Zoho Corporation

Import users from OneLogin to Zoho Directory

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

Export users from OneLogin

1. Sign in to OneLogin as admin.
2. Click **Activity**, then click **Reports**.
3. Click **New Report**.
4. Choose the **User Details** report.
5. Name your report "User details" and click **Save**.
6. Under *Conditions*, hover over the pre-existing condition and click ☒ to remove it.
7. Under *Options*, hover over the pre-existing fields and click **Remove this field** to remove all the pre-existing columns.
8. In the *Add column* field, select the columns that you need to import by referring to the Zoho Directory CSV file template. To get the template:
   - Sign in to [Zoho Directory](#) ↗.
   - Go to **Users**. Click ⋮ icon in the top-right corner.
   - Click **Import**.
   - Click **Download Sample File**. A CSV file containing the sample data will be downloaded.
     The mandatory field is Email. If the users are added without email addresses, choose the field Username to export those users. You can also choose other optional fields that you want to export. Some of the supported optional fields are:
   - Phone
   - Department
   - Manager
   - Group
9. Click **More Actions**, then click **Download CSV**. If you want to save this report template for later, click **Save**.
10. Hover over the **Activity** tab, then click **Reports**.
11. Click the User details report that you have created now.
12. Click **Download 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**. Click ⋮ icon in the top right corner.

3. Click **Import**.

4. Click **Choose File**, then browse and select the CSV file that you have extracted from the zipped file downloaded from OneLogin.

5. In the *Character Encoding* field, choose **UTF-8 (Unicode)**.
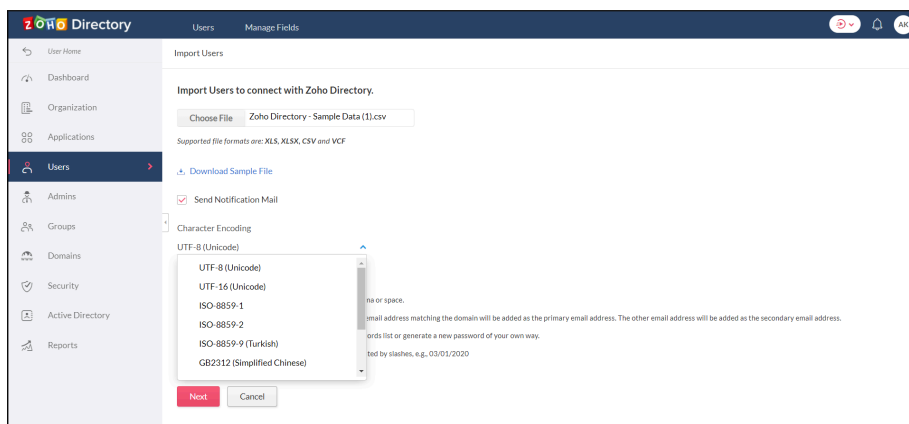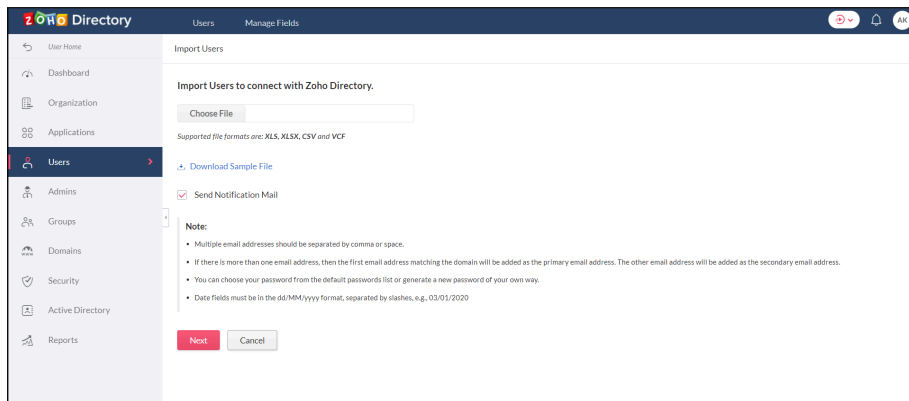
6. Click **Next**. Check and map the fields present in the imported CSV by doing the following:

- To check which fields are already mapped, click **Mapped**. Check if the mapped details are correct, else edit them.
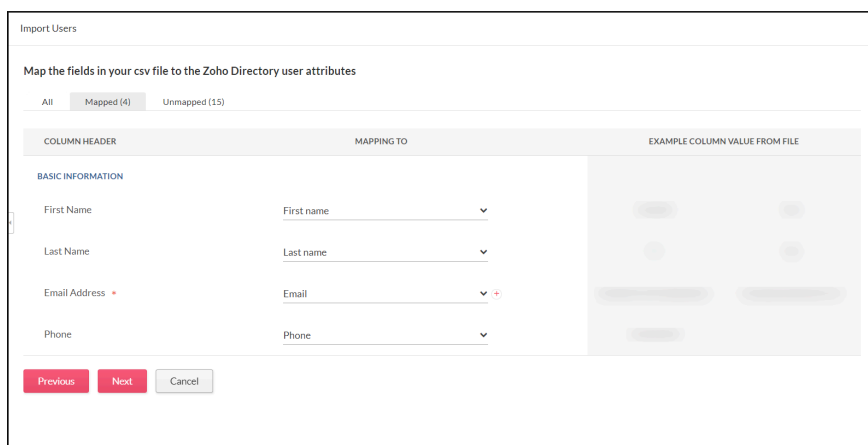
- To check which fields are not mapped, click **Unmapped**. Map the fields in the CSV file to their appropriate Zoho Directory field.

- 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.

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 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 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]().