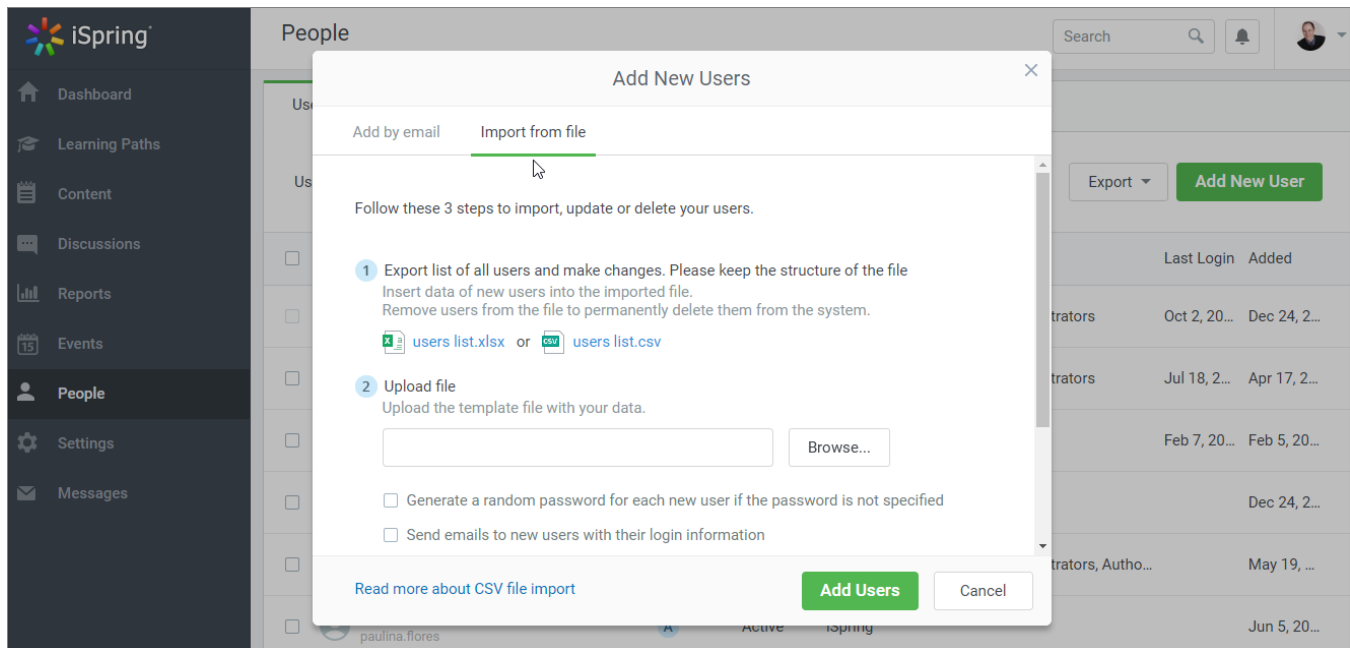


Importing Users from an Excel or CSV File

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.

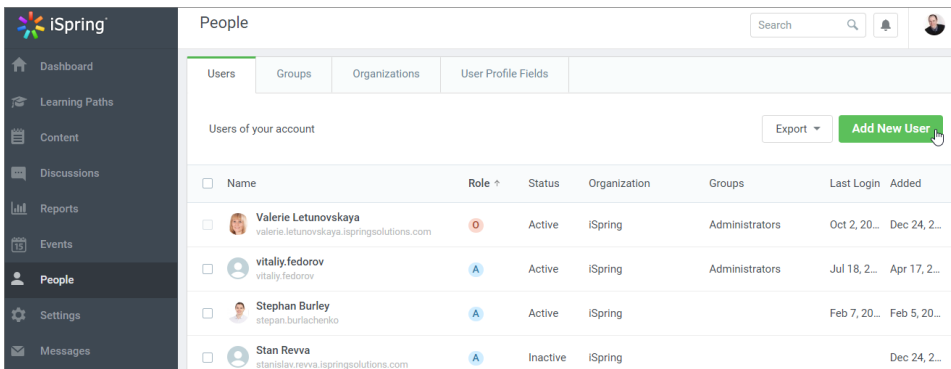
- [Adding Users from an Excel or CSV file](#)
- [Deleting Users While Importing from an Excel or CSV file](#)



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**.



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

Add New Users


Add by email

Import from file


Follow these 3 steps to import, update or delete your users.

1

Export list of all 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.

 [users list.xlsx](#)

 or

 [users list.csv](#)

2

Upload file
Upload the template file with your data.

Browse...

☐

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

Cancel

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


Add by email

Import from file


Follow these 3 steps to import, update or delete your users.

1

Export list of all 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.

 [users list.xlsx](#)

 or

 [users list.csv](#)

2

Upload file
Upload the template file with your data.

Browse...

☐

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

Cancel

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**.

Add New Users

Add by email

Import from file

Follow these 3 steps to import, update or delete your users.

- Export list of all 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.

users list.xlsx
 or
 users list.csv
- Upload file

Upload the template file with your data.

Browse...

No file selected

☐ Generate a random password for each new user if the password is not specified

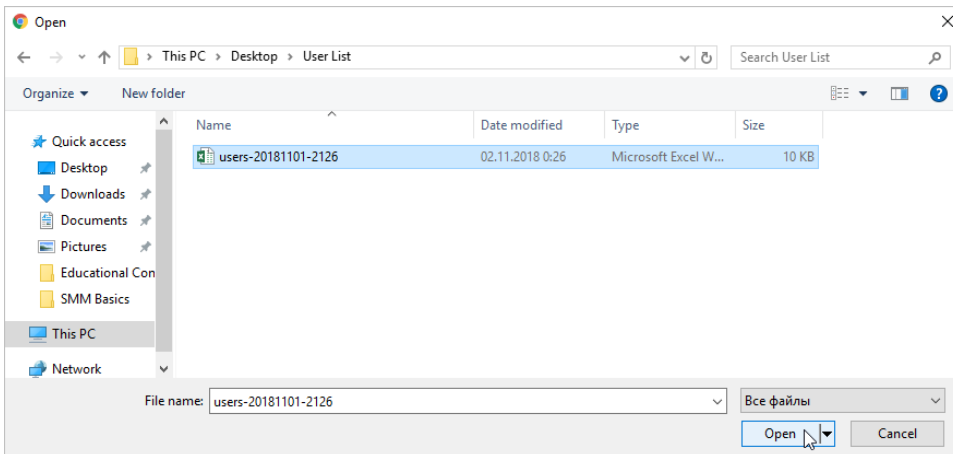
☐ Send emails to new users with their login information

Read more about CSV file import

Add Users

Cancel

6. Select the file on the computer and click **Open**.



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

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

☒

Send emails to new users with their login information

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.

Preview message

Read more about CSV file import

Add Users

Cancel

- 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

Add by email

Import from file

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

☒

Send emails to new users with their login information

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.

☒

Preview message

[Read more about CSV file import](#)

Add Users

Cancel

8. Edit the invitation messages the imported users will receive.

Add New Users

Add by email

Import from file

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

☒

Send emails to new users with their login information

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.

Preview message

[Read more about CSV file import](#)

Add Users

Cancel

9. Click the **Add Users** button.

Add New Users

Add by email

Import from file

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

☒

Send emails to new users with their login information

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.

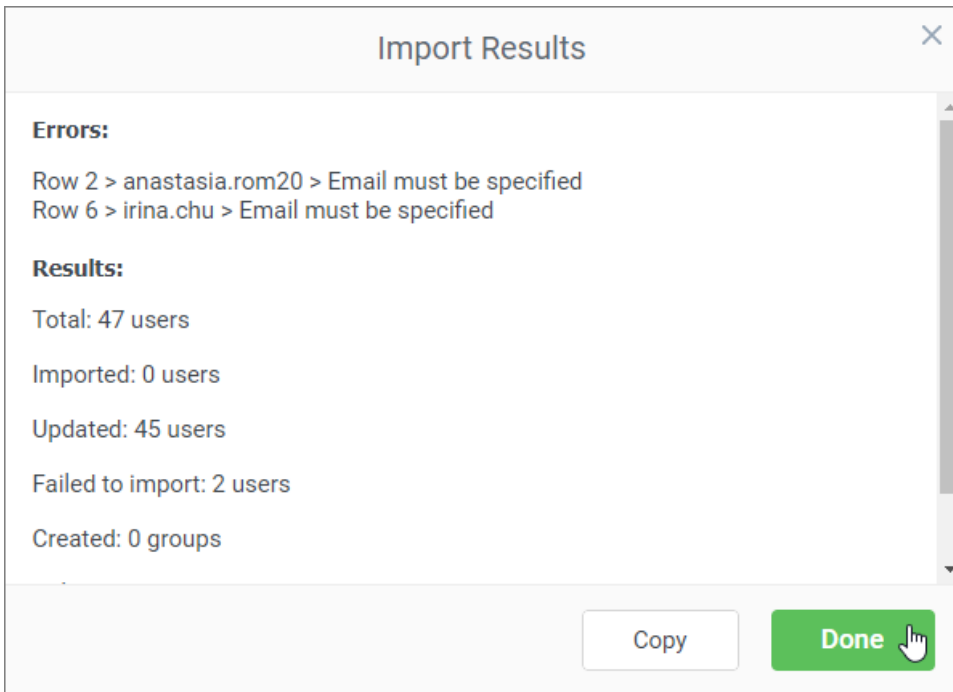
Preview message

[Read more about CSV file import](#)

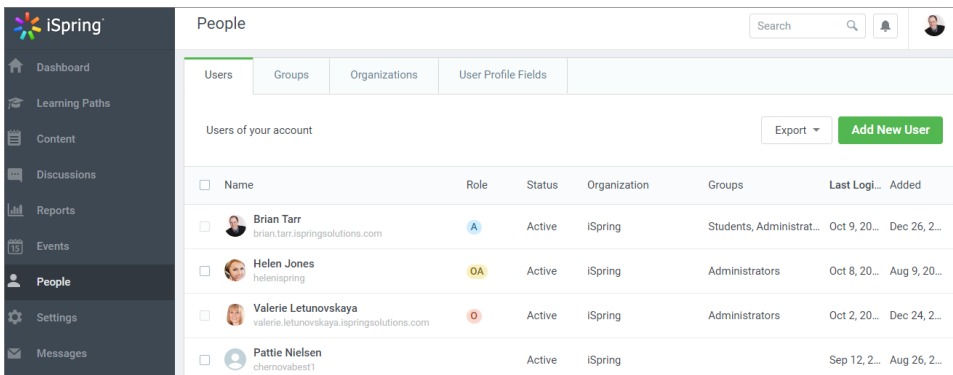
Add Users

Cancel

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.



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




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:

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

 iSpring

Dashboard

Learning Paths

Content

Discussions

Reports

Events

People

Settings

Messages

Main

Save

☒ Enforce strong passwords

☒ Enable CAPTCHA

☒ Add "Terms and Conditions" on registration page

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.

Export and reports

☐ Include full user profile data in exported CSV and XML reports

☐ 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.