Field Key	Field Label	Description	Is this field required?	What type of data should I enter into this field?	Example	What happens if I leave this field blank?	Notes
employee_id	Employee ID	The user's employee ID.	No*	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	00123	This field can be left blank. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will trigger an error.	If user employee IDs contain leading zeros, set the column's format to "Plain text" or enter a single quotation mark before the employee ID (e.g., '00123) to prevent the zeros from being dropped.
email	Email	The user's email.	Yes	Enter a valid email address.	mo.oconnor@acme.com	This is a required field and can never be left blank. Doing so will trigger an error.	Betterworks relies on the domain at the end of a user's email address to direct them to the correct Betterworks instance. As a result, the domain must be associated with your organization and cannot be shared (e.g., gmail.com, yahoo.com, etc.).
first_name	First Name	The user's legal first name.	Yes	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	Morgan	This is a required field and can never be left blank. Doing so will trigger an error.	If there is a value in the **preferred_name** field it will override the value in the **first_name** field and display throughout Betterworks. The user's first name will only display in certain areas of the Admin module (e.g., User Management, Insights, etc.).
preferred_name	Preferred Name	The user's preferred first name (nickname).	No	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	Mo	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will not clear the value. To clear the value, enter "BW_NULL" instead.	If there is a value in the **preferred_name** field it will override the value in the **first_name** field and display throughout Betterworks. The user's first name will only display in certain areas of the Admin module (e.g., User Management, Insights, etc.).
last_name	Last Name	The user's legal last name (surname).	Yes	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	O'Connor	This is a required field and can never be left blank. Doing so will trigger an error.	--
department_name	Department Name	The user's department.	No	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	Marketing	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	If you enter the name of a department that doesn't exist in your organization's Betterworks instance, the department will automatically be created. Also, department names are case-sensitive. Entering the same department name with a different letter case will create a duplicate department (e.g., "Marketing" and "MARKETING").
title	Title	The user's job title.	No	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	Sr. Digital Marketing Specialist	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	--
hire_date	Hire Date	The user's hire date (start date).	No	Enter a valid date (YYYY-MM-DD format).	2019-01-01	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	--
deactivation_date	Deactivation Date	The user's deactivation date (termination date).	No	Enter a valid date (YYYY-MM-DD format).	2026-12-31	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value and reactivate the user.	Entering a deactivation date for a user will trigger their account's deactivation. Excluding the user from your file will not. Deactivation dates entered in advance will be stored for the future. Once the date has passed, you can exclude the user from future files.
manager_id	Manager ID	The employee ID of the user's manager.	No	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	00456	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value and disconnect the user from the organization's heirarchy.	Managers can participate in conversations with their direct reports through the Conversations module and request feedback on behalf of their direct reports through the Feedback module. Depending on how a feedback cycle is configured, managers may be able to view the feedback. Also, a user who is at the top of their organization (e.g., CEO, president, etc.) should not have a manager.
manager_email	Manager Email	The email address of the user's manager.	No	Enter a valid email address.	avery.valentine@acme.com	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value and disconnect the user from the organization's heirarchy.	Managers can participate in conversations with their direct reports through the Conversations module and request feedback on behalf of their direct reports through the Feedback module. Depending how a feedback cycle is configured, managers may be able to view the feedback. Also, a user who is at the top of their organization (e.g., CEO, president, etc.) should not have a manager.
location	Location	The user's location.	No	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	Illinois, US	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	--
locale	Locale	The language the user is most comfortable reading.	No	Enter one of the following values: • cs = Czech • de = German • da = Danish • en = English • en_GB = English (United Kingdom) • es = Spanish • es_419 = Spanish (Latin America) • fr_FR = French • fr_CA = French (Canada) • he = Hebrew • hi = Hindi • hr = Croatian • hu = Hungarian • it = Italian • ja = Japanese • km = Khmer • ko = Korean • ms = Malay • nl = Dutch • no = Norwegian • pl_PL = Polish (Poland) • pt_BR = Portuguese (Brazil) • ro = Romanian • ru = Russian • sk = Slovak • sv = Swedish • th = Thai • tr = Turkish • vi = Vietnamese • zh-Hans = Chinese (Simplified Han) • zh-Hant = Chinese (Traditional Han)	en	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value and update the user's language to match the organization's language.	Betterworks will be translated into the language associated with the locale code provided.
on_leave	On Leave	Whether or not the user is on leave (temporary absence).	No	Enter one of the following values: • TRUE • FALSE	FALSE	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	Users who are on leave will still be included in conversations and/or feedback cycles unless cycle participation specifically excludes them.
phone	Phone	The user's mobile phone number.	No	Enter a valid phone number with the country code (any format).	+15551234567	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	Enter a single quotation mark before the mobile phone number (e.g., '+15551234567) to prevent your spreadsheet application from reading it as a formula.
bw_city_town	City/Town	The city or town that the user is located in.	No	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	Chicago	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	--
bw_current_role_start_date	Current Role Start Date	The date the user was assigned their current job title.	No	Enter a valid date (YYYY-MM-DD format).	2025-01-01	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	--
bw_disciplinary_indicator	Disciplinary Indicator	Whether or not the user has been flagged for disciplinary action (e.g., performance improvement plan).	No	Enter one of the following values: • TRUE • FALSE	FALSE	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	--
bw_matrix_managers	Matrix Manager	The leader who the user reports to temporarily (e.g., during a project), but who is not their manager.	No	Enter a valid email address.	richard.jarvis@acme.com	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will not clear the value. To clear the value, enter "BW_NULL" instead. This will disconnect the user from their matrix manager.	Depending how a conversation or feedback cycle is configured, a user's matrix manager may be able to view their conversation or feedback.
bw_pronouns	Pronouns	The user's self-identified pronouns, which reflect their gender identity and how they wish to be addressed.	No	Enter one of the following values: • he • she • they	she	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	--
bw_region	Region	The region within a country, continent or group of continents that the user is located in.	No	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	North America	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	--
bw_rehire_date	Rehire Date	The user's rehire date (new start date).	No	Enter a valid date (YYYY-MM-DD format).	2021-01-01	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	--
bw_state	State	The state or province that the user is located in.	No	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	Illinois	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	--
bw_work_location	Work Location	The location (e.g., branch, office, etc.) that the user is working from.	No	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	Willis Tower Office	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	--
custom_field	Custom Field	This is a custom field.	No	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	--	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	--
custom_field	Custom Field	This is a custom field.	No	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	--	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	--
custom_field	Custom Field	This is a custom field.	No	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	--	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	--
custom_field	Custom Field	This is a custom field.	No	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	--	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	--
custom_field	Custom Field	This is a custom field.	No	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	--	You do not need to enter a value in this field. However, once you have entered a value and it has been stored in Betterworks, leaving the field blank in future files will clear the value.	--