Zoho Corporation

Import users from JumpCloud to Zoho Directory

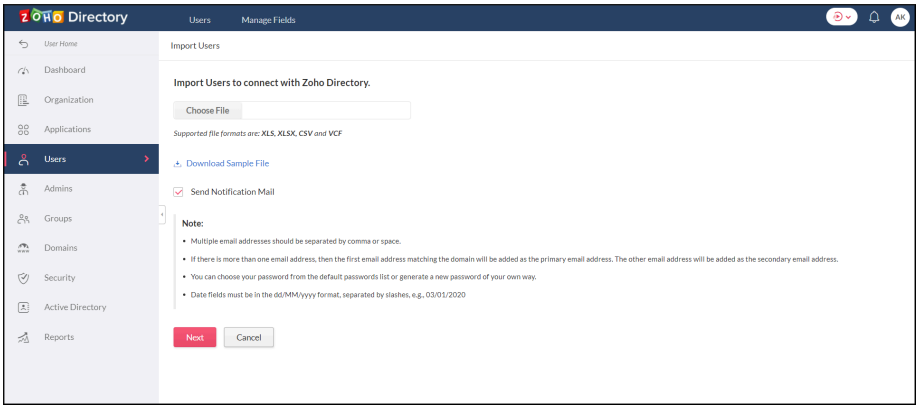
If you are currently using JumpCloud as your cloud directory service to store your organization data, you can easily import your users to Zoho Directory.

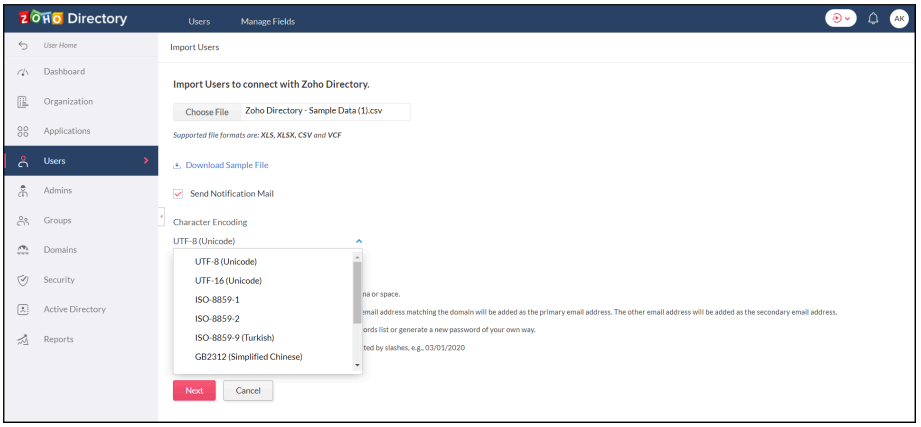
Export users from JumpCloud

1. Sign in to JumpCloud Administrator Portal.
2. Click **Users** in the left menu.
3. Click export in the top-right corner, then click **Export CSV**. A CSV file will be downloaded.

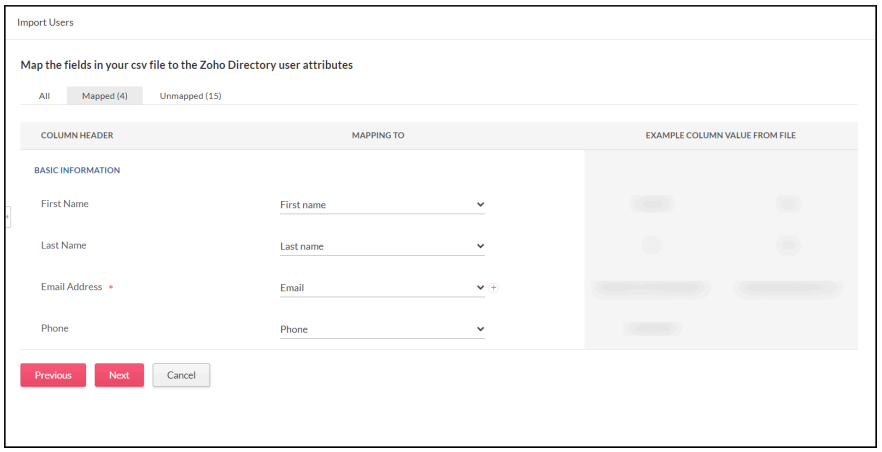
Import users to Zoho Directory

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 downloaded from JumpCloud.
5. In the *Character Encoding* field, choose **UTF-8 (Unicode)**.

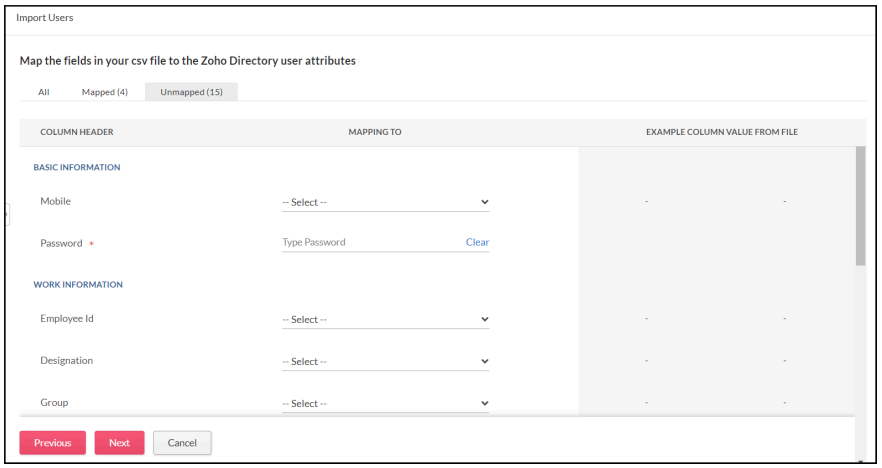




6. Click **Next**. Check and map the fields present in the imported CSV by doing the following:
    - To check which fields are already mapped, click **Mapped**. Check if the mapped details are correct, else edit them.



    - 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, the default mapped field will be "password_expired_field". So, you must set password for all your users. 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 usersе, 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.