Import Error Messages

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Student File Error Messages

"The file does not have a column labeled 'First' or 'First Name'"

This error occurs when the system cannot locate the required First column in your Student file. The column title may be missing or incorrectly labeled.

How to Fix:

1. Open your Student file in a spreadsheet application.
2. Verify that the first row contains a column labeled First (case-sensitive, no spaces).
3. Correct any discrepancies, such as using "First Name" instead of "First."
4. Save the file in a tab-delimited format and re-import it.

"The file does not have a column labeled 'StudentID'"

This error occurs when the system cannot find the mandatory StudentID column. This column is used to uniquely identify each student.

How to Fix:

1. Open your Student file and check that the first row contains a column titled StudentID (case-sensitive, no spaces).
2. If the column is missing, add it and populate it with unique IDs for each student.
3. Save the file in a tab-delimited format and re-import it.

"The ID field is empty for XX"

This error indicates that one or more rows in the Student file have an empty StudentID value. Every student must have a unique identifier.

How to Fix:

1. Open your Student file and locate the row(s) where the StudentID is missing (indicated by XX in the error message).
2. Add a valid, unique StudentID for the affected rows.
3. Save the file in a tab-delimited format and re-import it.

"SecurityValue is empty for StudentID = XXXX"

This error occurs when the SecurityValue field is blank for a specific student. The SecurityValue is required for parents to identify their child when signing up.

How to Fix:

1. Open your Student file and locate the row with the StudentID mentioned in the error message (XXXX).
2. Verify that the SecurityValue column is populated with the appropriate value (e.g., date of birth in the date format i.e. mm/dd/yyyy).
3. Correct any missing or invalid data in the SecurityValue column.
4. Save the file in a tab-delimited format and re-import it.

Parent File Error Messages

The file does not have a column labeled "First" or "First Name."

This error occurs when the Parent file is missing the required column for the parent's first name. The column must be labeled First or First Name, exactly as specified.

How to Fix:

1. Open your Parent file.
2. Check the column headers to ensure you have a column labeled First or First Name.
3. Update the column header if it does not match the required label.
4. Re-import the file.

Parent-Student Relationship File Error Messages

Could not find Parent with ID 'XX' or Student with ID 'YY', as this parent/student was not imported

This error indicates that the **ParentID** or **StudentID** listed in the **Parent-Student Relationship** File does not match any record in the imported **Parent File** or **Student File**.

Example:

- If the ParentID in the relationship file is 12345 but no parent with this ID exists in the Parent File, the system will flag this error.
- Similarly, if the StudentID is 67890 and it doesn’t exist in the Student File, this error will appear.

How to Fix

1. Verify the Parent File - open the Parent File and confirm the ParentID XX exists and was correctly imported.
2. Verify the Student File - open the Student File and ensure the StudentID YY exists and was correctly imported.
3. Update the Relationship File - correct any mismatched or missing ParentIDs or StudentIDs in the Parent-Student Relationship File.
4. Re-import the corrected files - import the Parent File and Student File first, followed by the Parent-Student Relationship File.

Teacher File Error Messages

"Found contact with teacherID of ABC and a different contact with email of betsy@noemail.com"

This error occurs when the Teacher file contains a row where the **TeacherID** and **Email** combination conflicts with existing records in the Admin UI. Specifically:

- The system finds one contact with the TeacherID but a different email address.
- The system also finds a separate contact with the same email address but a different TeacherID.

For example:

Import File:

TeacherID	Email
ABC	betsy@noemail.com

Admin UI Records:

TeacherID	Email
ABC	annie@noemail.com
DEF	betsy@noemail.com

How to Fix:

1. Log in to the Admin UI and search for the conflicting contacts.
2. Identify whether the conflicting contact is outdated or incorrect.
3. If the contact is no longer valid, delete the old contact from the Admin UI.
4. Ensure that the Teacher file has accurate and consistent information for each TeacherID and Email.
5. Re-import the updated Teacher file.

Important Note:
During the import process:

- If a match is found by TeacherID, the system updates the associated email and name.
- If a match is found by Email, the system updates the associated TeacherID and name.
- If both a TeacherID and an Email match different contacts, the system flags this error to prevent unintended updates.

"The ID field is empty for XX."

This error indicates that one or more rows in the Teacher file have an empty TeacherID. This field is required to uniquely identify each teacher.

How to Fix:

1. Open your Teacher file in a spreadsheet application.
2. Locate the row(s) with the empty TeacherID (indicated by XX in the error message).
3. Add a unique TeacherID for each affected row.
4. Save the file in a tab-delimited format and re-import it.

"The password field should be 6 characters or more for XX"

This error occurs when the Password field for one or more teachers contains a value shorter than six characters.

How to Fix:

1. Open your Teacher file and locate the row with the TeacherID mentioned in the error message (XX).
2. Ensure that the Password column contains a value with at least six characters for all teachers.
3. If no password is provided, consider leaving the field blank. In this case, teachers will be prompted to create a password when they first log in.
4. Save the file in a tab-delimited format and re-import it.

> These detailed explanations and steps should help you resolve any errors encountered when importing the Teacher file.

Class File Error Messages

"Could not find teacher with teacherID XX"

This error occurs when the Class file references a teacherID that is not present in the Teacher file. The system matches each class to a teacher using the teacherID. If the teacher has not been imported from the Teacher file, the class cannot be imported.

How to fix:

1. Open your Teacher file and check for the teacherID listed in the error message (XX).
2. If the teacher is missing, update your Teacher file to include the correct teacherID and re-import it.

"Class 'Math' already exists with a different teacher than '123'"

This error indicates that your **Class file** includes a row with the ClassID “Math” and the TeacherID “123,” but “Math” has already been assigned to another teacher.

The **ClassID** must be unique for each teacher. Duplicate ClassID entries for different teachers can cause conflicts, particularly when importing Enrollment files, as the system cannot distinguish which students belong to which teacher.

Example:

TeacherID	ClassID
123	Math
456	Math

> The system will flag the second row as an error because the ClassID “Math” is already assigned to teacher 123.

How to Fix

To resolve this issue:

- Ensure that the ClassID is unique for each teacher. For example, append a section number or teacher identifier to the ClassID:

TeacherID	ClassID
123	123_Math
456	456_Math

- Update your Enrollment file to reflect the modified ClassID.

Prior to fixing your import files and importing again, you will want to remove ClassID Math.

You can remove an individual class by going to the ClassEditor, selecting the 'Show only Classes', locating and then clicking the red X next to the name, or you can select all of the affected classes and then click delete.

You can also delete all of the event's resources, classes, and enrollments from the Import page. To do this, on the Imports page, click the Class file option within the File Type drop-down menu, then click 'Remove existing Classes'.

Important Note

> If the ClassID (e.g., “Math”) has already been imported with teacherID 123, you must first remove it before re-importing your corrected Class file.

> If the errors you got through the import are related to the teachers/classes who will not participate in the conference event, then you can ignore these errors and move forward to the Enrollment file import.

Enrollment File Error Messages

"Student ID not found."

This error occurs when the Enrollment file contains a **StudentID** that does not exist in the **Student** file. The **Enrollment** file relies on the **StudentID** to match with a corresponding student already imported.

How to Fix:

1. Ensure that the Student file has been imported before the Enrollment file.
2. Check the Enrollment file for the StudentID listed in the error message.
3. Verify that the StudentID exists in the Student file. If it's missing:
   - Add the missing student to the Student file.
   - Re-import the updated Student file before importing the Enrollment file again.

"Class XX not found."

This error indicates that the ClassID in the Enrollment file does not exist in the Class file and was not imported on the previous step.

How to Fix:

1. Verify that the Class file has been imported before the Enrollment file.
2. Check the Enrollment file for the ClassID listed in the error message.
3. Confirm that the ClassID exists in the Class file. If it's missing:
   - Add the missing class to the Class file.
   - Re-import the updated Class file before re-importing the Enrollment file.

> **Note**: If the class in question (e.g., Study Hall) does not require conferencing, you can ignore this error.

"No class ID found for student XX"

This error occurs when a row in the Enrollment file has a StudentID but does not contain any ClassID.

How to Fix:

1. Open your Enrollment file and locate the row with the specified StudentID.
2. Add the missing ClassID for that student.
3. Save the file and re-import it.

"Student XX not in class YY."

Description:
This error appears when you attempt to delete an enrollment, but the specified student (XX) is not currently enrolled in the specified class (YY).

How to Fix:

1. Verify the Enrollment file and confirm the student's current class enrollment status.
2. Remove or correct the row in the Enrollment file attempting to delete the enrollment.

"Class XX has reached maximum enrollment. Student XX has been skipped."

Description:
This error occurs when a class has reached its maximum allowed enrollment, and additional students cannot be added.

How to Fix:

1. Go to the Class Editor page in the Admin UI.
2. Select the teacher and then the class.
3. Review the "Maximum" column to check the current limit.
4. If necessary, increase the maximum enrollment number for the class.
5. Re-import the Enrollment file.

> These explanations and solutions should help you resolve common errors when importing **Enrollment** files.

Appointments File Error Messages

"Event not found. EventID: XX"

This error occurs when the EventID in your Appointments file does not match any existing event on your account. This could mean the EventID is incorrect or the event has been deleted.

How to Fix:

- Verify the correct EventID by going to **Event Management / Settings / Online Scheduler Settings > Scheduling Link**.
- Copy the EventID from the scheduling link URL and update your Appointments file with the correct value.

"Resource not found. Resource: XX"

This message indicates that the Resource name in your Appointments file does not match any existing Resource in the event.

How to Fix:

- Go to the event in your Admin UI and review the list of Resources.
- Make sure the Resource name in your file exactly matches (including capitalization and spacing) the name listed in the system.

"There is no person with ID: XX."

This message appears when the Appointments file includes a person ID that was not previously imported in the People file.

How to Fix:

- Open your People file and confirm the ID listed in the error message is present.
- If the person is missing, update your People file and import it before importing appointments again.

"There are no slots at 'date' for person with ID: XX."

This error means that the system could not find an available appointment slot at the specified date and time for the given person.

How to Fix:

- Review the schedule for the selected event and resource.
- Ensure there are open appointment slots at the specified date and time.
- Update your Appointments file with a valid date/time that corresponds to an available slot.

"Incorrect phone number"

This message indicates the phone number provided for SMS reminders is not in a valid format.

How to Fix:

- Make sure the phone number contains 10 digits (e.g., 1234567890 or (123)456-7890).
- Avoid using letters or special characters (other than parentheses or dashes).

"Person with ID: XX has an appointment at this time."

This message indicates a conflict - this person already has an appointment scheduled at the specified time.

How to Fix:

- Check the person’s existing appointments.
- Either change the appointment time in your file or cancel the conflicting appointment in the Admin UI.

"Person with ID: XX can't create an appointment in the past."

You cannot import appointments set in the past.

How to Fix:

- Review the Date column in your file.
- Make sure all appointments are scheduled for current or future dates/times.

"Person with ID: XX too many appointments per event."

The person has already reached the maximum number of appointments allowed for the event.

How to Fix:

- Review the event settings and check the maximum number of appointments allowed per person.
- Either increase the limit in the event setup or reduce the number of appointments in your import file.

"Person with ID: XX too close to previous appointment."

This error appears when two appointments for the same person are scheduled too close together.

How to Fix:

- Review the time spacing between appointments for the same person.
- Adjust the appointment times to meet the minimum required gap between appointments, as defined in your event settings.

Slots File Error Messages

"Event not found. EventID: XX"

This error occurs when the EventID in your Slots file does not match any existing event on your account. It may be due to an incorrect ID or a deleted event.

How to Fix:

- Go to **Event Management / Settings / Online Scheduler Settings / Scheduling Link** .
- Copy the EventID from the URL of the event's scheduling link and use it in your import file.

"Cannot create a slot for this type of event. EventID: XX"

This error appears when you attempt to import time slots into a Roster event. Roster events do not support time-based appointments.

How to Fix:

- Confirm that the event is set as a PTA or Normal event. Only these types support time slots.
- If needed, create a new event with the correct type and re-import your slot file.

"Resource not found. Resource: XX"

This error means the resource listed in your file does not match any existing resource in the event.

How to Fix:

- Check the spelling, capitalization, and spacing of the resource name in your file.
- Go to the event setup screen and confirm the resource exists with the exact same name.

"Resource: XX has a slot at this time."

This message indicates that the resource already has an existing slot at the specified time. The system does not allow overlapping or duplicate slots.

How to Fix:

- Check the event’s existing slot schedule for the specified time.
- Remove or update the conflicting slot from your import file.

"Cannot create a slot for the specified time interval for resource XX. Error code - 103."

This error appears when the duration of a slot in your file does not match the time interval settings of the event.

Example:
If the event uses 15-minute intervals but your file specifies a 20-minute duration, this error will occur.

How to Fix:

- Go to the event’s time slot configuration and verify the interval setting.
- Adjust your file so that the slot durations match the expected time increments (e.g., 15, 10, or 5 minutes).

Events File Error Messages

"Event not found. EventID: XX"

This message indicates that the Event ID is either incorrect or the event has been deleted.

How to Fix:

Go to **Event Management /Settings/ Online Scheduler Settings /Scheduling Link** and copy the correct Event ID from the URL shown in the Scheduling Link for the selected event. Use that ID in your import file.

"Could not find based event with ID XX"

This message means the baseEvent ID listed in your file does not match any existing event, or the referenced base event has been deleted.

How to Fix:

Locate the correct Event ID in the same way as above, and ensure the base event still exists in your account. Update the basedEvent column with the correct ID.

"Cannot create a slot for EventID: XX. Date column contains an invalid value. Error code = 107."

This error occurs when the Date field contains an improperly formatted or unrecognized value.

How to Fix:

Verify that the Date is in a valid format, such as MM/DD/YYYY (e.g., 10/23/2020). Ensure there are no extra characters or missing values in the date cells.

"Cannot create a slot for EventID: XX. The start time / end time column contains an invalid value. Error code = 108."

This message indicates that either the StartTime or EndTime fields have incorrect or missing values.

How to Fix:

Ensure that time values are in a supported format, such as 9:00 AM or 2:30 PM. Avoid 24-hour clock times or missing AM/PM markers. Confirm that StartTime is earlier than EndTime.

"Could not find the timezone with name XX."

This error means the value entered in the TimeZone column does not match a recognized time zone name.

How to Fix:
Use a valid time zone from the IANA time zone database, such as:

- America/New_York
- America/Chicago
- America/Denver
- America/Los_Angeles

> ***NOTE: Double-check spelling and capitalization. Avoid abbreviations like "EST" or "PST".***

General Error Messages

"The file does not match the 'X' File type to import or has an incorrect file type.

Your file must be a tab - delimited text file (*MS Excel -> *.txt (Tab delimited); Google Sheets -> *.tsv (Tab delimited)).*"

Make sure your file is one of the two allowed file types listed in the error message.