

# Accessing the Attendance Service CMS – information for schools

## Who is this for?

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

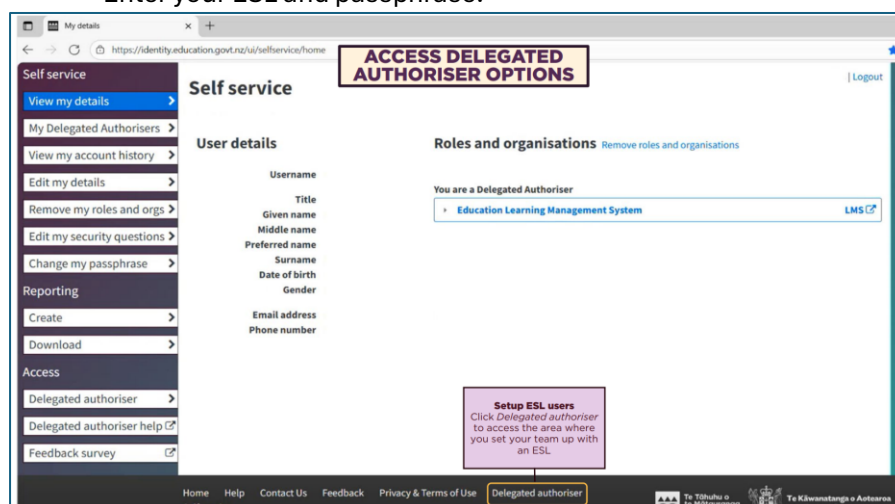
**Please note:** You can assign roles now, but staff will not be able to log in to the AS-CMS until the system goes live on **16 February**.

## Attendance Service CMS set up

All staff members require an ESL account to access the Attendance Service CMS. For more information on inviting staff to access ESL, see [here](#).

### 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. Invite users

- **Find the user** - Use **Search users** and click their name.

**Education Sector Logon**

**Delegated authoriser**

User management

**Search users**

Invite user

Search invites

Review users' access (7)

**Reporting**

Create

Download

**Access**

Self service

**Search users**

Username

Given name

Surname

Preferred name

Organisation

Application

**Name**

Ryan Edwards

Showing 1 to 1 of 1 entries

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

- Check the relevant role box (Office Support, Primary Contact or Attendance Lead).  
For more info about the role types see the section below.
- Click Update** to confirm.

**Attendance Service CMS**

Select one role only [Clear role selection](#)

☐ **Attendance Lead**  
Access school portal and all attendance cases for enrolled students.

☐ **School Office Support**  
Access school portal and some access to attendance cases for enrolled students.

☐ **School Primary Contact**  
Access school portal and attendance cases where they are the primary contact for a student.

## Roles for school users in the Attendance Service CMS

The AS-CMS uses role-based access to ensure information is shared securely and appropriately. Users can have one of three roles in the AS-CMS: Attendance Lead, School Primary Contact or Office Support. As a DA you can decide how

## Attendance Lead

<b>Attendance Lead Role:</b> <ul style="list-style-type: none"> <li>• Maintains oversight of attendance cases</li> <li>• Can be a School Primary Contact for any case</li> <li>• Can add case comments and documents to the case record to support a connected, collaborative approach</li> <li>• Stays informed by reviewing shared case updates and other case information</li> <li>• Can access reports and school dashboards that can be used for other school purposes.</li> </ul>	<b>Attendance Lead Scope:</b> <ul style="list-style-type: none"> <li>• Can make requests for Attendance Service support</li> <li>• Can see all attendance case records for children at their school, including cases where they are not the School Primary Contact</li> <li>• The school can decide how many people will have the Attendance Lead role</li> </ul>
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## School Primary Contact

<b>School Primary Contact Role:</b> <ul style="list-style-type: none"> <li>• Works closely with the service provider's Case Manager, so that support for the child is consistent and collaborative</li> <li>• Can add case comments and documents to the case record to support a connected, collaborative approach</li> <li>• Can access reports and school dashboards that can be used for other school purposes</li> <li>• Receives notifications when key changes are made to the case record, including shared information or status changes.</li> </ul>	<b>School Primary Contact Scope:</b> <ul style="list-style-type: none"> <li>• Can make requests for Attendance Service support</li> <li>• Can see case records for children where they are the School Primary Contact</li> <li>• Each case must have one School Primary Contact.</li> <li>• The school can decide how many people will have the School Primary Contact role</li> </ul>
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## Office Support

<b>Office Support Role:</b> <ul style="list-style-type: none"> <li>• Provides administrative support by completing requests for Attendance Service support and adding case updates</li> <li>• Can access reports and school dashboards that can be used for other school purposes.</li> </ul>	<b>Office Support Scope:</b> <ul style="list-style-type: none"> <li>• Can make requests for Attendance Service support</li> <li>• See all attendance case records</li> </ul> <p>The school can decide how many people will have the Office Support role</p>
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## Need help?

Contact Education Service Desk:

**Freephone:** 0800 422 599 (NZ only) | **Email:** [service.desk@education.govt.nz](mailto:service.desk@education.govt.nz)

Or

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