


Import users from JumpCloud to Zoho Directory

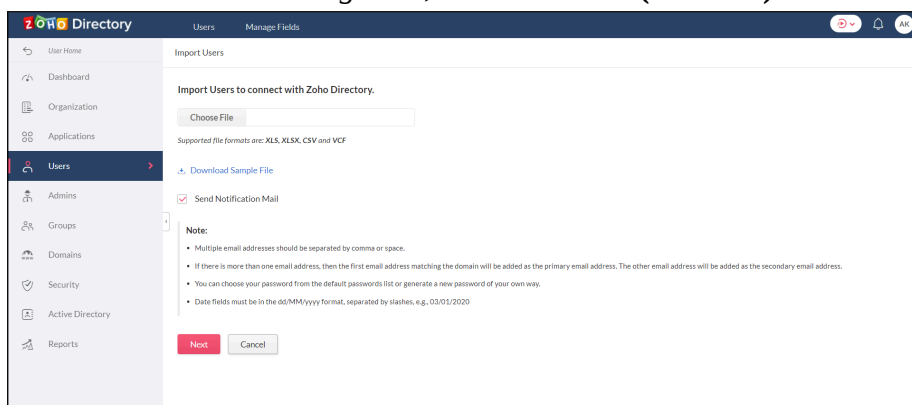
If you are currently using JumpCloud as your cloud directory service to store your organization data, you can easily import your users to Zoho Directory.

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)**.



Import Users

Import Users to connect with Zoho Directory.

Choose File

Supported file formats are: XLS, XLSX, CSV and VCF

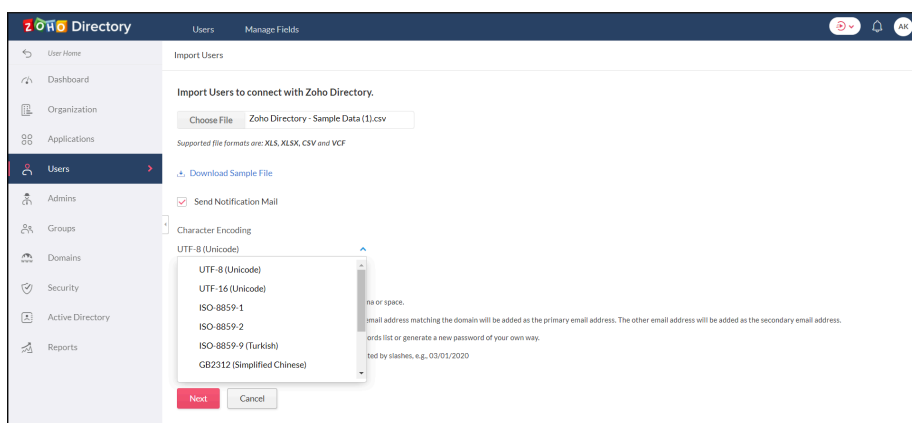
[Download Sample File](#)

☒ Send Notification Mail

Note:

- Multiple email addresses should be separated by comma or space.
- If there is more than one email address, then the first email address matching the domain will be added as the primary email address. The other email address will be added as the secondary email address.
- You can choose your password from the default passwords list or generate a new password of your own way.
- Date fields must be in the dd/MM/yyyy format, separated by slashes, e.g., 03/01/2020

Next **Cancel**



Import Users

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Choose File Zoho Directory - Sample Data (1).csv

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[Download Sample File](#)

☒ Send Notification Mail

Character Encoding

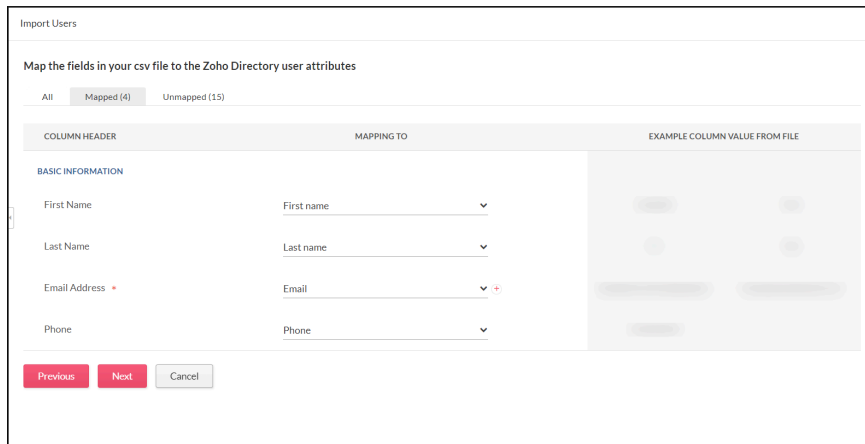
UTF-8 (Unicode)

- UTF-8 (Unicode)
- UTF-16 (Unicode)
- ISO-8859-1
- ISO-8859-2
- ISO-8859-9 (Turkish)
- GB2312 (Simplified Chinese)

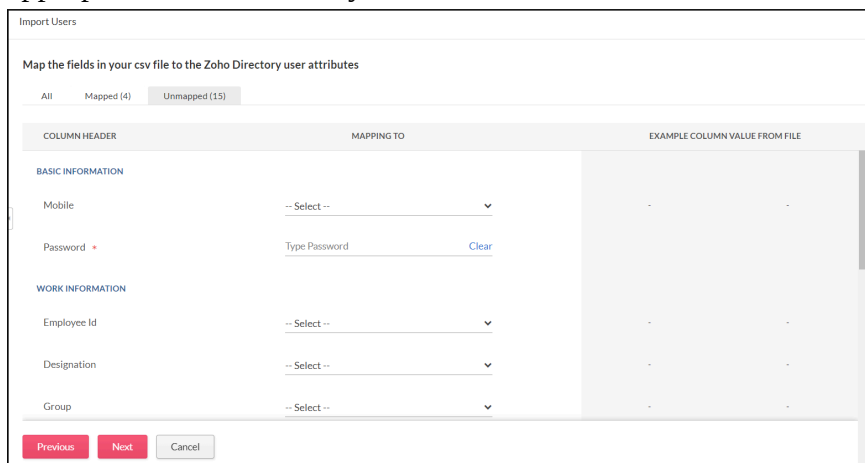
Next **Cancel**


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

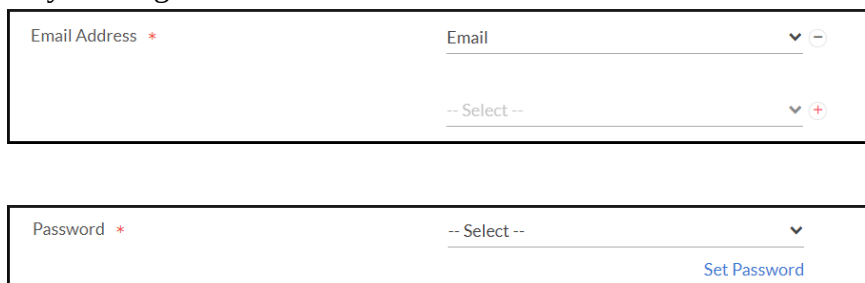
- To check which fields are already mapped, click **Mapped**. Check if the mapped details are correct, else edit them.



- 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 users](#), [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](#).

