



[Knowledge base](#) > [Trouble shooting](#) > [Why can't I upload a roster?](#)

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.

The screenshot displays the Learnifier Academy web application. The top navigation bar includes links for Dashboard, Projects, Users, Library, Reports, Automations, and Settings. The main content area is titled "PARTICIPANTS" and shows a course titled "Welcome to the team - Preboarding". Below this, there is a section for uploading a roster. A red error message box states: "Oops! Check the fields below and try again" with a bullet point indicating "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". At the bottom, there is a search bar for participants and a list of actions: Send Email..., Send Text..., Change Expiration, Activate, Add to group, Move, Re-enroll, and Remove.