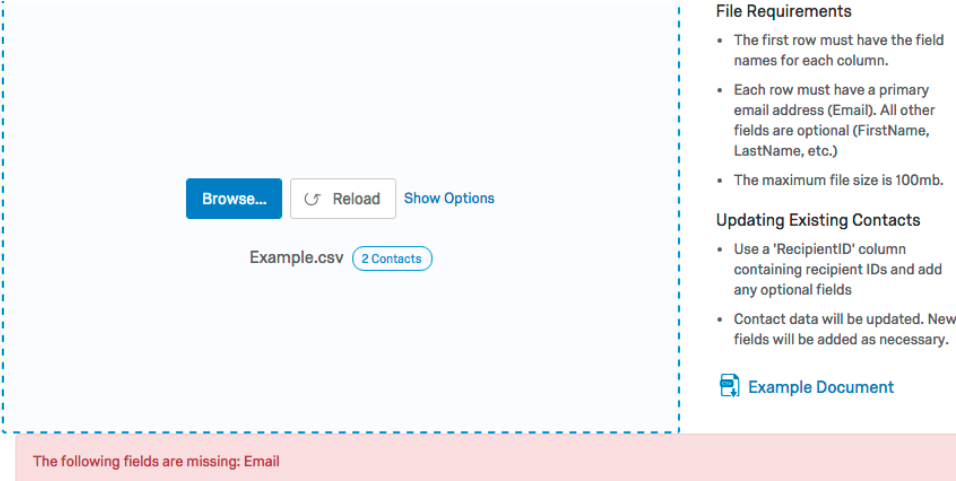


# I am getting an error message when importing a content

| Procedure   | Screen capture  |
|---|---|
| <p><b>Problem</b></p> <p>If you are getting error messages when trying to import your content, it may be because the delimiter in your CSV file is not in the correct format.</p> |  <p><b>File Requirements</b></p> <ul style="list-style-type: none"><li>• The first row must have the field names for each column.</li><li>• Each row must have a primary email address (Email). All other fields are optional (FirstName, LastName, etc.)</li><li>• The maximum file size is 100mb.</li></ul> <p><b>Updating Existing Contacts</b></p> <ul style="list-style-type: none"><li>• Use a 'RecipientID' column containing recipient IDs and add any optional fields</li><li>• Contact data will be updated. New fields will be added as necessary.</li></ul> <p><a href="#">Example Document</a></p> |
| <p><b>Solutions</b></p> <p>There are two options to resolve this issue:</p>   |   |

- Manually changing the delimiter interval value in Qualtrics when importing your file.

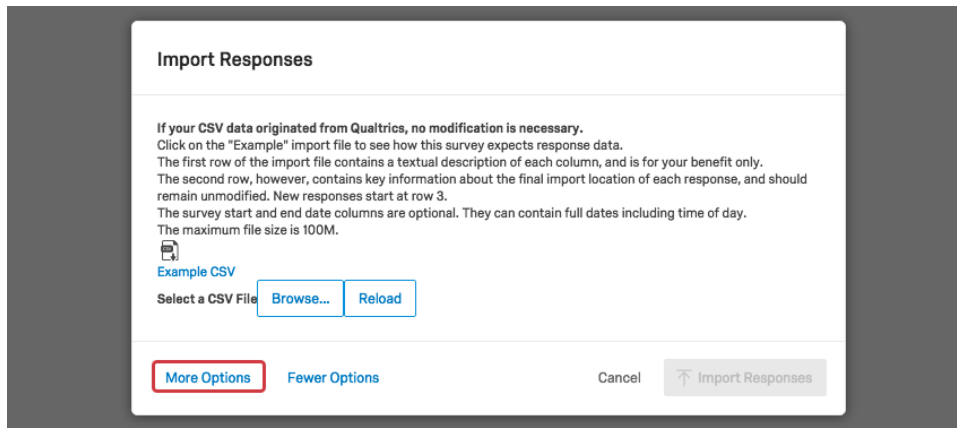
- Using

Google Sheets to change the file format before uploading to Qualtrics.

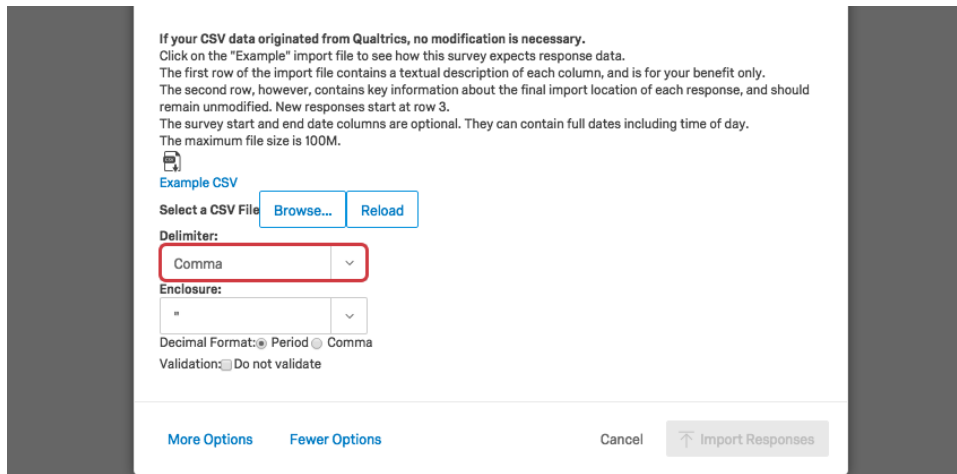
Using the second option to change the file format will ensure that the file can be imported successfully in the future without changing the delimiter value. This second option can also be used to ensure that special characters are uploaded correctly (for example, without reformating, non-English characters like or ñ may not show correctly upon import).

**First solution:  
TO MANUALLY  
CHANGE THE  
DELIMITER**

1. Navigate to Data and Analysis > Tools > Import Data.
2. Click Browse and find your file.
3. Click More Options.



4. Change the delimiter from Comma to Semicolon (or the ; symbol).



### Add Contacts



**Second**

**solution: TO  
CHANGE  
THE FILE  
FORMAT**

1. Save your spreadsheet as an XLS file.
2. Import this file to Google Sheets.
3. In Google Sheets, click File > Download as > CSV.
4. Do not open the file in Excel again.
5. Import the file directly into Qualtrics as normal.

TIP: If you make any changes to the CSV file on your computer, you will need to go through steps 1–4 again to be able to upload the edited file.