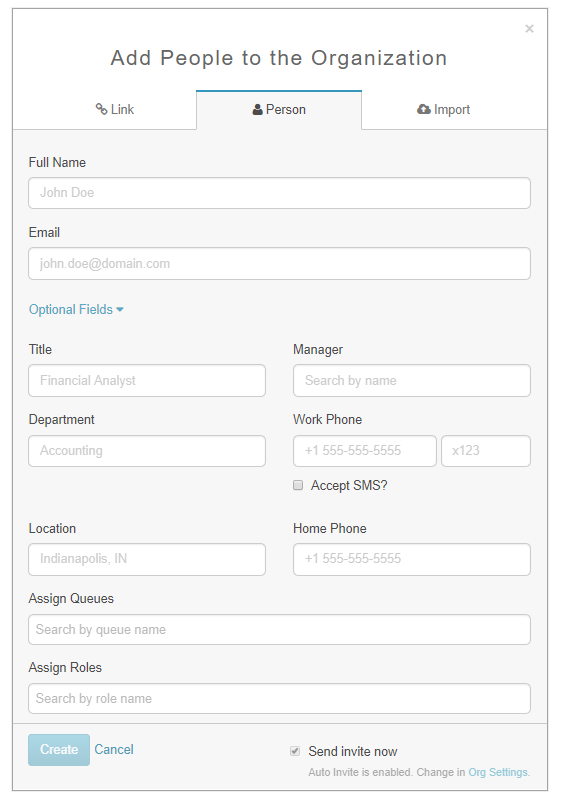
Adding users in Genesys Cloud can be accomplished by the Administrator. Users can be added one at a time or in bulk from a .csv import option. Additionally, administrators can send or post a link that people can use to create a password and sign in to your organization in one step. Simply paste the link in an email or post the link where members of your organization can access it.

Adding Person

Add users one at a time when you have a small number of users. When you create new users, Genesys Cloud automatically sets their status as active whether you send the invitation now or later. If you choose to send invitations to new users later and manually set their status to inactive when you send the invitations Genesys Cloud automatically changes their status to active.

**Figure X: Administrator Input for New Person**

Adding People with CSV Import

Add users using CSV Import when you have a larger amount of users. Information about the people you are adding to your organization must be in a CSV file. We recommend that you export the CSV from a spreadsheet instead of composing CSV using a plain text editor. When the spreadsheet saves a CSV file, it automatically inserts the required quotes and commas.

To add many users at once, use the CSV import option.

Click Import at the top of the Add People to Organization window.

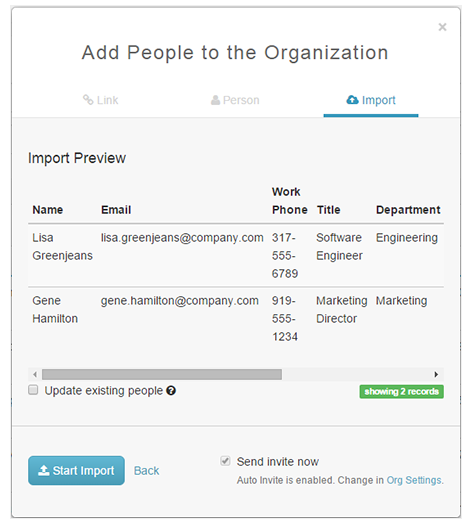
Click  Browse and select the CSV file with your people data.

Send invites automatically after adding people by selecting Send invite automatically. If you do not select this, then the people you add cannot join Genesys Cloud until they receive invites.

Check the data in the Import Preview section.

Click Start Import.

Click Done to close the dialog box, or click Continue to upload another CSV file.

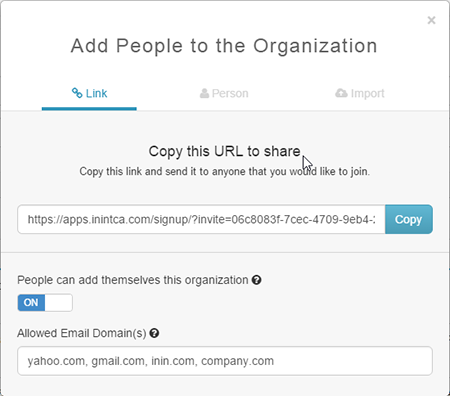


**Figure X: Administrator Input for CSV Import of People**

If certain people in your organization should have permission to perform administrative functions such as creating locations, managing document workspaces, or editing other users’ profiles, make sure to assign the appropriate roles to those users.

Adding People by Sending Link

Additionally, administrators can send or post a link that people can use to create a password and sign in to your organization in one step. Simply paste the link in an email or post the link where members of your organization can access it.



**Figure X: Invite People to Create an Account via Link**

Administrators can also remove someone’s Genesys Cloud account if they leave the organization or were invited in error by performing the following:

Select Admin > People and Permissions > People.

Find the person with search or by paging through the user list.

Click Delete Person from the Set State menu.

Click Yes to confirm the deletion.

Once a user has been created, they can be administered within the Genesys Cloud single interface as shown below.

