modern campus®

Engaging Modern Learners For Life

Introduce yourself in the chat! Which institution are you here with?

Data Upload Errors

Learn how to manually upload your data and handle basic upload errors.

This webinar is MOST suited to account and program admin who do manual data uploads or updates!

Data Upload Errors

Learn how to manually upload your data and handle basic upload errors.

This webinar is MOST suited to account and program admin who do manual data uploads or updates!

Agenda

1. Intro
2. Data file do's and don'ts
3. Data file upload
4. Contact isn't updating
5. Upload errors
6. Q&A
7. Close

Data File Background Info

What is a data file?

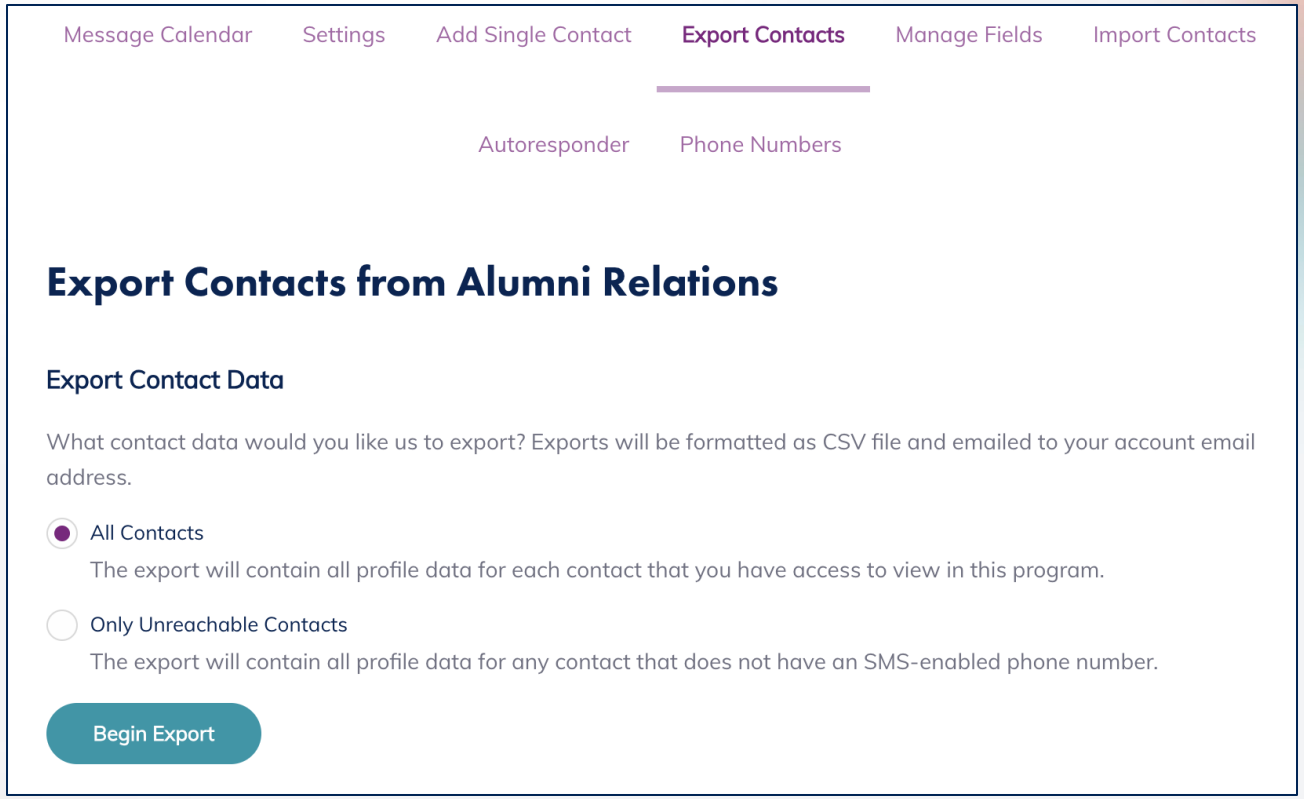
- Used to update contacts or add new contacts
- Always a .csv file
- Contains contact information used in Message
- Can be manually updated by program and account admin

	A	B	C	D	E	
	customer_id	major	donation_amo	staff_name	prior_donor	sig
	10000	Communicatio	$500.00	Joe	FALSE	225
	10001	Anthroplogy	$25.00	Joe	YES	225
	10002	International R	$80.00	Joe	NO	225
	10003	History		Joe	TRUE	225
	10004	International R	90	Kris		225
	10005	Anthroplogy	N/A	Joe		225
	10006	Communicatio	N/A	Joe	TRUE	225
	10007	International R	N/A	Kris	TRUE	225
	10008	History	100	Laney		225
	10009	Business	N/A	Joe	FALSE	225

Where is my data file?

- Do you have a master file?
  - Communicate with other users in your institution
  - Who is supposed to update / add?
- Export your data to create an data file
  - → Program tab
  - → Export contacts

  *there are fields in the export file that will fail your import, delete them!



Avoid an Error!

- Delete the extra columns
- Edit your data
- Reupload the file!

When you export your data, message will add a few extra columns at the end. Get rid of them!

	sys_send_1	sys_carrier	sys_phone_type
000000	FALSE	UNKNOWN	UNKNOWN
000000	FALSE	UNKNOWN	UNKNOWN
000000	TRUE	UNKNOWN	UNKNOWN
000000	TRUE	UNKNOWN	UNKNOWN

In Platform

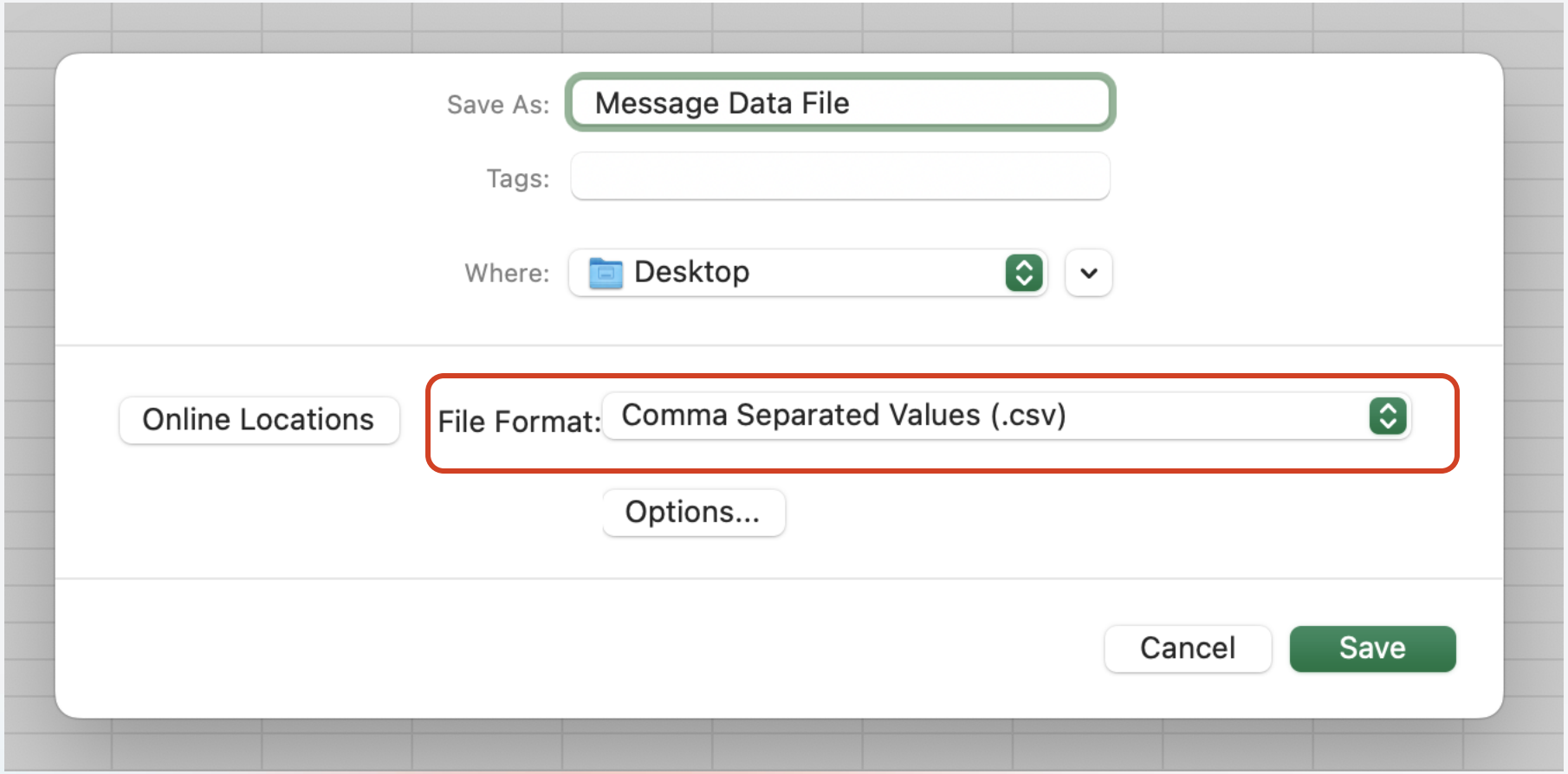
- Export Contacts
- Retrieve File
- Delete extra columns

Create Your Error Free Data File

Data File Rules

1. .CSV file
2. Column headers must be **all lower case, no spaces**
3. Column headers must **match your field name 100%**
   - Check this under → **Program Tab; → Custom Fields**
   - Note: Custom fields cannot be edited once they're created
4. Type of data must **match the field type** exactly
   - There's a cheat sheet at the bottom of → **Program Tab; → Custom Fields**
5. You always need **customer_id** or **signalvine_id** when updating

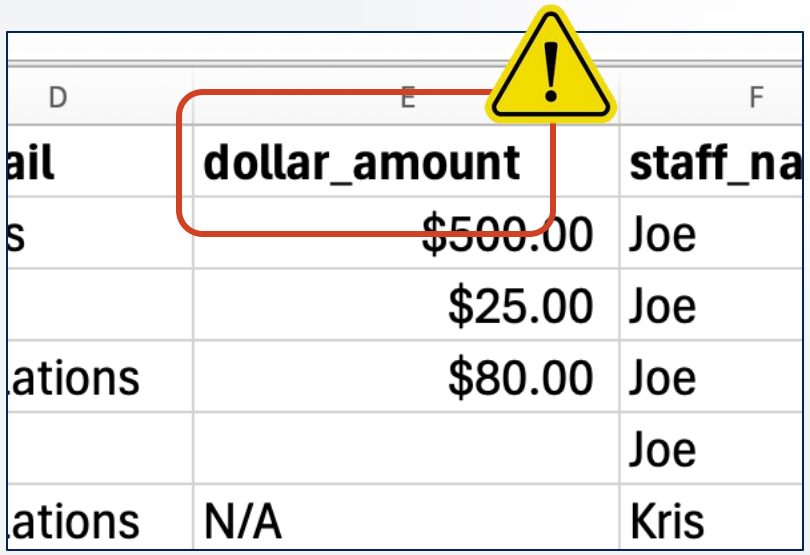
.CSV file


Save As:
Message Data File
Tags:
Where:
Desktop
Online Locations
File Format:
Comma Separated Values (.csv)
Options...
Cancel
Save

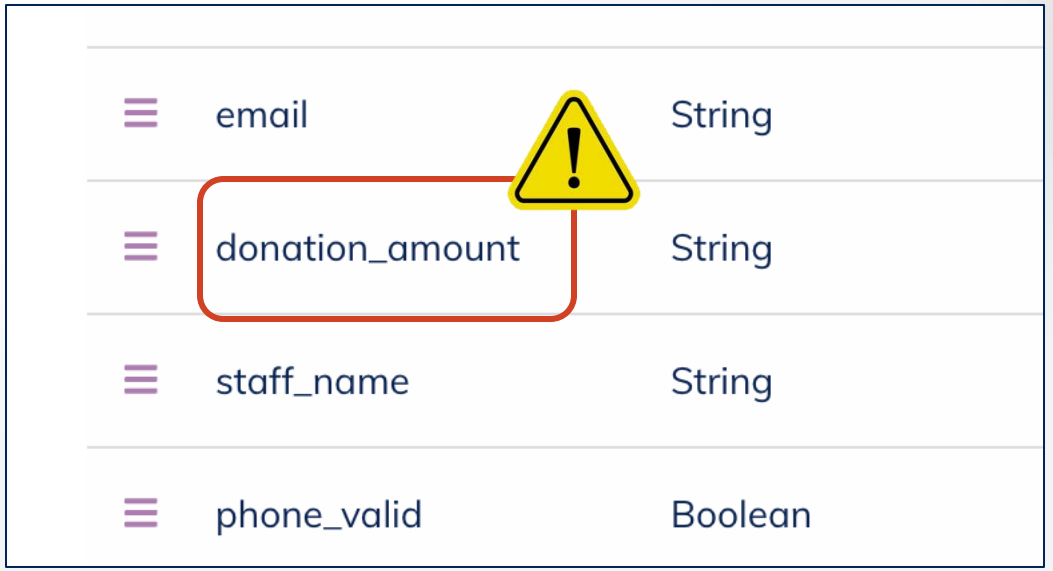
Column headers must be **all lower case, no spaces**

	B	C	D	E
	customer_id	major	Email	donation_am
4 r	10000	Communications		$50
4 r	10001	Anthroplogy		$2

Column headers must **match your field name 100%**



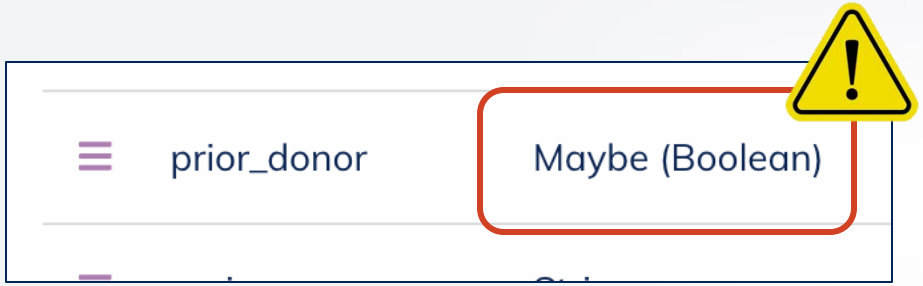
D	E	F
ail	dollar_amount	staff_na
s	$500.00	Joe
	$25.00	Joe
ations	$80.00	Joe
		Joe
ations	N/A	Kris

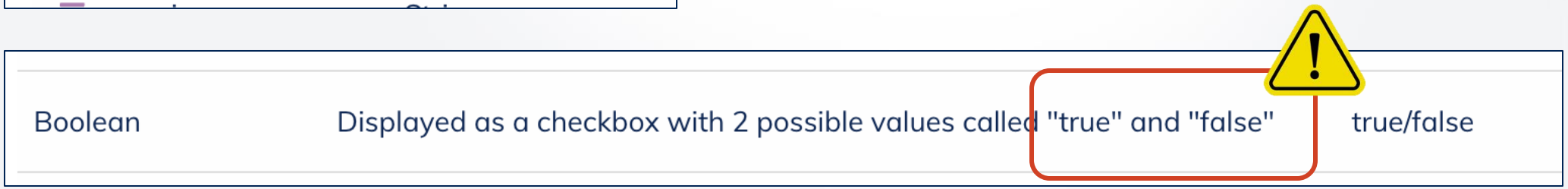


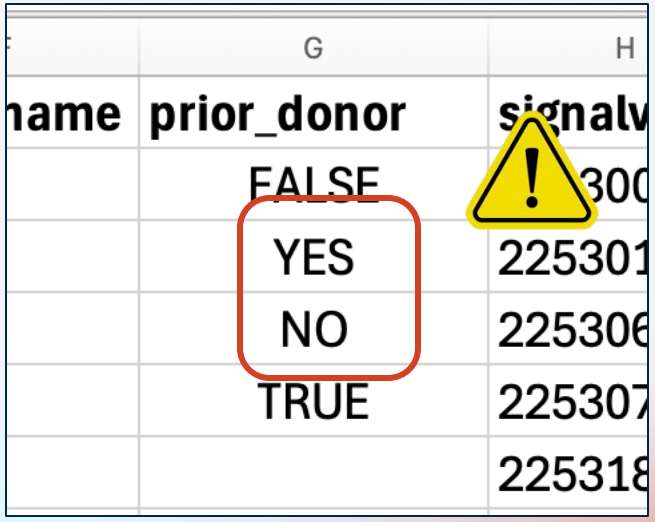
Check this under → **Program Tab;** → **Custom Fields**

Note: Custom fields cannot be edited once they're created

Type of data must **match the field type** exactly

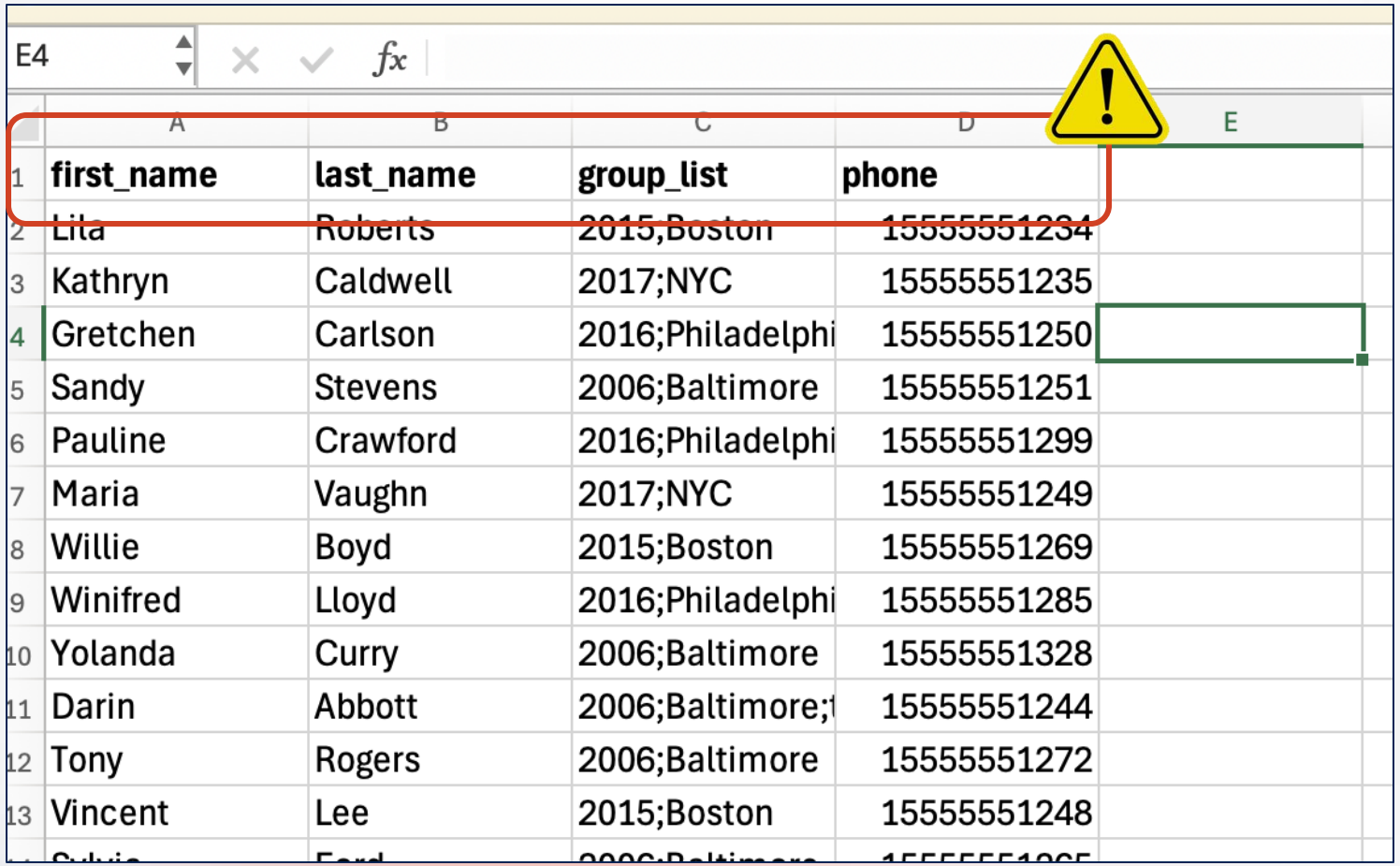






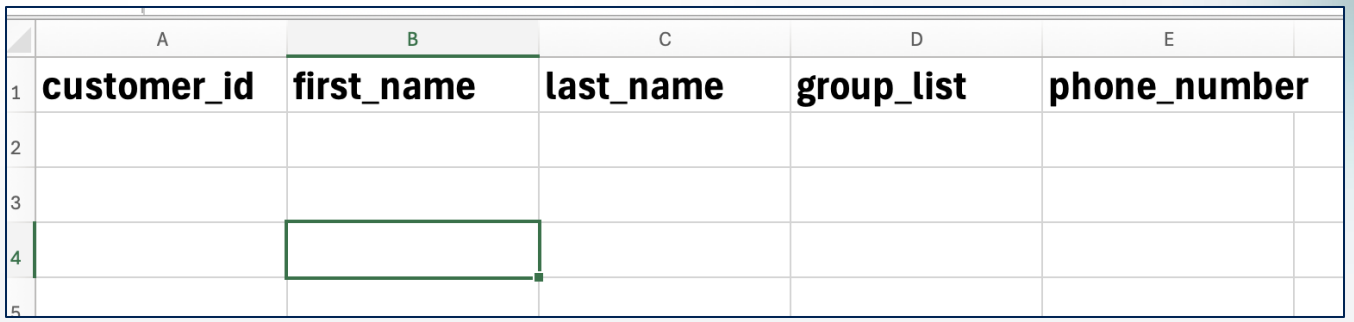
There's a cheat sheet at the bottom of
→ **Program Tab;** → **Custom Fields**

You always need **customer_id** or **signalvine_id** when updating



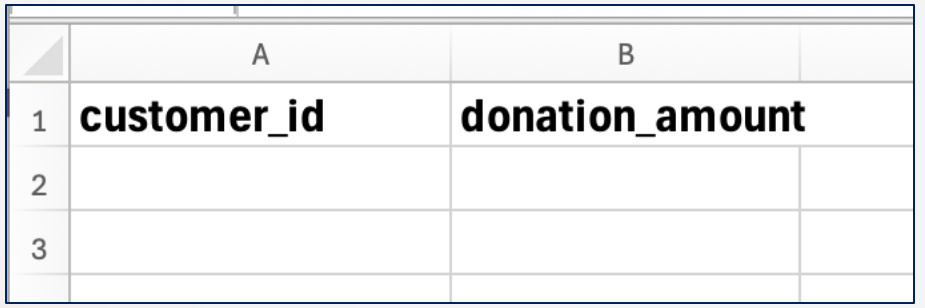
Create Your File

- Import New Contacts: Required Fields
  - customer_id – HIGHLY RECOMMENDED
  - first_name
  - last_name
  - group_list
  - phone_number



	A	B	C	D	E
1	customer_id	first_name	last_name	group_list	phone_number
2					
3					
4					
5					

- Update existing contacts
  - customer_id or signalvine_id
  - The field you want to update!



	A	B
1	customer_id	donation_amount
2		
3		

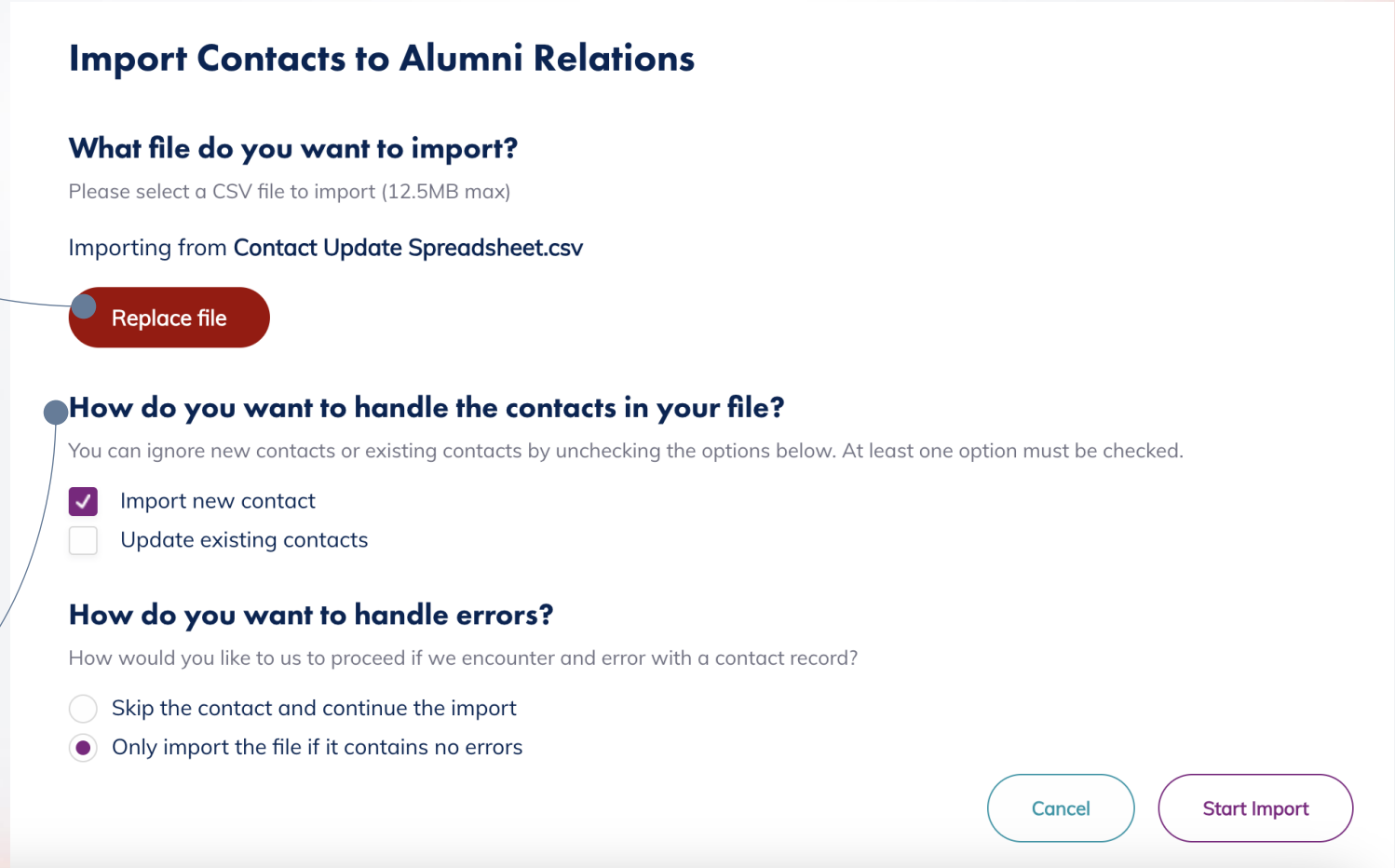
Data File Upload Options

Import Contacts Page

Select your data file

19

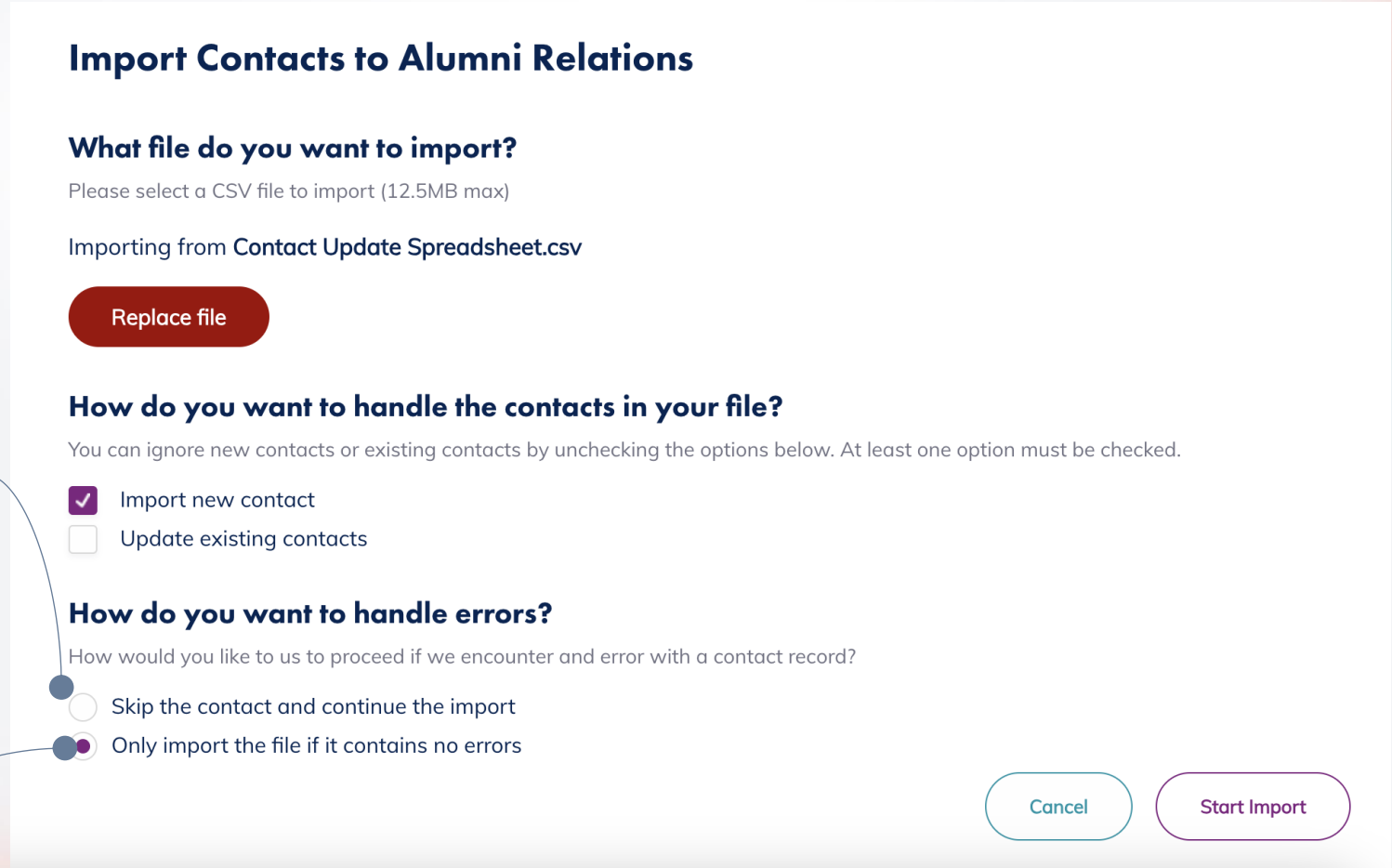
Options 1: Import new contacts
Option 2: Update existing contacts



Import Contacts Page

Recommended: Will update all fields possible and provide a report on contacts / fields with errors.

Will NOT update unless there are zero errors.



You can ignore new contacts or existing contacts by unchecking the options below. At least

- [x] Import new contact
- [ ] Update existing contacts

How do you want to handle errors?

How would you like to us to proceed if we encounter and error with a contact record?

- ( ) Skip the contact and continue the import
- (•) Only import the file if it contains no errors

Demo data file upload in app

Data File Pop Quiz

1. Which format must your data file be in? (Single choice)

- ○ .XLS
- ○ .CSV
- ○ .DOCX

2. What is the problem with this data file? (Single choice)

	A	B	C
1	**first_name**	**last_name**	**Group_List**
2	Lila	Roberts	ARCHIVE
3	Kathryn	Caldwell	ARCHIVE

- ○ Column headers must be all lower case
- ○ Column headers cannot have underscores ___

3. What is the problem with this data file? (Single choice)

	F	
	prior_donor	**major**
	YES	Comm
	YES	Anthr
	FALSE	Intern
	FALSE	Histo

prior_donor — Maybe (Boolean)

- ○ Data doesn't match the filed type (Boolean must be TRUE/FALSE)

4. I tried to update my contact's group_list. Why did my data file have

	A	B	C
1	**first_name**	**last_name**	**group_list**
2	Lila	Roberts	ARCHIVE
3	Kathryn	Caldwell	ARCHIVE
4	Gretchen	Carlson	ARCHIVE

- ○ The column headers are all lowercase
- ○ group_list must have a number
- ○ A data file update must ALWAYS have either customer_id or signalvine_id

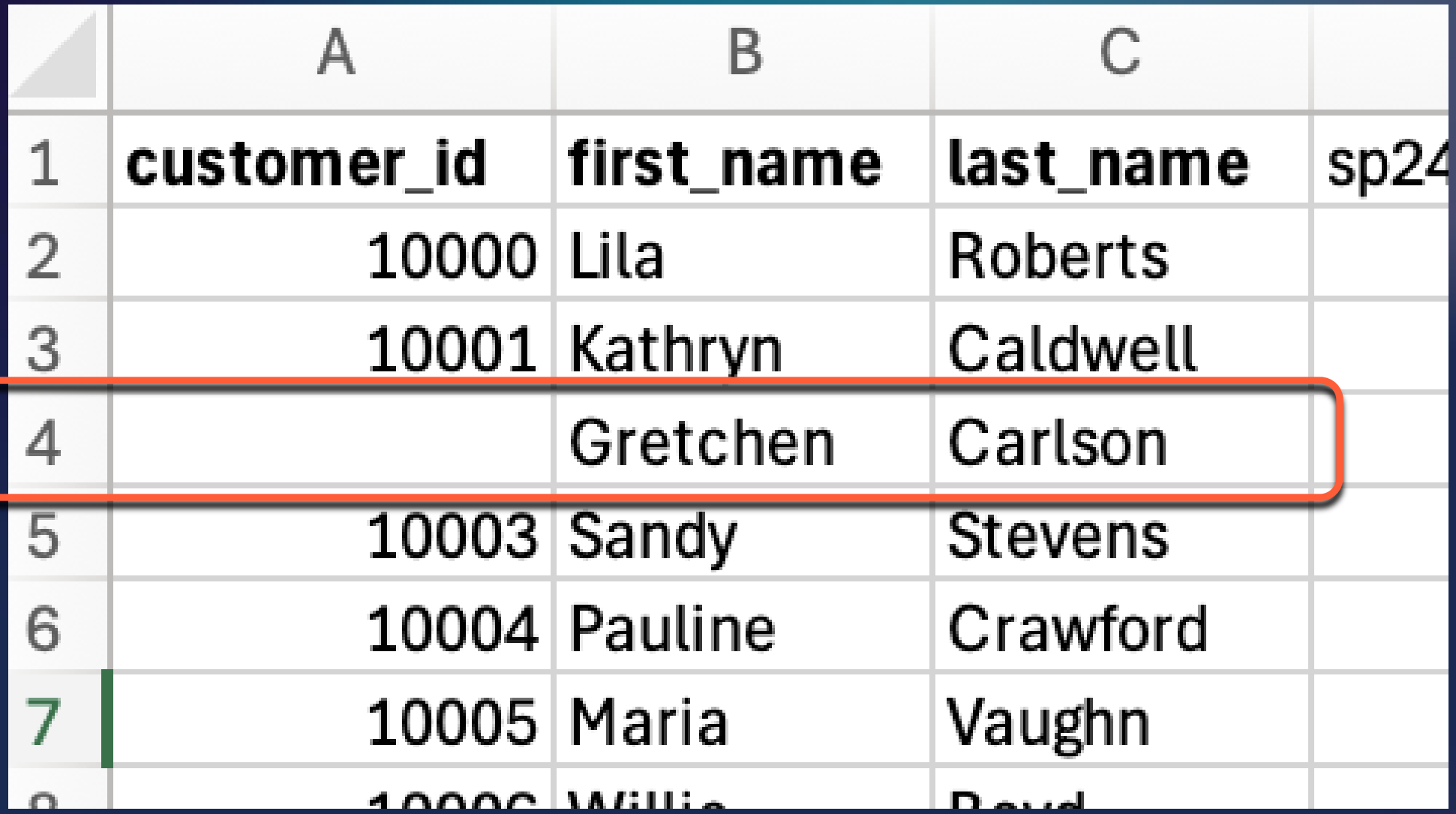
Why aren’t my contacts updating?

Import Contacts to Admissions 2025

Import Contacts

1 - 25 of 3

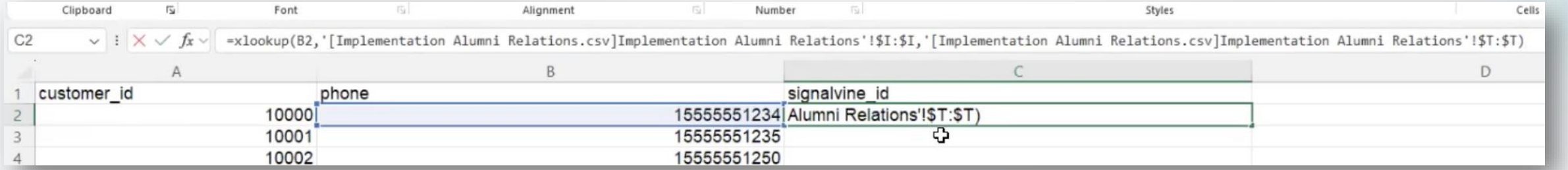
START TIME	STATUS	RESULTS	ERROR FILE	IMPORTED BY
2/5/25 15:53	Success	0 added, 0 ignored, 108 updat	None	kseale+1@moderncampus....
2/5/25 15:52	Fail	View 1 errors		kseale+1@moderncampus....
2/5/25 15:52	Fail	View 1 errors		kseale+1@moderncampus....



	A	B	C	
1	**customer_id**	**first_name**	**last_name**	sp24
2	10000	Lila	Roberts	
3	10001	Kathryn	Caldwell	
4		Gretchen	Carlson	
5	10003	Sandy	Stevens	
6	10004	Pauline	Crawford	
7	10005	Maria	Vaughn	
8	10006	Willie	Boyd	

Contact is missing “customer_id”

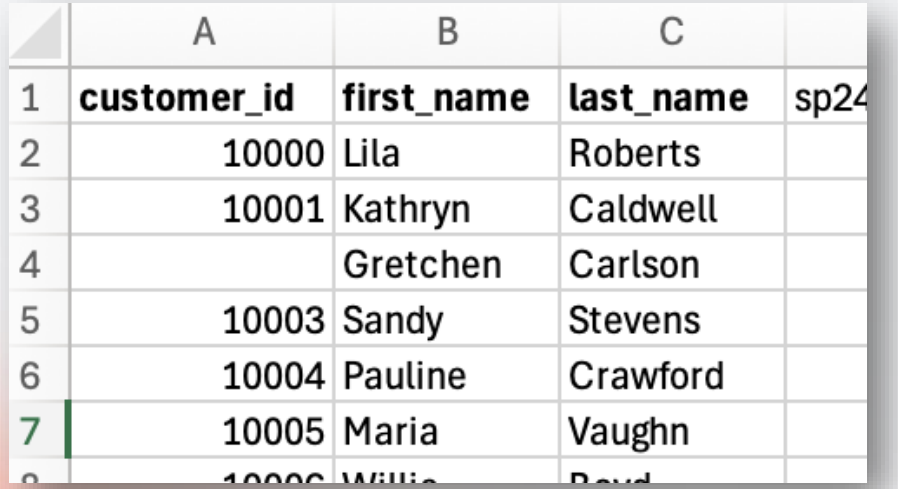
- Contact updates must include either “customer_id” or “signalvine_id”
- DIY: Use an xlookup to match signalvine_id to customer_id



	A	B	C	
1	**customer_id**	**first_name**	**last_name**	sp24
2	10000	Lila	Roberts	
3	10001	Kathryn	Caldwell	
4		Gretchen	Carlson	
5	10003	Sandy	Stevens	
6	10004	Pauline	Crawford	
7	10005	Maria	Vaughn	

Contact is missing “customer_id”

- Contact customer support for help with updating / adding customer_id
- message-support@moderncampus.com



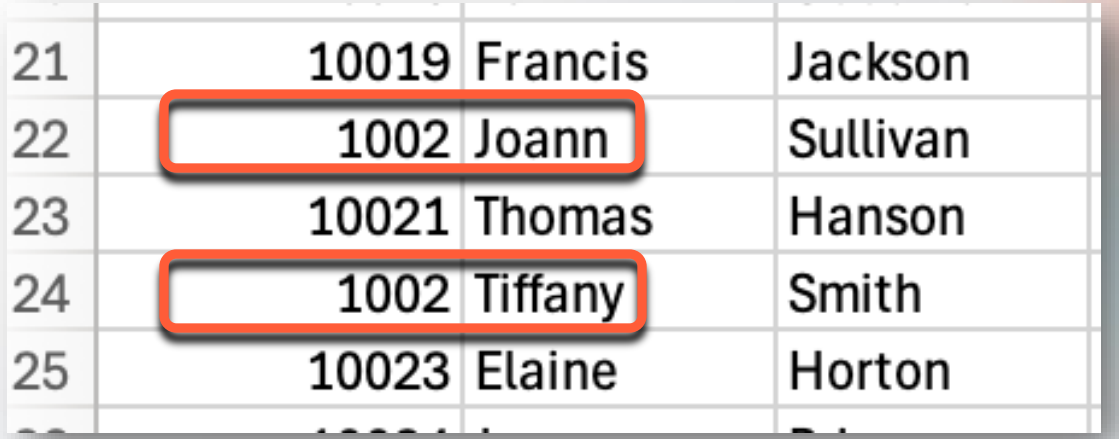
	A	B	C	
1	customer_id	first_name	last_name	sp24
2	10000	Lila	Roberts	
3	10001	Kathryn	Caldwell	
4		Gretchen	Carlson	
5	10003	Sandy	Stevens	
6	10004	Pauline	Crawford	
7	10005	Maria	Vaughn	

21	10019	Francis	Jackson
22	1002	Joann	Sullivan
23	10021	Thomas	Hanson
24	1002	Tiffany	Smith
25	10023	Elaine	Horton

Deleted leading 0's

Using the Format Cells dialog

1. Select the cells you want to format
2. Press Ctrl+1 to open the Format Cells dialog
3. Select the Number tab
4. Select Custom from the Category list
5. In the Type box, enter the number format you want to use
6. Click OK



21	10019	Francis	Jackson
22	1002	Joann	Sullivan
23	10021	Thomas	Hanson
24	1002	Tiffany	Smith
25	10023	Elaine	Horton

Basic Import Errors

How to View Errors

START TIME	STATUS	RESULTS	ERROR FILE	IMPORTED BY
8/6/24 16:49	Success	0 added, 5 ignored, 110 up	None	kseale@moderncampu...
8/6/24 16:48	Fail	View 2 errors		kseale@moderncampu...
8/6/24 14:15	Success	0 added, 3 ignored, 112 up	None	kseale@moderncampu...
8/6/24 14:10	Success	0 added, 25 ignored, 99 up	None	kseale@moderncampu...

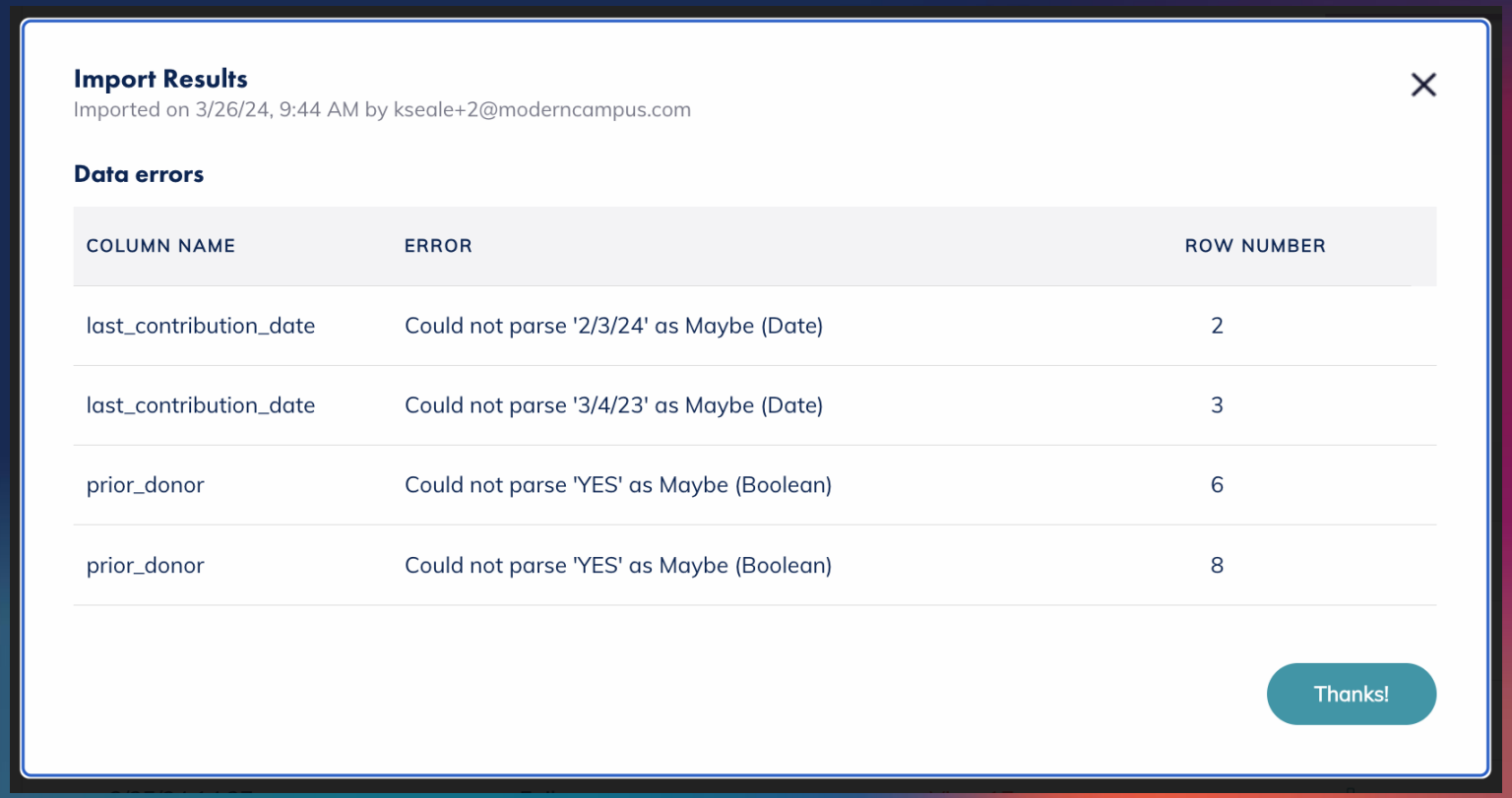
How do you want to handle errors?

How would you like to us to proceed if we encounter and error with a contact record?

- (●) Skip the contact and continue the import
- ( ) Only import the file if it contains no errors

Could not parse “____” as ____:

Data File Upload Error



Import Results

Imported on 3/26/24, 9:44 AM by kseale+2@moderncampus.com

Data errors

COLUMN NAME	ERROR	ROW NUMBER
last_contribution_date	Could not parse '2/3/24' as Maybe (Date)	2
last_contribution_date	Could not parse '3/4/23' as Maybe (Date)	3
prior_donor	Could not parse 'YES' as Maybe (Boolean)	6
prior_donor	Could not parse 'YES' as Maybe (Boolean)	8

Thanks!

Import Results

Imported on 3/26/24, 9:44 AM by kseale+2@moderncampus.com

Data errors

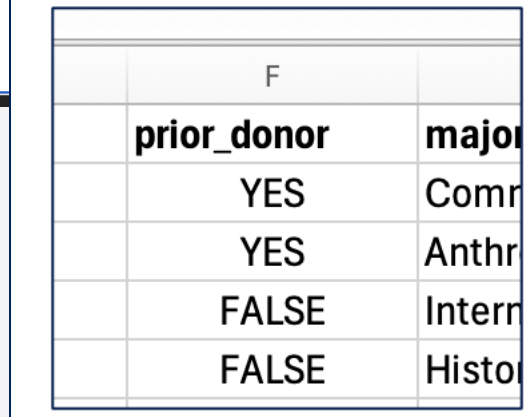
COLUMN NAME	ERROR	ROW NUMBER
last_contribution_date	Could not parse '2/3/24' as Maybe (Date)	2
last_contribution_date	Could not parse '3/4/23' as Maybe (Date)	3
prior_donor	Could not parse 'YES' as Maybe (Boolean)	6
prior_donor	Could not parse 'YES' as Maybe (Boolean)	8

Thanks!

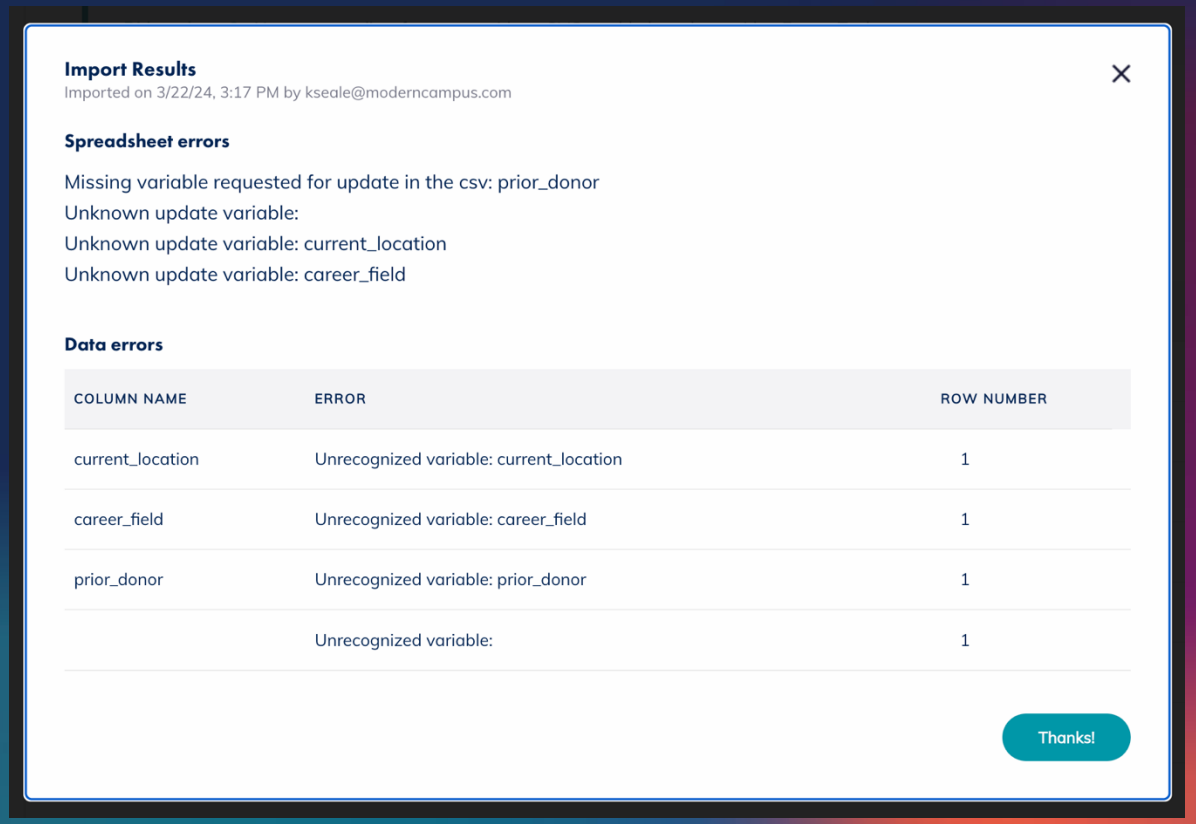
Import Results
Imported on 3/26/24, 9:44 AM by kseale+2@moderncampus.com

Data errors

COLUMN NAME	ERROR	ROW NUMBER
last_contribution_date	Could not parse '2/3/24' as Maybe (Date)	2
last_contribution_date	Could not parse '3/4/23' as Maybe (Date)	3
prior_donor	Could not parse 'YES' as Maybe (Boolean)	6
prior_donor	Could not parse 'YES' as Maybe (Boolean)	8



Unrecognized variable:
Data File Upload Error



Import Results
Imported on 3/22/24, 3:17 PM by kseale@moderncampus.com

Spreadsheet errors

Missing variable requested for update in the csv: prior_donor
Unknown update variable:
Unknown update variable: current_location
Unknown update variable: career_field

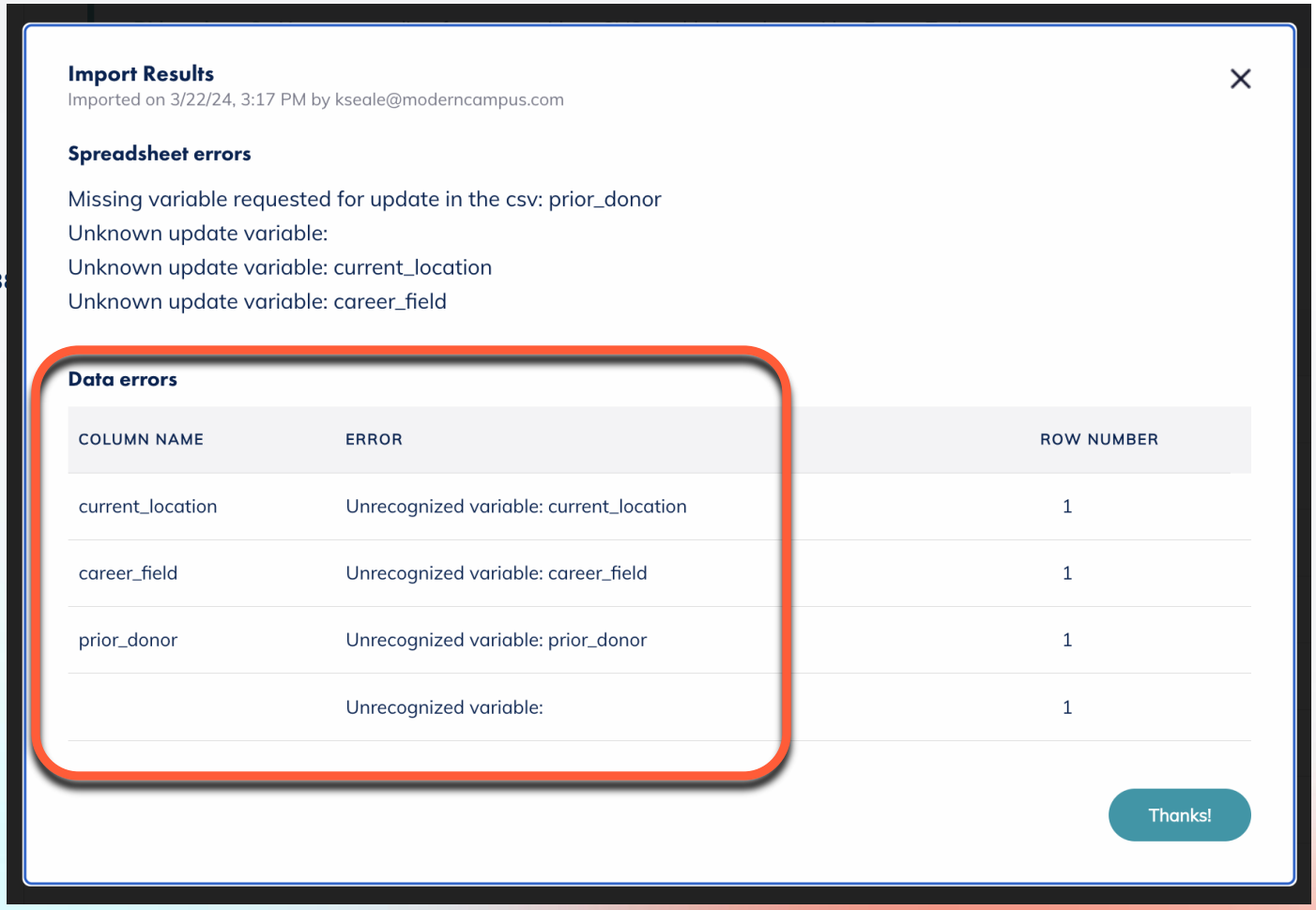
Data errors

COLUMN NAME	ERROR	ROW NUMBER
current_location	Unrecognized variable: current_location	1
career_field	Unrecognized variable: career_field	1
prior_donor	Unrecognized variable: prior_donor	1
	Unrecognized variable:	1

Thanks!

Unrecognized variable:

1. Variable (custom field) has not been created.
2. Variable (custom field) has been mislabeled.



Import Results
Imported on 3/22/24, 3:17 PM by kseale@moderncampus.com

Spreadsheet errors

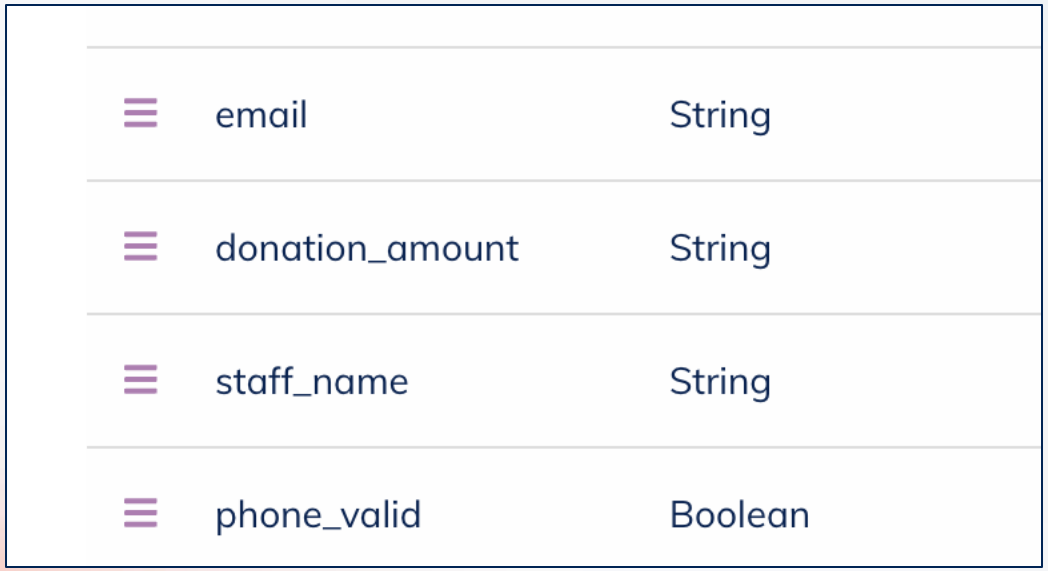
Missing variable requested for update in the csv: prior_donor
Unknown update variable:
Unknown update variable: current_location
Unknown update variable: career_field

Data errors

COLUMN NAME	ERROR	ROW NUMBER
current_location	Unrecognized variable: current_location	1
career_field	Unrecognized variable: career_field	1
prior_donor	Unrecognized variable: prior_donor	1
	Unrecognized variable:	1

Thanks!

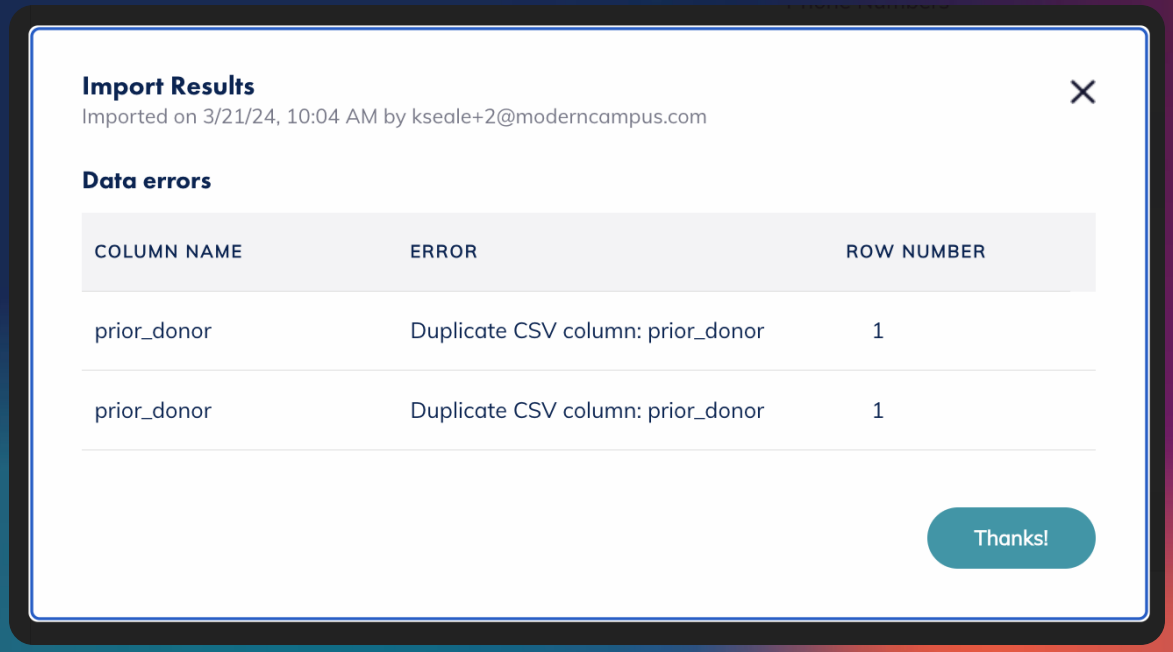
D	E	F
ail	dollar_amount	staff_na
s	$500.00	Joe
	$25.00	Joe
ations	$80.00	Joe
		Joe
ations	N/A	Kris



email	String
donation_amount	String
staff_name	String
phone_valid	Boolean

Duplicate CSV column:

Data File Upload Error

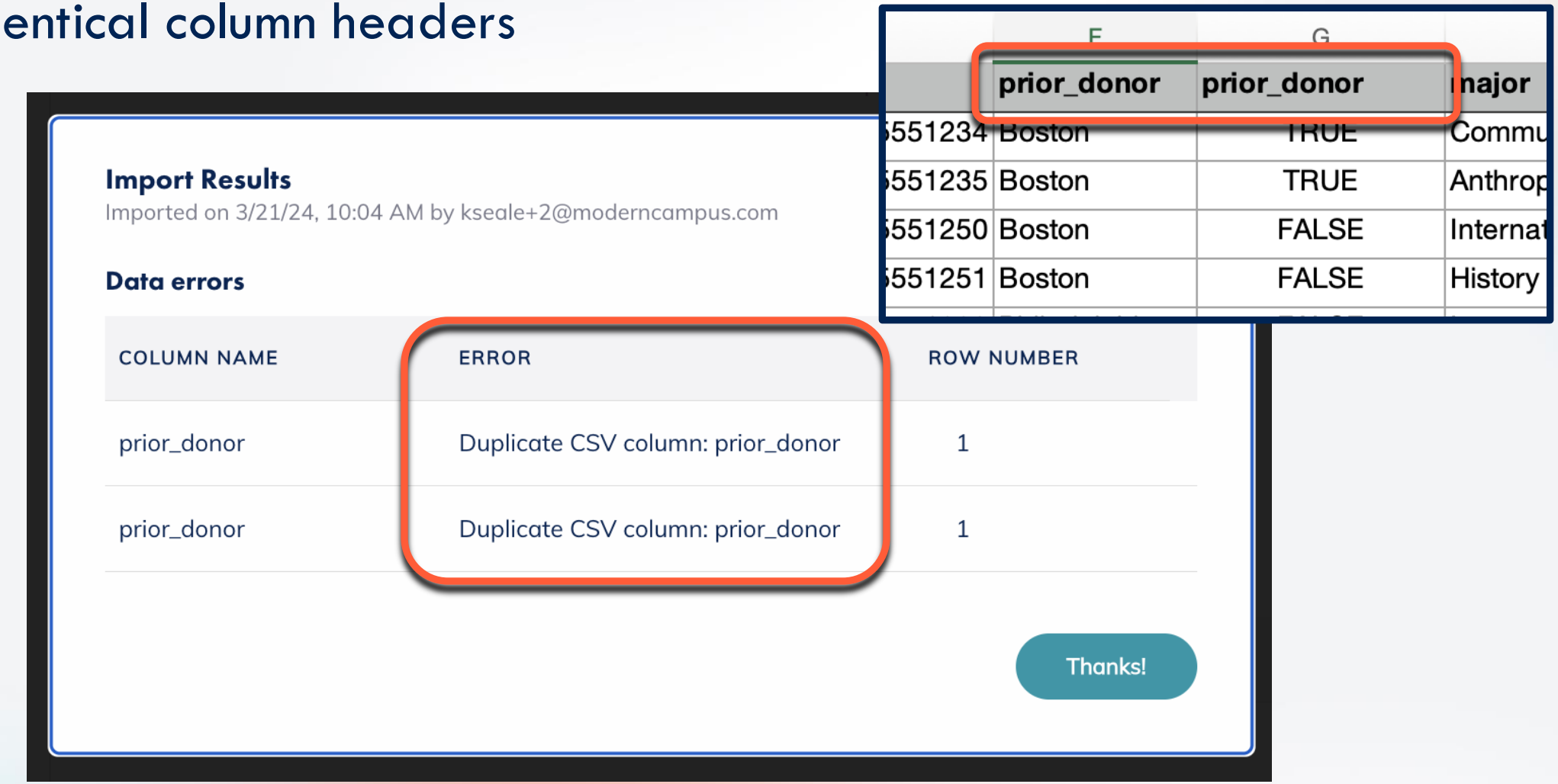


Duplicate CSV Column:

Two identical column headers

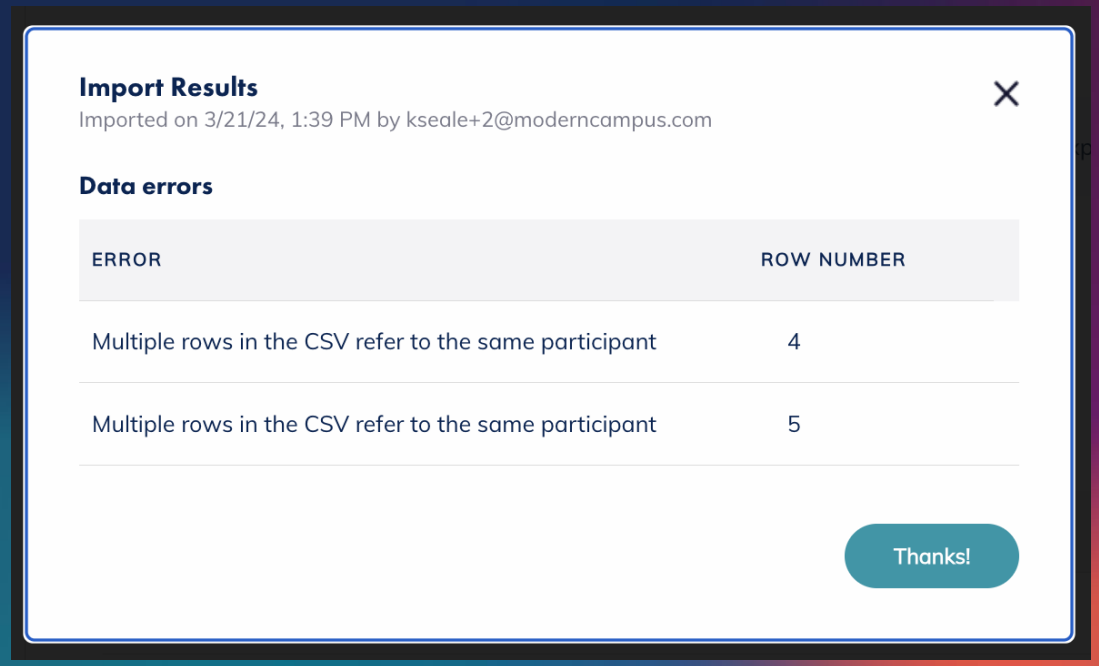
Duplicate CSV Column:

Two identical column headers



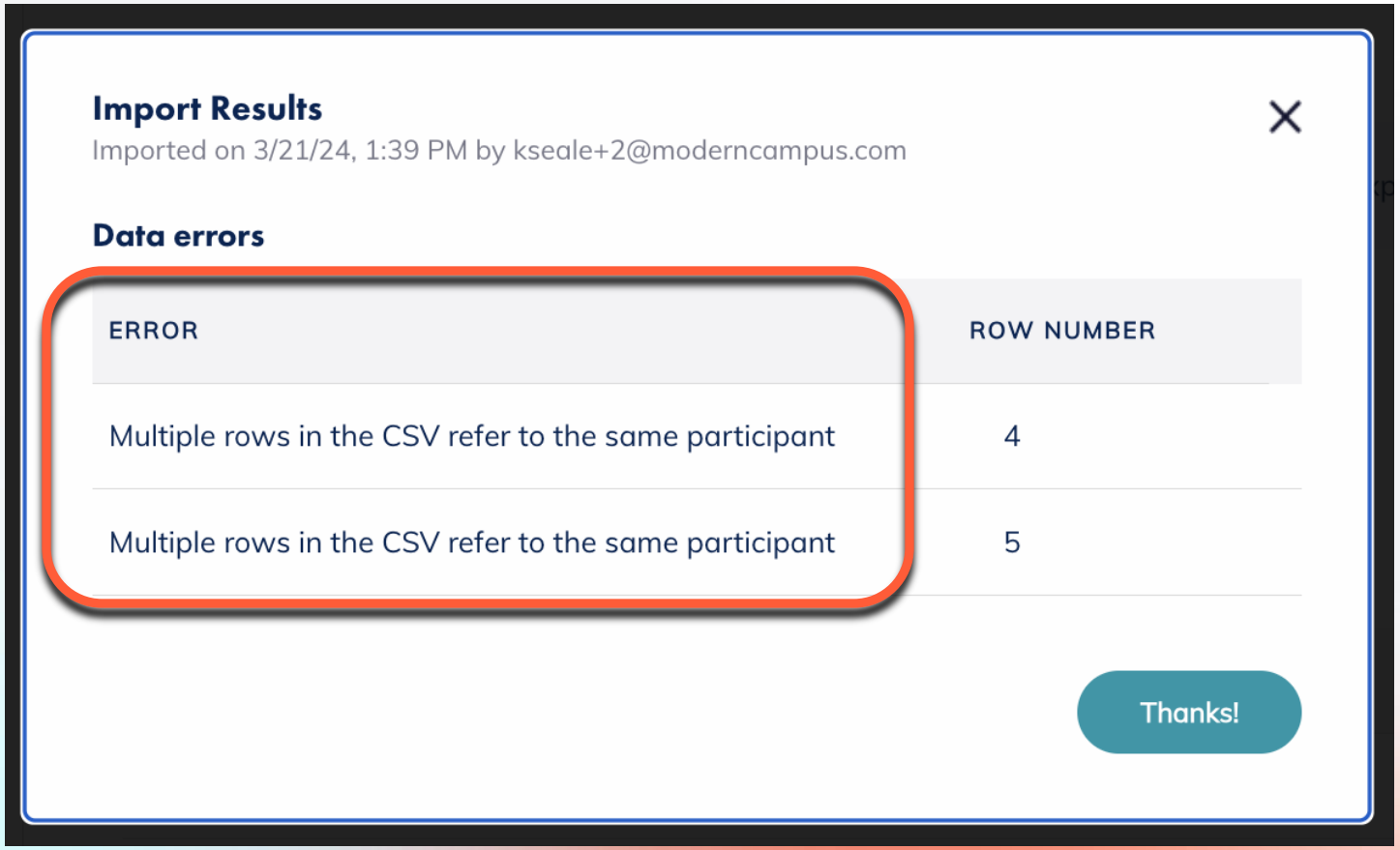
Multiple rows in the CSV refer to the same participant

Data File Upload Error



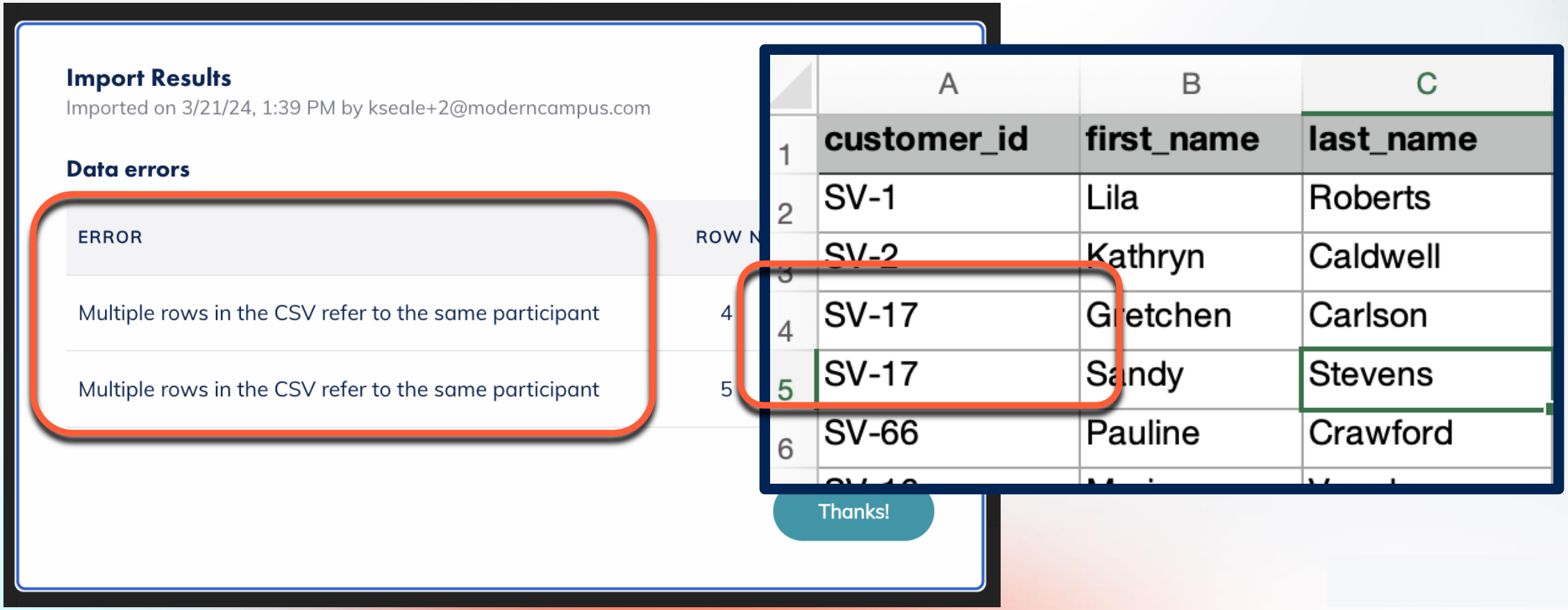
Multiple rows in the CSV refer to the same participant

- Two contacts or rows have the same ID
- There are blank rows that are being recognized as contacts



Multiple rows in the CSV refer to the same participant

- Two contacts or rows have the same ID
- There are blank rows that are being recognized as contacts

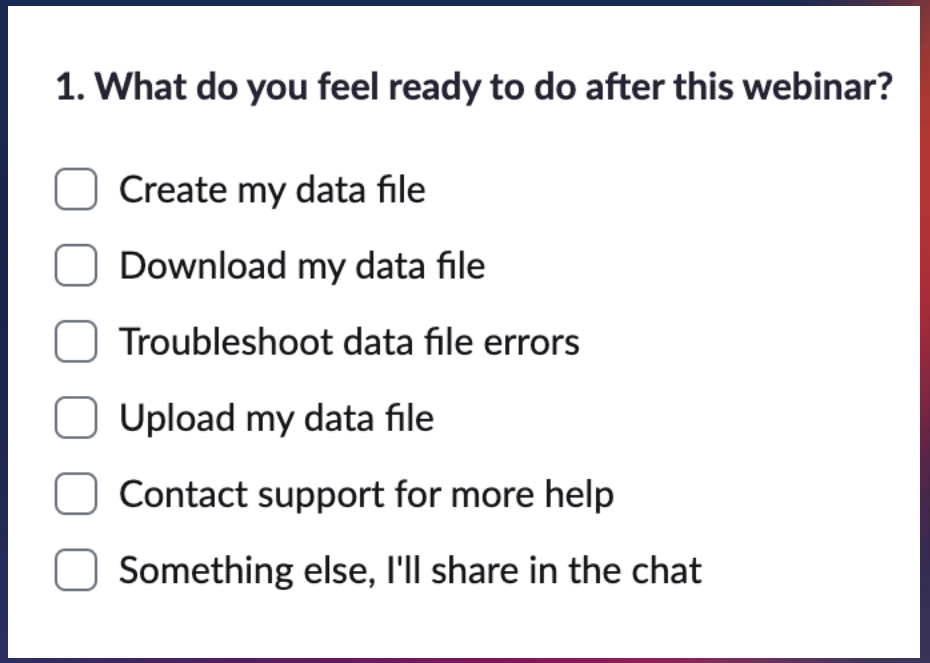


Demo Error Troubleshooting In App

- Upload data file
- Correct errors
- Show how to search errors in knowledge base

What will you put into practice after this webinar?

Answer in the poll!



Q&A

Please put your questions in the Q&A box.

I'll get to as many as possible and follow up via email if more research is needed!

Thank You

See you next month!