

Managing User Accounts in Bulk Using the Admin Interface

Step 1: Create a CSV with new user and property details

You can provision users in a domain or update the properties of existing users using a CSV file. The first line of the CSV will have the property names and the second line onwards will have records for all users which need to be provisioned and whose properties need to be updated.

The table below gives the property name as mentioned in the Admin Panel and the corresponding property name to be used in the CSV. [Download a sample CSV file](#)

(https://res.mithi.com/docs/sample_csv_to_provision_users_in_bulk.csv).

Property label in the Admin Panel	Property name in the CSV	Description
	username	The username of an email id john@acmecorp.com will be john. Note: This is a compulsory field when creating a CSV. Usernames must be unique. (This is shown as part of the Email ID of the user on the Admin Panel.)
First Name	firstname	The first name of the user.
Last Name	lastname	The last name of the user.
Display Name	displayname	The display name of the user.
Email ID		Email id Note: This field is not to be used in a CSV.
Alias ID	mithialias	Every user can have one or more alias ids. Mail sent to an alias id will automatically reach the user's mailbox. Note: Alias ids should be unique. Alias ids are not counted when calculating the number of users in a domain. Mention multiple email ids with ** as a separator.
Alternate Email ID	alternateemailaddress	The alternate email address. Used to send OTP for the forgot pass application.

Property label in the Admin Panel	Property name in the CSV	Description
COS	classofservice (https://docs.mithi.com/home/how-to-provision-users-and-update-user-properties-one-at-a-time-in-skyconnect#understanding-class-of-service-or-cos)	<p>The class of service (https://docs.mithi.com/home/how-to-provision-users-and-update-user-properties-one-at-a-time-in-skyconnect#understanding-class-of-service-or-cos) of the user. This value determines the system behavior for the user.</p> <p>Note: It is compulsory to specify this value when adding a new user or updating user properties.</p>
Account Status	accountstatus	Account status. Using this property, you can enable or disable a user account.
Member Of	memberof	<p>The group ids to which this user belongs. If a user belongs to more than one group, the group ids have to be separated by ** in the CSV.</p> <p>For example, if the user belongs to the sales and allusers groups, then the csv will have sales@[domain]**allusers@[domain] as the value.</p>
Enter New Password	password	<p>The password should adhere to the complexity and length set for the domain.</p> <p>Note: It is compulsory to specify this value when adding a new user</p>
Archive	enablepersonalmailarchiving	Valid values to be entered in the CSV are ON or OFF.
Archive User ID	personalarchiveid	The Vaultastic user id.
Type of mail to archive	archivepersonalmailtype	Valid values are all, local and remote.
Personal Information like Birthdate, Gender, Spouse, Children and Anniversary	birthdate, gender, spouse, children, anniversary	<p>For more than one children, use the ** separator.</p> <p>For example, if a user has two children John and Mary, the value will be john**mary</p>

Property label in the Admin Panel	Property name in the CSV	Description
Business information such as Job Title, Employee number etc.	jobtitle, employeenumber, joindate, office, department, company, companyaddress, companycity, companyzipcode, companystate, companycountry, companyphone, companypager, companymobile, companyfax, companywebpage, ipphone, manager	All dates to be specified in the dd/mm/yyyy format. The companymobile is the mobile number used to send OTP for the forgot password application. Enter the mobile number in the format: +{Country_Code}.{mobile number} For multiple values, use ** as the separator.
Quota Overflow Policy		
Allocated Quota		
Message Lifetime		

Here are some tips when creating the CSV files:

- The CSV files can be created using a text editor such as Notepad or using a spreadsheet such as Libre Office or Microsoft Excel.
- The first line of the CSV has the property names separated by commas
- Subsequent lines have the user details to be uploaded.
- For each user record, ensure that
 - Each record is one line
 - Fields are separated with commas
 - Leading and trailing white-spaces from the values are removed
 - Field values are enclosed in double-quotes
 - If a field contains double-quote character, double-quote characters are doubled
 - Dates are in dd/mm/yyyy format
 - Multiple values are separated by **

Step 2: Add new users and update user properties

1. Log in to Admin Panel. From the left pane, select the **domain > Users** option. The middle pane will show the list of users present.
2. Click the **Import Users** icon.
3. In the **Create new users / Update user properties** dialog box:

- a. Select **Add new users from the CSV** to add new users to the domain. Selecting this option will create the new users mentioned in the CSV file.
 - b. To update properties of users, select **Update the properties of existing and new users from the CSV**.
 - c. Select **File** to be imported from your machine. The format of the CSV file is given [here](https://res.mithi.com/docs/sample_csv_to_provision_users_in_bulk.csv) (https://res.mithi.com/docs/sample_csv_to_provision_users_in_bulk.csv).
 - d. Click **Continue** to proceed.
4. In the first pass, the application validates the CSV records.
 5. The validation status is displayed in the next screen.
 6. If there are warnings, you can **Ignore the warnings and Update the valid properties** of the users OR you can **Cancel the import**.
 7. In the second pass, all new users are added. The status of the new user addition will be displayed on the dialog box.
 8. For the third pass to start, click on the **Update Properties** button.
 9. The system will now validate the user properties in the CSV and display the status.
 10. To view the invalid properties, click on **Show Invalid user properties**.
 11. To ignore the invalid properties and proceed, select the **Ignoring invalid user properties** check box and click on **Update**.
 12. The screen will show the update status. Click **Done** to exit the dialog box.
 13. The newly added users will be shown in the middle pane.
-