

What is in this guide?

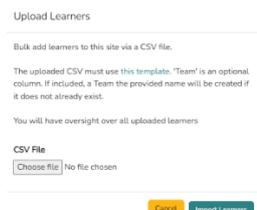
- How to **add users** to your **organisation** in HFL Hub in bulk. This is a **quicker process** than using the “Add Learner” button for each new user.

Login to your HFL Hub account (<https://hub.hfleducation.org/>)

From your Dashboard, click on “**My Organisation**”



Click on the green “**Bulk Add Learner**” / “**Bulk Add**” button.



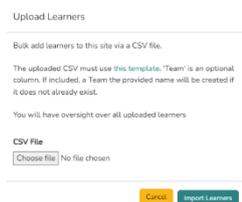
From the pop-up screen, **click on “this template”** to **download** the template spreadsheet.

Open the **spreadsheet** (by default this will open in Excel)

The spreadsheet will appear in your downloads as “**Bulk Add Learners Template**”

Input the information for the users you wish to add into your organisation. You only need to put information into the **first three columns** (Email, First Name and Last Name). Please take care to ensure there are no mistakes in this, especially with the Email address.

Once you have inputted the information, **save the spreadsheet** somewhere you can access it. Go back to the Hub on your browser and the pop-up screen should still be there.



Click on the “**Choose file**” button.

Select the file from the place you have saved it within your computer.

Click “**Import Learners**”

A banner message will appear at the top of the page confirming the creation of the accounts. The **users will then receive an email** confirming their account creation and prompting them to login and set their passwords.

Once you have added the learners in this way, you will immediately be able to purchase licenses for courses and allocate these to them.

If you receive an error message after clicking “Import Learners” and the accounts are not created, this is most likely because there is already an account linked to that email address. If this is the case or you encounter any other problems, please contact us for support.