



Import users

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Add or update a large number of user accounts by importing them from a user data file.

Supported file formats

- XLS (Microsoft Excel 97-2003 Worksheet)
- XLSX (Microsoft Excel Open XML Format Spreadsheet)
- CSV (Comma Separated Values)
- VCF (vCard File)

Supported encodings

- UTF-8 (Unicode)
- UTF-16 (Unicode)
- ISO-8859-1
- ISO-8859-2
- ISO-8859-9 (Turkish)
- GB2312 (Simplified Chinese)
- Big5 (Traditional Chinese)
- Shift_JIS (Japanese)
- GBK
- Windows-1251 (Cyrillic)

Mandatory fields

- Email address - If you have to import multiple email addresses, keep them in separate columns and map them all to the *Email Address* field using the  icon.
- Password - All passwords in the mapped column must be at least eight characters long, and contain at least one each of letters, numbers, and special characters.
- Custom fields - If you created mandatory custom fields in the admin panel, they must also be mapped to a column.

Steps to import users

1. Sign in to [Zoho One](#) , then click **Directory** in the left menu.
2. Go to **Users**, then click .
3. Click **Import**.
4. Choose the user data file and its **Character Encoding**, then click **Next**.
5. Map the fields between the user data file and Zoho. If the file doesn't have a *Password* field, you can set a common one-time password for all imported users. The users will be prompted to set a password at their first sign-in.
6. If there were any problems during import, there will be a list of users who weren't imported, along with the reason and solution. You can choose to resolve the problems to continue importing, or skip the problematic users and import the rest.