

Import Contact Information

Site admins can quickly and easily upload contact data into their MemberHub sites through the People Importer. Once you upload your contact records, MemberHub will create profile records in the Admin Console. Then, you can place them into hubs for communication.

This importer only adds contacts to your People tab. It does NOT add or update PTA/PTSA membership records. [Here's how to enter paid members](#) individually.

IMPORTANT: The system will send your import results to the email address you've used to log in to MemberHub, so be sure you can access the email address.

To start a people/contact import:

- Click the **Admin Console** button in the upper right.
- Select the **People** tab.
- Click the **Import People** button in the sidebar.
- Read the instructions and click **Download Template** button.
- Complete the downloaded CSV file with contact data.
- Upload the completed file and click **Run Import** button.

It's important to read and understand the instructions listed under Step 1, of the downloaded template, before you complete your spreadsheet. You must adhere to certain data formats. In particular, you can't add any additional columns with data in the spreadsheet.

1 Download and Complete the Template



Download the template and fill it out without adjusting the header row. The format of your data must match this exact format.

Download Template

- Any Spreadsheet program like Excel can be used to edit and save a file in the .csv file format.
- The Email column must contain unique email addresses. Two people cannot share an email address.

2 Upload Your Completed .csv File

These contacts are expecting to hear from my organization.

True False

The list was not purchased, rented, appended, or provided by a third party.

True False

Place your initials below to confirm.

Choose File no file selected

Run Import

Results will be emailed

Once the import has completed, the results will be emailed to the person who runs the import. If there are any errors in the import (such as "Invalid member type") before the import starts, you may see an error message with instructions.

If there are any rows with erroneous or invalid data, the import will skip those rows and try to run to completion.

Custom Imports

The People Importer is intended to be a simple and quick import. Therefore, it limits the data fields to First Name, Last Name, Email, and Mobile Phone. To import more comprehensive data, you can work with MemberHub to include family information, custom fields, and even place people into your hubs. **There is a \$99 professional services fee to complete a custom import.** For more information, please email support@memberhub.com.