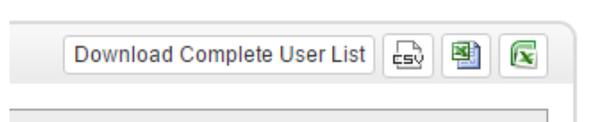
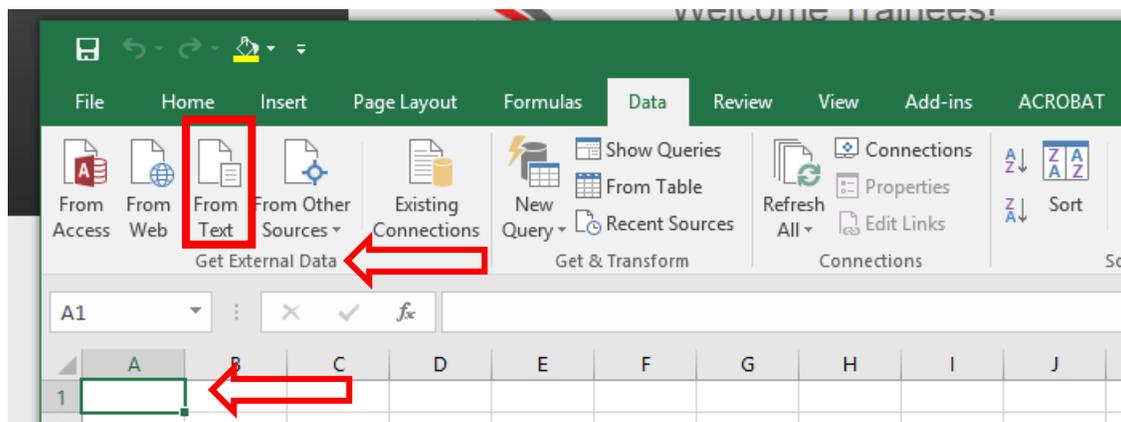


## How to preserve logins with leading zeros

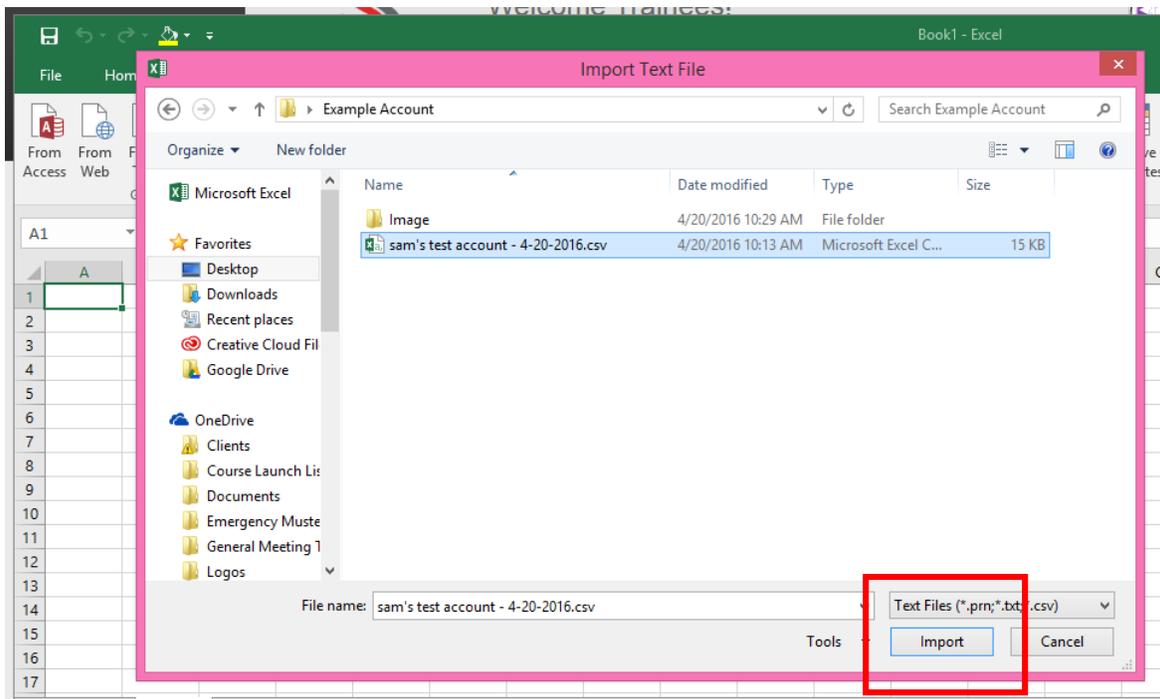
1. Export the “Complete User List” from the “Users” tab and save it to your computer.  
\*This is a CSV file and when opened directly in Excel any numbers with leading zeros will lose the leading zero unless the following instructions are followed.



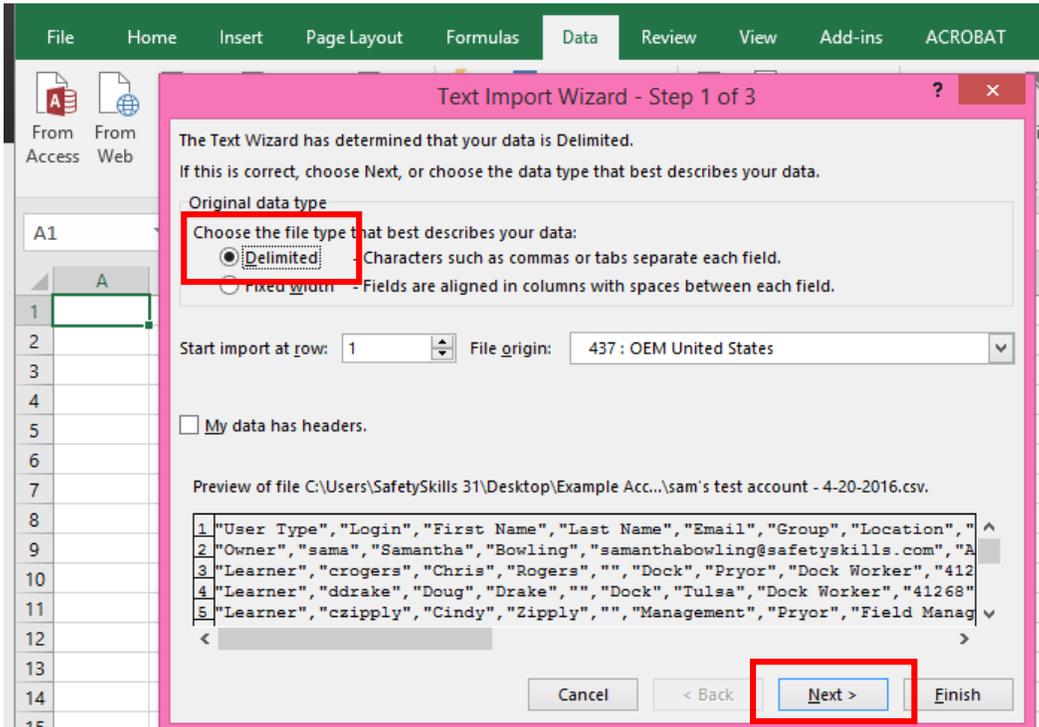
2. Open a blank Excel “Workbook” file
3. Click on the “Data” tab
4. Under “Get External Data” area, select “From Text” with cell A1 selected



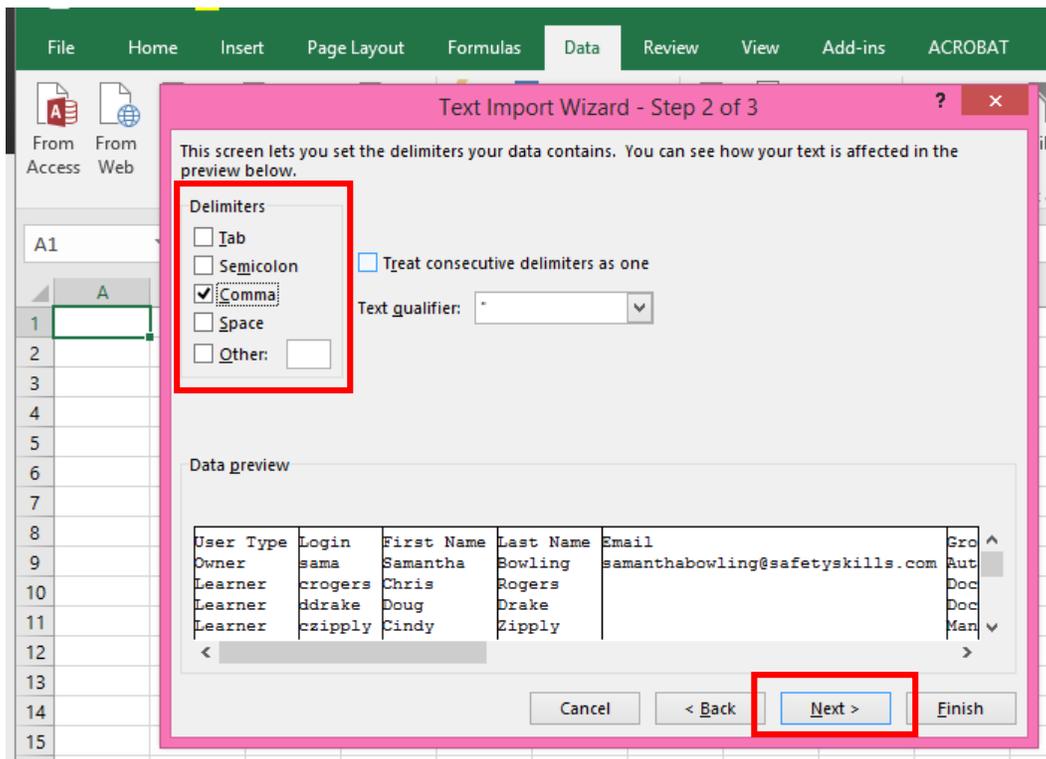
- a. Find the CSV file you just exported from the LMS (will be titled “Account name – MM-DD-YYYY.csv”). Select the file then click “Import”



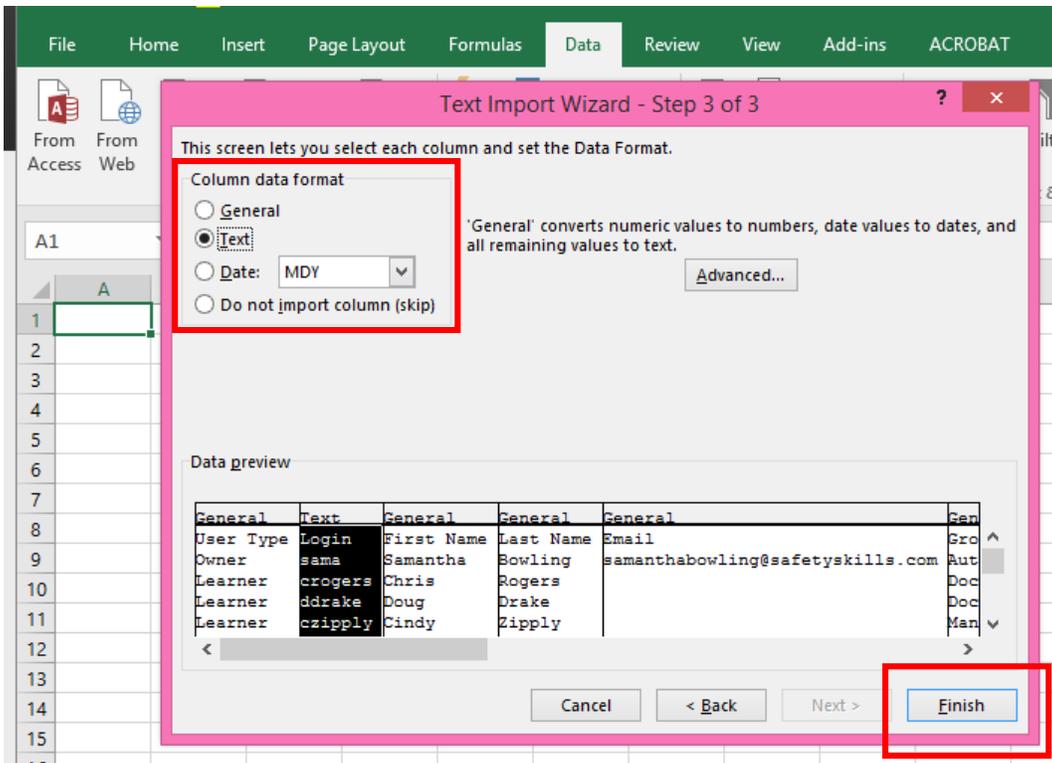
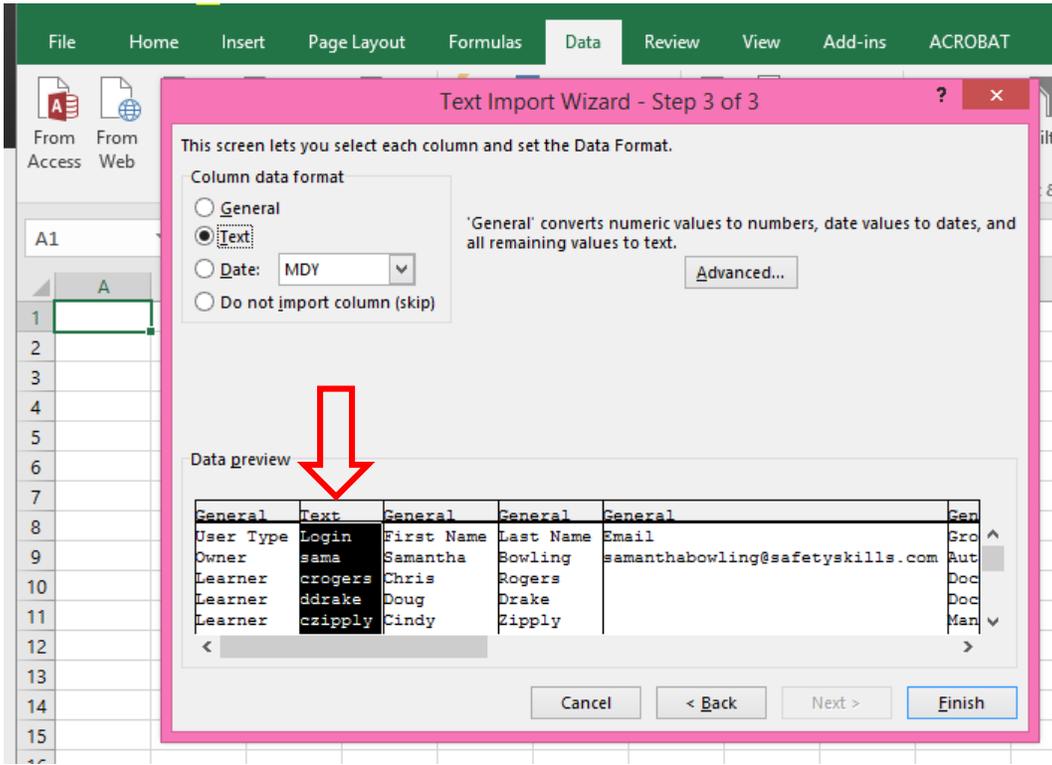
- b. This will open the “Text Import Wizard”
- i. Select “Delimited” for the file type (if not selected by default) then click “Next”



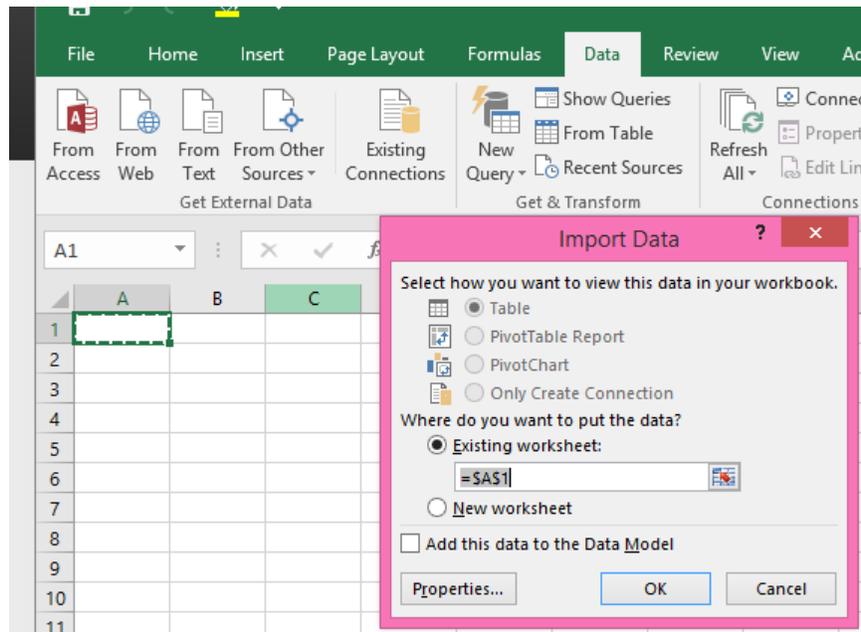
- ii. Uncheck “Tab” and check off “Comma” under “Delimiters,” and then click “Next”



- iii. Select the "Login" column in the data preview area, then change the "Column data format" to "Text," last click "Finish"



iv. On the last pop-up for “Import Data” click “OK”



Make any additional changes to the user data you may need. When you are done, save the file as an “Excel 97-2003 Workbook” (.xls) file. This and the CSV file types are the only types of Excel files able to be imported into the LMS.

To import your file, you will go to the “Add Multiple Users” feature located on the configure tab. Be sure to check the box for “Update user information” when you have existing users on your list. This tells the LMS it will be updating existing user data. If you do not check the box, the LMS will kick out an error advising that the login has been used.

If these instructions are followed correctly it will prevent your logins from losing their leading zero(s) and accidentally create duplicate users in the system. Additionally, you cannot modify a user’s login when uploading a file through the “Add multiple users” feature. New or unique logins will create new users in your account. Logins can only be changed from the “User’s Information” page (users profile) accessible from the “Users” tab in the LMS.

If your upload returns an error report, simply download the error report and open it in Excel to view and correct any issues.

If you have any issues or need further clarification please contact the SafetySkills customer care team by emailing [support@safetyskills.com](mailto:support@safetyskills.com), submitting a ticket via the red “Support & Feedback” tab in the LMS or by calling 888-844-3549, option 2. The customer care departments hours are 8 a.m. to 5 p.m., Monday – Friday, Central time.