# Uploading Manual Import (Manual CSV Import)

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How to Update Your Manual Import

If your SchoolMessenger Communicate configuration is such that you have your contacts established by an import that you manage in an Excel CSV file (rather than an automatic transfer of data), then you will need to update your data when things change. Adding new contacts, removing old ones, or simply changing existing contacts' data are all reasons to do so. The following steps describe the general process for updating your manual import(s).

⚠️ *Important: If you are not certain if you have this type of import, or if you need assistance, please contact SchoolMessenger solutions support at any time before making any changes to avoid data loss.*

Log in to your Communicate account, and navigate to the **Admin** tab, then to the **Imports** sub-tab.
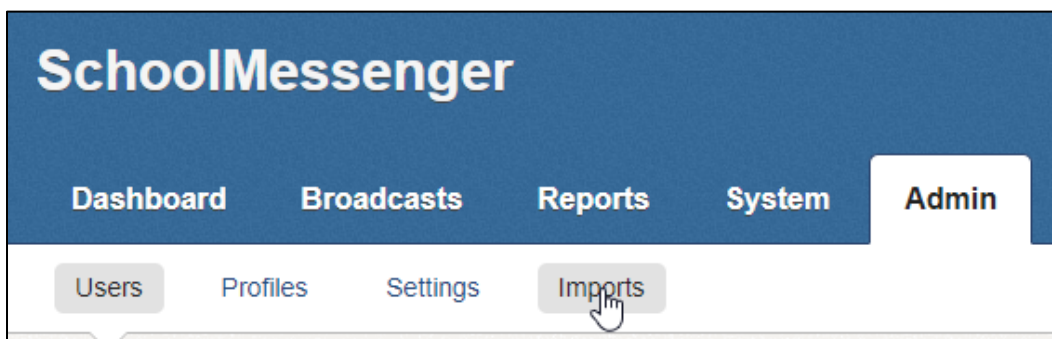
If you do not already have the most up-to-date version of the CSV file that you with to use to update the import on your workstation and readily accessible, click Download for the data file you wish to update to download the version of the file as was last sent to Communicate.

If you already have the file on your workstation, you can disregard this step.

Open the **data.csv** file you downloaded.

💡 *Note: If this has been downloaded before, you may see a number in parentheses in the filename – this does not affect the way the data looks, just make a note of the file name and make sure to open that particular file. For instance, if it is data(5).csv when you click **Download** this time, then open that one, and not data(4).csv, because that older file may be different than what you need.*

The data file should open in Excel. Here, you can change any names, phone/email information, or other data.

To add a new contact so that it will show up in Communicate when the import is updated, find the first blank line at the bottom of your contacts list. Make sure you add a unique ID in the appropriate field that is not the same as any other contact's unique ID in any of your imports. Then, type the remaining information such as name, phone, etc.

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To delete a contact so that it will be removed from Communicate when the import is updated, find the row that the contact is on, and delete that entire row. If you think you may need their information in the future, or if you're required to retain it for some reason, make a backup of some kind before deleting the row.

To update contacts' information so that the new information shows in Communicate when the import is updated, simply find the contact in the file, and change whichever information needs to be changed.

⚠️ *Important: Every record MUST have a unique ID. It can be numbers, letters, or a combination of both (no symbols), but if must be truly unique for every contact, throughout all the imports.*

⚠️ *Important: The columns need to stay in the same order to preserve the mapping of the import in Communicate – each field (Phone 1, for instance) is mapped to a specific column in this file. If you need to add a new field of data, try to add it to the end of the existing columns. For instance, if you have columns A through F right now, but you need to add another email address, add it to column G instead of inserting it between the existing columns. If you need to update the column order, it is advised to call SchoolMessenger solutions support before updating the import after doing so to ensure that the mappings are corrected afterward.*

⚠️ *Important: CSV files cannot be more than one sheet and should have no special formatting.*

When all changes have been made, save the file with the new changes. You can use **File** -> **Save** or click the button.
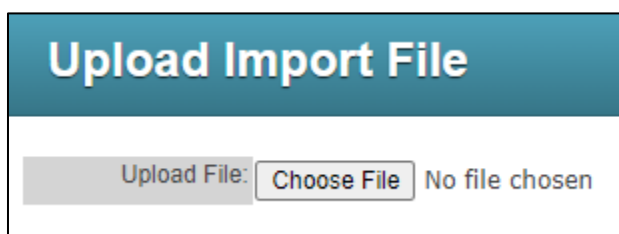
When you save a CSV file in Excel, you will almost always be presented with a message warning you that by saving, certain formats may be lost (or something similar). Making sure that this is definitely the document mentioned in this guide and not another important one, you can safely say **Yes** to this every time. If for some reason you have made formatting changes like highlights, etc., or multiple sheets, and you want to retain that, the file will not work for these purposes. It must be CSV, and one sheet.

Back in Communicate, on the **Admin** tab and the **Imports** sub-tab, click **Upload** next to the import that you wish to update.

Always ensure that it is the correct import. If a file from one import is accidentally uploaded into another, it can cause data issues.

System Imports ❓

Name	Description	Type	Method	Status	Last Run	File Date	Actions
Staff		User	Full Sync	Idle	Apr 16, 2013 3:56 pm	Apr 16, 2013 3:55 pm	📂 Upload | 💾 Download | 🖥 Run Now | 📋 Log | ✏ Edit | ✖ Delete
Student Data		Person	Update, create, delete	Idle	Nov 16, 2020 3:10 pm	Oct 10, 2011 2:48 pm	📂 Upload | 💾 Download | 🖥 Run Now | 📋 Log | ✏ Edit | ✖ Delete

⊕ Add New Import   🔄 Refresh

Click **Choose File**.

Upload Import File

Upload File: Choose File   No file chosen

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Select the CSV file (or a ZIP file containing a single CSV) you wish to upload and click **Open**.

Now click the **Upload** button.

The inputs should already be set up for your CSV so you can click **Submit and Run Now** to import the users.

Import Field Mapping: Staff

3 of 3 input columns mapped

Submit   Submit and Run Now

Field Mapping

Congratulations, your import data has been updated!

If you wish to view your newly updated information after a few moments navigate to the **System** tab, then to the **Contacts** sub-tab. You can search for and find your new contacts.