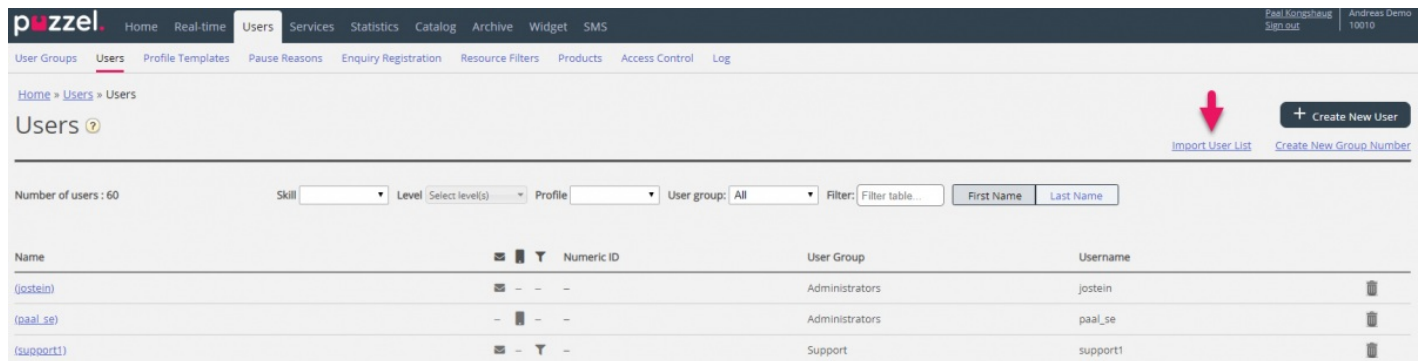
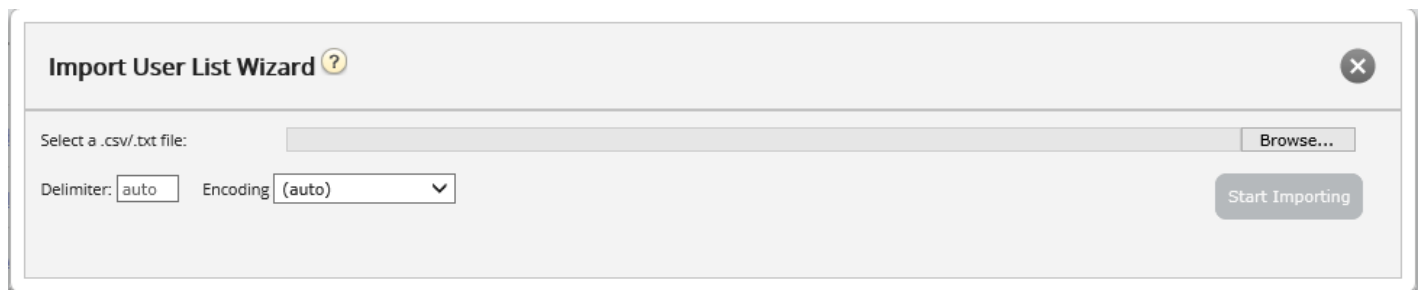


Import list with new users

You can import a file with several new users as an alternative to creating one user at a time. Click on the *Import User List* link on page *Users Users*



...to open the *Import User List Wizard*:



In the *Import User List Wizard*, select the txt/csv* file on your computer, preview it, and click *Start importing* if the format is correct. If one or more cells contain invalid values, error messages will be given in tooltips in red cells, and you cannot import the file.

* We recommend **UTF-8** encoding for the file to make sure characters other than a-z are shown correctly.

Import User List Wizard ? X

Select a .csv/.txt file: Browse...

Delimiter: Encoding: Start Importing

user_name	firstname	lastname	user_num	email	mobile	usergroup_name	language_code
user1	paal	olsen	12	user1@mail.com		Sales	no
user2	per	nilsen	13	user2@mail.com		Sales	no
user3	kari	pettersen		user3@mail.com		Sales	no
user4	truls	berg			004799100000	Sales	no
user5					004799100001	Sales	no
user6						Support	no
user7					004799100003	Support	no
user8					004799100004	Support	no
user9					004799100005	Agents	no
user10					004799100006	Agents	no

The cells with red borders contain invalid values. See tooltip over each cell, and open the Help text (?) for more details on the required format and column descriptions.

The first row in the file must contain these column names:

user_name, firstname, lastname, user_num, email, mobile, usergroup_name, language_code

Row 2-N contains the new users. We allow max 100 rows in a file.

If the file contains a row with an existing user_name, the user_name cell will be red and the file can not be imported.

About the columns:

Column	Description
user_name	Required and must be unique within the customer (max 32 characters)
firstname	Optional (max 32 characters)
lastname	Optional (max 32 characters)
user_num	The Agent ID is shown in statistics(max 6 digits). Must be unique. Optional
email	On format *@*.*. Must be unique, and is needed for one-time passwords. Email address or mobile number is required!
mobile	Must be unique and include 00 and country code, but no spaces or brackets. Used for one-time passwords. Email address or mobile number is required!
usergroup_name	Required. You must use an existing user group name.
language_code	Required. Choose between en, no, dk, se, fi, nl, bg, hu.

How to save numbers starting with 00 from Microsoft Excel

Format the column as text (select the column, right-click and choose 'Format cells', then choose 'Text'). Or type ' before the digits (004712345678) so that Excel understands this is text and shows the leading zeros. Then save the file as CSV or

UTF-8 (txt).