

Downloading an Active User Account List

If you need to review or update multiple user accounts, downloading a spreadsheet of active user account information can simplify the process. This guide explains how to download the list and return it to CIS for processing.

[Video Demo](#)

Extract the List

1. From the Home page, select Admin from the menu in the upper-left corner or select Admin Portal from the Manager Resources section.
2. In the People Admin box, select Manage People from the “Go to” dropdown menu.
3. In the Search External People section, select Search.
A list of active user accounts appears in the Search Results section.
4. In the upper-right corner of the Search Results table, select Modify Table. Click on the one that says “Modify Table.” A pop-up box will allow you to choose the columns that are displayed in the table. Check the box in the “Show” column next to the following fields:
 - a. Last Name
 - b. First Name
 - c. Username (must match email)
 - d. Organization (this is either your organization’s name or the organization name – department)
 - e. Status
 - f. Job Title
 - g. Manager Name
 - h. Employee ID (if your organization uses those in our system)
 - i. Person No

Select the fields listed above and clear all others. Then scroll to the bottom of the window and select Save.

5. Click on the blue Export link next to Modify Table. A pop-up will ask you to acknowledge that this operation may take time. Click OK.
6. The file will download to your browser's default Downloads folder.

Working with the File

1. Open the file from your downloads folder. It will be in .csv format.
2. Select File > Save As and save the file in .xlsx format. (You may want to give it a more recognizable name and save it to a location that is easy to find on your computer.)
3. Review each record and make any necessary updates. Highlight any cell containing a change.

Important: Do not edit the Person No. field. This unique identifier is required for bulk uploads.

4. To deactivate an account, change the value in the Status column from Active to Inactive and highlight the cell.
5. After completing your review and updates, email the file to learn@cisoregon.org and request that the changes be uploaded. Upload requests are typically processed within 3 to 5 business days.

New User Accounts

Do you have staff members who do not have an active account? If you do not anticipate assigning them training before Spring 2027, wait to create their accounts. In Spring 2027, you will have an opportunity to submit a list of new users for upload into the new system.

If training must be assigned before then, review the account creation options below.

- Create a New User from the Admin Portal ([Video](#)) ([Download PDF](#))
- New User Upload Request ([Download PDF](#))