

ESL role set up and accessing the Attendance Service CMS

Who is this for?

This guidance is for **Education Sector Logon (ESL) Delegated Authorisers (DA)** within Attendance Service Provider Organisations. It explains how to set up your team with access to the **Attendance Service Case Management System (CMS)**.

Important: Only a DA can complete these steps. If your organisation does not have a DA, see the **DA set up guide**.

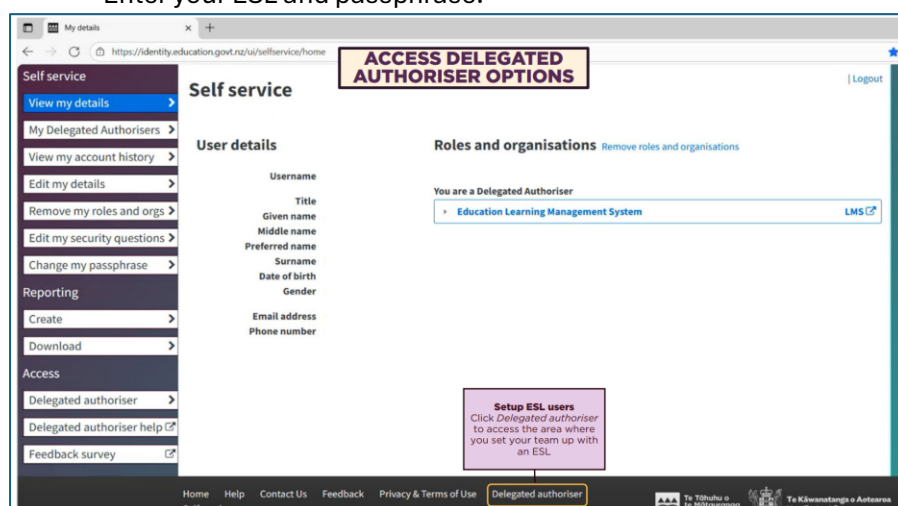
ESL set up

Each staff member needs an **ESL account** before they can access the CMS.

Note: If they already have an ESL from a previous organisation, you **still need to send an ESL invitation** to link their account to your organisation.

1. Log into the ESL Portal

- Use [this link](#) or go to the [ESL Self Service Portal](#) and click **Delegated Authoriser** at the bottom of the page.
- Enter your ESL and passphrase.



2. Set up **multifactor authentication** (first-time only) or enter your 6-digit code.

3. Invite users

- Click **Invite user** in the left menu.

AS School guidance: DA ESL role set up and accessing the Attendance Service CRM

- Complete the online form for each user.
- Click **Invite** to send the activation email.

Attendance Service CMS set up

Once users have an ESL account:

1. **Log into ESL Portal** (same steps as above).
2. **Find the user**
 - Use **Search users** and click their name.

3. **Edit roles and organisations**
 - Select **Attendance Service CMS**.

AS School guidance: DA ESL role set up and accessing the Attendance Service CRM

- Check the relevant role box (ASP Case Manager or ASP Workflow Lead). For more info about the role types see [here](#).
- **You must have at least one Workflow Lead available, who has completed the online training, when you open the AS-CMS for the first time after 5 January 2026.** Only the Workflow Lead can assign cases from your Provider Queue to Case Managers so that they can see and work on cases.
- **Click Update** to confirm.
- Note: Workflow Leads and Case Managers must complete mandatory online training before they will be able to access the AS-CMS. Information about how they can complete this training will be sent to them once you have assigned their roles (this may take up to one working day to arrive).



The screenshot shows a web interface for the 'Attendance Service CMS'. It features a blue header bar with a dropdown arrow and the text 'Attendance Service CMS'. Below the header, there are two role selection options, each with an unchecked checkbox, a role name in bold, a note in parentheses, a red 'Requires training' label, and a description of the role's responsibilities.

Role Selection	Role Name	Note	Requirement	Description
<input type="checkbox"/>	ASP Case Manager	(*additional role)	Requires training	Perform case management activities to deliver attendance services.
<input type="checkbox"/>	ASP Workflow Lead	(*additional role)	Requires training	Manage queue of referred cases and carry out case management activity.

[Need help?](#)

Contact the Education Service Desk:

- **Freephone:** 0800 422 599 (NZ only)
- **Email:** service.desk@education.govt.nz

Or see self-service guidance documents on being a DA [here](#)