

## Why can't I upload a roster?

Ester Andersson - 2024-07-24 - Trouble shooting

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 the Learnifier Academy logo and various menu items: Dashboard, Projects, Users, Library, Reports, Automations, and Settings. A user profile for Ester is visible in the top right corner. Below the navigation bar, the main content area shows the course details for "Welcome to the team - Preboarding". The course title is "Welcome to the team" (admin view) and "Welcome to the team - Preboarding" (learner view). It was created by Ester Andersson on Thursday, April 7, 2022, and updated by Diana Plantin on Thursday, January 25, 2024. Action buttons include "Edit course", "View course (Read only)", "Preview", "Delete", "Toggle demo flag", and "Copy".

Below the course details, there are tabs for "Individual", "Group", and "Upload". The "Upload" tab is active, and a red error message is displayed: "Oops! Check the fields below and try again". The error message includes a bullet point: "Invalid profile value in cell F3: Partnership".

Under the error message, there is a section titled "Upload participant list" with a link to "Download the template". Below this, there is a section titled "The uploaded file" with a button labeled "Upload participant list".

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