



eBen.work Client Administrator Guides

Upload User Data



Upload User Data Guide

1. Download the User Data Collection Sheet

Download the User Data Collection Sheet using this link: https://c8a87d57-6ee8-4509-b111-e537eb38bca5.filesusr.com/ugd/3f3fac_ff72f9fe712b4b96a5ac0602fab917cd.xltx?dn=eBC%20-%20User%20Data%20Upload.xltx

2. Fill up the user data

- Fill out the form with valid and true information on the date it is sent.
- All people information on the filled form should be employed with the client at the time of sending the form.
- After completing the form, please, create a Service Request to upload your data. Only Members with valid and complete data will be created.
- The first two lines on the sheet are only an example of how the data should be provided.
- Provide the nationality country in column F. For example, United States of America, France or Saudia Arabia. Please, don't include nationality like American, Indian or South African. This will be considered an error and will not be accepted by the system.
- Columns marked in **GREEN** are mandatory required information and must be provided to be able to create one Member account.
- Please, do not populate the hidden columns.
- Please, do not send this file via email.
- Please, do not change the format of this sheet by adding or removing any columns or provide any additional information.

3. Create an Upload User Data Service Request

Create an Upload User Data Service Request mentioning the launch date and upload your upload sheet with the populated data. Employees will receive the invitation email in 24 hours after the upload.

Important Note: incomplete and incorrect data will not be loaded. Records with errors will be automatically excluded. To amend data for errors, you need to create a new Service Request.



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