BIG THINK +

# How do I manage or update multiple users at once?

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*This article explains how to take bulk actions in the User Management dashboard, including resending invites, expiring access, and updating user details.*

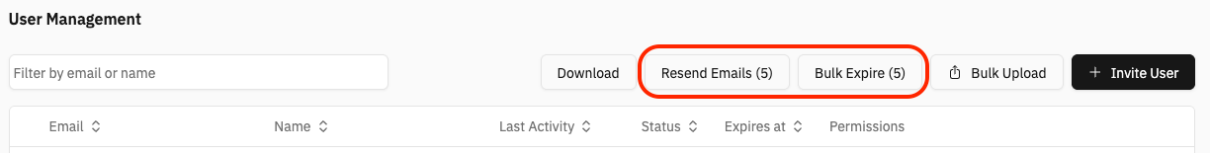
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Managing users in bulk can save time, especially if you're onboarding a large team or cleaning up access. Big Think+ gives you two ways to update multiple users at once: using the dashboard's bulk action tools or uploading a CSV file.

## Option 1: Use the bulk actions menu

To take action on multiple users:

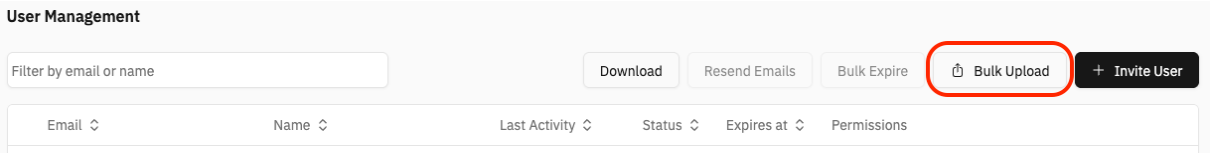
1. Go to the **User Management** dashboard.
2. Use the checkboxes to select the users you want to update.
3. Choose an action from the top menu:



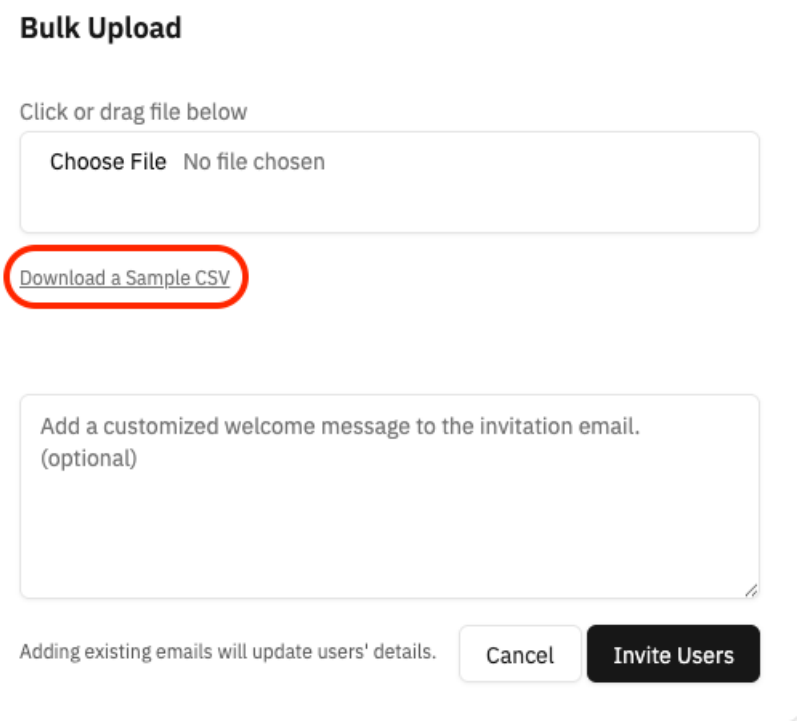

   - **Resend Invitations:** Resends an email to selected users who haven't logged in or are still active. You cannot resend invites to users whose accounts have already expired. You'll need to update their expiration dates first.
   - **Bulk Expire:** Sets the expiration date to today, immediately ending access for selected users.

## Option 2: Use Bulk Upload to edit users

1. Click the **Bulk Upload** button above the User Management table.




2. Download the **sample CSV** template to get the correct format, or update one you've previously used.




3. Add or update user information (such as names and emails). Ensure the **email field** matches the user's existing record — this is how the system knows which users to update.

4. Click **Choose File** (or drag the file into the upload area) to upload your CSV file.

5. (Optional) Add a **customized welcome message** that will appear in the invitation email.

6. Click **Invite Users** to process and send new email invitations.

**Please note:**

- When reinviting users, as long as the email matches, the first_name, last_name fields, and the Welcome Message will be overwritten for the user.
- Users who have received an invitation will ALWAYS receive another invitation.