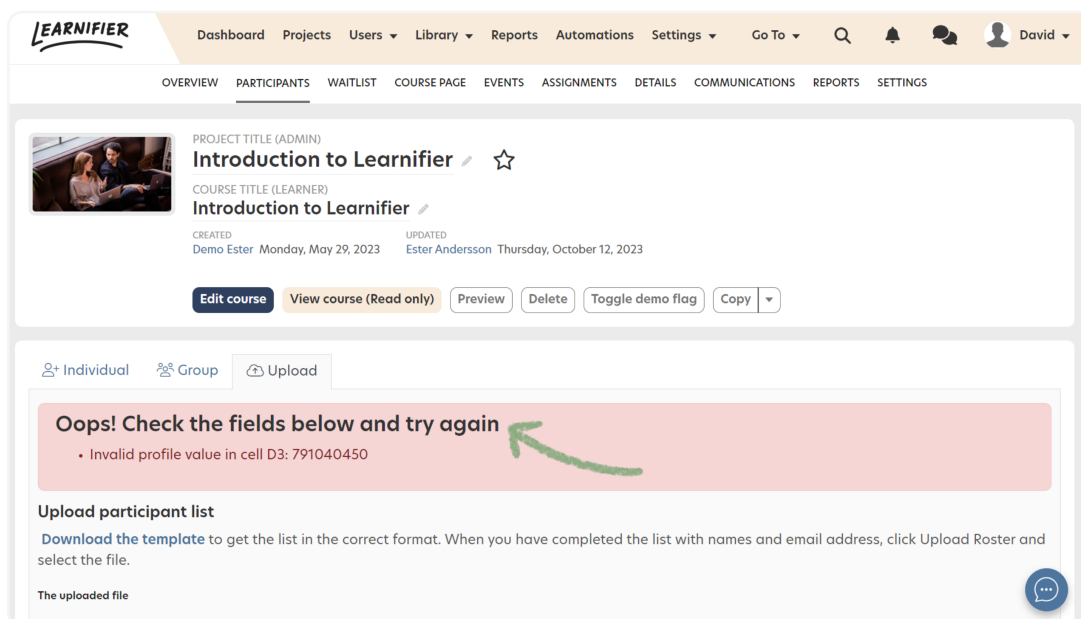


## Why do I get an error message when adding my roster?

David Berg - 2024-02-19 - Trouble shooting

**In this article you will learn to what to do when you receive an error message that looks like this when adding a roster to your participant list:**



The screenshot shows the Learnifier dashboard for a course titled "Introduction to Learnifier". The user is logged in as David. The interface includes a navigation menu with options like Dashboard, Projects, Users, Library, Reports, Automations, Settings, Go To, and a search bar. Below the navigation, there are tabs for OVERVIEW, PARTICIPANTS, WAITLIST, COURSE PAGE, EVENTS, ASSIGNMENTS, DETAILS, COMMUNICATIONS, REPORTS, and SETTINGS. The main content area displays the course title and a list of actions: Edit course, View course (Read only), Preview, Delete, Toggle demo flag, and Copy. Below this, 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" with a sub-message "Invalid profile value in cell D3: 791040450". A green arrow points to the error message. Below the error message, there is a section for "Upload participant list" with a link to "Download the template" and instructions on how to upload the roster. A "The uploaded file" section is visible at the bottom.

The problem, in this case, is the writing of the number from what we can see from the screenshot above. Follow these steps:

1. Enter the roster file
2. Add the symbol ' in front of the phone number

rosterTemplate (1).xlsx - Excel

Sök

David Berg

Arkiv Start Infoga Sidlayout Formler Data Granska Visa Hjälp

Klistra in

Urklipp

Tecken

Justering

Tal

Format

Celler

Redigering

Tillägg

Delning

D3 : X ✓ fx '0791040450

Project roster				
	First Name	Last Name	Email	Mobile Phone
3	David	Berg	<a href="mailto:david.berg@learnifer.com">david.berg@learnifer.com</a>	'0791040450
4				
5				
6				
7				
8				
9				
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12				
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14				
15				
16				
17				
18				
19				

Participants

redigera Tillgänglighet: Utforska

100%