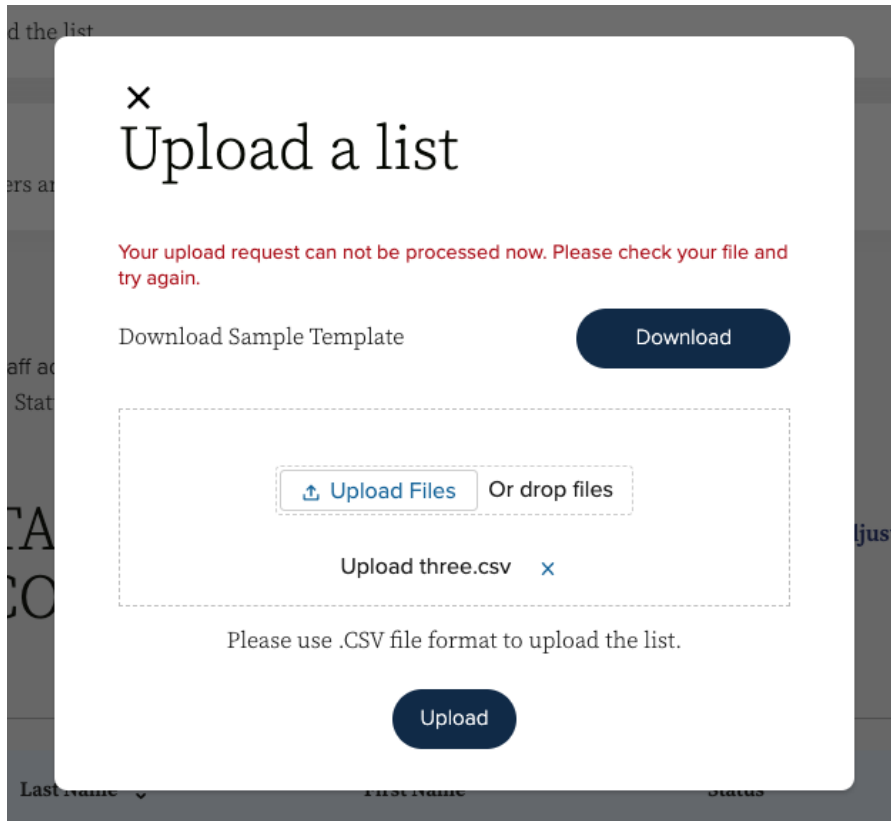# OCI GIMS - Staff Adjuster File Upload Assistance

This is a quick guide to assist with troubleshooting difficulties with importing a .csv file to a company, specifically when running into the Upload a List error seen in the screenshot below.
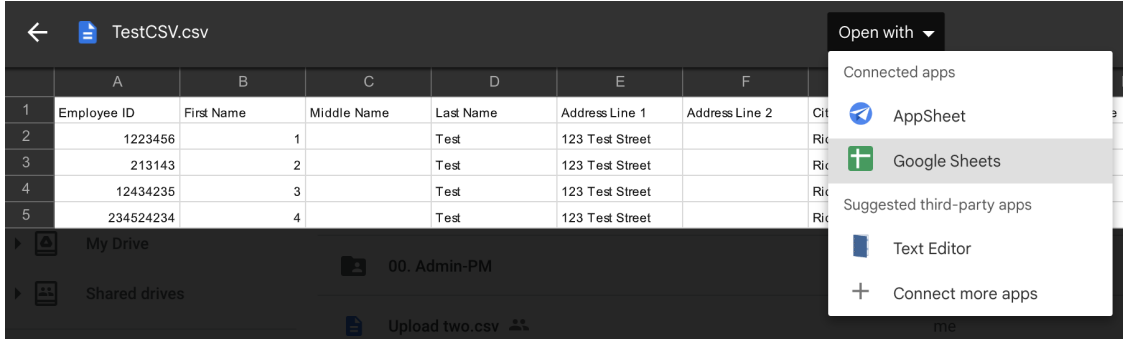
Screenshots of the issue:

When this error message is received, the csv file may not be in a supported CSV format. Below are steps to convert/format to a supported CSV format.
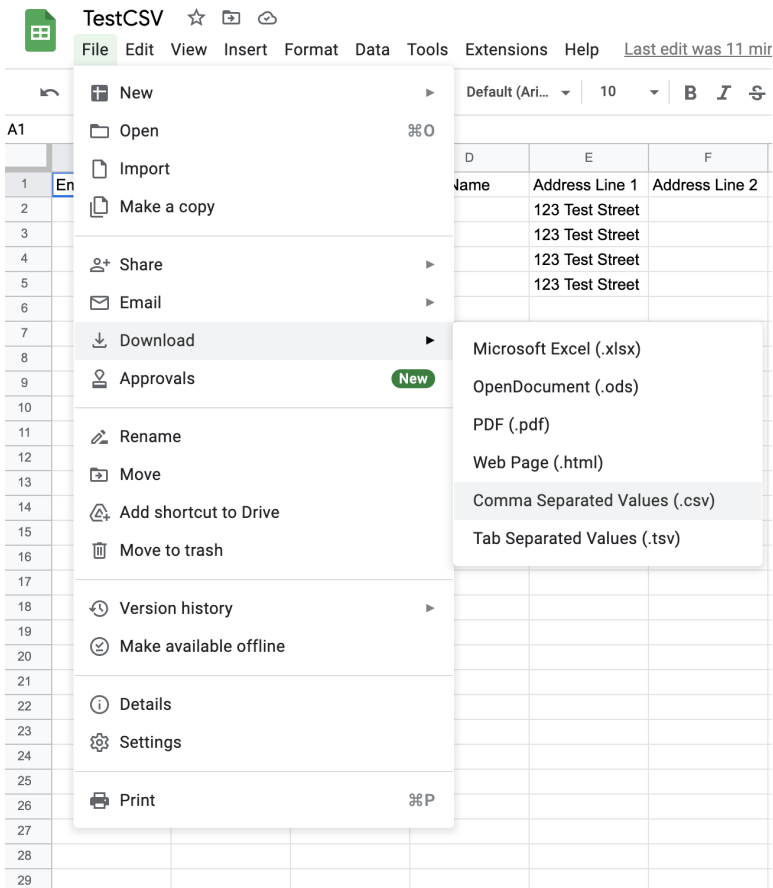
For Windows Microsoft Excel
1. Open file with Excel
2. Click **'File'** in the top left corner
3. Click **'Save As'**
4. Select **'CSV'** in the file type dropdown
5. The default setting should be text encoding **Unicode (UTF-8)**
6. Rename the file so you do not override your original file and click **'Save'**
7. Return to the Staff Adjuster portal and upload the new file
8. If you encounter the same problem, change the Text Encoding from step 5/6 or try a different application to format the file such as Excel, Google Sheets, or Numbers

For Google Drive
1. Open Google Drive
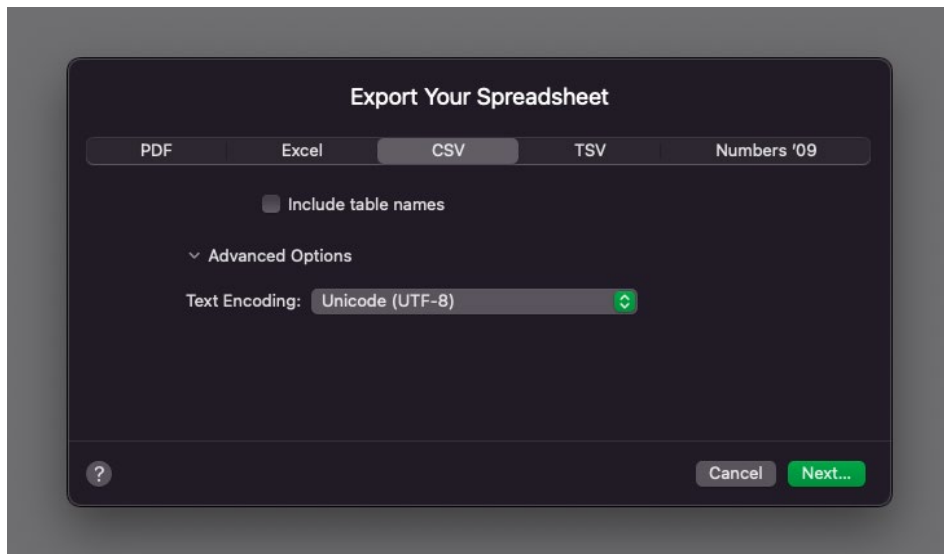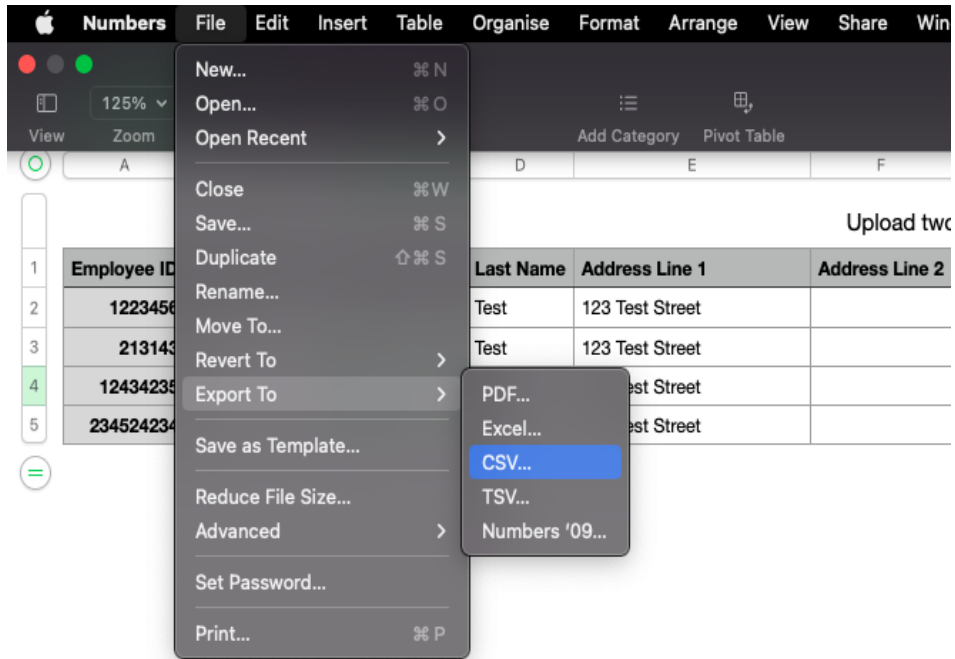2. Upload the file to a folder
3. Open the file in Google Sheets

4. Click **'File'** in the top left corner
5. Hover over **'Download'**
6. Click **'Comma Separated Values'**

7. Return to the Staff Adjuster portal and upload the new file
8. If you encounter the same problem, change the Text Encoding from step 5/6 or try a different application to format the file such as Excel, Google Sheets, or Numbers

For Apple MacOS Numbers

1. Open file with Numbers app
2. Click **'File'** in the top left corner
3. Hover over **'Export to'**
4. Click **'CSV'**

5. The default setting should be text encoding Unicode (UTF-8) and click **'Next'**
6. Rename the file so you do not override your original file and click **'Save'**
7. Return to the Staff Adjuster portal and upload the new file
8. If you encounter the same problem, change the Text Encoding from step 5/6 or try a different application to format the file such as Excel, Google Sheets, or Numbers