**Understand the CSV Import Status**

**Import Status:**

**Status:** importing or imported
**Records Processed:** number of records actually processed
**New users added:** number of new records imported
**Users updated:** number of existing records found and edited
**Ignored users:** number of records that failed the import
**Errors:** indication of the row which failed and messaging to indicate the reason

**Error Message Key:**

Most commonly, errors you see populate in the Import Status are due to one of three problems:

1. **Missing Data:** One or more of the critical profile fields has not been filled out (First/Last Name, Email, Employee ID).
2. **Duplicate Data:** You are trying to upload a new user with either an ID or email that already exists in the system as someone else’s unique identifier. No two profiles can share the same unique identifier.
3. **Formatting Issue:** One or more of your columns does not follow our format requirements.

**Format Requirements:**

| **Field** | **Requirements** |
| --- | --- |
| Email | user@domain.com, may contain:! $ & \* - = ` ' | ~ # + / ? \_ { } |
| Date | YYYY-MM-DD |
| US State & US territory | Standard [2-letter US State/ territory code](https://pe.usps.com/text/pub28/28apb.htm) |
| Country | Standard [3-letter country code](https://en.wikipedia.org/wiki/ISO_3166-1_alpha-3#Officially_assigned_code_elements) |
| User Status | Active, Inactive, On Leave |
| Supervisor | Yes, No |
| Exempt? | Yes, No |
| Language | Standard [2-letter language code](https://answers-support.emtrain.com/hc/en-us/articles/7649253122957) (that has already been enabled in the Site Config section) |

**FAQs:**

* **Import does not start, instead the mapping options appear active again.** If two columns are mapped to the same user profile field, the import will not begin. Review the field mapping for any duplicates.
* **Users were ignored upon import.** The error messages may give some indication as to the reason why some records failed. Common reasons include: duplicate email addresses, blank email address field, or blank name field.
* **Data from one column was not imported.** If the data is part of our standard field set, it was likely not mapped correctly. Review the mapping to ensure the data is set to import to the correct places. If the data is not part of our standard field set, the custom field must be created. Reach out to your Client Success Manager or Implementation Manager to add custom fields.