## Direct Certification

Do you ever have problems when you use the OnDemand feature? You enter your enrollment into the OnDemand template and you receive an error message when you try to upload it. Have you wondered what it means?

If you receive this:

“*The requested upload has failed because it contains blank column headings.*

*Errors will need to be corrected in your source system before attempting to upload this file again.”*

This means that one of the headings in the template was somehow deleted. The template has 19 column headings from A – S. Even if you do not have data to populate one of the fields, you cannot remove any of the headers. You will receive an error message and will need to fix the error before the system will let you proceed.

The next newsletter will contain another helpful hint.