

## HOW TO /

I keep getting the error that my file does not contain a properly named email field. What should I do?

There could be a couple of different reasons why you're getting this error message, but fortunately the fixes are all really easy!

Firstly, please check that you are using our sample outlook csv file. This file has very specific headers and they are in a very specific order. If you change the order or the title of the column in the sample csv file, it will not import correctly. To download a copy of our blank outlook csv file by going to the Contacts tab, clicking "Import/Update Contacts" and select "From an Outlook CSV File". This brings you to a new page. In the step one box, please click on the blue link to download your own sample file.

The next thing you should check is that your file is saved correctly. You will need to go to File and click Save As. Then, please select "Comma Separated (.csv) File" from the format drop down menu.

After you've checked all of these factors, please try and import your file again by going to the Contacts tab, click "Import/Update Contacts" and select "From an Outlook CSV File". This brings you to a new page. Please select your file, choose a distribution list from the drop down menu (not required), select to overwrite or keep existing contacts (usually overwrite is suggested), take a deep breath, and then click import.

### Import Contacts

This service is secure – only you will be able to view your contacts.

#### Step 1: Export your address book as an Outlook CSV file



You can export contacts to an Outlook CSV file from Outlook and many other email programs.  
[Need help exporting your address book file?](#)

If you are having troubles getting your contacts exported into an Outlook CSV file, you can [download a blank Outlook CSV file here](#) and manually populate it with your contact's information before moving on to Step 2 below.

