



Zoho Corporation


Import users from CyberArk to Zoho Directory

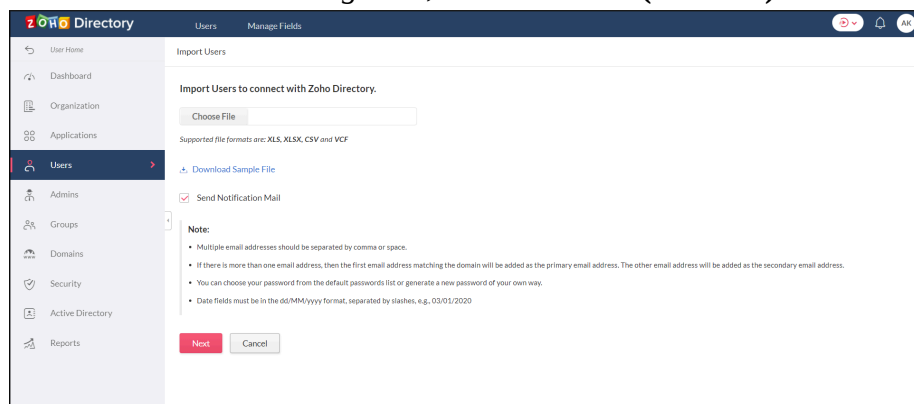
If you are currently using CyberArk as your cloud directory service to store your organization data, you can easily import your users to Zoho Directory.

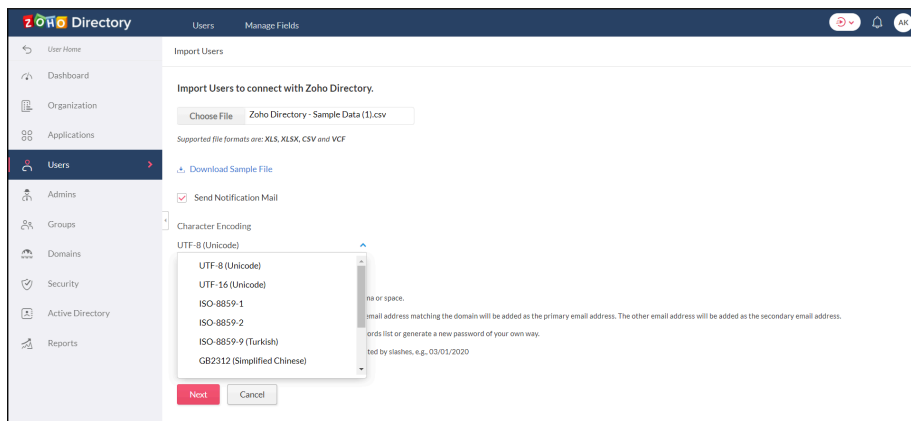
Export users from CyberArk

1. Sign in to your CyberArk Admin Portal.
2. In the left menu, click **Reports** under **Core Services**.
3. Click **New Report** in the top-left corner.
4. Name your report.
5. In the *Data Dictionary* section, scroll down and click **User**.
6. Select *Email*, then click **Save**.
7. Click the report that you created, then click **Actions**.
8. Click **Export Report**. File type will be CSV by default.
9. Name your file, then click **OK**. A CSV file will be downloaded.

Import users to Zoho Directory

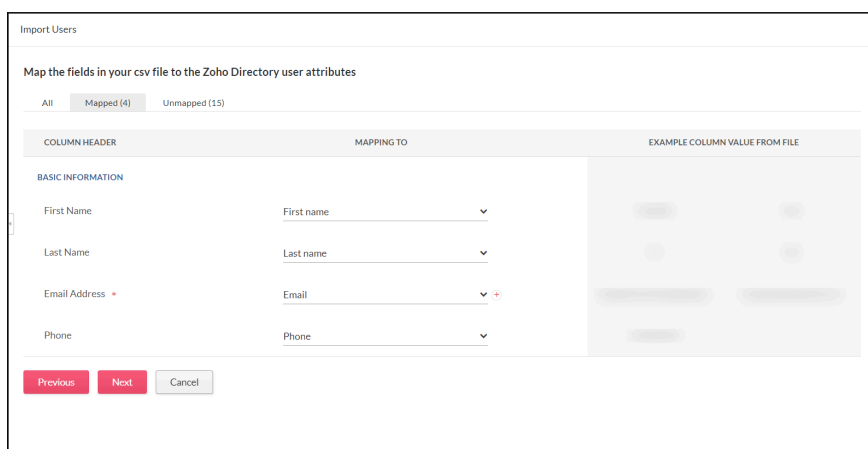
1. Sign in to [Zoho Directory](#), then click **Admin Panel** in the left menu.
2. Go to **Users**, then click  icon in the top right corner.
3. Click **Import**.
4. Click **Choose File**, then browse and select the CSV file that you have saved.
5. In the *Character Encoding* field, choose **UTF-8 (Unicode)**.



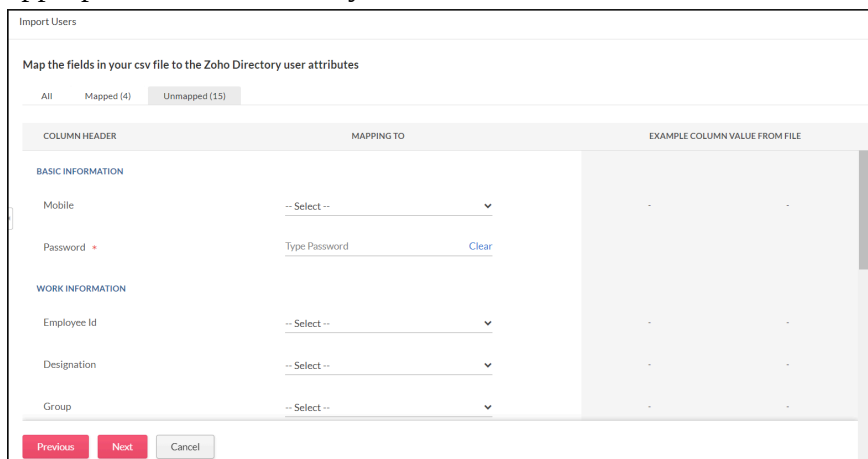



6. Click **Next**. Check and map the fields present in the imported CSV by doing the following:

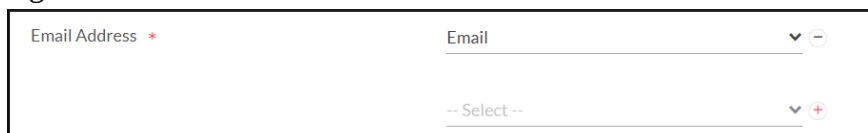
- To find out which fields are already mapped, click **Mapped**. Check if the mapped details are correct, else edit them.



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



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



Password *

-- Select --

Set Password

7. Click **Next**. The process may take a while. In the meantime, you can navigate to different tabs or pages if needed. Once the import is done, the imported users will now 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 their 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](#).