**Zoho Corporation**

---

# Import users from Ping Identity to Zoho Directory

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

To import your users from Ping Identity, contact their support in either of the following ways:

- Sign in to the [Ping Identity Support](#) portal and submit a request to import your users as a CSV file.
- Contact Ping Identity's call support using the toll-free number for your region to get your user list as a CSV file. The toll-free numbers are:

  - US/North America: 1-855-355-PING (7464)
  - EMEA: +44 (0) 808 196 0788
  - APAC: +61 1800370 672

  When you call, please provide them with the following details:

  - Your Ping Identity Company or account name
  - Your name, email address, and phone number
  - Your organization's agenda
  - Your Ping Identity product details

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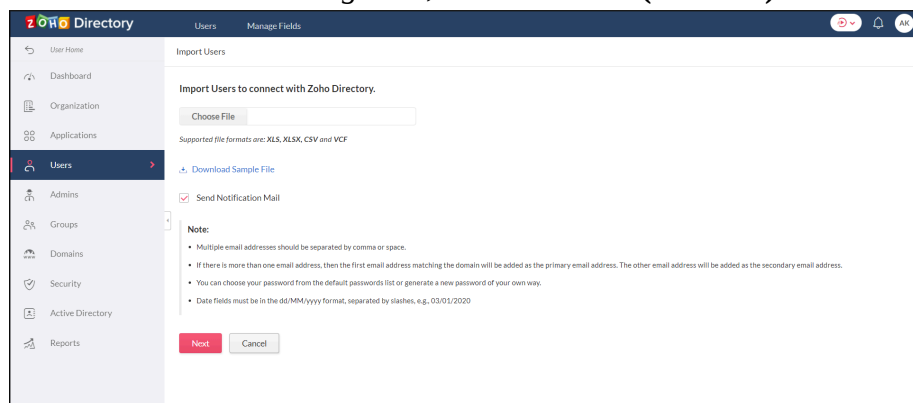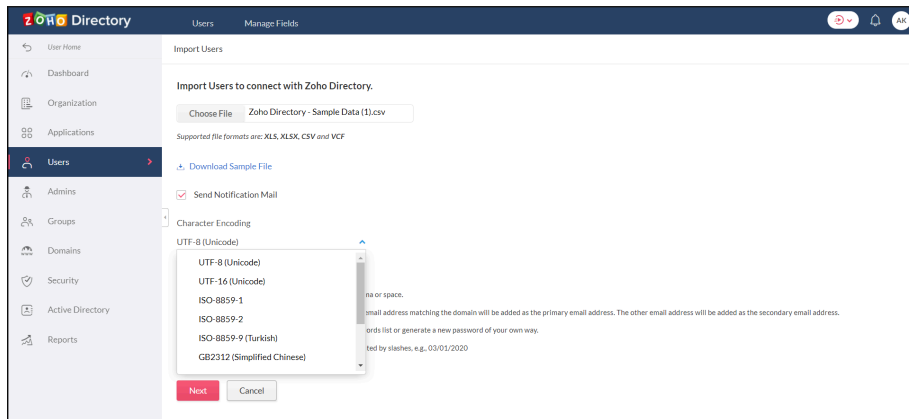
6. Click **Next**. Check and map the fields present in the imported CSV by doing the following:

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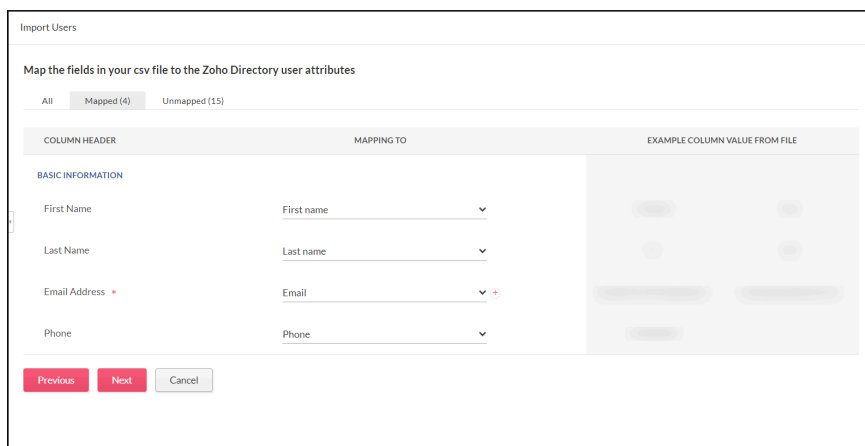


- To find out which fields are not mapped, click **Unmapped**. Map the fields in the CSV file to their appropriate Zoho Directory field.
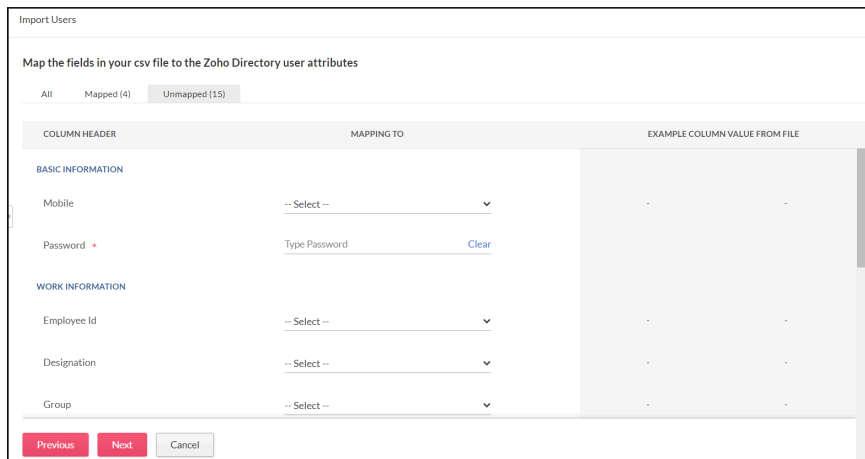


- If there are multiple email addresses, map them all to the *Email Address* field using the ⊕ icon. For the *Password* field, click **Set Password** to set a common one-time password for all the imported users, then enter the password. The users will be prompted to change this password when they first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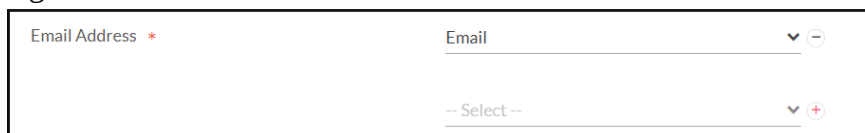
| Password  * | -- Select -- ⌄ |
| | Set Password |

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 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](#).