

# Refresh User List

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The Refresh User List function retrieves a list of active CRM users from the CRM system. When you set up SAM for the first time and whenever you add a new user to your CRM system, you need to execute the Refresh User List function to make the users available for update within the SAM Admin Tool.

The Refresh User List function behaves slightly different according to which CRM system you are using.

To Refresh the User List (most CRMs):

- At the SAM Admin Tool *Main Menu*, click **Refresh User List**. The message, "User List has been imported from CRM" appears.

To Refresh the User List (MS CRM only):

1. At the SAM Admin Tool *Main Menu*, click **Refresh User List**. The *User Maintenance* page appears with a message indicating the system is ready to import and displays the number of record updates, additions, and errors.
2. Click **Start Import**. The message, "<#> User Records have been imported" appears.

## Refresh User List Errors

If the Refresh User List function detects a licensing error, it displays a message showing the Before and After details of the import, but it does not execute the import. This allows the Administrator to resolve any issues and then run Refresh User List again.