



# **Attendance Service School Portal: Quick Reference Guides for Schools**

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# Schools online learning module

An online learning module has been developed to support school users to submit Chronic Absence requests for support through the Attendance Service School Portal. The module also outlines how to manage a case once it has been created, including how to view shared information and engage with the provider.

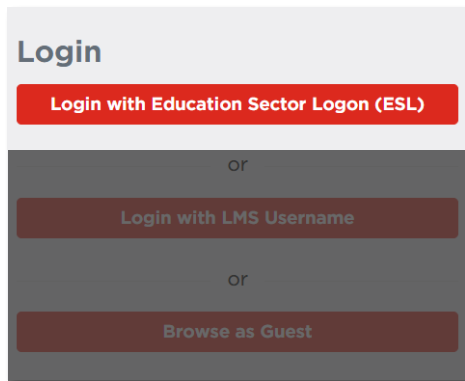
## Access to the online learning module

This guide will help you log into the Ministry of Education’s learning platform to access the Online Attendance Service for Schools online learning module.

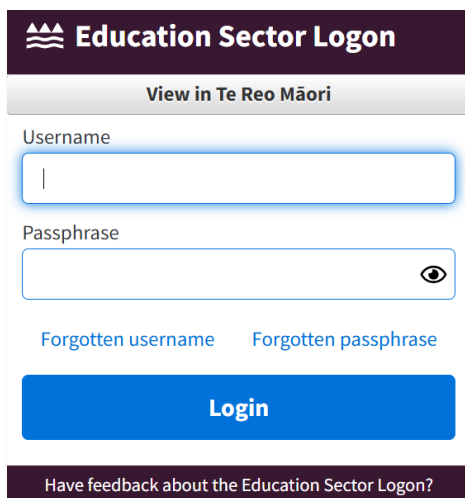
- **You need an Education Sector Logon (ESL)** to access the module. If you don’t have an ESL, speak to your organisations Delegated Authoriser who will help you get set up.
- **This module will help** you become familiar with the features of the Attendance Service website for submitting chronic absence support requests for your school.

Follow the steps below to access the access the module.

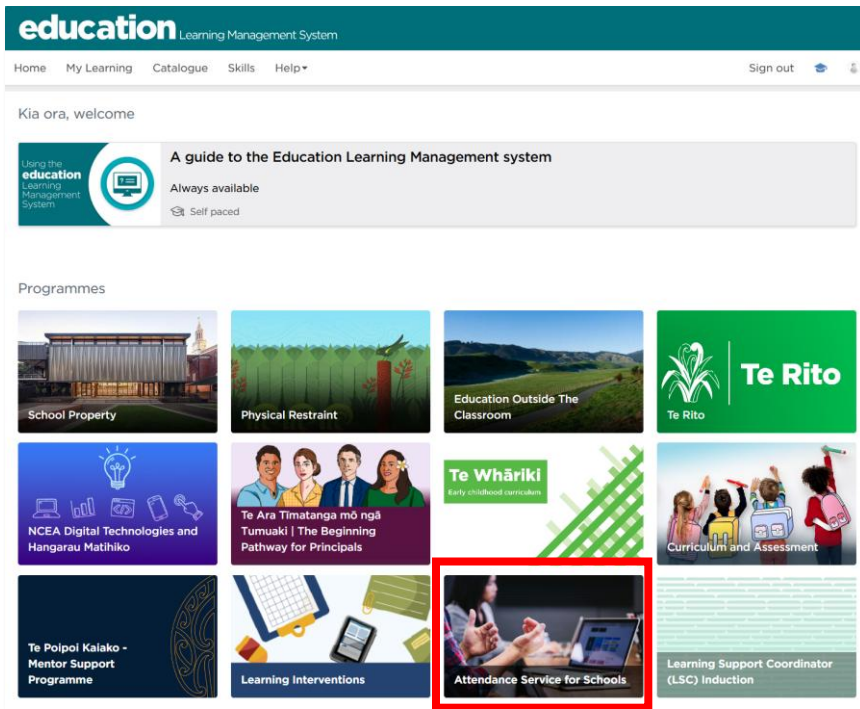
1. Go to [Ministry of Education Learning](#) and click **Login with Education Sector Logon (ESL)**



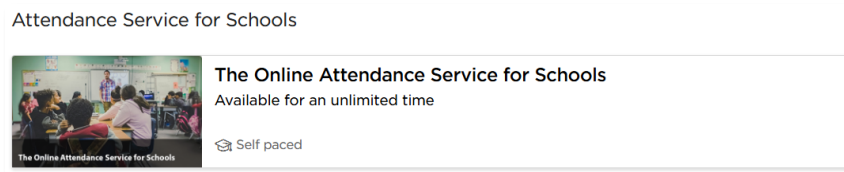
2. Enter your **ESL username** and **Passphrase**



3. When you successfully login, click on the **Attendance Service for Schools** tile



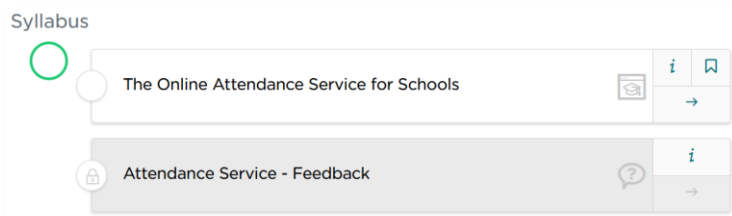
4. Click on **The Online Attendance Service for Schools** course



5. Click **Enrol**



6. Click **The Online Attendance Service for Schools** to launch the online learning module.



# Submit a Chronic Absence request for support

## Who can perform this task:

School users with the **Primary Contact**, **Office Support**, or **Attendance Lead** role.

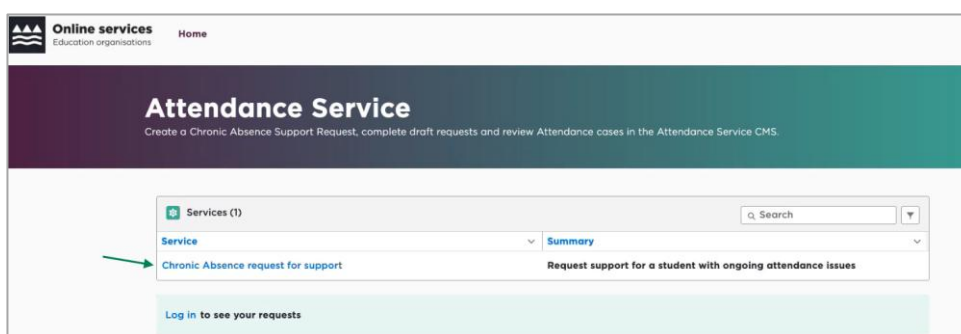
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## Purpose:

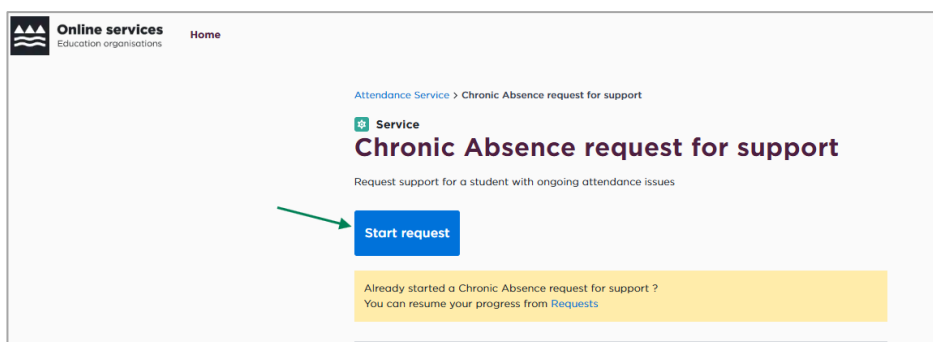
Use the Chronic Absence Request for Support form to engage support for a student from your local Attendance Service provider (or your In-School Provision, if you have one).

Submitting a form creates a case record. The case record is sent directly to your service provider, who will assign a case manager.

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1. Click on this link to open the Attendance Service page: [Attendance Service](#)
  2. In the Service section click on 'Chronic Absence request for support'



3. You can review the information on the page, then when you are ready to open the request form click on the Start Request button.



4. Each page of the form has instructions on what to enter. Once you have completed the form, click Submit.
5. **Note:** The form will ask you to name a Primary Contact person at the school. This is the person at the school who will be contacted and kept up-to-date by the Case Manager. This person must either have the Attendance Service School Portal role of **Primary Contact** or **Attendance Lead**.

Next steps: when the form is submitted a case is created. The case will be allocated to the attendance service provider and assigned a case owner. The case owner will then contact the person who has been named on the form as the Primary Contact at your school.

# Navigate the Attendance Service home page

When you log in you'll see two options. You can begin a new support request or pick up where you left off with a draft request.

A future release will enable two additional options; manage an existing case you're already working on, or review details on a closed case.

## Attendance Service Home page

The screenshot shows the 'Attendance service' home page. At the top, there's a header with the 'Online Services' logo and 'Home' text. Below this is a dark green banner with the title 'Attendance service' and a subtitle: 'Create a Chronic Absence Support Request, complete draft requests and review Attendance cases in the Attendance Service CMS.'

The main content area is divided into four sections, each with a callout box:

- Services (1):** A card showing a single service: 'Chronic Absence request for support' with a 'Summary' dropdown and a description: 'Request support for a student with ongoing attendance issues'.
- Draft requests (3):** A table with columns: Request number, Applied for, Service, Created by, Last modified, and Action. It lists three draft requests for 'Chronic absence request for support' with 'Resume draft' links.
- Active cases (15):** A table with columns: Reference number, Date opened, Learner name, Primary contact, Current status, and Type. It shows five active cases, all for 'Chronic absence request for support'.
- Closed cases (20):** A table with columns: Reference number, Date closed, Learner name, Primary contact, and Type. It shows five closed cases, including 'Chronic absence request for support' and 'Example service name'.

Each section includes a search bar and a dropdown menu. The 'Active cases' and 'Closed cases' sections also have pagination controls at the bottom.

**Services**  
Raise a request for support here.

**Draft requests**  
Resume your draft requests here.

**Active cases**  
View a case record, to see updates and share case comments and documents from here.  
**Not yet available**

**Closed cases**  
View closed cases for your school here.  
**Not yet available**