

# Import Users

To automate the process of adding users to a site, you can create a CSV file that contains user information, and then import the file.

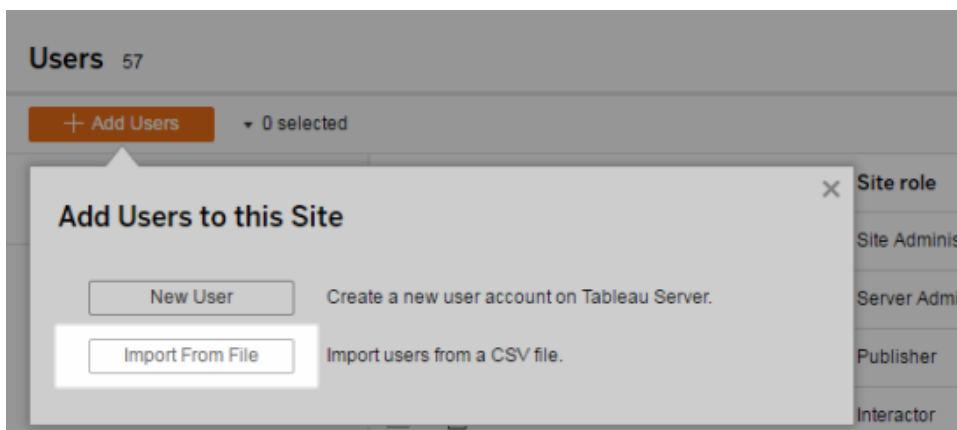
Site administrators can import users to a particular site; server administrators (Tableau Server only) can import users at the server level, to later add them to multiple sites.

**Note:** This topic contains the steps for importing, assuming that you have already created the CSV file. If you have not created the file yet, see [CSV Import File Guidelines](#) for a list of file format requirements and import options.

## [Add users from a CSV file](#)

The following steps describe how to add users to a site or to the server. The images reflect adding users at the site level.

1. Do one of the following:
  - To add users at the site level, select [Users], and then [Add Users].



- To add users at the server level on a **single-site** server, select [Users], and then [Add Users].
  - To add users at the server level on a **multi-site** server, open the list of sites, and select [Manage All Sites]. Select [Users], and then [Add Users].
2. Click [Import From File], click [Browse] and navigate to the file, and then click [Import Users].

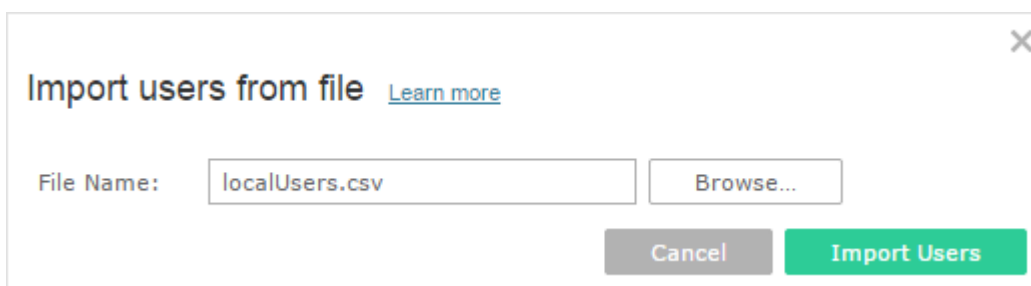
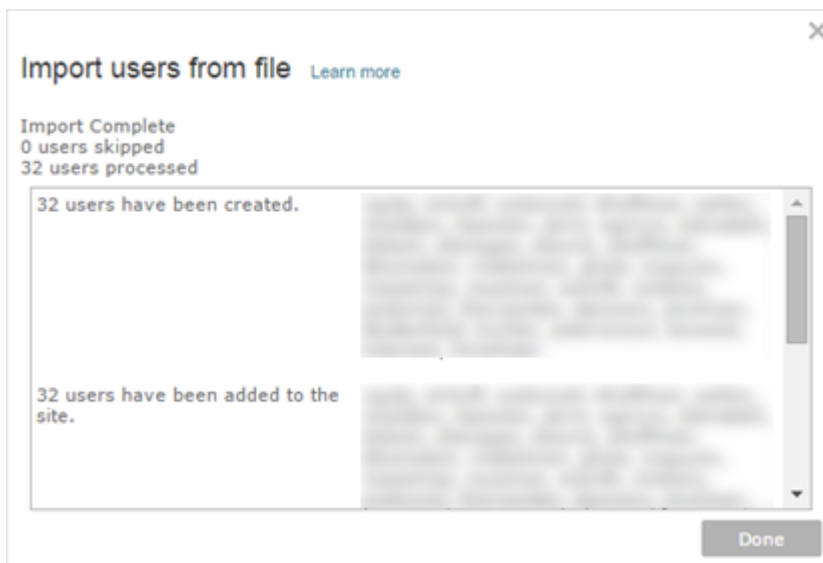


Tableau displays the results of the import process (names in this image are blurred).



3. Click [Done].

## How users' site roles are assigned or maintained

When you import at the site level or on a single-site server using `tabcmd`, you can specify the site role for all users in the CSV file. If a user already exists in the [Tableau Server] site, the site role assigned during the import process will be applied, even if it is more restrictive than users' existing site role. The exception is that you cannot affect a server administrator's site role.

For a multi-site server, when you import users in the Server Users page, you create server users with no site affiliation. Because these users do not belong to a site, they cannot have a site role. The only site role a user can have at the server level is [Unlicensed] or [Server Administrator].

You can also specify the user's site role when you assign site membership to a user. For information, see [Manage users' site membership](#).

## Importing at the server level in multi-site environments

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If the server is running multiple sites and you are a server administrator, you can import a CSV file from two locations. Where existing user accounts are concerned, each location has different capabilities.

- The [Server Users] page appears in a multi-site environment. Only server administrators can access this page.



## [\*\*Multi-site versus single-site import\*\*](#)

Users can belong to more than one site on the same server, but they must use the same credentials for each site. This becomes important when you're adding users to a site and those users might already be members of a different site. If you try to import a user who already exists, and if the user's credentials in the CSV file don't match the existing credentials, the import fails for that user.

If you're importing users to a site and think the users might already exist on the server, you can try leaving the **Password** field in the CSV file blank (while including the delimiters for the field). If a user who is defined in the CSV already exists in another site, the user is added to the site where you're importing. However, if the user *doesn't* already exist on the server, the user is created, and the CSV import window alerts you that the new user doesn't have a password. You can then use the server administrator pages to assign a password to any user who doesn't have one.

**Note:** If the server is configured to use Active Directory for authentication, user passwords are managed by Active Directory, and you can leave the password field in the CSV file blank.