



Attendance Service School Portal – current known issues

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Cannot see the school’s cases

Currently it is not possible to view active referrals/cases you have submitted via the Attendance Service School Portal. The team is working on making this important feature available as soon as possible.

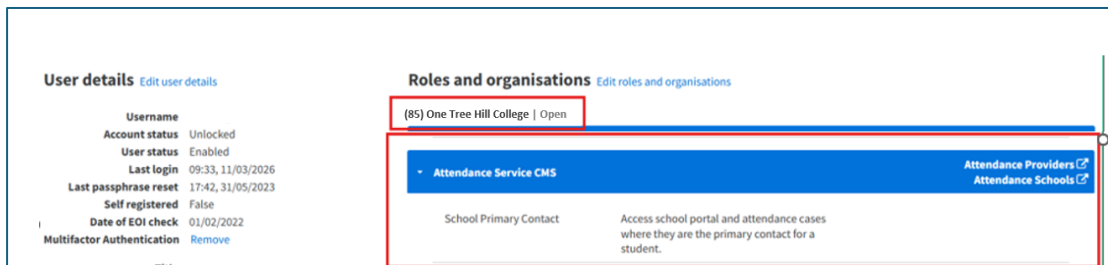
Once this feature is available you will be able to view all of your school’s cases, if you have the Attendance Lead or Office Support role, or if you have the School Primary Contact role then you will be able to view the cases that you are named as the Primary Contact on. You will also be able to add comments and upload files on these cases, and view comments and files that the provider has shared with the school.

Unable to open the Chronic Absence Request form

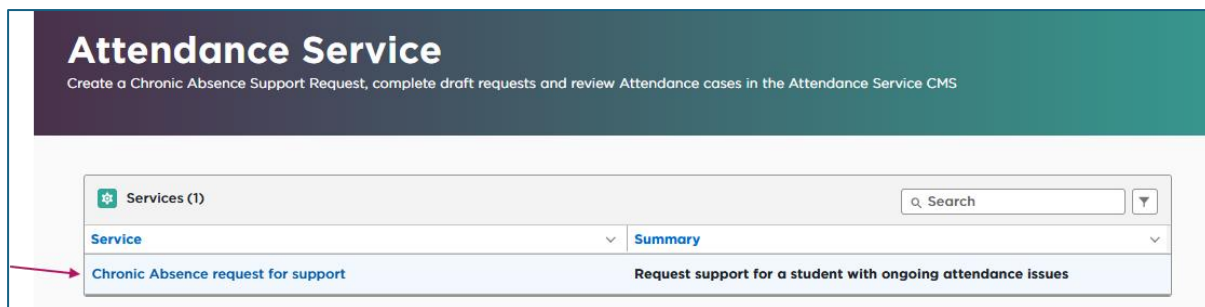
You need to have a school Attendance Service CMS (AS-CMS) role before you can access the CA Request form, or log into the Attendance Service school portal page.

If you receive an error page, or it looks like the link is broken,

1. check your role in the AS-CMS. To do this:
 - log on to the [ESL self-service page](#)
 - Click on the left of the Attendance Service CMS bar to see which AS-CMS role you have been assigned. To access the AS-CMS you need:
 - Office Support
 - School Primary Contact or
 - Attendance Lead.



2. If you do not have the Attendance Service CMS bar then you need to speak with your school’s Delegated Authoriser and request that they set you up with a role.
3. If you do have an Attendance Service CMS role follow these steps:
 - log out of ESL – on all tabs
 - go to the school [Attendance Service portal](#) – log in with your ESL. If you have more than one organisation linked to your ESL make sure you select the school organisation that is linked to your school AS-CMS role.
 - Access the CA form.



If this is unsuccessful contact the Education Service Desk:

Freephone: 0800 422 599 (NZ only)

Email: service.desk@education.govt.nz

Adding School Primary Contact when completing the CA Request

To complete the CA Support Request, you need to select a Primary Contact person from a list of people at the school who have been assigned an Attendance Lead or School Primary Contact role by the school's Delegated Authoriser.

Note: New users will not appear in the drop-down list until they have logged into the Attendance Service CMS at least once. If you are filling in the School Primary Contact section and can't find the person you are looking for, check the following:

- that the person has an Attendance Lead, School Primary Contact or Office Support role in the Attendance Service CMS, which has been assigned to them by the school's Delegated Authoriser
- that the person has logged into the system at least once
- that you are searching for their name as it appears in their ESL account.

You can save your draft to complete later, if the School Primary Contact still needs to be set up.

Unable to progress past the School Primary Contact page

If you are having trouble entering the Primary Contact name, delete any existing text in the field and then type the Primary Contact's **first name slowly** (as it appears in their ESL account) and check the search results as they appear under the field as you type.

If you are still not able to find the person speak to your DA to check that:

- you are searching for the person's name **as it appears in their ESL account**
- the person has the correct role assigned under the correct school organisation

Once you have confirmed the above, check with the person to make sure that they have logged into the system at least once (as outlined in the previous section).

Freephone: 0800 422 599 (NZ only)

Email: service.desk@education.govt.nz

Issues with email, address & phone fields when adding a Contact

There is a collection of formatting rules in the case contacts records that are causing issues. The team is working to fix these issues.

- Default formatting in phone number fields doesn't accept all NZ phone number formats
- Street number field does not accept letters (e.g. 5A Main Street)
- Email is a compulsory field for contacts

Please enter the correct details in the notes fields that are available on the form, with a comment to explain the issue. If the contact does not have an email address, use a fake email such as **email@email.com** to complete the form.