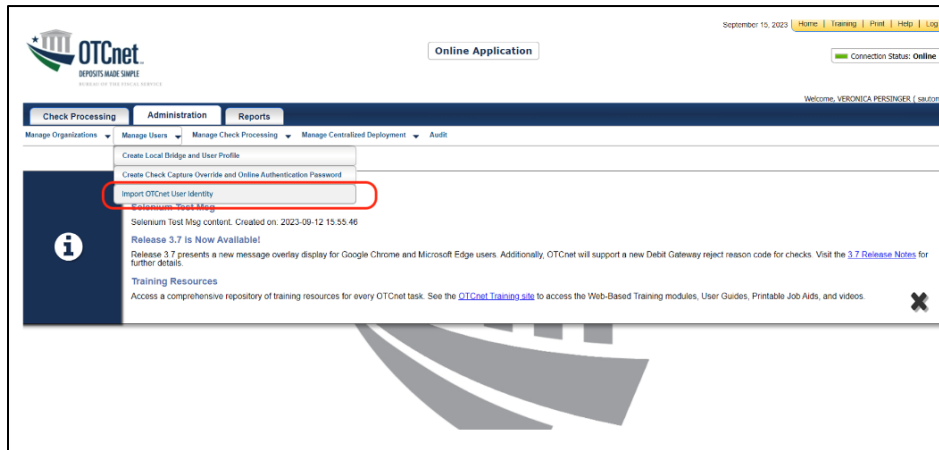


## Import User Identity to OTCnet

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**



## Application Tips

- Please only use this module for importing emails for **NEW** users. **Do NOT** use this screen to update an email for an existing user.
  - 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.
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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

### Import OTCnet User Identity

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The following users have successfully been imported in OTCnet:

valid1@otc.gov  
valid2@otc.gov  
valid3@otc.gov

An error has occurred with the user that was entered

The user already exists in OTCnet.

preexists1@otc.gov  
preexists2@otc.gov  
preexists3@otc.gov

Please ensure all email addresses are properly formatted and separated by a space, comma, semicolon, or a new line.

invalid1@otc.gov  
invalid2@ otc.gov  
invalid5@ otc.gov.

One or more of the email addresses are greater than 128 characters and cannot be imported.

1Looooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooong@otc.gov  
2Looooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooooong@otc.gov



## Application Tips

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.



### Application Tips

- OTCnet automatically recognizes when an existing user logs in with a **new email address**. The database is updated to reflect the user's new email address, preventing them from receiving a blank screen upon login.
  - As a reminder, **PLSAs** and **LSAs** are responsible for **updating the user email** associated with the user's identity in **SailPoint** and verifying that the user is assigned the correct roles and endpoints associated with their **new email address** in SailPoint.
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