# Bulk Load Staff

HR · https://cclearninghub.co.uk/docs/bulk-load-staff/

## Bulk Loading Staff Members

This guide will cover bulk loading staff into Care Control Cloud.

Please follow the interactive guide below, a written guide is also available at the bottom of the page.




## Using a CSV File to Bulk Load

Embedded media:

https://demo.arcade.software/WWWIwYMmjddYoQXIfmBV?embed&embed_mobile=tab&embed_desktop=inline&show_copy

## Written guide - Bulk Load using a CSV

1. When in the **HR App** click the **Bulk Load Staff** option at the top right of the screen.
2. Select **Download CSV File.** This will download a template CSV file which you can use as a guide.
3. When you have modified your CSV file, select **Upload CSV File** and choose your file.
4. If there are any issues you will see red error text describing how many **Validation Issues** you have.
5. Use the **Scroll bar** at the bottom of the page to find the issues and amend them.
6. On our example, the **Primary Contact Number** was missing. Input the correct details to amend the issue.
7. When happy with your details, select **Save & Bulk Load Residents Data.**

## Manually Bulk Loading

Embedded media:
https://demo.arcade.software/XreTfyAUZ5j7I7tE7rXW?embed&embed_mobile=tab&embed_desktop=inline&show_copy_link

## Written guide - Manual Input

As well as uploading a CSV file with all of your staff members in, you also have the option to manually input the data for your staff.

At the bottom of the screen you can input the details manually. Follow the screen until the end and input all of the required details, they are marked with an asterisk.

When you are happy with the details, scroll to the end of the page and select the plus icon to add the staff member.

## CSV Troubleshooting

**Building your CSV:**

**ID** – A unique identifier for the upload. Can also be 1, 2, 3 etc

**Start Date** – Start Date of their role with the company

**Role and Category** – can be anything for example, Category – Management | Role – Registered Manager

**Security Level** – Basic Care Editing(typically care staff), Advanced Care Editing (typically seniors/team leaders), Administer Medication or Administration (Management need this for full access

**Administer Medication field** – This needs to be set to Yes or No

**Kitchen Management field** – This needs to be set to Yes or No

**Data formatting issues**

Issues like date format mismatches or invalid email addresses won’t prevent the CSV from being uploaded. Instead, the invalid values will be entered into the cloud version of the form, where built-in validations will highlight the errors and provide descriptions to guide the user in correcting them.

**System Specific Constraints**

Uploading 1,000 or more rows may cause performance issues.
We recommend keeping the CSV file size under 100KB for optimal processing.

**Slow or Unstable Internet**

If the connection drops, the upload may fail.

**Server Errors**

Our system might be down or experiencing high load. You can check Care Control Service Status **here.**