

Batch Import – Instruction

1. Preparing your batch file.

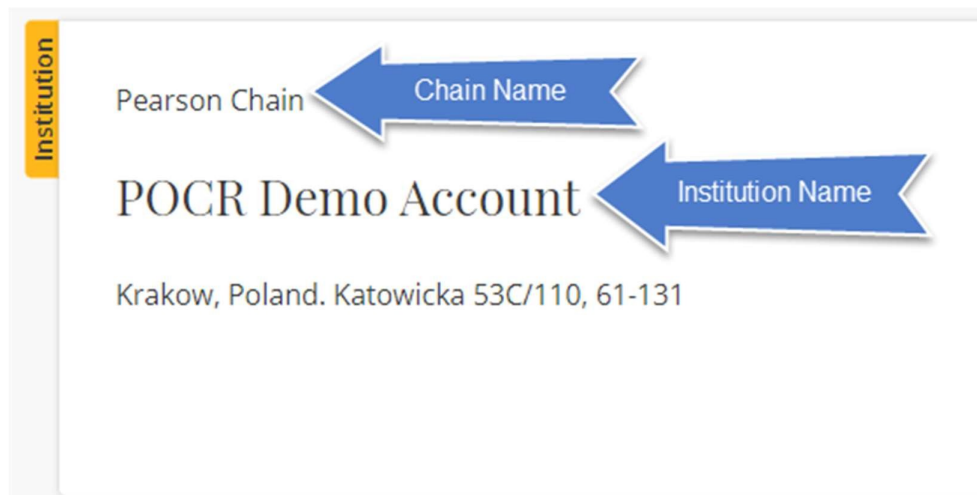
Follow the guidelines presented below to make sure you are populating the sheet with correct information:

- Username
 - Should be between 1 – 120 characters long
 - Can include characters from Unicode set (e.g ü ÿ ạ õ ē)
 - Cannot include blank spaces
 - Cannot contain special characters other than "-" (hyphen) "." (period) "@" (at) "_" (underscore) "\$" (dollar sign) "+" (plus) "," (comma)
 - Should be as unique as possible
- Password
 - Should be between 8-120 characters long, including at least one uppercase letter and at least one number
 - Cannot contain the username
 - Cannot contain special characters other than "-" (hyphen) "." (period) "@" (at) "_" (underscore)
 - Cannot include blank spaces
 - Is case sensitive
- Email Address
 - Should be a valid one
 - Should be a complete one, including prefix + @ + suffix, eg. abc@pearson.com
 - Can be the same for all users in the batch* (if teacher's/single email is used, students might not be able to reset their own passwords later)
- Groups
 - Students can be put in more than one group at a time
 - If more than one group is assigned, use semicolon (;) as separator
 - Group name can include dots (.), slashes (/) and/or dashes (-)
 - Group name can include blank space in the middle, but no leading or trailing spaces allowed
 - If group does not exist, the system will create it for you

- If group already exists, type in the name exactly as it is seen on the platform
- Maximum number of students per one group is 800
- Batch should not include more than 500 entries per one file. If you need to onboard more students, split it into more files.
- Make sure no leading or trailing spaces (whitespaces) are included.
- If your students already have MyEnglishLab or Pearson English Portal accounts with the same usernames, the file will not be processed.
- Scan the document for possible duplicated entries and remove them.
- Save your document as CSV or CSV UTF-8 file.

2. Uploading your batch file.

- a. Log into your account.
- b. Copy the name of the chain from your dashboard (first column).
- c. Go into **Batch import** tab.
- d. Using **Browse** button, upload the CSV file from your device.
- e. In **Select chain** dropdown, paste or type in the name of your chain* (*only if you are a member of more than one chain of schools).
- f. In **Select institution** dropdown, select your institution* (*only if you are managing more than one school).



- g. Select **Country** from a dropdown menu.
- h. Click on the **Import** button.

- i. Your file will be added for processing on the list.
- j. Refresh the page.
- k. If the batch was processed successfully, you will see green status **Imported**.
- l. If the batch has errors, you will see red status **Error**.

3. Possible reasons for errors.

ERROR	SOLUTION
Username already exists	Make sure to make your students' usernames as unique as possible, you can add their school ID numbers or add a prefix/suffix with the name of the school, eg. demo.student001_demoschool
Incorrect password format	Fix password (it should include at least one capital letter, at least number and at least eight characters). Make sure you are not using special characters other than "-" (hyphen) "." (period) "@" (at) "_" (underscore)
Additional spaces	Delete any blank spaces before or after your entry, the only allowed spaces are between two names or surnames of your student, eg. Maria Antonia Josefa Johanna von Österreich
Some users from the list are not onboarded	Open the source file, remove the onboarded students, make sure the remaining data of the students do not include forbidden characters and/or blank spaces before or after them. Make sure their email addresses are complete. After that rename the file and upload the batch again.
Unsupported characters	If username, password and/or group name include unsupported characters, other than the ones mentioned above, remove them and upload the batch again.
Duplicated entry in a batch	Check the login credentials for the user, if you can log in, it means students were successfully registered. If not, contact Pearson Support (from the help page) and include the batch file you uploaded in your message to them.

4 . Behaviour for joined users.

COMMENT	EXPLANATION
User has been added to Test Hub using IES details	Chosen password in file could not be added as this has already been chosen and agreed previously with IES login.