

## Trouble Shooting the Upload Feature.

To use the import feature, you **HAVE** to utilize the **provided template** **AND** follow the instructions **PERFECTLY!!!!!!!**

If you cannot get the upload feature to work, it would be necessary to enter the information manually.

### Having problems uploading Individual Athletes? Getting error messages?

- In order to import participants, **you HAVE to use the template** or correct your spread sheet so it is EXACTLY the same. If your spread sheet is missing columns, the system will get confused and you will get an error.
  - **All of the data has to be formatted correctly.**
    - Date Format MM/DD/YYYY
    - State Format 2 character abbreviations without periods (IN, MI, etc.)
    - Phone Number Format 317 917 6222 (with spaces, no dashes)
    - For Canadian athletes
      - Enter one of the abbreviations below in the State column
- |                       |    |
|-----------------------|----|
| Alberta               | AB |
| British Columbia      | BC |
| Manitoba              | KB |
| New Brunswick         | NB |
| Newfoundland          | NL |
| Northwest Territories | NT |
| Nova Scotia           | NY |
| Nunavut               | NS |
| Ontario               | NU |
| Prince Edward Island  | ON |
| Quebec                | QC |
| Saskatchewan          | SK |
| Yukon Territory       | YT |
- Province column must be EMPTY
  - Enter "Canada" for the Country (it will default to USA)
  - Canadian zip codes including letters will be accepted as long as you do not enter any spaces.
- When entering information for other International athletes other than Canada
    - Enter OTHER in the State column
    - Enter the correct Province column (CANNOT leave this column empty when Other is selected as the state)
    - Enter the Country in the Country column
    - Zip codes including letters will be accepted as long as you do not enter any spaces.
- You **cannot upload the Excel document**, you have to follow the instructions in the help document to convert the spreadsheet to a Text (tab delimited) (\*.txt) file.

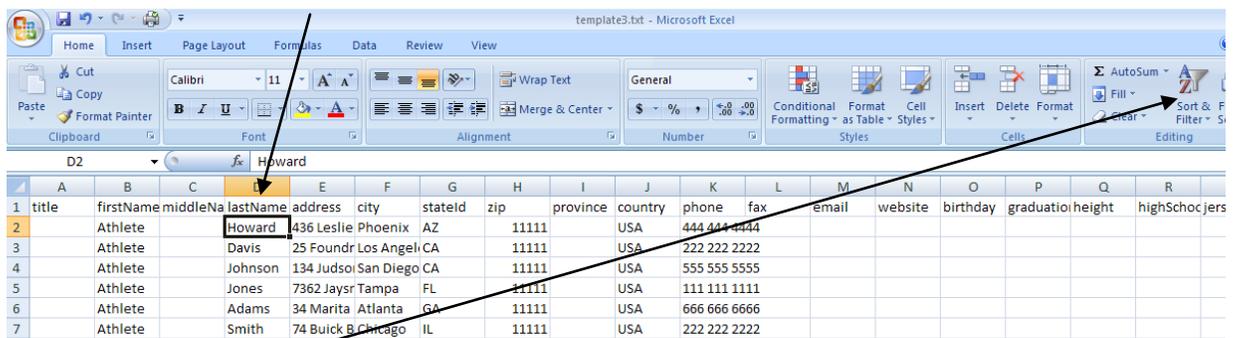
## BBCS STEP-BY-STEP INSTRUCTIONS

### Trouble Shooting the Upload Feature

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- If you upload the information and get an error, follow this process to determine where the errors are that need to be corrected...

1. Open Excel.
2. In Excel, open the Tab delimited file you are attempting to upload.
3. Sort the data so that the names are in alphabetical order. Follow the steps below to Sort:
  - a. Click one of the names in the lastName column.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	title	firstName	middleName	lastName	address	city	stateId	zip	province	country	phone	fax	email	website	birthday	graduation	height	highSchool
2	Athlete			Howard	436 Leslie	Phoenix	AZ	11111		USA	444 444 4444							
3	Athlete			Davis	25 Foundr	Los Angeli	CA	11111		USA	222 222 2222							
4	Athlete			Johnson	134 Judsoi	San Diego	CA	11111		USA	555 555 5555							
5	Athlete			Jones	7362 Jaysr	Tampa	FL	11111		USA	111 111 1111							
6	Athlete			Adams	34 Marita	Atlanta	GA	11111		USA	666 666 6666							
7	Athlete			Smith	74 Buick B	Chicago	IL	11111		USA	222 222 2222							

- b. Click the Sort and Filter button under the Home tab.
  - c. Choose Sort A to Z from the options.
4. Save the document, but DO NOT CLOSE.
  5. Go through the steps to upload the file.
  6. Say you get an error indicating that **The 'Phone' does not appear to be formatted properly. Expected '### #### #####'.**
  7. Click the [Event Review Summary](#) link from the breadcrumb navigation links across the top or bottom of the page.  
[\[Logout\]](#) [\[Main Page\]](#) [\[Event Review Summary\]](#)
  8. Click the Edit Individual Athletes button and you will see that some of the data uploaded.
  9. As an example, let's say that Daniel Jones is the name of the last athlete that uploaded correctly.
  10. Go back to the data in Excel that you left open and go to the record just underneath Daniel Jones. Say the next name is David Jones, there must be an error in his information. Say David Jones' phone number was entered as 555017 6222, which is incorrect formatting.

## BBCS STEP-BY-STEP INSTRUCTIONS

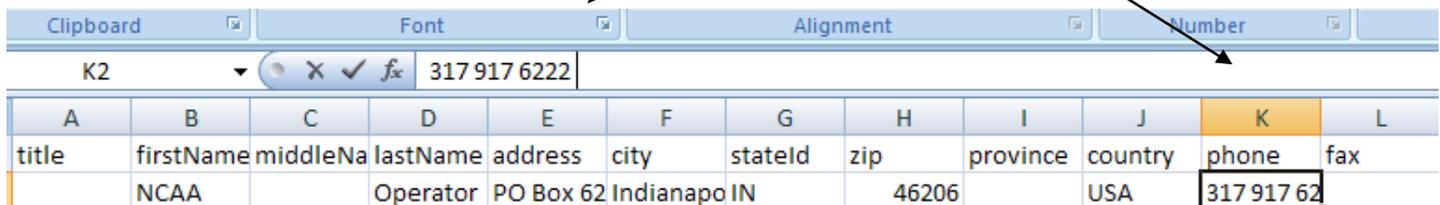
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11. Fix the formatting for that field.
12. Save (but don't close) and upload again.
13. If you get another error message, go through the process again until all of the data loads. You will need to add the international athletes manually once all of the upload able data appears.

#### Common Problems easily overlooked:

- The most common error in formatting is a space entered before or after the entered data. For example: If you enter a phone number as 317 917 6222(space), the BBCS will reject this number because it does not follow the XXX XXX XXXX format. The computer will count the space; however, when you look at the number, it appears to the naked to eye to be formatted correctly.
  - Click on the field in question in the spreadsheet.
  - Click at the end of entry bar across the top of the page.
  - You can now see that there is a space between the two and the cursor you just placed at the end of the phone number.



The screenshot shows a spreadsheet interface with a formula bar at the top containing '317 917 6222'. Below the formula bar is a table with columns labeled A through L. The columns are: title, firstName, middleName, lastName, address, city, stateId, zip, province, country, phone, fax. The 'phone' column contains the value '317 917 62', which is highlighted with a black box. Two arrows point from the text in the list above to the formula bar and the 'phone' cell.

A	B	C	D	E	F	G	H	I	J	K	L
title	firstName	middleName	lastName	address	city	stateId	zip	province	country	phone	fax
	NCAA		Operator	PO Box 62	Indianapo	IN	46206		USA	317 917 62	

- If you get an error message, but all of the names appear to have loaded correctly, this is because there are rows at the bottom of the spreadsheet that do not have any data entered in them BUT have been activated. When this occurs, the computer thinks there is data there that is not loading correctly and so you get an error. Highlight and delete the rows at the bottom of the page and the information will upload without errors.

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