

Duplicate Registration Numbers found when uploading to gradebook

In some cases Myplace may have more than one profile that matches a Registration Number.

- [Solution](#)

In this scenario you may get the following error message:

Duplicate Registration Numbers found, contact learning-technologies to resolve with ×
following information:

- Moodle ID: 3, Name: Student One, Registration Number: 00001
- Moodle ID: 4, Name: Student One, Registration Number: 00001

You will need to re-upload the file once fixed.

This indicates that Myplace profiles 3 & 4 have the same Registration Number details.

This can arise from Account or Person Consolidations that may have been performed

Solution

This is **not** an issue that can be directly rectified by an end user.

You should contact Myplace support via the Help Desk and report the details shown.

You may temporarily work around this by removing the afflicted user from the data you uploading, and then retrying, but you will not be able to upload the affected user whilst there are duplicate registration numbers in effect.