Import glossary terms

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If you already have a list of terms you'd like to add to your glossary, you can import those terms in bulk, saving you time from having to create them each individually. (You can also export from one knowledge base to import into another!)

You can import glossary terms at any time, even if you have existing terms.

Prerequisites

To import your terms, you'll need the terms in a CSV file that includes columns for:

- The glossary **term**: The word or phrase you want to define. Terms can only contain letters, numbers, spaces, dashes, underscores, and apostrophes. Refer to Glossary formatting for more information on which characters are and aren't allowed in glossary terms.
- A **display title**: An optional field that can contain punctuation and characters prohibited from the term. Refer to When should I use display titles? for more information about when and why to use display titles.
- The term's **definition**. If you want to include text formatting like bold, italics, underline, and hyperlinks, definitions should be formatted within valid HTML. It's often easier to add this formatting after the import.

To help you get started, download a sample file:

1. In the left navigation, go to **Glossary**. The **Glossary** page opens.
2. Select **Import from CSV**. The **Import glossary terms** modal opens.
3. Select the **Example CSV** link to download a sample file you can use as a template.

Replace the terms, display titles, and definitions there with your own and save the file. You're now ready to import!

Don't begin with empty rows
Be sure that the first two rows of your CSV aren't empty. (If they are, the importer won't "see" any data and won't import anything!)

Import terms

Once you have your CSV formatted and saved, import it:

1. In the left navigation, go to **Glossary**. The **Glossary** page opens.

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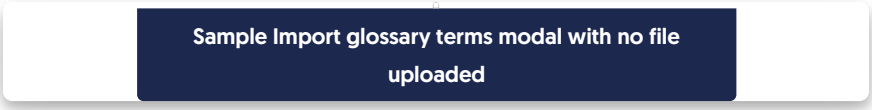
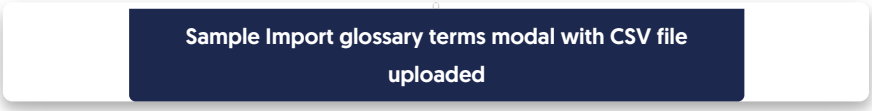
2. Select **Import from CSV**. The **Import glossary terms** modal opens.

3. Add your file to the **CSV file** section. You can either drag and drop the file from your computer into the window or select **Browse** to find the file and select it.



4. Once you choose your file, the modal updates to display the file name:



5. If your CSV contains a header row, like our sample CSV file, check the **Import options** box to **Skip importing the first row (CSV has a header row)**. If your CSV file has no header row, make sure this box is unchecked.

6. If this is your first time adding terms, go to the next step. If you already have glossary terms, you'll need to tell the importer how it should handle cases where the CSV contains terms that you already have:

    a. Select **Update terms that already exist using values from the CSV** to overwrite the term's existing definition or display title with the term's information in your CSV file. Use this option if your CSV file contains updates to existing terms you want to save.

    b. Select **Skip importing any terms that already exist** to keep the existing definition you have for the term. Use this option if your CSV doesn't include any updates for existing terms or you want to manually review them and make changes yourself.

    c. Note that both options will fully import new terms that don't already exist in your Glossary.

7. Once you've made your selections, select **Continue**. The modal updates so you can **Map your columns**:



8. In the **Map your columns** section, check how we've matched our Glossary fields to your CSV columns. Use the **CSV Column** dropdowns to change the mappings if you need to change any of the mappings.

    a. If you have any terms that contain unsupported characters, you'll receive warning messages about those terms below the column mappings. Refer to Troubleshooting glossary term imports for more information on the errors you might receive and how to resolve them.

9. Review the preview of the first few rows to be sure your columns are appropriately mapped. Once you've confirmed everything looks good, select **Start import**.

10. A progress bar displays while the import runs. Once it completes, you're redirected to your Glossary page displaying all the terms, and a slide-in confirmation message summarizes how many terms were imported and how many had unsupported characters removed.

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Glossary terms will automatically display in alphabetical order, with terms beginning with numbers appearing first. As your glossary gets larger, use the search feature to quickly find a term.

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