



# High Ground University

## How to Import User Information

In this video we will discuss how to import a spreadsheet of users into your system. If this option is unavailable to you, please contact our Customer Success Team at [support@highgroundsolutions.com](mailto:support@highgroundsolutions.com)

Importing users is a quick way to put contacts into your system. If you have a spreadsheet, excel file, or csv file with your contacts and their information available then adding users to your system is easy as pie. To help you through the import process make sure that your spreadsheet is well organized with the first row as the header for all the columns indicating information such as first name, last name, cell phone, etc.

To begin, make sure that you have your spreadsheet saved and ready to go on your computer. After you log into your account simply hover over "users" and click on "import users". From here you'll be prompted to select the file you'd like to upload. After you've chosen your file, click on "next step". From here you'll have the opportunity to define the items that you'd like to have in your database. There are several items that are mandatory such as user type and first name.

On the left-hand side, you'll notice a listing of all the columns on your spreadsheet, these are the items we need to map out. From here we will choose to either add users to your system (no users will be deleted) or if you want to replace your current database with a new spreadsheet you can select "delete users that are NOT in this spreadsheet". After this you'll want to select the user level in your import. Our system can only import one user level at a time.

Now you simply need to connect information from the spreadsheet to the corresponding field within the system. Once you've finished simply click "import" to upload your users into your system. Once the import is complete it will show you how many rows were processed. Check this against your spreadsheet to ensure that the correct amount of users were processed into your system. After this is done you'll be able to see your users on your View Users page.

Thanks for watching! If you have more questions please feel free to contact our Customer Success Team at [support@highgroundsolutions.com](mailto:support@highgroundsolutions.com).