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## Why can't I upload a roster?

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If you try to upload a roster and get a red error message saying "Oops! Check the fields below and try again", there is an error in your Excel file. If you look in the bullet list below, you can spot where in the document the error lies. In the example, I have added an invalid value to the cell F3. Simply change the value and try uploading the roster again. If you cannot spot the error in your roster, please contact [support@learnifier.com](mailto:support@learnifier.com).

The screenshot displays the Learnifier Academy user interface. At the top, there is a navigation bar with links to Dashboard, Projects, Users, Library, Reports, Automations, and Settings. Below this is a sub-navigation bar with tabs for Overview, Participants, Course Page, Events, Assignments, Details, Communications, Reports, and Settings. The main content area shows a project titled "Welcome to the team" and a course titled "Welcome to the team - Preboarding". Below the course title, there are buttons for "Edit course", "View course (Read only)", "Preview", "Delete", "Toggle demo flag", and "Copy".

Under the "Upload" tab, a red error message is displayed: "Oops! Check the fields below and try again". The message includes a bullet point: "Invalid profile value in cell F3: Partnership". Below the error message, there is a section titled "Upload participant list" with a link to "Download the template". A text box labeled "The uploaded file" contains the text "Upload participant list".

At the bottom of the interface, there is a search bar for participants and a dropdown menu for selecting members in a group. Below these are several action buttons: "Send Email...", "Send Text...", "Change Expiration", "Activate", "Add to group", "Move", "Re-enroll", and "Remove".