



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)**.

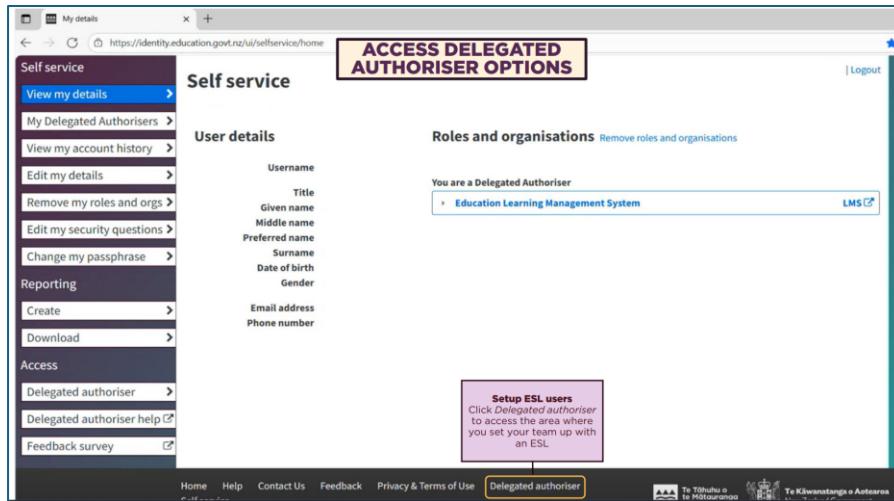
Please note: You can assign roles now, but staff will not be able to log in to the AS-CMS until the system goes live on **16 February**.

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](https://identity.education.govt.nz/ai/selfservice/home) 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.

The screenshot shows the 'Education Sector Logon' interface. On the left, a sidebar menu under 'Delegated authoriser' includes 'User management' with 'Search users' (highlighted in blue), 'Invite user', 'Search invites', and 'Review users' access (7). Below this are 'Reporting', 'Create', 'Download', 'Access', and 'Self service'. The main area is titled 'Search users' and shows a search result for 'Ryan Edwards'. The result is displayed in a table with columns for 'Name' (containing 'Ryan Edwards') and 'Showing 1 to 1 of 1 entries'. The 'Surname' field ('Edwards') is highlighted with a red box. Other fields shown are 'Username', 'Given name', 'Preferred name', 'Organisation' (set to 'High School'), and 'Application'.

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.

The screenshot shows the 'Attendance Service CMS' role selection interface. A blue header bar says 'Attendance Service CMS'. Below it, a sub-header says 'Select one role only' with 'Clear role selection' link. Three radio buttons are listed: 'Attendance Lead' (selected), 'School Office Support', and 'School Primary Contact'. Each role has a description below it.

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

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

School Primary Contact

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

Office Support

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

Need help?

Contact 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](#)