





# Import users from Microsoft Entra ID to Zoho Directory

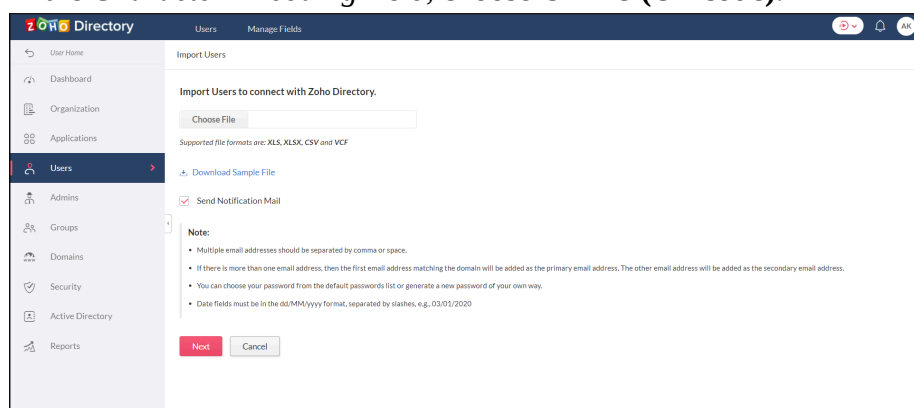
If you are currently using Microsoft Entra ID as your cloud directory service to store your organization data, you can easily import your users to Zoho Directory.

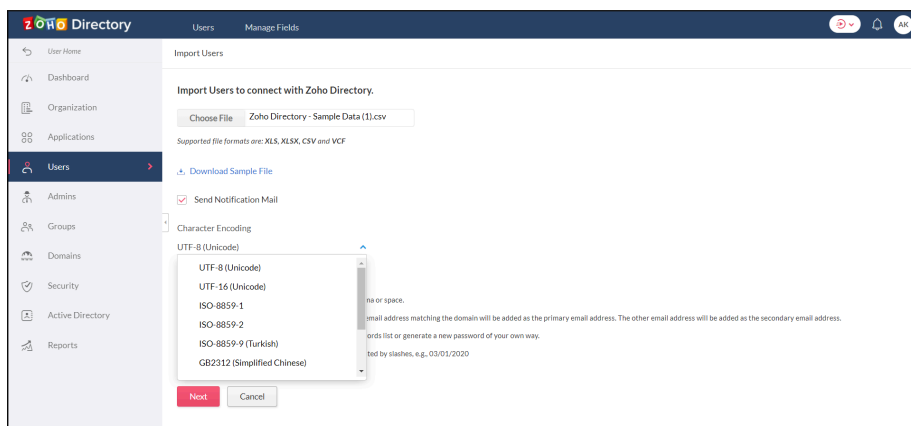
## Export users from Microsoft Entra ID

1. Sign in to your [Microsoft Entra ID organization account](#).
2. Click **Users**, then click **All Users**.
3. Click **Bulk operations**, then click **Download users** from the drop-down menu.
4. Click **Start**. Once the export process is completed, click **File is ready! Click here to download**. A CSV containing the list of users will be downloaded.

## Import users to Zoho Directory

1. Sign in to [Zoho Directory](#) , then click **Admin Panel** in the left menu.
2. Go to **Users**, then click  icon in the top-right corner.
3. Click **Import**.
4. Click **Choose File**, then browse and select the CSV file that you downloaded from Azure AD.
5. In the *Character Encoding* field, choose **UTF-8 (Unicode)**.





6. Click **Next**. Check and map the fields present in the imported CSV by doing the following:

- To check which fields are already mapped, click **Mapped**. Check if the mapped details are correct, else edit them.

- To check which fields are not mapped, click **Unmapped**. Map the fields in the CSV file to their appropriate Zoho Directory field.

- In case of multiple email addresses, map them all to the *Email Address* field using the icon. For *Password* field, click **Set Password** to set a common one-time password for all the imported users, and enter the password. The users will be prompted to change this password when they first sign in.

7. Click **Next**. The process may take a while. Meanwhile, you can navigate to different tabs or pages if needed. Once the import is done, the imported users will be added to Zoho Directory.

Once you have successfully imported the users in Zoho Directory, you can view all the imported users in the Users tab. You can now [manage](#), [edit users' details](#), and [assign them apps](#) and [admin privileges](#) in Zoho Directory. To learn more about how you can manage users in Zoho Directory, check out [our detailed admin guide](#).