

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 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 search bar and user profile (Ester) are also visible. Below the navigation bar, the main content area is titled 'PARTICIPANTS' and shows 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 this, there are tabs for 'Individual', 'Group', and 'Upload'. A prominent red error message box states: 'Oops! Check the fields below and try again' with a bullet point: 'Invalid profile value in cell F3: Partnership'. Underneath, there is a section for 'Upload participant list' with a 'Download the template' link and instructions. A 'The uploaded file' section shows a button for 'Upload participant list'. At the bottom, there is a search bar for participants and a dropdown for 'Select members in group'. Action buttons include 'Send Email...', 'Send Text...', 'Change Expiration', 'Activate', 'Add to group', 'Move', 'Re-enroll', and 'Remove'.