

Why Won't My Email Campaign Contact List Upload?

Having trouble getting your email campaign contact list to upload? Below we'll cover some common issues that cause upload problems.

- 1.** If you are using a European version of Windows and are uploading a CSV file to an email campaign, sometimes semicolons are used in place of commas as the delimiter. If this is the case, the easiest way to fix this is to upload an .xls or .xlsx file or you can convert your file to use commas instead of to fix the problem!
- 2.** If, when mapping your file, your spreadsheet fields are showing as blank, make sure that you do not have any strange characters in your spreadsheet. Things like xyz@email.com> can cause the mapping dropdowns to show up blank.
- 3.** All column headers and cells must be plain text. Check your spreadsheet for formulas and remove these before uploading.
- 4.** If you have previously uploaded the contact you will not be able to upload that contact second time; this includes deleted (aka removed) contacts. If you wish to add a contact a second time select the option to allow duplicates or copy your email campaign and upload your contacts in the new campaign.
- 5.** If your email address is not valid or has previously bounced you will not be able to upload the contact. Learn more in the [Invalid Emails Tutorial](#).

Be sure to take advantage of the Upload Error Log. When your contacts are uploaded they will display under the Contacts step of your Email Campaign. A total count of successful contacts uploaded will display at the top. If there were any errors uploading your file this will be listed in a warning message. Click **View Upload Error Log** to get more details about upload errors.

Contacts

11 Contacts

Your upload is finished!
3 contacts failed to upload. [View Upload Error Log.](#)

Add Contacts

| Email | First Name | Last Name | Status |
|-----------------------------|------------|-----------|--------|
| jean-luc.picard@company.com | Jean-Luc | Picard | Active |
| william.riker@company.com | Bill | Riker | Active |
| deanna.troi@company.com | Deanna | Troi | Active |
| beverly.crusher@company.com | Bev | Crusher | Active |
| geordi.laforge@company.com | Geordi | La Forge | Active |

Learn more about common import errors in our [Import Log Tutorial](#).

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