Bulk Upload - Frequently Asked Questions

Is there a limit to the number of individuals I can include in a bulk upload?

There is no limit to the number of learners you may enroll using bulk upload. Imports larger than 10,000 learners may be processed over multiple days.

Is there a minimum number of user accounts required in order to process a bulk upload of accounts?

Due to the level of effort required by our administrators to process bulk uploads, we request upload files contain a minimum of 15 user accounts.

How much notice does UE need prior to performing an upload?

Uploads are performed on a first-come, first-served basis. We recommend submitting your completed template and requesting the date for your bulk upload **at least three business days in advance.**

Our team will contact you and provide the confirmed upload schedule.

Can we customize the automated welcome email with our institution's information?

No, the system generated emails cannot be customized. You will need to send a communication to your learners with the details of your training requirements regardless of the registration approach you select.

How do we register learners who do not have an email address?

Usernames must be in email format; therefore, we recommend using a personal email if the learner does not have an institution-issued email address. Services such as Gmail offer free email accounts.

If personal emails are not available, fake email addresses will need to be assigned to those learners. Learner accounts without valid email addresses must be created by Bulk Upload and have a preset password. Your institution is responsible for coordinating the training efforts for those learners.