

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*

Home » Users » Users

Users ?

Export User List **Import new users** Update existing users Import external IDs Create New Group Number

Number of users : 91 Skill [] Level [Select level(s)] Profile [] User group: All Filter: Filter table... [First Name] [Last Name]

Name	Numeric ID	User Group	Username	Keywords	External User ID	Last sign-in
(vasil)	- - -	Administrators	vasil			2021-06-09 11:06:54
(paal_nl)	- - -	Administrators	paal_nl	Analytics, Greek		2021-08-24 14:14:30

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

Import User List Wizard ?

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

Delimiter: auto Encoding: (auto)

Start Importing

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 new user list Wizard ?

Select a .csv/.txt file: Choose File Users (new) with keywords.csv

Delimiter: auto Encoding: (auto)

Start Importing

user_name	firstname	lastname	user_num	email	mobile	usergroup_name	language_code	keywords
user20	Per	Pettersen		user20@test.com		Team 1	EN	Voice bots
user21	Truls			user21@test.se		Team 1	EN	Smøla-dialekt
user22	Kari			user22@test.se		Team 1	EN	Finnish&Swedish
user23	Trude			user23@test2.se		Team 1	NO	Voice bots&AI
user24		Smith				Team 1	NO	
user25	John				123456789	Team 1	NO	
user26					123456789	Team 1	NO	
user27	Emma					Team 3	NO	
user28					0047123456789	Team 1	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, keywords

Template:

[NewUserList_0.csv](#)

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. If a row does not contain email or mobile, or if usergroup_name does not exist, the the cells will be red. Start importing is enabled only if the validation does not find any errors in the file.

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	Optional. Must be unique, max 6 digits.
email	Required. On format *@*.*. Must be unique.
mobile	Optional. Must be unique and include 00 and country code, but no spaces or brackets.
usergroup_name	Required. You must use an existing user group name.
language_code	Required. Choose between en, no, dk, se, fi, nl, bg, hu.
keywords	Optional. Max 100 characters. If more than one keyword for a user, use "\$" as separator between keywords.

What about Puzzel ID?

Puzzel ID and **User type** can not be added as columns to this import user file. A new user imported from file is given User type = Person, and the provided Email address is copied into the Puzzel ID field.

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).