New Features

Effective August 30th, 2021, VirtualKeypad.com is updated to Version 2.35.0. The following features are available:

X1 Series: Bulk Import Users

You can now add users in bulk to the X1 Series from VirtualKeypad.com. To add multiple users with the CSV template, complete the following steps.

Requirement: You must have groups set up before trying to bulk import users or the import will fail. For information about creating groups, refer to the Virtual Keypad help article "Groups".

1. Go to **Users**.

2. Select **CSV Import**, then select **Download the CSV Template** to download the embedded template onto your device.

3. Enter the user's information in each column. The red asterisk * indicates required fields:

   - **First Name***—Enter the user's first name.

   - **Last Name***—Enter the user's last name.

   - **Internal Number***—Enter the number stored inside the user's credential. This is the user code that's transmitted to a reader when it's scanned, not the number printed on the outside. This number uniquely identifies this user, so if there is a duplicate internal number entered in the template, an error message will appear after all the other users are imported. The error message includes a list with all the failed users. You can edit the template with only the failed users and re-upload the template.

   - **External Number**—Enter the number printed on the outside of the user's credential. If you leave this field blank, Virtual Keypad automatically fills it with the internal number.

   - **Group Name***—Enter the name of the group assigned to the user. If there are two groups with the same name, Virtual Keypad imports the user into the first group with that name.

   - **Email Address**—Enter the user's email address.

   - **Status**—To make the user active in the system, enter **A** for "Active". To make the user inactive, enter **I** for "Inactive".

   - **PIN**—Only required if you've enabled Card + PIN. Enter the user's PIN. Multiple users can have the same PIN without causing an import error.

4. Save and close the template.

5. On the **CSV Import** page, press **Select CSV File**.

6. Choose your saved template, then select **Upload**.