

**OpenAthens Administration Interface: BULK UPLOAD  
FUNCTIONALITY - USER GUIDE**

<b>1</b>	<b>BULK UPLOAD - GENERAL</b>	<b>2</b>
1.1	What can you do via bulk upload?	2
1.2	General Bulk Upload - Important Information	2
1.3	Upload procedure (for all files)	3
<b>2</b>	<b>CREATING ACCOUNTS WITH THE DOWNLOADABLE BULK UPLOAD TEMPLATE</b>	<b>4</b>
2.1	Account Creation - Important Information	4
<b>3</b>	<b>MODIFYING ACCOUNTS</b>	<b>5</b>
3.1	Modifying Accounts - Important Information	5
<b>4</b>	<b>SUBMITTING BULK UPLOAD TEMPLATES</b>	<b>7</b>
4.1	Submitting an Upload - Important Information	10
<b>5</b>	<b>MANDATORY FIELDS</b>	<b>11</b>
5.1	Creating accounts	11
5.2	Modifying accounts	11
5.3	Deleting accounts	11

## 1. BULK UPLOAD - GENERAL

Bulk upload allows you to create or modify many accounts at the same time. For anyone who is familiar with the old bulk upload process there are some important changes in how it now works that should be understood before continuing.

### 1.1 What can you do via bulk upload?

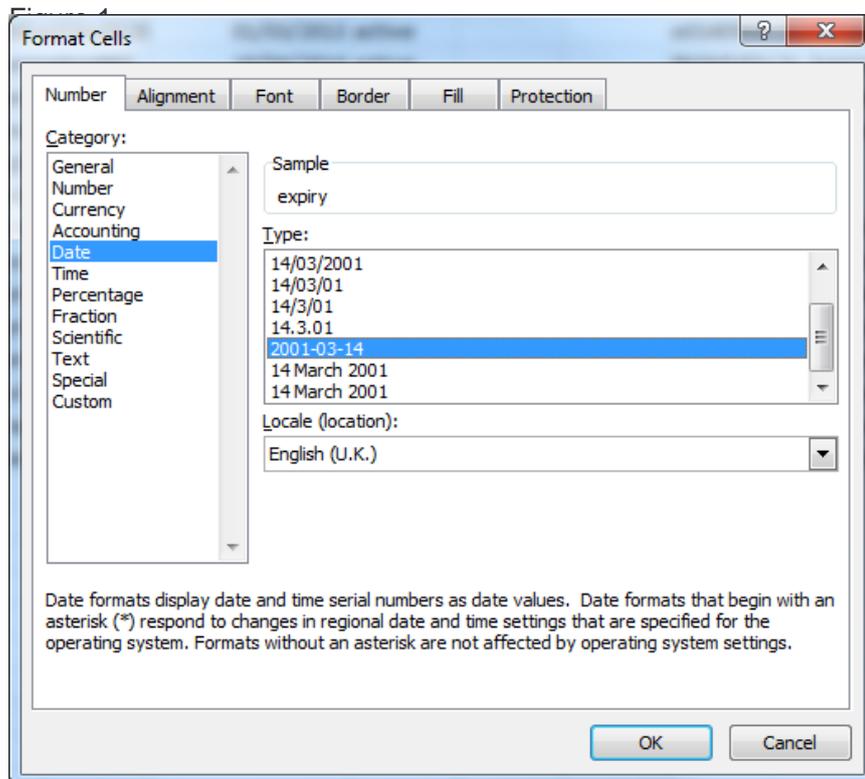
There are three main things you can do: create accounts, modify accounts and delete accounts.

- When **creating accounts** it is almost always best to start with the template you can download from the admin area. This can be found at: **Accounts > Bulk upload > Download template**
- If you're **modifying accounts**, you can start with a data download file as your source and modify that to suit the changes you want to make. To download data for modification, do any search (including quick, advanced or preset) then select the accounts that you need to modify and choose **Actions> Download accounts**. The downloaded data file will be available via the **Downloads button** on the administrator home page.
- You will probably not need to **delete accounts** by bulk upload unless the accounts you are interested in are too difficult to identify by search.

### 1.2 General Bulk Upload – Important Information

- a) Bulk upload will only work on personal accounts, not administrator accounts
- b) All dates fields must be in the format yyyy-MM-dd. To set this in Excel, **right click** on the column header where the date format needs to be changed. Select **Format Cells**.

Choose the **Date** category and change the **Type** to the format as shown below:



Click **OK**

### 1.3 Upload procedure (for all files – creating, modifying and deleting accounts)

- a) Create your upload file
- b) Submit it via the interface [NOTE all dates field must be in the format yyyy-MM-dd]  
Refer to section 4. 'Submitting Bulk Upload Templates' for instructions on how to submit an upload file

**The interface will run some validation tests for mandatory fields, length and formatting, and report errors**

- c) Once basic validation is passed, the file is transmitted for processing
- d) **Any lines of your uploads that have no errors are processed**
- e) Any lines of your uploads that have errors are rejected and are reported:
  - i. **In a browser pop up window. Details of the errors can be found via a link in the error message**
  - ii. In an email
- f) **The errors are identified on a line by basis which makes for easier correction and re-uploading**

## 2. CREATING ACCOUNTS WITH THE DOWNLOADABLE BULK UPLOAD TEMPLATE

### *Accounts > Bulk upload > Download template*

This option downloads an Excel (XLSX) file tailored for working with your accounts' attributes. **This template should be used for creating accounts.** Where the attributes have restricted values such as TRUE/FALSE or a list of possible JOB ROLES, these are included in the sheet; if you click on a cell under a column which contains pre-entered values, an arrow should appear on the right hand side. Clicking on the arrow will allow you to select from the available options.

If you are working manually with data columns where values are restricted (e.g. Job Role, Eligibility Status, Contract Type etc) you will only be stopped from typing or pasting values into these restricted cells if the values you are entering are invalid, so there is no problem with pasting in lists of valid data.

There is also some information about each column in the notes that you can see if you hover over the red triangle at the top right of the column heading.

As outlined in '*General Bulk Upload – Important Information*' point b) columns that hold no data can be omitted, and columns can be included in any order.

When you're ready to upload the file, you need to **save it as CSV format** as all others will be rejected. Go to the Save As menu in Excel and click the drop down menu next to 'Save as type'. Select **CSV (Comma Delimited)**

### 2.1 Account Creation – Important Information

- a) Mandatory fields - some are fields mandatory only in combination with others - e.g. on an account creation upload: password is only mandatory if you're setting status as 'active'. Some fields are mandatory on creation uploads, but not on update uploads. Mandatory columns have a background colour of purple and you can find out more about which fields are mandatory by hovering over the red triangle at the top right of the column heading.
- b) If you are working manually with data columns where values are restricted (e.g. Job Role, Eligibility Status, Contract Type etc) please be aware that some values are

case sensitive. Because of how they're stored, true or false aren't case sensitive but attributes such as job roles and statuses are.

- c) The 'expiry' field is not mandatory for account creation. If you leave this field blank when creating accounts via bulk upload it will be populated by the system with the expiry date settings used when creating new accounts.
- d) Character set – data entered to the upload template needs to be in the ISO-8859-1 character set which means that some characters will not be accepted - some examples are i¿½ (and curly apostrophes).

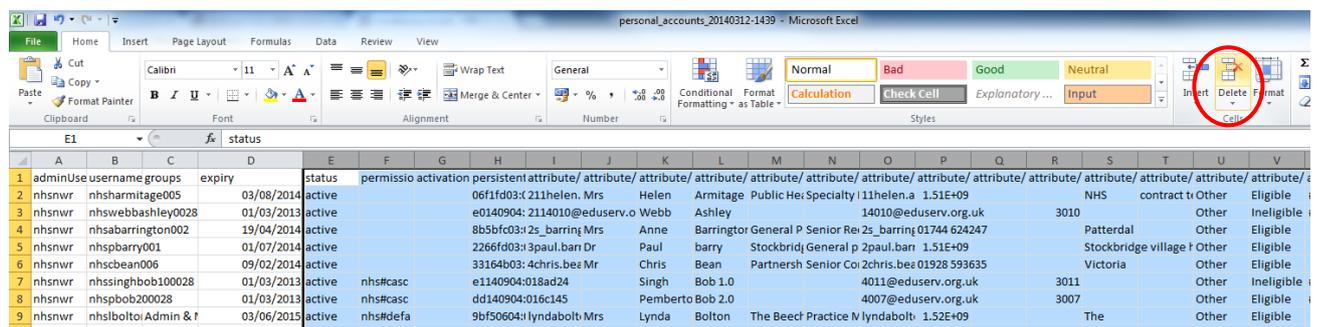
### 3. MODIFYING ACCOUNTS

Downloaded accounts can be modified in a variety of ways to enable quick and easy account management across a number of functions such as change of organisational email address changes or bulk changes to account or eligibility expiry dates.

#### 3.1 Modifying Accounts - Important Information

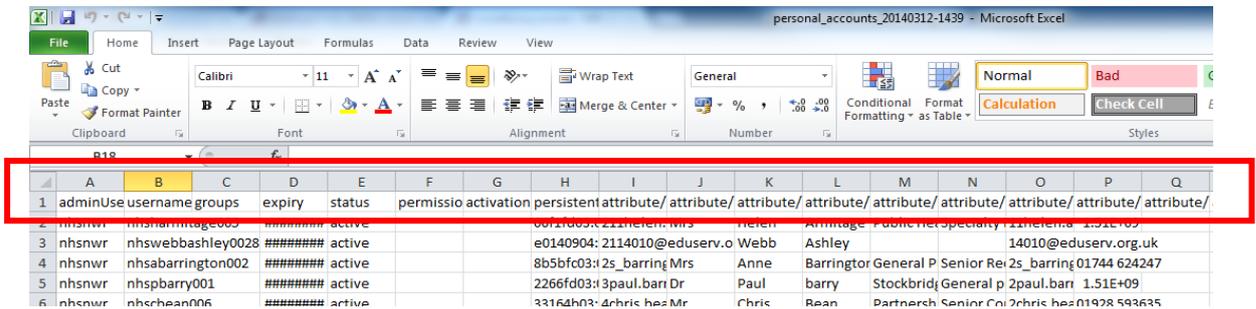
- a) To get only the accounts you're interested in, search instead of list
- b) When modifying accounts, columns that are not being changed should be deleted. As well as minimising the chances of overwriting any changes made by others between the time you downloaded and uploaded data, this will also simplify the task of correcting any errors.

Figure 2 – Deleting unchanged columns



- c) Do keep the headers for the columns you're using (see Figure 3)

Figure 3 – retaining column headers



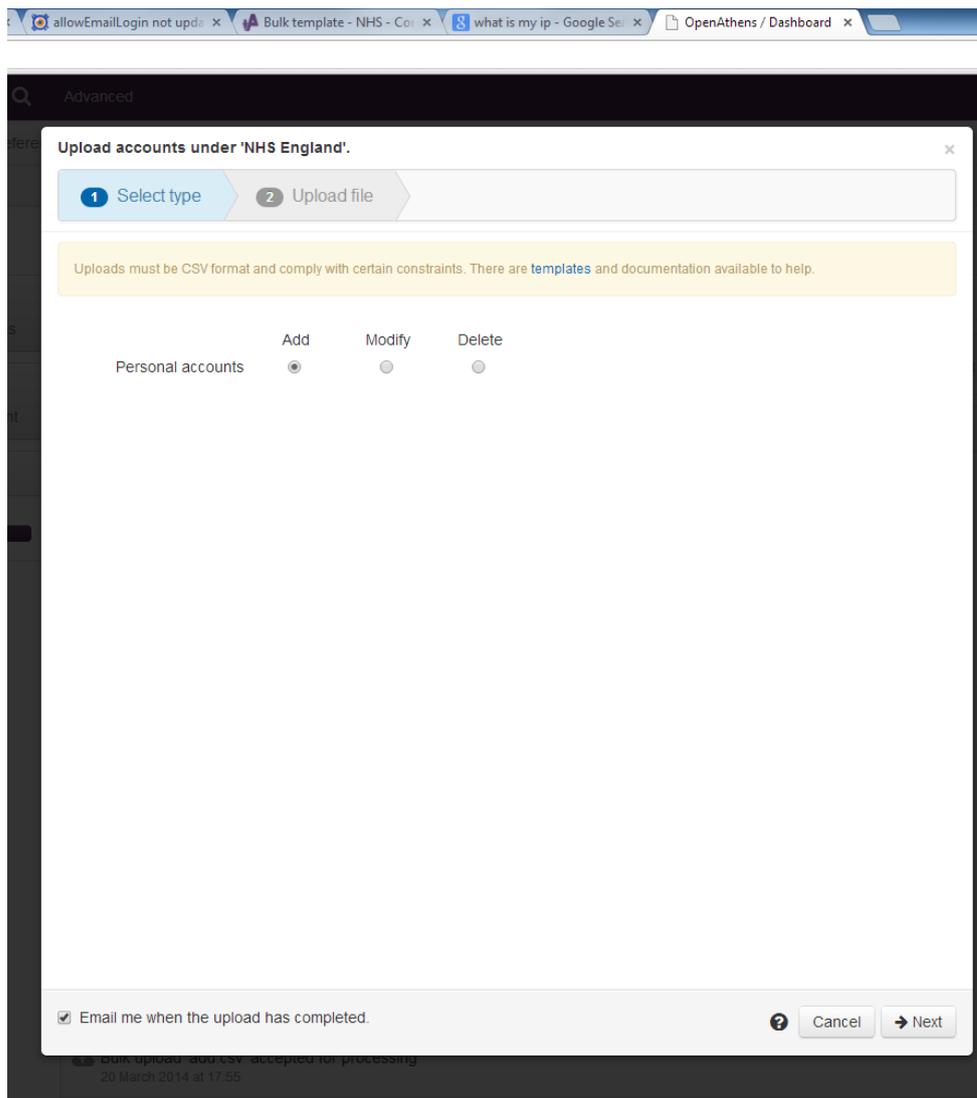
- d) All dates must be in the yyyy-MM-dd format prior to upload (see 1.2 b) for details of how to change this) whatever format Excel displays it in.
- e) **If impersonating an administrator** and modifying accounts' permission sets using the bulk upload template, you must allocate a permission set which is owned by the administrator specified in the upload file to own the accounts.
- f) Blank cells on a modified accounts upload: - all but one column, if left blank, will not change the data on the live system. The permission set column, if included however, **must** include any permission sets you want the account to keep because leaving this one column blank will remove all permission sets from the specified account.

## 4. SUBMITTING BULK UPLOAD TEMPLATES

### *Accounts > Bulk upload > Submit*

The upload wizard has three pages. On the first page you select the type of operation you want to perform - adding, modifying or deleting personal accounts.

Figure 4 – Upload wizard

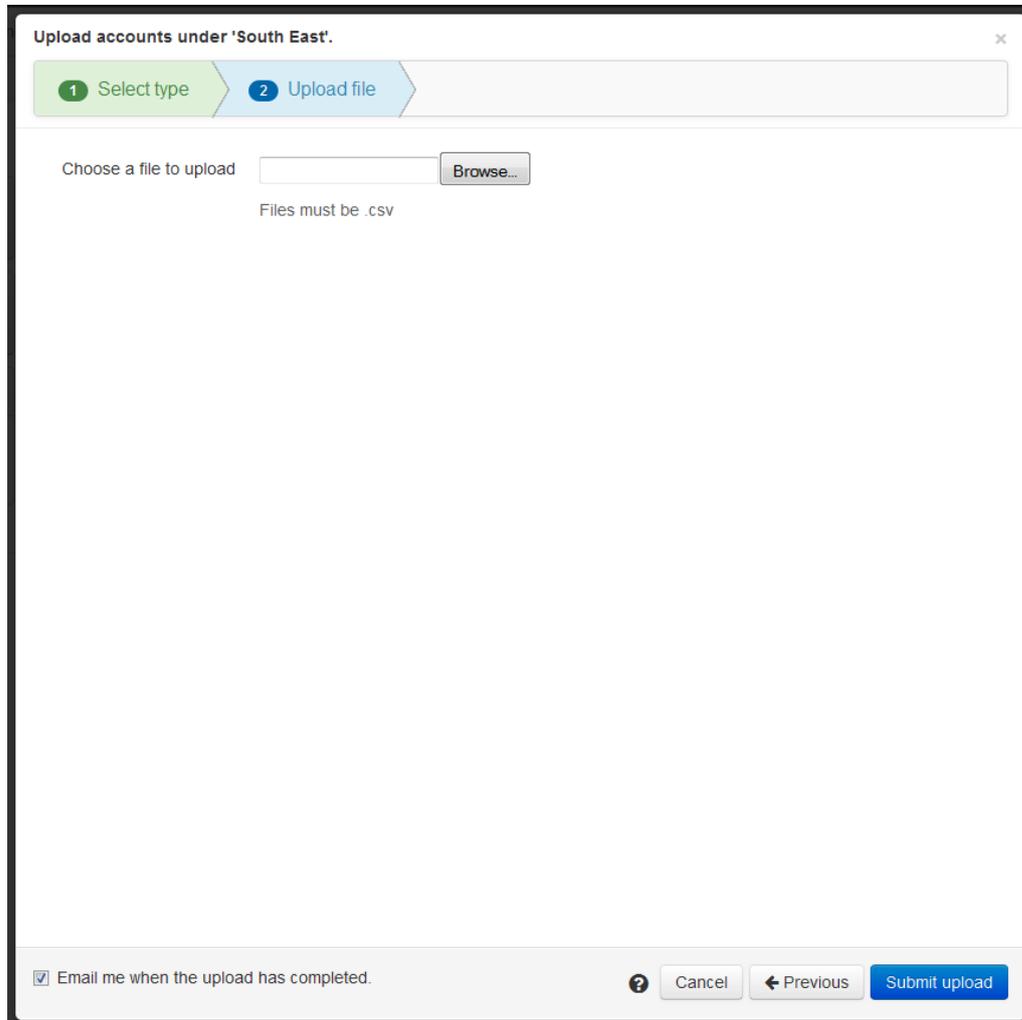


Once you have made your selection, press the **Next** button

On the next page you will be able to select the CSV file from your computer that you want to upload.

Click **Browse** to select the CSV file for upload

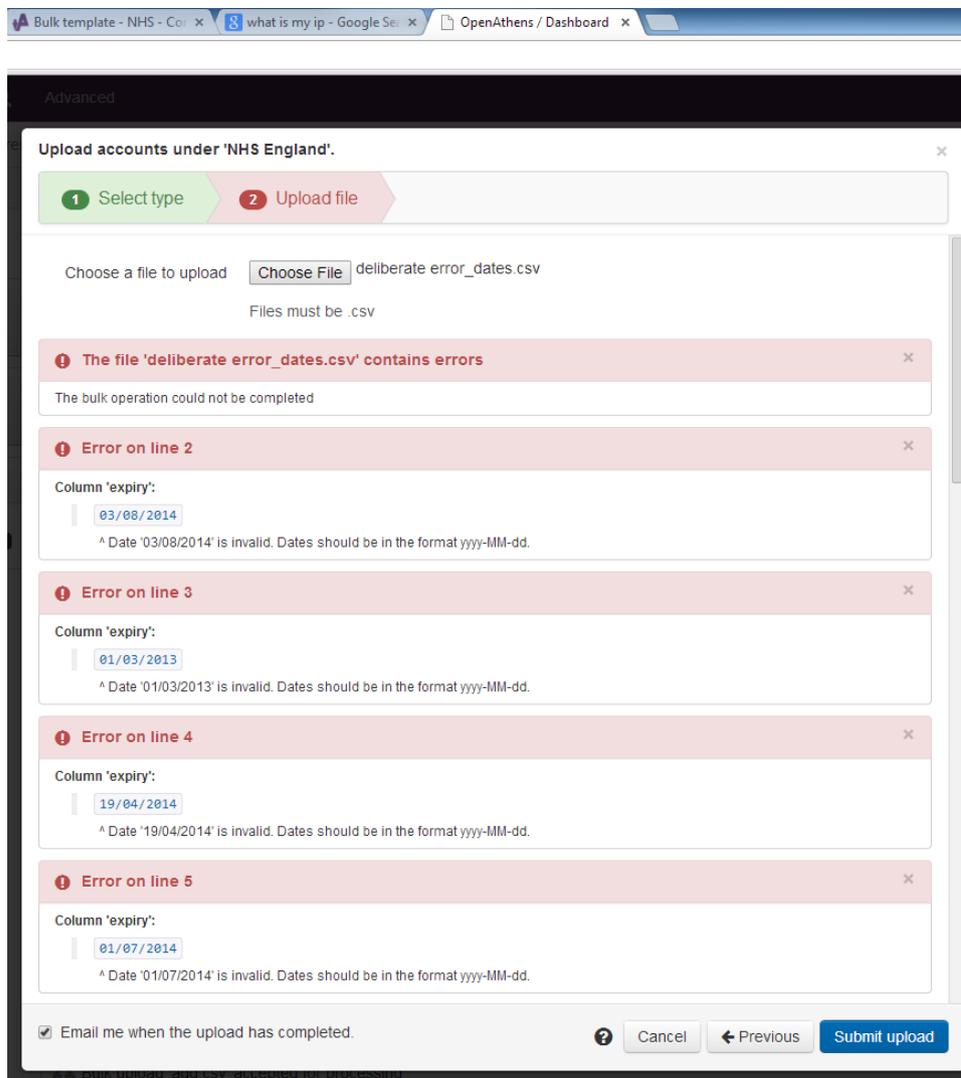
Figure 5 - selecting a file for upload



The screenshot shows a web interface titled "Upload accounts under 'South East'". At the top, there is a progress bar with two steps: "1 Select type" (completed) and "2 Upload file" (current step). Below the progress bar, there is a text input field with the placeholder "Choose a file to upload" and a "Browse..." button. Below the input field, it says "Files must be .csv". At the bottom of the interface, there is a checkbox labeled "Email me when the upload has completed." which is checked. To the right of the checkbox are three buttons: a help icon (?), "Cancel", "← Previous", and "Submit upload".

The final page after you click **Submit upload** will either show details of where your file failed basic validation tests or a message saying the file has been accepted and is being processed.

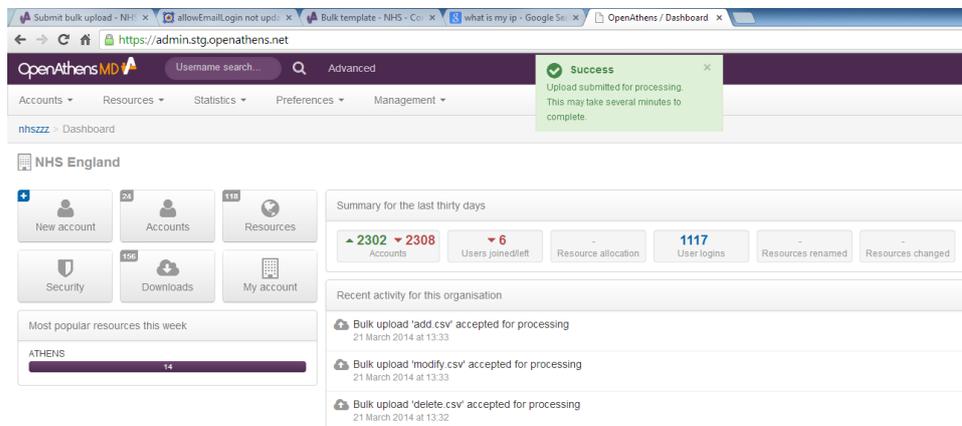
Figure 6 - Example of a failed upload showing error details in a pop up window



The basic validation looks first at whether any mandatory columns are missing and reports those before looking at anything else. If no mandatory columns are missing it looks at whether items are too long or short for that column, whether mandatory items are missing, or if items are in the wrong format. A really useful feature here is that you can stay in your CSV file, edit and resave to fix the identified problems, and then simply hit **Submit upload** again. There is no need to close and reopen Excel before resubmitting an amended file.

If your initial file submission is successful, you will receive an indication of this as shown in the screenshot in Figure 7.

Figure 7 - Successful file upload message



This does not necessarily mean that your upload is successful however, only that it passes the basic validation checks. There may still be errors that can only be discovered when the file is processed - e.g. trying to modify an account that does not exist, or create an account with a username that already does. If there are failures at this point then three things will happen:

1. Any lines that had no errors are processed
2. Any lines that had errors are reported via:
  - a) An email to the administrator listing the errors
  - b) A message in the interface that you can click on and view the errors
3. Any lines that had errors are collected into a file that is put in the Downloads area for you to open, correct and re-upload.

#### 4.1 Submitting an Upload - Important Information

As per the advice in the Modifying Accounts section:

1. **When modifying accounts, columns that are not being changed should be deleted. You should select those columns which have not had a change and chose Delete from the Excel menu.**
2. You **MUST keep the headers for the columns you're using (see Figure 3).**
3. All dates must be in the yyyy-MM-dd format prior to upload (see section 1.2 b for details of how to change this) whatever format Excel displays it in.

## 5. MANDATORY FIELDS

Mandatory fields exist throughout the templates and are summarised according to function below:

### 5.1 Creating accounts

The mandatory field columns in the **Accounts > Bulk upload > Download template** are marked with a purple background for ease of identification. They are:

- status [if set to 'active' then the password field becomes mandatory too]
- attribute/forenames
- attribute/surname
- attribute/emailAddress
- attribute/jobRole
- attribute/eligibilityStatus
- attribute/eligibilityExpiry
- attribute/contactApproval
- attribute/termsAccepted
- attribute/contractType

### 5.2 Modifying accounts

The mandatory field required for this function is:

- username

### 5.3 Deleting accounts

The mandatory field required for this function is:

- username