



# Attendance Service Provider Newsletter

30 January 2026

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## Introduction

Kia ora koutou

Welcome to this fortnight's attendance service update. Now that we're almost in February, we're starting to see how things are settling in with the service across the country. Thank you for all the work you've been doing to get the service up and running smoothly.

As part of this early bedding-in period, we've identified a few AS-CMS issues that may affect your day-to-day work. To help you stay informed, we've highlighted new updates below. Please take a moment to read and share them with your team.

As a reminder, we send these newsletters to the key relationship contact for each Attendance Service Provider. We rely on them to circulate to all their team members who will need the information. We also publish these newsletters here [Information for attendance service providers - Ministry of Education](#)

Ngā mihi maioha

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## Updates on the AS-CMS

### System issues you need to know this week

1. **Case Managers unable to access student details** – An interim fix for this issue is being applied today. If a new student is assigned to a case manager, details may not show immediately. If this is the case, check back later in the day. A permanent fix is targeted for 5 February 2026.
2. **New identity verification** – From 3 February 2025, a one-time code will be required when logging in on new browsers or devices.
3. **Data migration issue resolved** – 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. We are now adding this information into the case notes of the affected cases. You will begin to see these updates appear over the next few days.
4. **Avoid copying emails to case comments** - Copying and pasting an email chain directly into a case comment can cause the case timeline to stop displaying properly. To avoid this issue, do not paste

emails into case comments. Instead, attach the email using the “Upload File” option in the Action Launcher.

5. **Home Schooling and Out-of-Catchment issues** – Information about temporary workarounds available while fixes are underway is provided here [30012026 AS-CMS known issues.pdf](#)

### Other updates to the AS-CMS

6. **Finding new NEN referral information:** New NEN cases created in the new AS-CMS (and not previously in ASA) are now being assigned to providers. Information about how to locate referral and contact information for these cases is provided below.
7. **Provider contact details are now available in AS-CMS** – You can search by name, organisation ID, or catchment. Information about how to search for provider contact details is provided below.

### Operational policy reminders

8. **Reminders on when and when not to refer a case in AS-CMS to CIT** – further information is provided below

Information about significant known issues can also be found here [30012026 AS-CMS known issues.pdf](#). We update this document every week, so if you're experiencing a problem, please check the website first - there may already be a workaround available.

You'll also find more detail on some of these issues below.

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## Case Managers unable to access student details

We're currently experiencing an issue that is preventing many case managers from viewing Student Details in their assigned cases. While case records can still be opened, key information such as enrolment history, personal details, and features like creating plans and adding barriers are not accessible.

An interim fix will be applied this morning (Friday, 30 January 2026) and will continue to run twice daily until the underlying issue is fully resolved. This temporary fix will restore access to student details for all cases currently assigned to each case manager.

Please note:

- If a new case is assigned, student details may not appear immediately.
- In these situations, please check back later in the day. The permanent fix is currently planned for 5 February 2026.

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## Updates to identity verification for AS-CMS users – effective 3 February

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 new browser or device. This update will take effect from 3 February 2026.

When this appears, you'll be asked to enter a verification code sent to the email address linked to your ESL account.

Once you complete this step, your browser or device will be remembered, and you won't see the prompt again unless you:

- switch to a different device
- clear your cookies
- use a new browser.

### What you need to do

- complete the verification step when prompted
- continue logging in as usual
- no action is needed beforehand.

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](mailto:service.desk@education.govt.nz)

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## Data migration issue resolved

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.

We are now adding this information into the case notes of the affected cases. You will begin to see these updates appear over the next few days.

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 (see screenshot below).



## Case comments when emails are copied to them

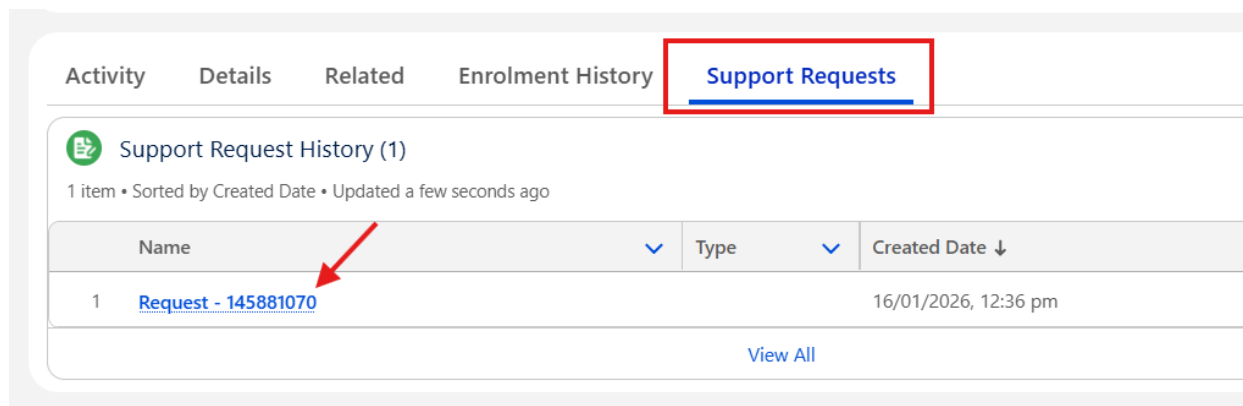
Copying and pasting an email chain directly into a case comment can cause the case timeline to stop displaying properly. This happens because emails often contain components that case comments cannot process. To avoid this issue, do not paste emails into case comments. Instead, attach the email using the "Upload File" option in the Action Launcher.

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## Finding contact details in new NEN cases

New NEN cases created in the new AS-CMS (and not previously in ASA) are now being assigned to providers. To locate referral and contact information for these cases, please follow the steps below:

- Go to the Support Requests tab to view the NEN referral details.
- Click the link to open the record, where you'll find contact details and other information.
- You can still access the learner's enrolment history in the Enrolment History table as usual.



Some information specific to new NENs, such as Referrer comments and referrer contact details, is also available under the Details section of the case.

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## How to find service provider contact details more easily

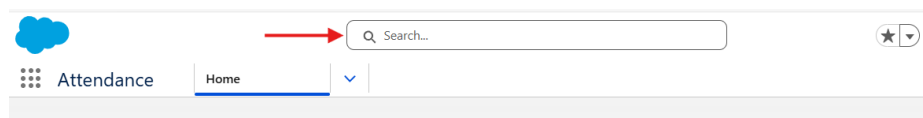
Service provider contact details are now available directly in the AS-CMS. This makes it simpler to get in touch with other providers - whether you're reallocating a case to them or picking up a case that's been reallocated to you.

The contact details in the AS-CMS are the same as the published contact details on service provider websites. If you would like to change your organisation's contact details in the AS-CMS please let us know by emailing [attendance.service@education.govt.nz](mailto:attendance.service@education.govt.nz).

Here are a few easy ways to find service provider details.

### Search by Name

Use the search bar in the AS-CMS to look up a provider by name.



### Search by catchment

You can also search for the catchment name. When you open the catchment record you can follow the link to the service provider contact details.

### Use the Map Tool to find the right provider

If you're not sure which provider you need, you can use the Map Tool.

1. Open the published [Map Tool](#).
2. Click on a catchment area to see a pop-up window showing:
  - the catchment name
  - the service provider name
  - the service provider's org ID
3. Enter the org ID, service provider name or catchment name into the search bar at the top of your AS-CMS screen.
4. Click the link in the search results to view their published contact details.

### Hot Tip

The AS-CMS also contains school contact details. From any case record, click the link to the school record to find them.

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## Reminder: Case reallocations to CIT

Please don't reallocate cases back to CIT unless you have a new address that is outside your catchment area.

If you do not have a new address but have good reason to believe they are now living in a different catchment, please contact the service provider in that catchment to agree whether they are prepared to accept the case without contact details.

If you have the other provider's agreement, transfer the case to the Ministry (CIT) with a case comment to explain where the case should be sent and confirmation you have that agreement.

If a case has an active request with Immigration NZ or MSD, it should remain with the current catchment until a response is received.

### Immigration NZ

If Immigration confirms the student is in the country, providers are responsible for contacting the school, whānau/family, or MSD to determine the student's situation and location.

If Immigration confirms the student is out of the country, the current provider should close the case. This is not the responsibility of CIT.

Please note: There has been a delay in processing Immigration checks while the new system went live. This has now been resolved. Immigration checks can be expected to be returned within approximately a week going forward.

### MSD

If MSD provides a new confirmed address out of your catchment area, please update the contact details in the case record then reallocate the case to CIT so we can complete the transfer.

If no new address is found, or the student cannot be matched, the case should remain with the provider to use all other avenues to locate the student.

Please note: There is an ongoing delay with MSD checks. You can expect these to take approximately 2-3 weeks currently.

### When to flag as cannot locate

If you have exhausted all options to find the student - including checking with Immigration NZ, MSD, the Ministry of Education for any updated contact details, and engaging with local multi-agency forums where they exist - please flag the case as '*Not located*' in the AS-CMS.

Flagging a case as *Not located* helps the Ministry understand the scale of the issue and decide what further action may be needed at a national level.

Any cases you flag as *Not located* should not be transferred to CIT, they should remain with you.

Thank you for following these processes to help ensure cases are managed accurately and efficiently.

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## Getting support

**Getting access to the AS-CMS:** If you're having any issues with accessing the AS-CMS, please contact the Education Service Desk if you need help with access or logging into AS-CMS: Freephone: 0800 422 599 (NZ only) Email: [service.desk@education.govt.nz](mailto:service.desk@education.govt.nz)

### Using the AS-CMS:

- Please make use of the AS-CMS guidance as this may answer many of your questions when navigating or using the system [Attendance Service CMS Quick Reference Guides for Providers 8 Jan 26.pdf](#)
  - If this does not resolve your question, please email us at [attendance.service@education.govt.nz](mailto:attendance.service@education.govt.nz).
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## Information shared with schools

The first bulletin for the year for school leaders is 3 February 2026. This will advise schools that the AS-CMS will go live for schools on 16<sup>th</sup> February 2026 and from that date they will be able to request support from an attendance service provider. It will also give them access to an e-learn module.

We will also be running two webinars in February to introduce schools to the new attendance service and case management system. You can register for these from next week here [Attendance webinars - Ministry of Education](#). Please note these are primarily for schools and so would ask ASPs to avoid asking questions during the session. We will also make recordings available if you are unable to attend.

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## Other attendance-related updates

In this section, we will share what else is happening to support better attendance - from new initiatives to helpful resources and ideas that might be useful in your day-to-day work.

### Provisional Term 4 2025 attendance data released

Provisional Term 4 attendance data has now been released and shows a continued trend of term-on-term improvement in regular attendance.

	2022	2023	2024	2025
Term 4 regular attendance (%)	48.7	53.5	56.4	57.3 *
* Provisional data				

This trend is welcome but shows there is still more to be done to reach the Government's target of 80% of students attending more than 90% of the term by 2030.

You can find more information, including stats for all attendance categories, [here](#).

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## Coming up in our next newsletter

- Update on the AS-CMS
- Introduction to the Ministry's Attendance Service Delivery Model team

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## Any questions or feedback

We want these updates to be useful for you so please let us know any feedback or feel free to ask questions via [attendance.service@education.govt.nz](mailto:attendance.service@education.govt.nz). You can find this and previous newsletters [here](#)