

Import tenants from a CSV

Add many tenants and their contacts to a location in one upload.

Instead of adding tenants one at a time, you can fill in a spreadsheet and upload it as a CSV file. Each row adds a tenant, and optionally one contact for that tenant. Owners and Admins can import tenants from the [customer dashboard](#).

Prepare your CSV

- 1 In the customer dashboard, click **Tenants**, then click **Import CSV**.
- 2 Click **Download template**. You get a file named `supreme-point-tenant-import.csv` with the column headers in place.
- 3 Open the template in a spreadsheet app and add one row per contact. To give a tenant several contacts, repeat the tenant's name and unit on each contact's row.
- 4 Save the file as CSV.

Column	Required	What to enter	Example
<code>tenant_name</code>	Yes	Tenant name, 2 to 200 characters	<code>Acme Legal</code>
<code>tenant_location</code>	Yes	Unit or suite	<code>Suite 200</code>
<code>tenant_mailroom_email</code>	No	An extra address that gets every package email for this tenant	<code>mail@acmelegal.com</code>
<code>contact_first_name</code>	For a contact	Contact's first name	<code>Sara</code>
<code>contact_last_name</code>	For a contact	Contact's last name	<code>Lawson</code>
<code>contact_email</code>	No	Contact's email, for package emails	<code>sara@acmelegal.com</code>
<code>contact_phone</code>	No	Contact's phone	<code>(555) 014-2200</code>
<code>contact_floor</code>	No	Contact's unit or desk. If blank, the tenant's unit is used.	<code>Floor 2</code>

To add a tenant with no contacts, leave all the contact columns blank on that row. If you fill in any contact column, both `contact_first_name` and `contact_last_name` are required.

Import the file

- 1 On the **Tenants** page, click **Import CSV**.
- 2 Click **Choose a CSV file** and select your file. The file must be CSV, up to 5 MB.
- 3 Click **Import tenants**.

You see **Import complete** with counts for **Tenants created**, **Contacts created**, **Tenants already present**, and **Contacts already present**. Click **Done**. The new tenants appear on the **Tenants** page.

You can import the same file again safely. A row whose tenant name and unit match an existing tenant at the location adds no new tenant. A contact isn't added again if that tenant already has a contact with the same email, or, for a row without an email, the same name, phone, and floor. Matching ignores capital letters.

Important: If any row has an error, nothing is imported. Fix every row listed and import the whole file again.

Troubleshooting

The import lists errors by row number, starting from the header row as row 1. Up to eight errors show at a time.

- **Unrecognized CSV column:** a header doesn't match the template. Use the headers from **Download template**.
- **The tenant_name column is required.** or **The tenant_location column is required:** the header row is missing that column.
- **The tenant_name field is required:** a row has a contact but no tenant. Every row needs `tenant_name` and `tenant_location`.
- **The contact email ... is assigned to more than one tenant in this file:** each contact email can belong to only one tenant.
- **The contact email ... already belongs to another tenant:** a contact with that email already exists under a different tenant.
- **A single import may contain at most 5000 data rows:** split the file into smaller files.

See also

- [Add tenants and contacts](#)
- [Manage tenants on the iPad](#)
- [Get started on the dashboard](#)