

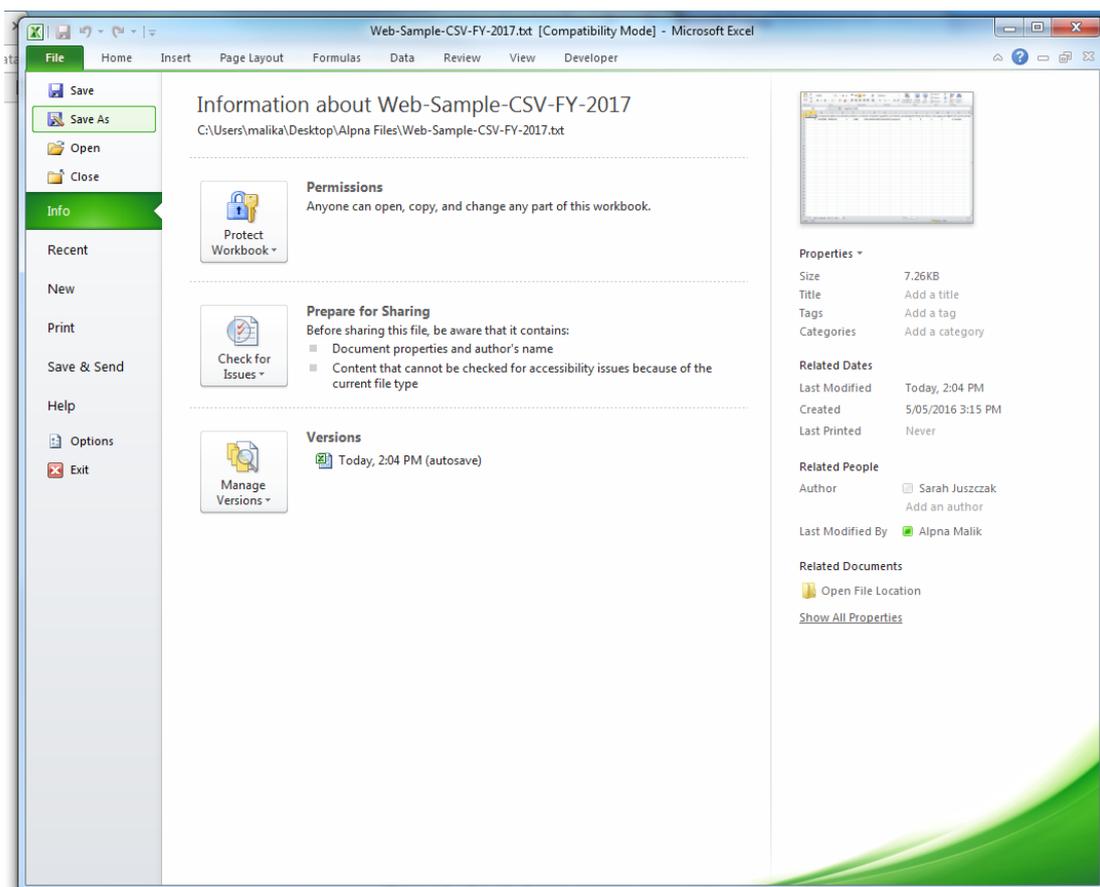
## UTF-8 issues in csv

A common error for submitters in C3 is a 'UTF-8' error. Users will see the below error message in C3.

Unable to begin upload: Non-UTF-8 encoded characters found. Please resubmit your file as UTF-8.  
Row number: 1 - invalid byte sequence in UTF-8

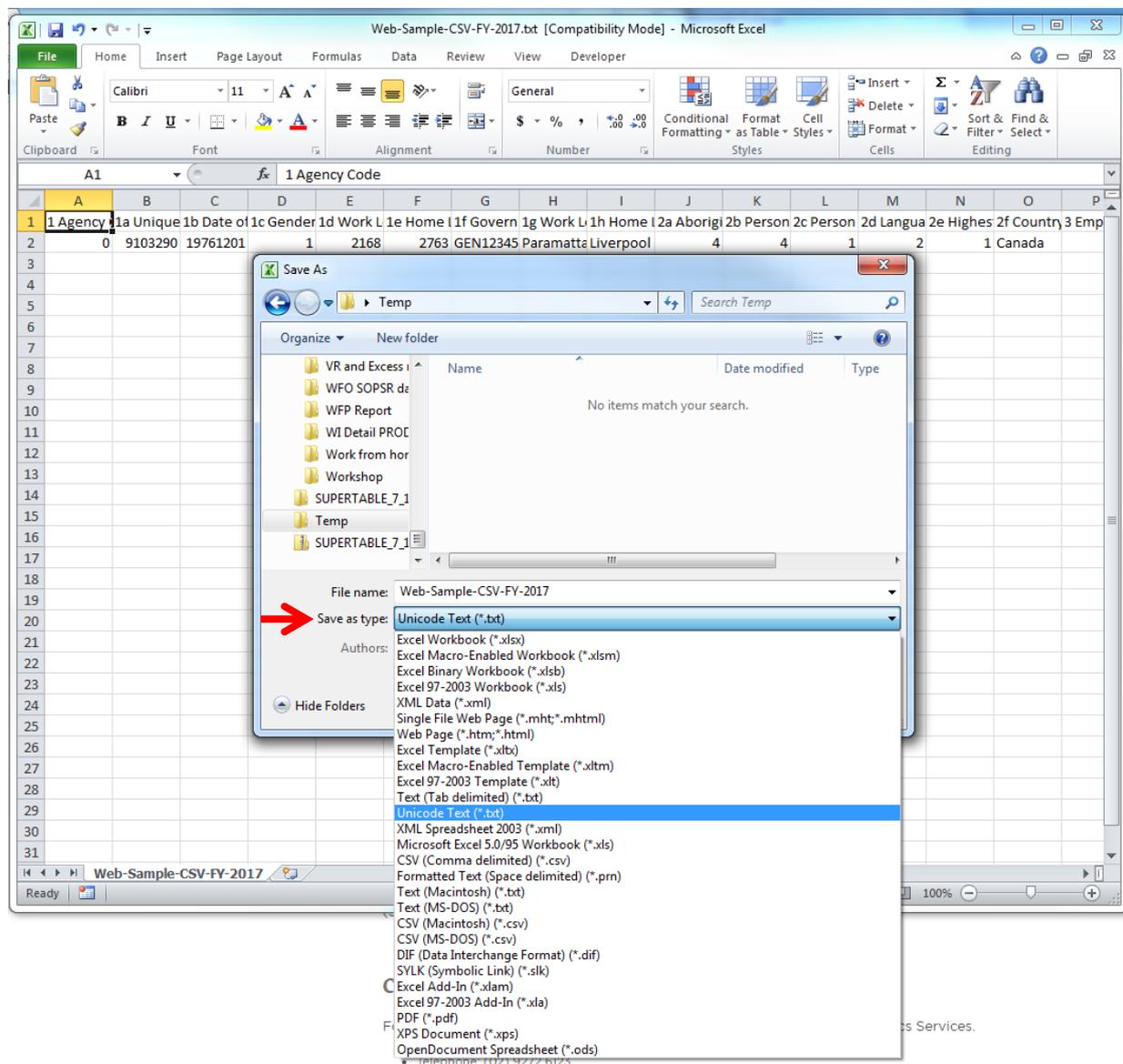
To resolve this issue, users should be sent the following steps.

1. In Microsoft Excel, open the file.
2. Select Menu | Save As.



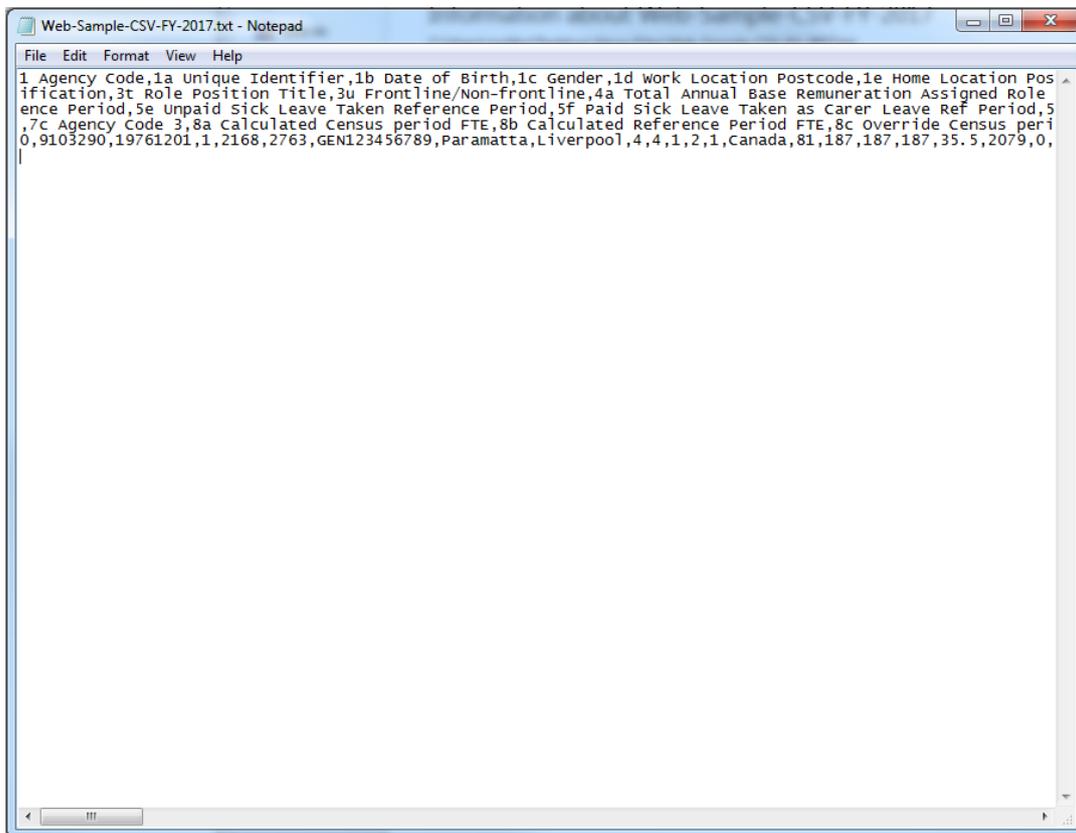
3. Enter any name for your file.

a. Under "Save as type," select Unicode Text.

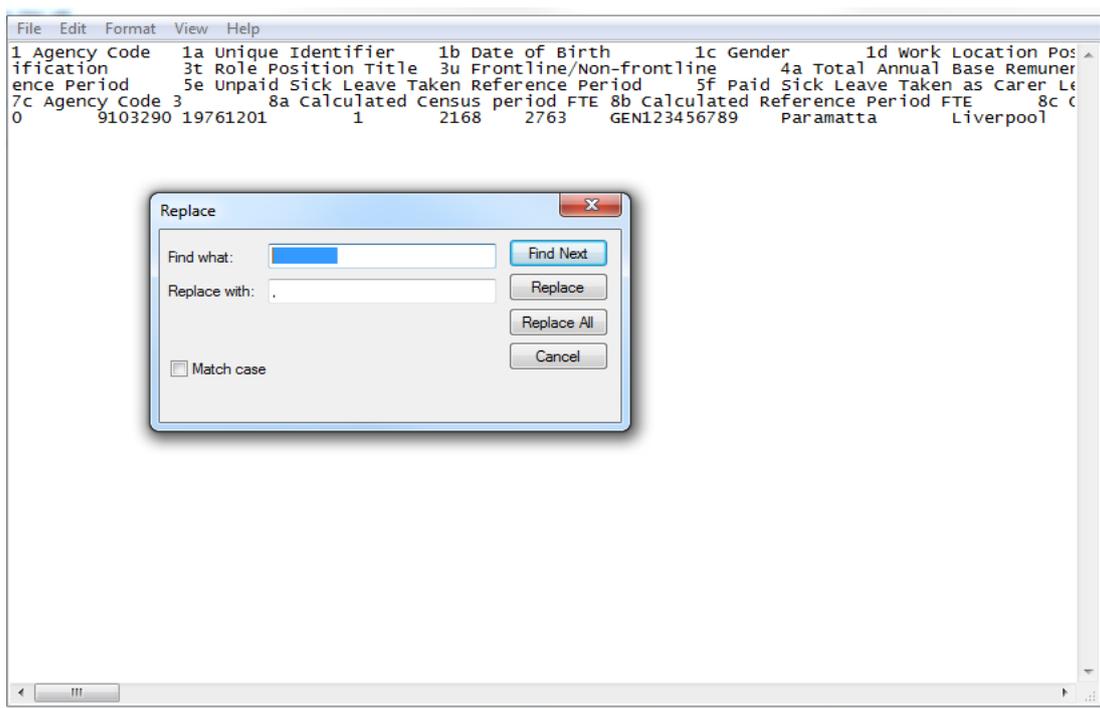


4. Click Save.

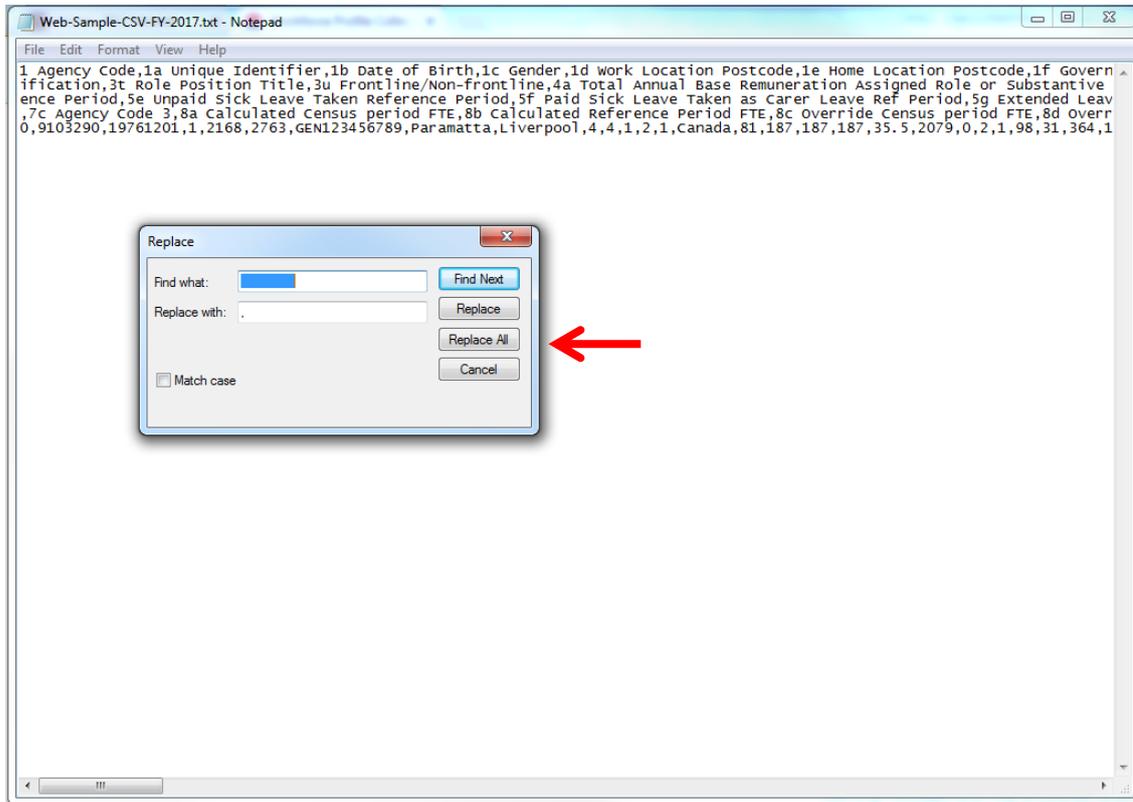
5. Open your saved file in Microsoft Notepad.



6. Replace all tab characters with commas (",")
  - a. Select a tab character (select and copy the space between two column headers)

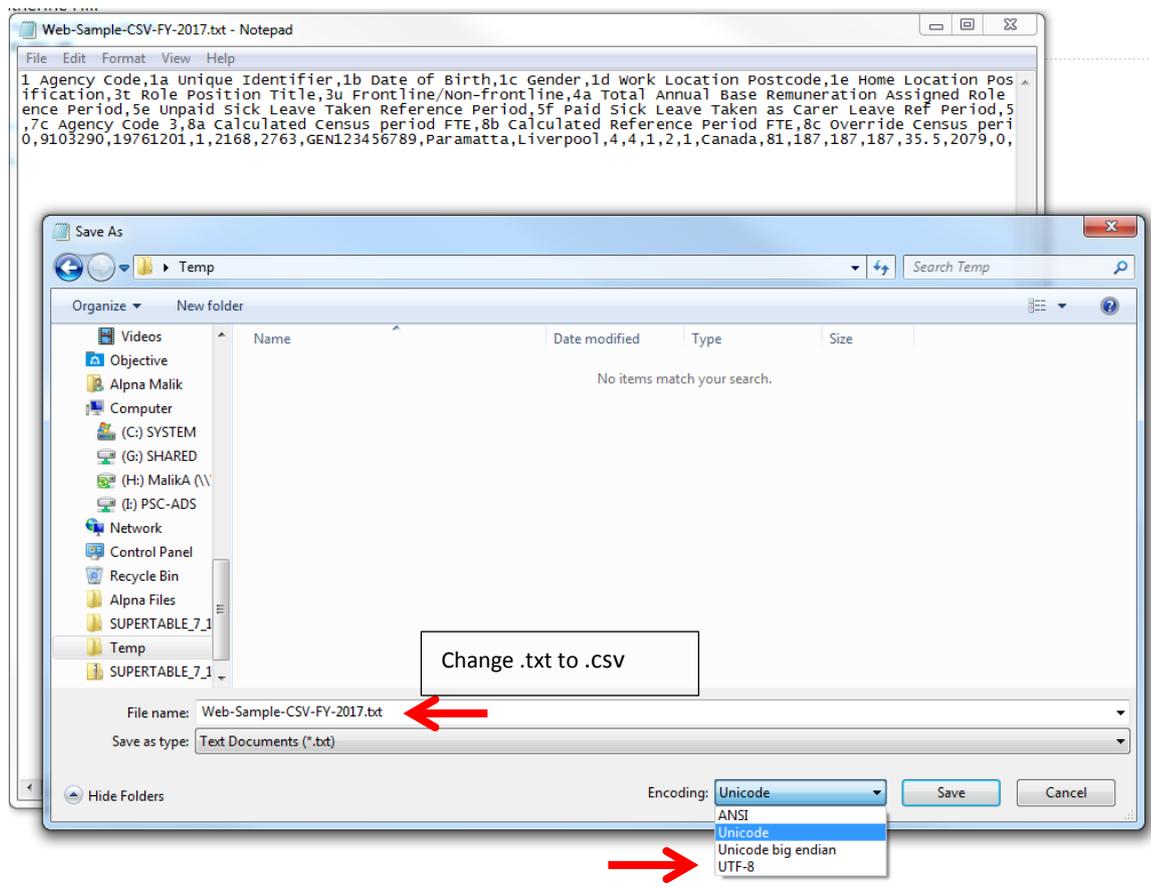


b. Open the "Replace" window (Press Ctrl+H) and replace all tab characters with



7. Click Save As.

8. Name the file, and change the Encoding: to UTF-8.



9. Change the file extension from ".txt" to ".csv".

10. Click Save.

**Open the .csv file in Excel to view your data.**