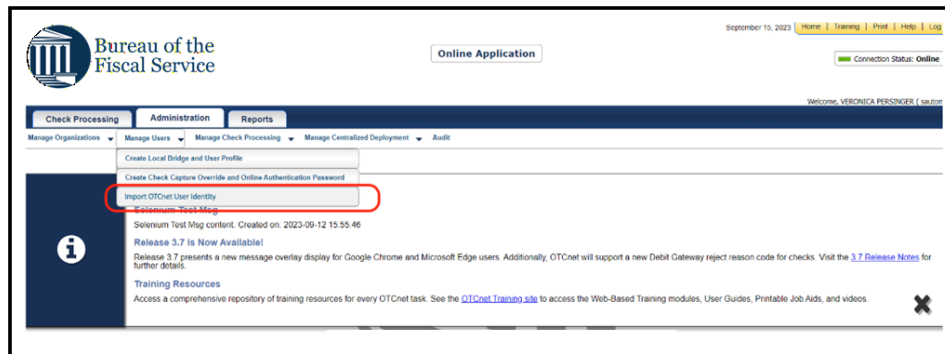


Import User Identity to OTCnet

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

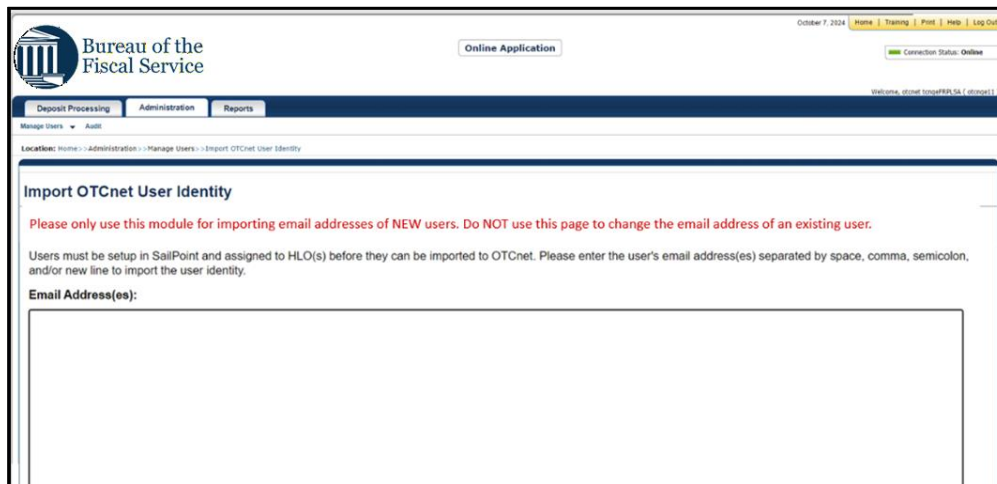
1. From the **OTCnet Home page**>**Administration**>**Manage Users**, select the **Import OTCnet User Identity** tab as shown in Figure 1.

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



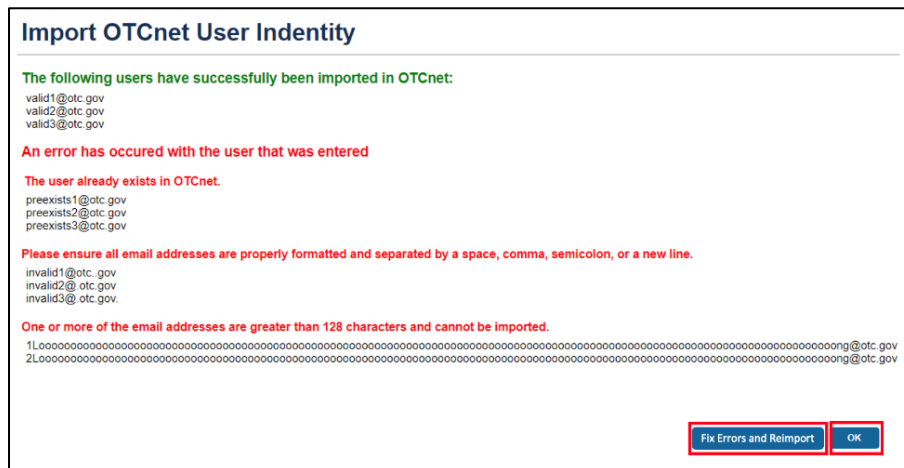


Application Tips

- 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.

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 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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