Importing users

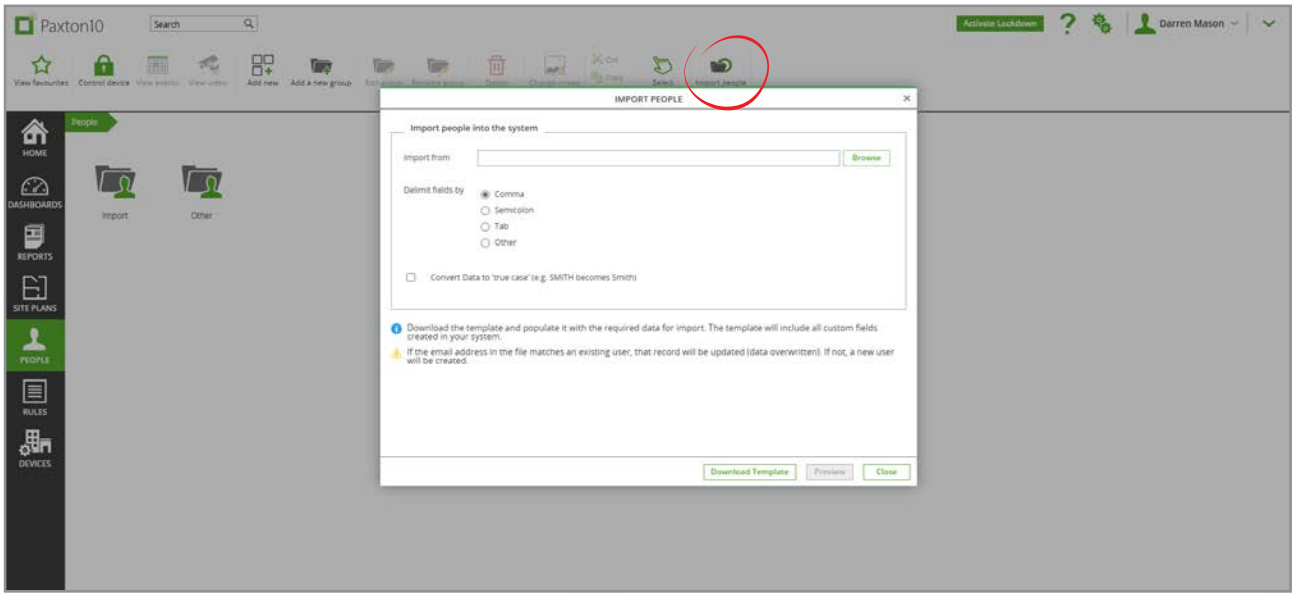
Overview

Data can be imported into a Paxton10 system to add new users or to update existing users.
Paxton10 will accept information in the form of a comma separated values (CSV) file. This standard file format is supported by most database or spreadsheet software packages including Microsoft Excel, Microsoft Access and Google Sheets.

Producing a file for import

To simplify the import process, you must use the template provided.

1. Click on the '**People**' Icon on the left-hand side
2. Select '**Import people**' in the ribbon bar
3. Click on '**Download template**'



A CSV file will be downloaded to your downloads folder. This file will include columns for all custom fields found in your system. Add users to this file, each as a new row, to be imported into your system.

First name / Last name

This is the name of the user you want to import. These fields are compulsory.

Card Number (Optional)

User Import supports card numbers exported from Net2 and Paxton BLU. Tokens from other systems cannot be imported.

PIN (Optional)

Enter a PIN to be assigned to a user. Each PIN must be unique and match the length set on your Paxton10 system. Each PIN imported must be unique and not already exist in the system.

Group (Optional)

Imported users can be placed automatically into a group. The group a user is being imported into cannot share the same name as another group. This is so Paxton10 knows which group to put the user into.

Building permission (Optional)

Enter the name of an existing building permission to add the imported users to the permission. They will also inherit any permissions by their group membership. Leave this blank to not apply any additional permissions to the user.

Email address (Optional)

If you wish to update existing users already added to your system, you must enter the same email addresses that are already saved in the users' records, otherwise new users will instead be created.

Valid from / Expiry date (Optional)

If required, enter a date the person will be valid from and when the user's permissions will expire.

Fields and formats

Some fields require data of a certain type or format:

Date	yyyy-mm-dd e.g. 2023-01-27
Email	example@email.com
Card Number	8 digit number with an optional token type prefix e.g. 1#12345678

Token type

When importing a token number from Net2 or Paxton BLU, the token number may have a prefix that identifies the type of token it is. This token type doesn't affect the functionality of the system, but changes the icon displayed within the Paxton10 UI. You can add a prefix to the token number manually to get the same result. For example: 1#12345678

Here is the list of options:

0#Token Number - Icon is Physical Key
1#Token Number - Icon is Proximity Card W/ Magstripe
2#Token Number - Icon is Proximity Card W/ Magstripe
3#Token Number - Icon is Key Fob
4#Token Number - Icon is Key Fob
5#Token Number - Icon is Watch Prox
6#Token Number - Icon is Proximity Prox Card W/ Magstripe
7#Token Number - Icon is Key Fob

Updating existing users

To update users that already exist in your Paxton10 system, make sure the email address in the import file matches the email address stored for that user. If the email doesn't match, Paxton10 will treat it as a new user and create a new record.

When you import data for an existing user, any fields you provide will overwrite the values currently stored in the system. Fields you leave blank in the import file are ignored, and the existing data for those fields will be kept.

Import users

To import users into the system:

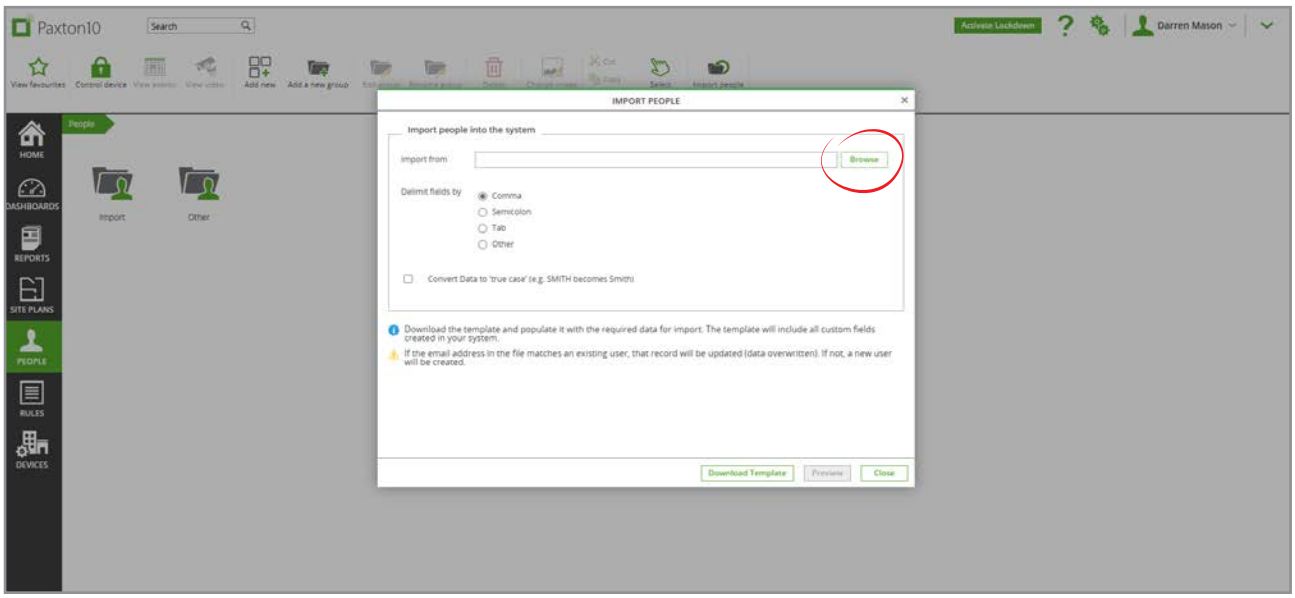
1. Click on the '**People**' icon on the left-hand side

2. Select '**Import people**' in the ribbon bar

3. Click '**Browse**' to locate the file containing the users to import.
Note: Ensure your file is saved as a CSV file

4. Click '**Preview**'

Warning: It is strongly advised to do a system backup prior to importing users.



Example CSV file

	A	B	C	D	E	F	G	H	I
1	FIRST NAME	LAST NAME	CARD NUMBER	PIN	GROUP	BUILDING PERMISSION	EMAIL ADDRESS	VALID FROM	EXPIRY DATE
2									
3									
4									
5									
6									
7									
8									
9									
10									

A list of all user data to be imported will now be shown. Any users with validation errors will be listed at the top with the incorrect fields highlighted.

Each row will show whether a new user will be created or an existing user will be updated.

A summary will be shown at the bottom of the screen displaying the total number of users data to be imported. If there are any validation errors, the number of users will be shown along with the option to export a CSV file. This CSV file will contain all the users with the incorrect users at the top, which you will need to correct before starting the import process again.

If there are no validation errors, the 'Import' button will be enabled. On clicking import, the users data will be imported into the Paxton10 system.

Frequently asked questions

How do I import credentials?

You can import token numbers from Net2 or Paxton BLU if Paxton10 is set to Net2 reader mode.

Can I update details of existing users?

Yes, to update existing users, ensure that the email address in the file matches the email address of the user in the system. If the email address does not match, a new user will instead be created.

Can I import users directly from the export of a Net2 or Paxton BLU system?

A CSV export from Net2 or Paxton BLU can be utilized by copying the relevant information into the correct columns within the template provided.

Note: Not all data exported by Net2 or Paxton BLU can be imported into Paxton10. For example, access levels are not imported meaning new building permissions must be created.

Can I import users directly from the export of a third-party system?

As with Net2 and Paxton BLU, using the provided template you can import users from third party systems. You cannot import token numbers.

Always do a system backup prior to importing if you are unsure of the results.

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