



e-Registration Import Trouble Shooting Guide

Before you attempt to import your registration data online, you must follow the “OYSAN League e-Registration Instructions” (login to your league in the e-Reg System, then look for the link “Import Instructions/Help” towards the top of the page) for instructions on how to correctly populate and format the Excel.csv import template file

IMPORTANT NOTE REGARDING THE IMPORT FEATURE

If you have already attempted to import your registration data and a problem occurred, all records that state “OK” in the status box at the far right have been successfully imported in the e-Registration system. If you scroll down to the bottom of this page, you will see a note on “records read” and “records imported”.

WARNING

If you attempt to import your registration data again, you will duplicate the registration records that have been successfully imported. If you import registration data more than once, you must make sure that only the registration data that did not successfully import the previous time(s) is imported. We suggest saving a master copy of your registration information and using another copy in .csv file format of that data to import and delete registration records as necessary. If duplicates occur, your league’s information must be reset in the system which will only be performed by the OYSAN office.

Problem	Possible Causes	Resolution
“I tried to import my data but when I pressed ‘Import’ nothing showed up on the screen”	Wrong Excel Template	Make sure you are using the Excel import template provided online.
	Not a .csv file	Save the Excel workbook as a .csv file.
“The import stops after a certain number of records”	The system may not be recognizing all the fields.	Replace all empty fields with a space. Be sure to not inadvertently put spaces in fields past the Team ID field. (The ‘find and replace’ tool works best on this problem).
“An error occurs and states that there are too many fields”	Extra fields are populated in the template	Delete the entire column that may contain any information (including spaces) starting after the Team ID field. Highlight and delete 3-4 columns after the Team ID field.
“Some records imported OK, but then it stopped at a record”	Comma was used pushing the data over by one field Birth Date mistyped Zip Code mistyped	Go back to your copied file and locate the record the import stopped on. Refer to the Quick Reference Guide to find the problem. Read the Warning at the top of this page before importing your information again.

For additional assistance, please contact Pam Menick at the state office: pmenick@oysan.org. (January 2007)