XLSX file	

If the option is on

When you import a new (or updated) list, all the users that are not on this list will be deleted from the system.

Make sure all the administrators and publishers are on the list, otherwise they will be deleted. If you're the account owner, your profile won't be deleted even if you import an empty CSV/XLSX file.

If the option is off

When you import a new user list, new users from this list will be added and existing users will be updated. Users can be deleted manually.

The user deleting option also considers different user roles. For example, an administrator from organization A won't be able to delete users from organization B.