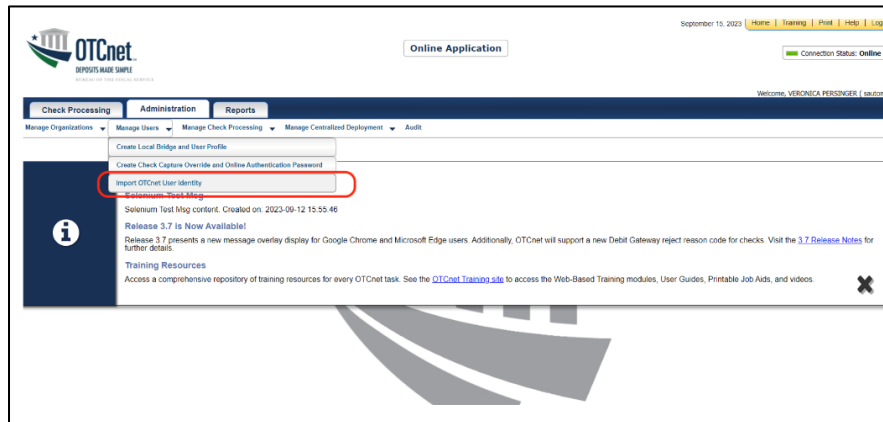## Import User Identity to OTCnet

To import OTCnet user identity to OTCnet, complete the following steps:

1. From the **OTCnet Home page**>**Administration**>**Manage Users,** select the **Import OTCnet User Identity** tab as shown in Figure 1.

Figure 1: Import OTCnet User Identity

2. On the **Import OTCnet User Identity** page, enter one or more **email addresses** of the users (separated by a space, comma, semicolon, or a new line) whose identity will be imported.

3. Then select the **Import User** button as shown in Figure 2.

**Figure 2: Enter User's Email Address to Import User**

1
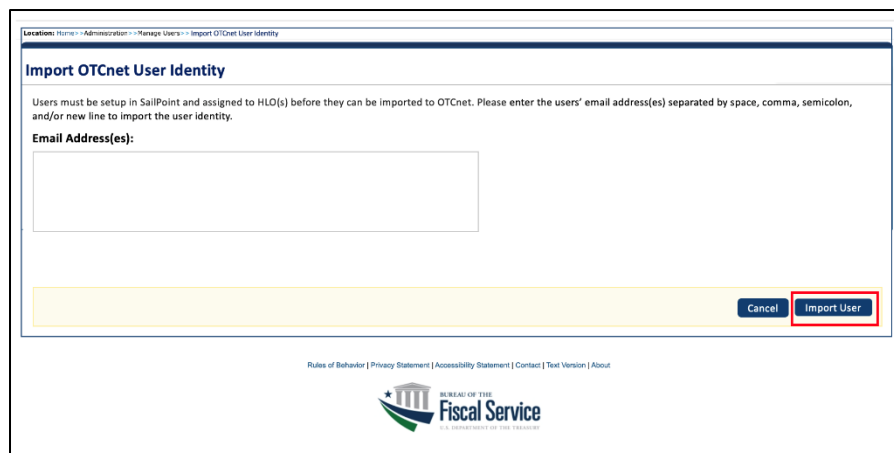
> 💡 **Application Tip**
>
> - If you select the **Import User** button without entering an email address, an error message will display, notifying you that at least one email address should be entered.
> - When you select the **Cancel** button, you will be returned to the homepage.

4. A confirmation page displays alerting you that the user identity has been imported and/or if there are errors as shown in Figure 3.

5. Select the **OK** button on the confirmation page to return to the OTCnet homepage or the **Fix Errors and Reimport** button to navigate back to the importing OTCnet user page to fix the errors.

Figure 3: Import User Identity Confirmation Screen
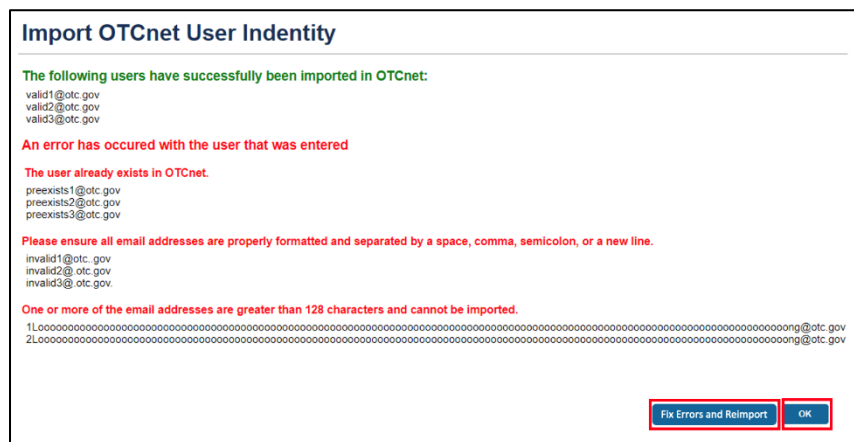
> 💡 **Application Tip**
>
> Error messages may include:
>
> - The email address already exists in the OTCnet database.
> - The email address has an invalid format. Ensure all email addresses are properly formatted and separated by a space, comma, semicolon, or a new line.
> - The email address is greater than 128 characters and cannot be imported.
>
> Ensure that you enter the **correct email address** for the user. If you import an incorrect email address, another entry in the database will be created and the user will not be able to access the application.