



System Language

Overview

In Claromentis, the language settings determine which language the system displays across all applications.

Each user can manage and configure their language settings via 'My settings'. However, this can also be carried out on behalf of users (individually or en masse) by an application administrator of People.

Here we will provide some steps on how you can set/change the system language as an admin as well as provide a few extra tips on how to carry this out.

Changing the system language setting for end-users

1. Head to **Admin > People**.

2. Select **Export users** to export a list of all users:

The screenshot shows the 'Admin / People Control Panel' interface. At the top, there are navigation tabs for 'Users', 'Power users', 'Roles', 'Groups', and 'Password policy'. Below these is a search bar and a list of users. On the right side, there is a 'Utilities' section with options: 'Add a new user', 'Export users' (highlighted with a red box), and 'Add/update from CSV file'. Below that is a 'Configuration' section with options: 'General configuration', 'Configure user profile fields', and 'Configure Skills'.

Photo	Full name	Role	Group	Dummy User Account	Assigned	Spare	
	Abigail Clark	none	Company, Human Resources, Leadership Team, Learning and Development	Yes		Yes	<input type="checkbox"/>
	Alan Metcalfe	none	Company, Sales	Yes		No	<input type="checkbox"/>
	Alison Kelly	none	Company, Human Resources	Yes		Yes	<input type="checkbox"/>
	Amelia Jackson	none	Company, Human Resources	Yes		Yes	<input type="checkbox"/>
	Anne Wilkins	Administrators, Managers	Company, Leadership Team, Professional Services	Yes		No	<input type="checkbox"/>

3. Use the filtering tool to include the **Language** field:

Admin / People Control Panel / Users Export

Keywords: All words


Role: All Extranet area: All

Group: All With subgroups

Results per page: 10

Fields:

- ID
- First name
- Job Title
- Extranet area
- Easy find result set size
- Last time login
- Role
- Landline
- Interests
- Dummy User Account
- Spare
- Date started 2
- Account state
- Surname
- Email
- Visual Interface
- Password policy
- LDAP GUID
- Group
- Mobile
- Address
- Weather location code
- Start Date
- Company car model
- Username
- User code
- Notify on document checkin
- Language
- Change password next time
- Directory
- City
- Preferred contact method
- RSS
- Weather temperature unit
- RSS Feeds
- User rank
- Password hash
- Company
- Notification method
- What's new
- Use default password policy
- External id
- Address
- Career details
- Date of Birth
- Assigned
- Date of birth 2
- Manager ID



Make sure to include the **Account state** in the export so you can remove all the blocked users from the downloaded CSV file ahead of importing it (Active user = 'yes' ; Blocked user = 'no').

4. Download the filtered information as the CSV file:

Admin / People Control Panel / Users Export

Keywords: All words

Role: All Extranet area: All

Group: All With subgroups

Results per page: 10

Fields:

- ↓ Username
- ↓ ↑ First name
- ↓ ↑ Surname
- ↓ ↑ Account state
- ↑ Language

CSV delimiter:

- Semicolon (;)
- Comma (,)

Username	First name	Surname	Account state	Language
admin	Claromentis	Administrator	yes	english
jennifer	Jennifer	Langdon	yes	english
pipppa	Pippa	Fraser	yes	english
vanessa	Vanessa	Wright	yes	english
stephanie	Stephanie	Hunter	yes	english
victor	Victor	McLean	yes	english
jason	Jason	Reid	yes	english
jacob	Jacob	Black	yes	english
claire	Claire	Bond	yes	english
connor	Connor	Chapman	yes	english

1 2 3 4 5 6 7

5. In the downloaded file, insert the correct language code (you wish to change to) for the appropriate users in the language column:

username	firstname	surname	language
admin	Claromentis	Administrator	us
jennifer	Jennifer	Langdon	us
pipa	Pippa	Fraser	us
vanessa	Vanessa	Wright	us
stephanie	Stephanie	Hunter	us
victor	Victor	McLean	us
jason	Jason	Reid	us
jacob	Jacob	Black	us
claire	Claire	Bond	us
connor	Connor	Chapman	us
anne	Anne	Wilkins	us
charles	Charles	Johnston	us
dan	Dan	Butler	us
james	James	Terry	us
joanne	Joanne	Thomson	us

Tip: Find a list of available language codes in the last section of this guide ↓

6. Save this file as a CSV.

7. Go back to **Admin > People > Add/Update from CSV:**

The screenshot shows the 'People Control Panel' interface. At the top, there are navigation tabs for 'Users', 'Power users', 'Roles', 'Groups', and 'Password policy'. Below these is a search bar and a list of user entries. On the right side, there is a 'Utilities' section with three options: 'Add a new user', 'Export users', and 'Add/update from CSV file'. The 'Add/update from CSV file' option is highlighted with a red box. Below the Utilities section is a 'Configuration' section with three options: 'General configuration', 'Configure user profile fields', and 'Configure Skills'.

8. Select **Choose File** (or use our drag & drop feature) to import the CSV:

Admin / People Control Panel / Mass add/update users

Choose CSV file with users data No file chosen

Synchronization mode (add, update and delete users)
 NB - When creating new users, please ensure that the following mandatory fields are present and correct. **username, firstname or surname, password and email.**

Generate random passwords and send login credentials via email
 Random passwords will be generated for newly created users that don't have a password specified in the CSV file. Credential emails will be sent to newly created users, and to existing users whose passwords are changed by the import.

Reminder: Ensure the Synchronisation mode is *not* selected when importing the CSV.

9. Check the **Update** column to confirm the changes to language:

Admin / People Control Panel / Mass add/update users

Status value can be: Error, New, Update, Old.
 Old - user found in the system but not found in the uploaded CSV.
 Update - user found in the system and found in the uploaded CSV.
 New - user not found in the system and found in the uploaded CSV.
 Error - user with invalid field set for update and insert actions.

NB - When creating new users, please ensure that the following mandatory fields are present and correct. **username, firstname or surname, password and email.**

Add	Update	Sync Groups	Sync Roles	Subscribe to all news channels	Status	Username	Firstname	Surname	Language
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Update	barclay	Barclay	Martin	U.S. International
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Update	nigel	Nigel	Davies	U.S. International

10. Once ready, select and all users included in the CSV will be updated:

Admin / People Control Panel / Mass add/update users

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<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Update	barclay	Barclay	Martin	U.S. International
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Update	nigel	Nigel	Davies	U.S. International

Tip: If your CSV contains a lot of users the system may not be able to handle all the changes in one go. To combat this, you can import the CSV in

smaller batches of users by removing blocked users from the CSV and only updating active users.

List of language codes

Name	Code
English	en
U.S. International	us
Russian	ru
French	fr
German	de
Portuguese (Brazil)	br
Spanish	es
Dutch	nl
Czech	cz
Polish	pl
Greek	gr
Arabic	ar
Kurdish	ku
Hungarian	hu
Uzbek	uz

Changing the default site language

When a new user is created on the system using manual input via **Admin > People** or automatic user creation via Active Directory or CSV upload, their language will be in the default language set in the configuration file.

This is separate from the system language as a user can choose the language they wish to view the Intranet in themselves from 'My Settings', or an admin can do this on their behalf (as explained in this article above) whereas the default language denotes what a new user will be automatically set to when created.

To change the default language, our support team will need to carry this out on your behalf. Please submit your request via a support ticket [here](#).

Last modified on 6 December 2023 by [Hannah Door](#)

Created on 26 July 2021 by [Veronica Kim](#)

Tags: [language](#), [user guide](#)