**LinkedIn Help**

CSV file upload can be used to add new learners, and to update existing learners already added to your LinkedIn Learning account. If you use single sign-on at your organization and learner profiles are created when learners first log in (just-in-time provisioning), don't use CSV upload to add learners.

Uploading New Learners

Preparing your File

To help you get started, you can download a CSV template by clicking "Add or Edit Learners" and then selecting "Download CSV template"from your administrator account.
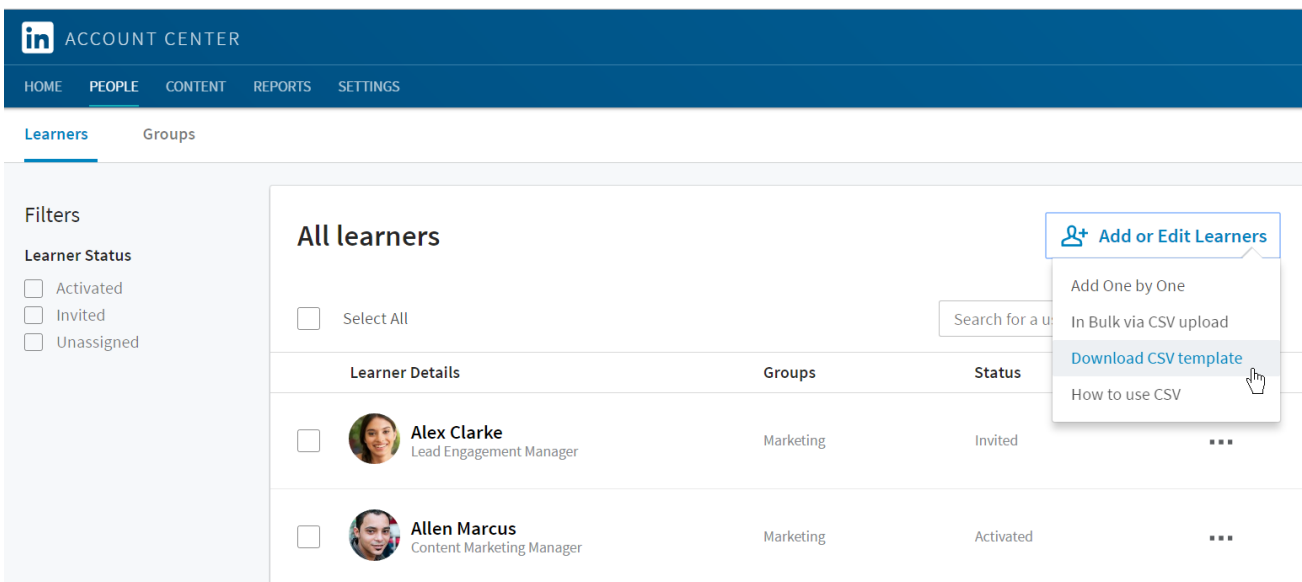
Open the CSV template in Microsoft Excel or a text editor application such as Microsoft Notepad, delete the example learners, and add your learners' information following the instructions below. Make sure you save the file with a .csv extension.

	A	B	C	D	E
1	preferred_first_name	preferred_last_name	primary_email_address	work_title	license_english_status
2	John	Smith	john.smith@test.linkedin.com	Example job title	active
3	Timothy	Smith	tim.smith@test.linkedin.com	Example job title	active

Learner Information

- To upload new learners, provide at a minimum their email addresses and names. Work titles are optional, but recommended so that you can easily group and recommended content to your learners.

- If you are not using the CSV template and creating your own file, make sure you use the headers "preferred_first_name", "preferred_last_name", "primary_email_address", "work_title", "license_english_status". Note that the headers are case sensitive and must be all lowercase to avoid an error. Add a line for each learner you'd like to add, and use commas to separate their values.

Status

- To specify whether or not you want your learners to have access to LinkedIn Learning, include the field heading "license_english_status".

- To grant access, enter "active". If you do not want a learner to have access, enter "inactive". You can always change a learner's access from your administrator account at any time.

- If you do not include the "license_english_status" column, the learners will be added to your account, but will not be assigned a license and will show up in your user list as "Unassigned". To grant them access to LinkedIn Learning, select "Assign License" from the menu next to the learner's name.

Groups

If you wish, specify whether a learner is in a group. Provide the group name preceded by "group/" as a field heading. Enter a zero (0) to indicate that the learner is not in the group or a one (1) if the learner is in the group. If the group does not yet exist, it will be created, and the learner will be added to it.

Uploading

Once you have prepared your CSV file and you're ready to upload, click "Add or Edit Learners" and select "In bulk via CSV upload".

- We'll process the file, check for errors and notify you if you need to update any information.

- We'll send an email to your added learners with instructions on how to activate their accounts. If a learner has been added as "inactive" a welcome email will not be sent.

- Your newly added learners will appear in your People tab of your administrator account. Initially their status will be "Invited". Once they have registered and activated their account, their status will change to "Activated". If you have uploaded the learner as "inactive", they will show up in the user list as "Unassigned".

Examples

In the example below, John Doe and Jane Smith are added to an account and can access LinkedIn Learning once they activate their profiles. John is added to the Engineering group and Jane is added to the HR group.

Excel saved as a CSV file format

	A	B	C	D	E	F	G
1	preferred_first_name	preferred_last_name	primary_email_address	work_title	license_english_status	group/Engineering	group/HR
2	John	Doe	johndoe@fakecompany.com	Senior UI Engineer	active	1	0
3	Jane	Smith	janesmith@fakecompany.com	Instructional Designer	active	0	1

CSV File

```
preferred_first_name, preferred_last_name, primary_email_address, work_title, license_english_status, group/Engineering, group/HR
John, Doe, johndoe@fakecompany.com, Senior UI Engineer, active, 1, 0
Jane, Smith, janesmith@fakecompany.com, Instructional Designer, active, 0, 1
```

Updating Existing Learners

Use a CSV file to manage your existing learners' access, and to update their information. To update existing learners, include their email addresses so we can identify them. Any changes you make will only affect the information that appears in your LinkedIn Learning account. Your changes will not alter your learners' personal LinkedIn profiles, e.g. their names.

- Make sure you to not leave any fields blank or you will encounter an error.
- To remove or grant access to LinkedIn Learning for a learner, include the field heading "license_english_status." To remove access for a learner, enter "inactive" for the learner. To grant access, enter "active."

Examples

In the example below, John Doe's first name now shows up as Jonathan instead of John, but only in your administrator experience, and he can no longer access LinkedIn Learning. Jane Smith is removed from the HR group.

Excel saved as a CSV file format

	A	B	C	D	E	F	G
1	preferred_first_name	preferred_last_name	primary_email_address	work_title	license_english_status	group/Engineering	group/HR
2	Jonathan	Doe	johndoe@fakecompany.com	Senior UI Engineer	inactive	1	0
3	Jane	Smith	janesmith@fakecompany.com	Instructional Designer	active	0	0

CSV File

```
preferred_first_name, preferred_last_name, primary_email_address, work_title, license_english_status, group/Engineering, group/HR
Jonathan, Doe, johndoe@fakecompany.com, Senior UI Engineer, inactive, 1, 0
Jane, Smith, janesmith@fakecompany.com, Instructional Designer, active, 0, 0
```

Advanced Fields

- To change the email addresses for your learners, you have the option of adding the field heading "unique_user_id" and then adding a unique value for the learners in your CSV. After assigning a unique ID to your users, you can change their email addresses. If you attempt to change the email address of existing learners without first adding "unique_user_id," they are treated as new users.

- You can upload learners without providing their names, however it's a best practice to include your learners' names so we can personalize their Welcome Email. In addition, learners may appear in your user list and reports without a name.

Tips

Avoid common mistakes that lead to errors.

- Make sure you use the correct column headers and they are all lower case.
- Don't include duplicate field headers.
- Include a value for every learner for the fields you are providing.
- Make sure you include a "primary_email" field and that every learner has a value.
- Don't upload new users if you use single sign-on with just-in-time or on-the-fly provisioning because duplicate profiles will be created for your learners.