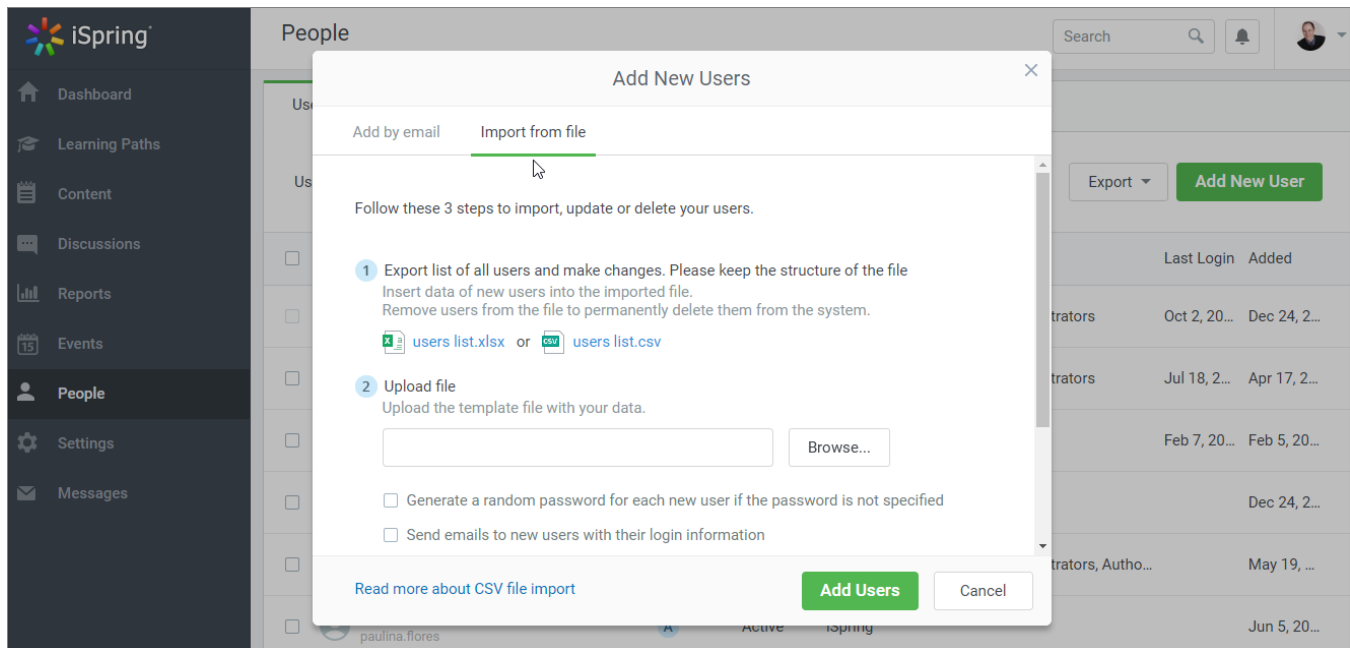# Importing Users from an Excel or CSV File

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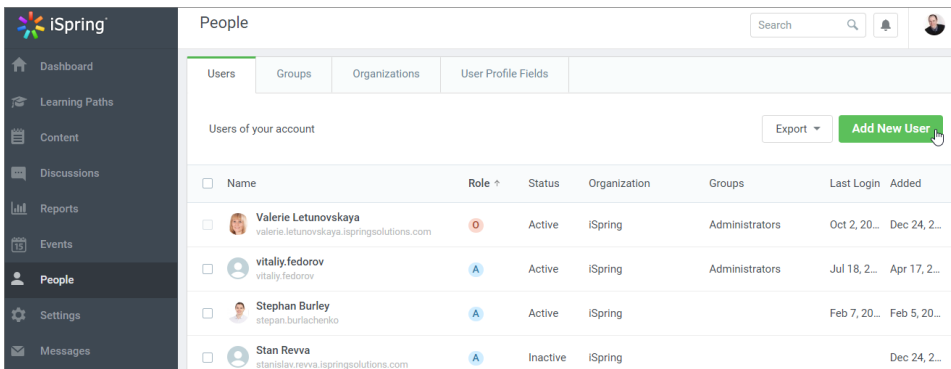
- Adding Users from an Excel or CSV file
- Deleting Users While Importing from an Excel or CSV file

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.

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.

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**.

6. Select the file on the computer and click **Open**.
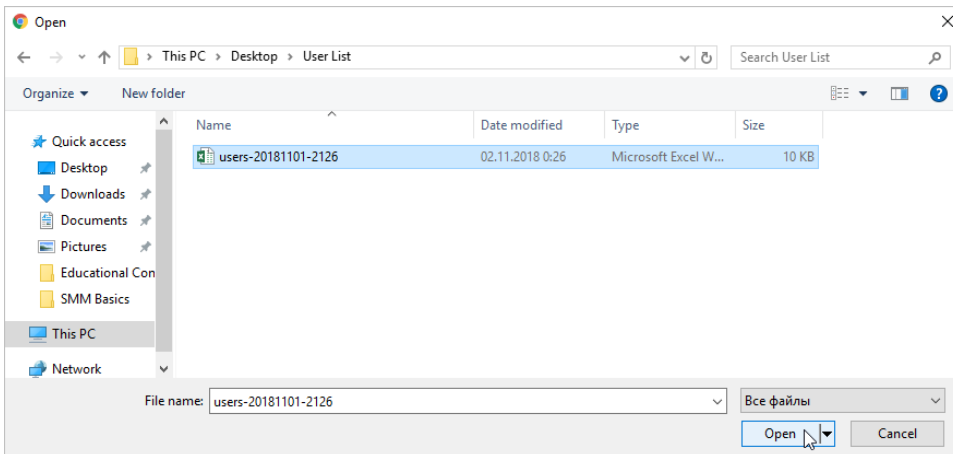
7. User passwords can be set in 3 ways:

- 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.

- 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.

8. Edit the invitation messages the imported users will receive.
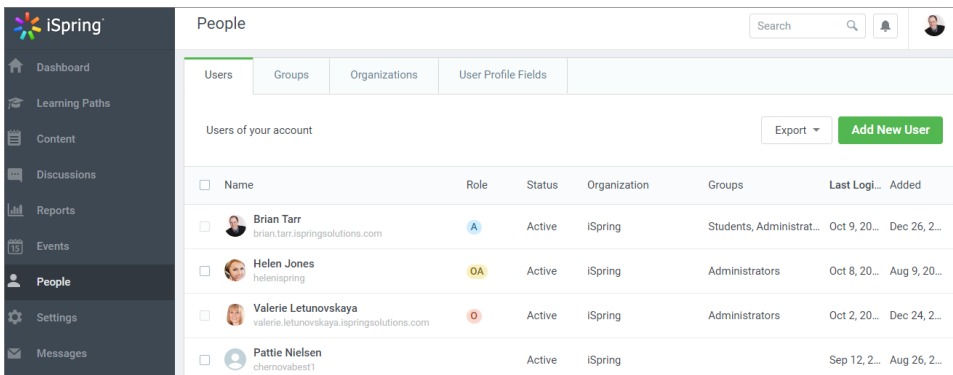
9. Click the **Add Users** button.

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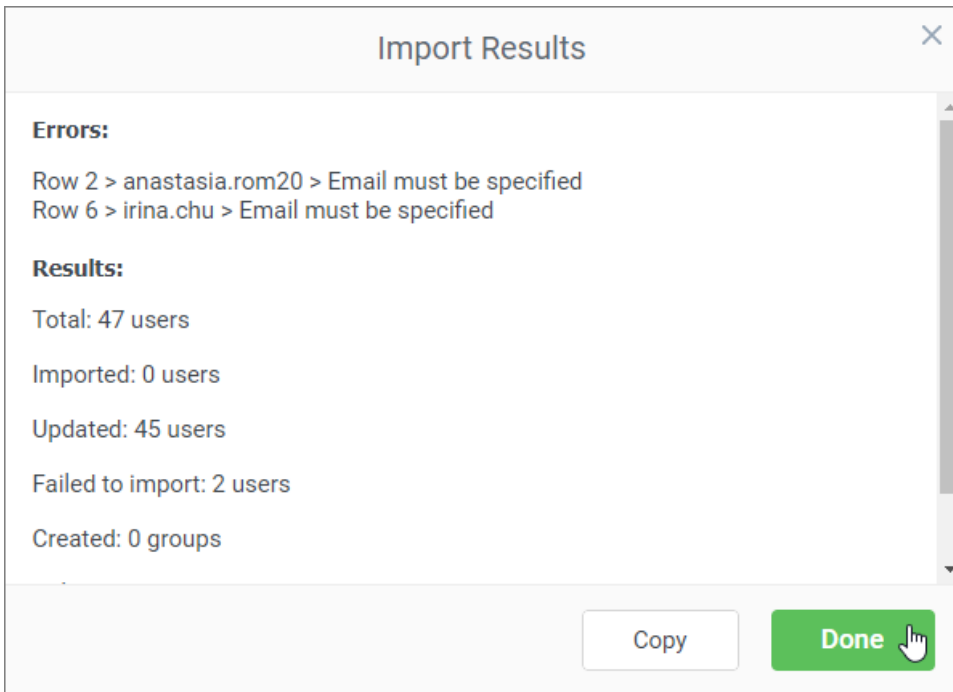
11. You will get back to the **People** page and see that new users are successfully added.

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**.

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.