Torch LMS™
Prometheus Development, Inc.

Step 1: Download the bulk import template
Step 2: Populated the template with your user data
Step 3: Upload the populated CSV template

Note: You can repeat this process and users will not be duplicated, just updated. Also, if you have added custom fields to the User Template (which is different than the import template), these custom fields will be reflected in the import template. The spreadsheet columns can be in any order. The data is matched by the text in the header.

Fields (*Required)	Notes
Username*	User's username for logging in
ID	Any unique identifier for the user. If not entered, the username will be used. This can be useful if updates to the username are needed.
Password	You can set a password and require a change on first login.
First Name*	User's first name
Last Name*	User's last name
Email	User's email
Language	A language field can be added if multiple languages are being assigned to users. If only one language is being assigned to all users, this field will not be on the template and does not need to be specified. Otherwise, use this field to indicate the user's language.
Phone	User's phone number (not required)
Timezone	Indicate the user's timezone. Acceptable values are "America/Los_Angeles", "America/Phoenix", "America/Denver", "America/Chicago", and "America/New_York", "America/Anchorage", "America/Vancouver", "America/Edmonton", "America/Winnipeg", and "America/Toronto". If not entered, it will default to the company timezone.
Active	Enter "1" for active users and "0" for inactive users. inactive users are not able to login. If not entered, it will default the user to being active.
Start Date	User's start date (mm/dd/yyyy). If not entered, it will default to the current date.
Supervisor Username*	User's supervisor's username (if a username is added to one or more users as a supervisor, they will be given the supervisor role); supervisors will see their direct and indirect reports from the My Team app.
Login Access	Enter "1" to give users login access and "0" to prevent login access for the user. If not entered, it will default the user to having login access.
Role 1 Role 2	You can specify any number of roles with columns named Role 1, Role 2, Role 3, etc. The User role is added to all users automatically. The Supervisor role is also added automatically if the user is assigned as anyone's supervisor via the Supervisor Username column. So these roles do not need to be specified in these role columns. Roles include Instructor, Admin, Super Admin, and custom roles.
Org Group Level 1* Org Group Level 2 Org Group Level 3	You can specify as many levels of the org group hierarchy as necessary with columns names Org Group Level 1, Org Group Level 2, Org Group Level 3, etc. The lower number will be the parent-organizations to the higher numbered org groups. (e.g., Org Group Level 1 will be the parent of Org Group Level 2 and Org Group Level 2 will be the parent of Org Group Level 3.) This hierarchy is built under the root default group ("Everyone"), which should not be included in the import file (it is added to all users automatically). At least one Org Group Level must be specified.
Admin Org Group 1 Level 1 Admin Org Group 1 Level 2 Admin Org Group 2 Level 1 Admin Org Group 2 Level 2	Administrator Users: For any admins that admin specific org groups, these org groups are specified with column names Admin Org Group 1 Level 1, Admin Org Group 1 Level 2, Admin Org Group 2 Level 1, Admin Org Group 2 Level 2, etc. The levels work just like the org groups mentioned above.
Custom Fields	Custom Fields: Any custom fields added to the user template can be added with the format of "Custom User Field <**Field Name**>". The <**Field Name**> section is where you add the name of your Custom Field. For example, if you have created a Custom Field named "Salary Grade", you would specify this value in the CSV with a column called "Custom User Field Salary Grade". For custom fields that allow multiple values, add as many columns as necessary with this same name.

Please contact support if assistance is needed: support@torchlms.com