

Import Synchronization



Dark Feature - Synchronizers are hidden by default

We recommend using [Automation](#) instead of Synchronizers. Automation is safer, provides additional functionality and flexibility, and uses fewer system resources.

To enable synchronizers, see [Advanced Configuration and Dark Features](#).

When you run an **Import** synchronization, you get a set of issues which should be in the structure and/or information on how they should be arranged in a hierarchical list. This information is then applied to an existing structure.

For example, you can use a [Filter Synchronizer](#) to add All Open Issues to a structure (or the results of whatever Saved Filter you have), or you could use the [Agile Synchronizer](#) to rearrange issues in the structure according to their rank and epic.



To run Import, you must have **Control** permissions on the structure and additional permissions may be required by a specific synchronizer.

To import hierarchy into a structure:

1. Open the [Manage Structures](#) page using the top navigation Structure menu.
2. Select the structure you'd like to import into and click the **Import** link.



If you don't see the **Import** link in the Operations column, you may not have Control permissions for this structure.

3. Select a synchronizer from the drop-down list and configure the import parameters.



If there are no synchronizers in the drop-down list, either none are currently installed or none of the installed synchronizers support import into a structure.

4. Enter the synchronizer parameters. Each synchronizer has its own parameters, so please refer to the [specific synchronizer documentation](#).
5. Click **Run Import**. When you start the import, the synchronizer will analyze the existing data and possibly update the entire structure.
6. After you click Run Import and confirm the operation, a job status page is shown. When the job is marked as Finished, the synchronization is done, and you can view the results by opening the affected structure.



When import is run, it runs under your user name and with your permissions. If you don't have enough permissions to read values somewhere else or to view issues you'd like to import, you may not see the expected result.



Import and **Export** are actually a one-time [Resync](#). Export is resync from Structure and import is resync into Structure. If you need to run export or import periodically, you can set up a synchronizer with all the parameters but without enabling it - so no synchronization happens in the background. When you need to export or import, you can open Synchronization Settings page for the structure and run Resync. Just make sure you've selected the correct Resync direction!