

## Importing Users with the Standard Data Import


The Standard User Import spreadsheet provides you with a simplified way to bulk upload users into the ACLP. By populating the spreadsheet, you can add users to the system; create Organizations; assign users to an Organization; and associate employees with their managers. The required fields are: Employee Number, First Name, Last Name, and Email Address; all other fields are optional.



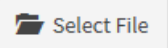

### IMPORTANT NOTES + BEST PRACTICES

- The maximum amount of data that can be uploaded at any one time is **4,000 users**.
- You will need to provide a password in the Default Password space on the page. The password you enter will need to be included on [the Learning Activity Assignment Notification](#). Users will be prompted to change the password upon initial login.
- You can review your updated data on the **Users** page once you receive email confirmation of a successful upload.
- To add a single user, use the **Manage** button on the **Users** page of your Administrator Dashboard.

### Instructions

1. Open **Import Users** under Learner Modeling
2. Download the spreadsheet ZIP file by pressing 
3. Populate the **Employees** spreadsheet provided in the folder and save to your computer
4. Upload your completed spreadsheet into the ACLP
  - a. Return to the **Import Users** page
  - b. Enter a **Default Password** for the employees listed in the spreadsheet  
*Passwords must be at least 10 characters, with at least 1 number, 1 uppercase letter , and 1 special character*

**NOTE:** You will need to communicate this password with the imported Learners. Replace the PASSWORD placeholder in the [Learning Activity Assignment Notification](#).

- c. Press  to browse your computer for your spreadsheet; a preview of your data will appear in the window
- d. Press 
- e. You will receive an email from [no-reply@sans.org](mailto:no-reply@sans.org) informing you that your data upload is in process. Once upload and validation are complete, you will receive an email stating that your users are available in the system.

## Importing Users with the Standard Data Import

### Field Descriptions

| Name                   | Description                              | Type | Size | Format   | Required | Unique |
|------------------------|--|------|------|--|----------|--------|
| <b>Employee Number</b> | The user's unique identifier in the ACLP | CHAR | 25   |  | ✓        | ✓      |
| <b>Last Name</b>       | Employee's Last Name                     | CHAR | 35   |  | ✓        |        |
| <b>First Name</b>      | Employee's First Name                    | CHAR | 35   |  | ✓        |        |
| <b>Email Address</b>   | Employee's Email Address                 | CHAR | 255  |  | ✓        | ✓      |
| Organization           | Name of the Organization                 | CHAR | 30   |  |          |        |
| Manager Number         | Employee Number for user's manager       | CHAR | 25   |  |          |        |
| Active                 | Active employee                          | CHAR |      | YES<br>NO  |          |        |
| Enabled                | Employee account is enabled              | CHAR |      | YES<br>NO  |          |        |
| Start Date             | Employee start date                      | DATE |      | mm/dd/yyyy   |          |        |
| Position Title         | Employee's Position Name                 | CHAR | 50   |  |          |        |
| Text1                  | Optional Text                            | CHAR | 255  |  |          |        |
| Text2                  | Optional Text                            | CHAR | 255  |  |          |        |
| Text3                  | Optional Text                            | CHAR | 255  |  |          |        |
| Language               | Employee's preferred language            | CHAR | 255  | Review the <a href="#">Language table</a> for available options. |          |        |
| Timezone               | Employee's preferred timezone            |      |      | Review the <a href="#">Timezone table</a> for available options. |          |        |

## Importing Users with the Standard Data Import

### Additional Details

- **Employee Number:** The Employee Number is the user's system ID and can consist of letters and numbers. This field can't be changed once it's imported into the system. Because employees' names or email addresses may change throughout the course of their employment, the Employee Number is what the system uses to identify a user. This field is required.

**NOTE:** All characters are recognized. If you upload a number that begins with 0, you will need to include the initial 0 on all subsequent uploads.

- **Email Address:** The email address you enter will be the username to log into the ACLP, as well as the address where the user receives automated training notifications. If an employee does not have an email address, enter [employee@company1.com](mailto:employee@company1.com). You will need to communicate initial password and log in instruction to users without an email address.
- **Organization:** When you import Organizations into the ACLP using the Simple Import Users spreadsheet, they will each be a child of the Top-Level Organization. Organizations are a group of users who require the same training and/or should be grouped on a report. Therefore, you only have to create an Organization to group users for those purposes. The Organizations you create may not match your company's organizational structure. By structuring your account by Organization, you can:





SANS ACLP account structure

- Target different training to each Organization based on its purpose.
- Customize each Organization's Learner Dashboard.
- Filter reports based on Organization.

### Creating Suborganizations

Once your data has been imported into the ACLP, you can change any Organization's parent to create a hierarchy within your account:

1. Open **Organizations** under **Learner Modeling**
  2. Find the Organization you wish to make a child and press  **Edit**
  3. Select the Organization's new Parent from the dropdown menu
  4. Press  **Save**
  5. The Organization and its users will now be a child of the new Parent Organization. Any training assigned to that Parent Organization will also be assigned to the child.
- **Active:** Users with active accounts are viewable in the ACLP. A user with an inactive account cannot log on, even if the user's account is enabled. Only administrators can manage inactive accounts. Enter YES to make an employee Active or NO to make the employee Inactive. If this field is left blank, the user will be considered Active.
  - **Enabled:** Users whose accounts are enabled can access ACLP. A user whose account is disabled cannot access the ACLP, although the user's employee record can be viewed by administrators in the system. Enter YES to make an employee Enabled or NO to make the employee Disabled. If left blank, the user will be considered Enabled.

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- **Manager Number:** This field associates the user with his/her manager. Enter the Employee Number of the manager. For example, Sally Security is Compliance Carl's manager; therefore, her employee Number is entered into the Manager Number field in his row:

| Employee Number | Last Name | First Name | Email  | Manger Number |
|-----------------|-----------|------------|--|---------------|
| WID67492        | Security  | Sally      | <a href="mailto:sally.security@widgetxco.com">sally.security@widgetxco.com</a>   |               |
| WID1464         | Carl      | Compliance | <a href="mailto:compliance.carl@widgetxco.com">compliance.carl@widgetxco.com</a> | WID67492      |

- **Start Date:** Enter the date the user began employment.
- **Text1:** Text1 provides a field to include information of your choice in the ACLP, such as Department.
- **Text2:** Text2 provides an additional field to include information of your choice in the ACLP.
- **Text3:** Text3 provides an additional field to include information of your choice in the ACLP.
- **Language:** Enter the user's preferred language if it is different than the default language. If left blank, the user will receive items in the default language. This setting impacts the user's Learner Dashboard and notifications, it does not affect content language.
- **Timezone:** Enter the user's preferred time zone if it is different than the default time zone. This will configure the date and time format on the user's Learner Dashboard and in their notifications. This setting does not impact *when* notifications are sent. This setting impacts date format.

## Editing Employee Data using the Import Users Spreadsheet

You can use the same Simple User Import spreadsheet to update user information in bulk by making changes to and reimporting your original spreadsheet.



### IMPORTANT NOTES


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### BEST PRACTICES

- You cannot change the email address by using the spreadsheet. You will need to contact the Helpdesk at [traininghelp@sans.org](mailto:traininghelp@sans.org) to make bulk email address changes. To update a single email address, use the **Edit** button on the Users page of your Administrator Dashboard.
- You cannot change a user's password by using the spreadsheet. You will need to contact the Helpdesk at [traininghelp@sans.org](mailto:traininghelp@sans.org) to make bulk password changes. To update a single password, use the **Edit** button on the Users page of your Administrator Dashboard.
- If you are changing the Organization of a Learner who has already logged in and launched any of the content assigned to their current Organization, you must contact the Helpdesk to have the curriculum removed.
- You can review your updated data on the **Users** page once you receive email confirmation of a successful upload.
- You can inactivate and disable users by entering NO in the **Active** and **Enabled** fields. This will prevent users from accessing the ACLP.
- To update individual user information, use the **Manage** button on the Users page of your Administrator Dashboard.

### Updating Users on a Current Spreadsheet

**NOTE:** The Employee Number and Email Address of the user must be the same as it appears in the ACLP to associate the new data with the user.

1. Open your User Import Spreadsheet
2. Make the necessary changes on the applicable users' rows  
*Add new users to the bottom of the sheet.*
3. Save the spreadsheet
4. Upload the spreadsheet into the ACLP
  - a. Open **Import Users** under Learner Modeling
  - b. If you wish to overwrite the data of a current user in the system, select **Overwrite manual updates** from the Import Settings menu
  - c. Press **Select File** to browse for your spreadsheet; a preview of your data will appear in the window
  - d. Press  **Import Data**
  - e. You will receive a validation email from [no-reply@sans.org](mailto:no-reply@sans.org) when your data has been uploaded successfully *and* once your data is available in the system.

## User Import Tables

### Languages

The table below lists our core languages. For the mapping of Regional Settings to the core languages visit the FAQ.

| Core Languages           |
|--------------------------|
| Chinese Simplified       |
| Chinese Traditional      |
| English (United Kingdom) |
| English (United States)  |
| French (France)          |
| French (Canada)          |
| German (Germany)         |
| Italian (Italy)          |
| Japanese                 |
| Portuguese (Brazil)      |
| Spanish (Spain)          |

## User Import Tables

### Time Zones

The following is a list of time zones that the ACLP supports.

- Africa/Algiers
- Africa/Johannesburg
- Africa/Luanda
- Africa/Mbabane
- Africa/Nairobi
- Africa/Ndjamena
- Africa/Porto-Novo
- America/Adak
- America/Anchorage
- America/Barbados
- America/Bogota
- America/Buenos Aires
- America/Caracas
- America/Chicago
- America/Costa Rica
- America/Cuiaba
- America/Curacao
- America/Dawson Creek
- America/Denver
- America/Edmonton
- America/Fortaleza
- America/Halifax
- America/Indianapolis
- America/La Paz
- America/Los Angeles
- America/Manaus
- America/Mazatlan
- America/Mexico City
- America/Montreal
- America/Nassau
- America/New York
- America/Noronha
- America/Panama
- America/Phoenix
- America/Puerto Rico
- America/Regina
- America/Rio Branco
- America/Santiago
- America/Sao Paulo
- America/St Johns
- America/Tijuana
- America/Vancouver
- America/Winnipeg
- Asia/Anadyr
- Asia/Bangkok
- Asia/Beijing
- Asia/Calcutta
- Asia/Colombo
- Asia/Dacca
- Asia/Dhaka
- Asia/Dubai
- Asia/Hong Kong
- Asia/Irkutsk
- Asia/Jakarta
- Asia/Jayapura
- Asia/Jerusalem
- Asia/Kabul
- Asia/Kamchatka
- Asia/Karachi
- Asia/Krasnoyarsk
- Asia/Kuala Lumpur
- Asia/Macao
- Asia/Magadan
- Asia/Manila
- Asia/Novosibirsk
- Asia/Riyadh
- Asia/Seoul
- Asia/Singapore
- Asia/Taipei
- Asia/Tbilisi
- Asia/Tokyo
- Asia/Vladivostok
- Asia/Yakutsk
- Asia/Yekaterinburg
- Asia/Yerevan
- Atlantic/Azores
- Atlantic/Bermuda
- Atlantic/Canary
- Australia/Adelaide
- Australia/Brisbane
- Australia/Darwin
- Australia/Hobart
- Australia/Lord Howe
- Australia/Perth
- Australia/Sydney
- Europe/Amsterdam
- Europe/Athens
- Europe/Berlin
- Europe/Brussels
- Europe/Bucharest
- Europe/Budapest
- Europe/Copenhagen
- Europe/Dublin
- Europe/Gibraltar
- Europe/Helsinki
- Europe/Istanbul
- Europe/Kaliningrad
- Europe/Kiev
- Europe/Lisbon
- Europe/London
- Europe/Luxembourg
- Europe/Madrid
- Europe/Monaco
- Europe/Moscow
- Europe/Oslo
- Europe/Paris
- Europe/Prague
- Europe/Rome
- Europe/Samara
- Europe/Simferopol
- Europe/Sofia
- Europe/Stockholm
- Europe/Tallinn
- Europe/Tirame
- Europe/Vienna
- Europe/Vilnius
- Europe/Warsaw
- Europe/Zurich
- GMT
- Pacific/Auckland
- Pacific/Chatham
- Pacific/Easter
- Pacific/Honolulu