



Attendance Service Case Management System (AS-CMS) – current known issues and additional guidance

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High priority issues for urgent resolution

The table below summarises current priority known issues following go-live of the AS-CMS, any workaround and indicative resolution timeline. Please note these timings may change.

This table only includes the highest priority issues. Other faults are handled as they are reported, and will be prioritised based on impact.

Please continue to notify us of any technical issues you are experiencing by contacting the service desk Freephone: 0800 422 599 (NZ only) Email: service.desk@education.govt.nz

Name	Description and impact plus any workaround	Estimated date for resolution
Unable to print student plan	Users are not able to print the student plan from the AS-CMS due to global platform update. Work is underway to implement a solution.	12 Feb 2026

Note – we're aware of a number of other lower priority issues that will be resolved over the coming weeks.

Issues on roadmap – with workarounds where relevant

We recognise that the following actions are more complicated than intended. This section provides some extra guidance.

Name	Description and impact plus any workaround	Estimated date for resolution
Assigning cases between Case Managers	Workflow Lead can't reassign cases directly from one Case Manager to another. To reassign a case from one Case Manager to another, first update the case status to Provider Queue, then assign the case using the standard process.	This is on the roadmap for a future enhancement for the AS-CMS.
Search functionality	An issue makes it more difficult to search by student name in the AS-CMS. Additional guidance on how to search for a student is provided in the Interim Workaround section below.	This is on the roadmap for a future enhancement for the AS-CMS.
Case comments when emails	Copying and pasting an email chain directly into a case comment can cause the case timeline to stop displaying properly. This happens because emails	This is on the roadmap for a future

Name	Description and impact plus any workaround	Estimated date for resolution
are copied to them	<p>often contain components that case comments cannot process.</p> <p>To avoid this issue, do not paste emails into case comments. Instead, attach the email using the “Upload File” option in the Action Launcher.</p>	<p>enhancement for the AS-CMS.</p> <p>Anticipated: 11 March 2026</p>
Home school exemptions in the AS-CMS	<p>When a student receives a Home School exemption, they are recorded in ENROL as currently enrolled under school org number 972. At the moment, the school name does not appear in the AS-CMS for these records.</p> <p>Additional guidance on how to identify if a student has a home school exemption is provided in the Interim Workaround section below.</p>	<p>This is on the roadmap for a future enhancement for the AS-CMS.</p>
Out of Catchment notification issue	<p>We’ve identified an issue where some cases are showing an Out of Catchment notification even when the student is not out of catchment.</p> <p>While we work on resolving this, please double-check the student is currently enrolled at a school outside your catchment area before reallocating the case.</p> <p>Additional guidance on how to do this is provided in the Interim Workaround section below.</p>	<p>This is on the roadmap for a future enhancement for the AS-CMS.</p>
Address fields	<p>Some cases are missing address details in Key Contacts. This is often because the information wasn’t provided or wasn’t stored in transferable fields in ASA - please check the original referral or case comments to find it.</p> <p>Unfortunately, many NEN cases were referred without any address information. In some cases, the details were entered in fields that haven’t been able to be transferred into the Key Contacts section.</p> <p>If the previous provider did record address details that are not showing up in your Key Contact view, you may be able to find it in the original referral information or in the case comments.</p>	<p>None.</p> <p>This is not a system issue.</p>

Name	Description and impact plus any workaround	Estimated date for resolution
	<p>The original referral information appears in the first couple of case comments at the bottom of the timeline.</p> <p>You can also see an expanded view of all the case comments in the 'Related' tab.</p>	
Assigning cases	Some of you may be unable to assign cases to case managers because certain kaimahi aren't appearing in the system. Kaimahi must sign into the AS-CMS at least once before they can be assigned cases.	<p>None.</p> <p>The system is operating as intended.</p>
Updates to identity verification for AS-CMS users – effective 3 February	<p>To strengthen security, the AS-CMS hosting platform (Salesforce) has updated its identity verification process. As a result, you may see a Salesforce verification prompt when logging in through your Education Sector Login (ESL) for the first time on a browser or device. This update takes effect from 3 February 2026.</p> <p>When this appears, you'll be asked to enter a verification code sent to the email address linked to your ESL account.</p> <p>Once you complete this step, your browser or device will be remembered and you won't see the prompt again unless you:</p> <ul style="list-style-type: none"> • switch to a different device • clear your cookies • use a new browser. <p>If you experience any issues logging in, or if the verification prompt keeps reappearing, please contact the Sector Service Desk for assistance: Freephone: 0800 422 599 (NZ only) Email: service.desk@education.govt.nz</p>	<p>None.</p> <p>The system is operating as intended.</p>

Interim workarounds

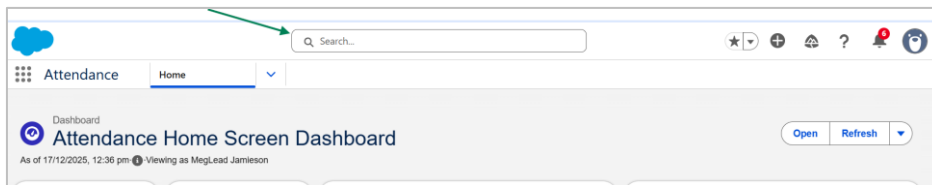
Searching for a case by student name

You can use the **global search** to search across all records in Salesforce – like a Google search.

As of 5 January, an issue is affecting searches by student name in the AS-CMS, and this is currently being investigated.

In the meantime, you can use the steps below to search by student name and locate the student's case(s).

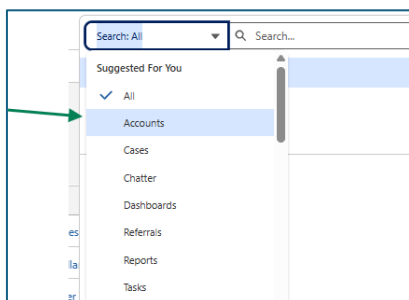
1. Click in the Search box at the top of the screen



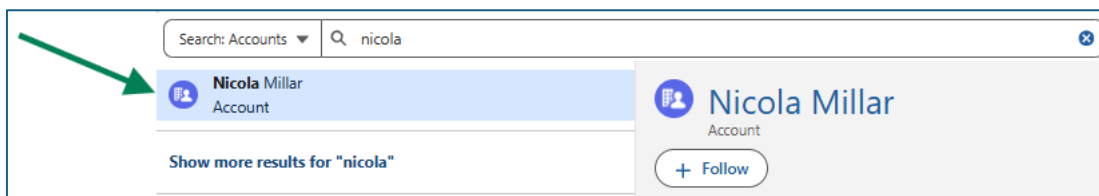
2. Click on the arrow to the right of 'Search All'



3. Select Accounts from the dropdown list



4. Start typing the student's name then select the correct result from the options that appear below. This will open the student's profile page.



Known issues

5. To view the student's case/s click on the cases tab, then click on the case number to open the case.

The screenshot shows the 'Person Account' for Nicola Millar. The 'Cases' tab is active, displaying a list of cases. A case with ID 00002253 is highlighted, showing details: Account Name: Matt's Test School, Type: Chronic Absence, Status: Provider Queue. A green arrow points to the 'Cases' tab, and another points to the case ID 00002253.

Home school exemptions in the AS-CMS

When a child receives a Home School exemption, they are recorded in ENROL as *currently enrolled* under school org number 972. At the moment, the school name does not appear in the AS-CMS for these records. This will be resolved in an upcoming release.


What you can do in the meantime

If you notice that a school name is missing in the **Enrolment History** table:

1. Click through to open the record.
2. Check the organisation number.
3. If the org number is 972, the student has a current home schooling exemption.

Enrolment History					
2 items • Sorted by First Day of Attendance • Updated a few seconds ago					
Enrolment History Name	First Day of Attendance	Last Day of Attendance	Enrolment Status	School Name	
1 Enrolment H-00023683	5/09/2022	30/04/2024	Historical	Oranga School	
2 Enrolment H-00033265	4/06/2024		Current		

Known issues

Related	Details
Enrolment History Name	Enrolment H-00033265
School Number	972 
School	
First Day of Attendance	04/06/2024
Last Day of Attendance	
Enrolment Status	Current
Entry Year Level	
Student	
School Name	
Leaving Year Level	
Leave Reason	
Post School Activity	


Out of Catchment notification issue

We've identified an issue where some cases are showing an Out of Catchment notification even when the student is *not* out of catchment. While we work on resolving this, please double-check the student is currently enrolled at a school outside your catchment area before reallocating the case.

If a child is not currently enrolled, please ensure you have confirmed that their address is outside your catchment area before reallocating the case to CIT.

Please do not reallocate cases to CIT for the purpose of closing them, or because the child or caregivers cannot be located.

You can confirm the student's enrolled school on the **Details** tab (see screenshot below)

Activity	Details 	Related	Enrolment History	Support Requests
Case Information				
Not Located	<input type="checkbox"/>			
Parent Case				
		Name	Napier Intermediate	
		Current School	Napier	
		Catchment	Napier	

Resolved issues

The following issues have been resolved.

Description of issue	Link to resolution or workaround	Date resolved
Multiple active cases	We have had an issue that resulted in a small number of students having more than one active case at a time. This has now been resolved and the cases are being merged. This may result in the case type changing from CA to NEN. You may also see comments on the case timeline from our developers, to identify the cases that have been updated.	5 Feb 2026
Information check notifications not being sent	Users are not notified when their Immigration information check results are updated in AS-CMS, creating a higher administrative overhead as they need to check their case manually.	30 January 2026
Data migration issue resolved	<p>During the migration of UA cases into the new Chronic Absence case type, we identified that some information from the original school referrals did not transfer across as expected. This missing data includes details such as letters sent by the school, meetings held or services or supports engaged before the referral was made to Attendance Services</p> <p>We have now added this information into the case notes of the affected cases.</p> <p>These notes will be easy to identify - they have a solid blue line beside them, and when you hover over the entry, the information will display in a table format.</p>	30 January 2026
Service console visibility	For a short period, some AS-CMS users may have noticed access to an application called Service Console. This application was not intended for release and included an incomplete design with non-functional features. It has now been removed.	26 January 2026
Unexpected NEN to CA case type change	A case has been identified that changed from a NEN type to a CA type for an unidentified reason. The case history notes that this change was	26 January 2026

Description of issue	Link to resolution or workaround	Date resolved
	made by the case manager, but this action is not available to case managers, and the case manager has advised that they made no such change.	
Unable to assign CA cases that are not currently enrolled	<p>Users cannot assign case managers to CA cases that are currently unenrolled.</p> <p>This is caused by an issue with business validations and the assignment logic.</p> <p>This issue prevents more than 300 CA cases from being assigned to case managers.</p>	21 January 2026
Workflow Leads can't see all cases	Some Workflow Leads are unable to see all the cases in their service provider.	19 January 2026
Case managers can see all cases for their ASP	Resolution activity for the Workflow Lead access issue identified a related issue where some case managers had access to all cases allocated to their ASP instead of just those that had been assigned to them.	21 January 2026
Imported NEN cases NEN cases raised from 12/12/2025 (when use of ASA stopped) have not yet been imported into the new Attendance Service CMS.	This issue has been resolved and all Non-Enrolment Notifications raised since 12/12/2025 will be available in the AS-CMS in week commencing 19 th January. They will be created in the CIT Queue and will need to be allocated out to the new providers.	Resolved
School name - We are working through an issue that stops the school name appearing in enrolment history or current enrolment details.	N/a – this issue has now been resolved.	Resolved