

Data Upload Error Codes

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You may occasionally encounter some error codes when uploading your data. Below are some common errors and how to fix them.

Error Code: Invalid Literal for int() with base 10:

Translation: Employee ID field includes non-numerical values.

Employee ID's must be numerical values only. The template will fail to upload if any alpha characters or symbols are included in the ID. If removing the letters or symbols is not feasible, the best practice is to replace the employees' ID's with a series of cascading numbers - Example: 1,2,3,4...556,557,558.

Error Code: Duplicate email encountered

Translation: The same email address is listed for more than one employee

Each employee must have a unique email address on the data template and in the portal. If more than one employee has the same email address the data template will fail to upload. Using the filter and alphabetical sorting functions in excel can be useful in finding the duplicate address in your data.

Error Code: Header "Medical Insurance" appears to be missing; re-download the template and be sure not to modify the headers.

Translation: Your data template does not match the portal.

This error is a result of changes being made to the template or the portal after the template was originally generated. The data template headers in row 1 and 2 must not be removed or the

template will fail to upload. Please review your template and the portal confirms that the order and spelling of all program names match. If a program in the portal is no longer going to be used and you want to delete it, the program needs to be removed from the portal and the template. Plan and coverage columns may be left blank if they do not apply to a given benefit, but they may not be deleted or the template will not upload.

Error Code:

Translation: Values are missing in the employee ID field.

This error is a result of a blank value in the employee ID field combined with values in any other cell on that row in the template. Using the excel filter feature with "(blanks") will help you quickly find the employees with missing ID's.
