

## I'm having trouble getting CSV import to work on my Cloud trial

Ben Henley - 2018-03-14 - Comments (0) - Using Deskpro

### **Question:**

I'm using your Cloud demo. When I try to import my user data in Admin > CRM > CSV Import, nothing happens. The progress bar fills up, but then it says "Last import state: *No import data available.*" I'm sure I've used the right format - what's going on?

### **Answer:**

This feature has been disabled on Cloud demos as it was being abused by spammers. CSV import will work as soon as you convert to a paid account.