

## Priority issues

The table below summarises current priority known issues in the AS-CMS, any 'workarounds' where applicable.

This table only includes the 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](mailto:service.desk@education.govt.nz)

Issue	Description and impact plus any workaround
<b>Provider can still see case after it has been reallocated</b>	If you have allocated a case to another provider but can still see the case and it is appearing in your reports, then record the case number and contact the service desk to manually fix the sharing issue.
<b>Case Managers can manually edit case type, catchment and other fields using Inline Editing</b>	<p>Do not change the case type manually.</p> <p>Please ensure that your kaimahi are aware that they must not use inline editing to change case data while we are waiting for the fix to be implemented.</p> <p>These fields will update automatically when schools make NEN and CA referrals or when changes are made to cases using the correct flows.</p>
<b>Adding a Contact – Email Requirement</b>	<p>Currently, the <b>Email</b> field is mandatory when adding a contact. The form is being updated so that an email address will no longer be required.</p> <p>In the meantime, if the contact does not have an email address, enter a placeholder (e.g. <i>email@email.com</i>) to allow the form to be submitted.</p>

## Known issues

Issue	Description and impact plus any workaround
<b>NENs - Provider can't find information submitted by the school on the NEN form</b>	<p>Referrer details and referrer comment can be found on the Details tab in the case record.</p> <p>The last attended school can be found in the Enrolment History table or by checking the Daily Attendance Data to see which school has been submitting this information.</p>
<b>Dual active cases</b>	<p>This is a known system issue that can occur under certain circumstances when a CA referral is made for a student who already has an active NEN case, or a NEN referral is made for a child who already has an active CA. The system may incorrectly create a new case, instead of updating the existing active case.</p> <p>Correct behaviour should be:</p> <ul style="list-style-type: none"> <li>• a new CA referral updates an existing NEN case to a CA case</li> <li>• a new NEN referral updates an existing CA case to NEN case.</li> </ul> <p>The technical team are actively monitoring for dual cases and merging them where possible. In some cases it is not possible to merge two cases, and the technical team will aim to close one of these cases.</p>
<b>Services visibility</b>	<p>A bug is preventing Services from being visible to users who did not create the record. A Case Manager can add a Service to a case record, and they will be able to see and report on the services they have added.</p> <p>However, nobody else who has access to the case, including Workflow Leads, Ministry roles or other case managers if the case is reassigned, can see or report on services added.</p> <p>The team is working on a fix for this issue.</p>
<b>Timeline breaks when email pasted</b>	<p>This can happen with any email but is more common with email chains that include replies or forwards. If you copy and paste an email into case comments, it can cause the timeline to break.</p> <p>This is an ongoing bug and will be fixed. Please contact the Service Desk if this happens to one of your cases.</p> <p>You can still access case comments from the Related tab while the timeline is broken.</p>

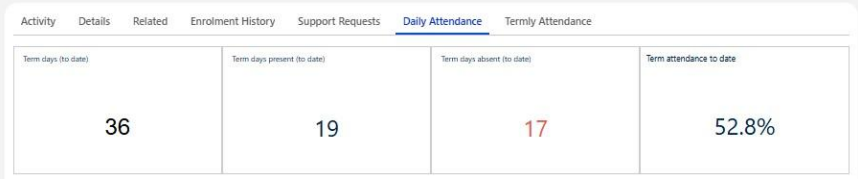
## Known issues

Issue	Description and impact plus any workaround
<b>Unable to assign case directly from one case manager to another case manager</b>	Users cannot change a case owner directly from one person to another. The user must first update the status to Provider Queue using the Update Status button on the Action Launcher. This will remove the previous case owner and make it possible to assign a new case owner.
<b>Case owner not updated when case returned to Provider Queue</b>	<p>Users should use the Update Status button on the Action Launcher to return a case to the Provider Queue. There is a known bug that allows users to use the Reallocate Case button to 'reallocate' the case back to their own Provider Queue. If they use this option, the current case owner's name is not removed from the case and it is not possible to assign the case to a new case owner.</p> <p>This issue will be fixed in an upcoming release. In the meantime, users should be advised to use the Update Status button on the Action Launcher when returning a case to the Provider Queue.</p> <p>If the user has incorrectly used the Reallocate Case button to send the case to the Provider Queue then contact the service desk. They can arrange to have the case owner name removed so that a new case owner can be assigned.</p>

## Known issues

Issue	Description and impact plus any workaround
<p><b>Student Details Not Displaying on Cases</b></p>	<p>There is a current system issue that may prevent case managers from viewing <b>Student Details</b> on cases assigned to them. When this occurs, users may be unable to see information such as enrolment history and the student's personal details when opening a case. They may also be unable to use key features, including creating plans and adding barriers.</p> <p>This is a known issue and will be resolved in an upcoming release.</p> <p>In the meantime, an interim fix has been implemented. This fix runs twice daily and restores visibility of student details for affected cases.</p> <ul style="list-style-type: none"> <li>• If a <b>new case</b> has been assigned, student details may not be visible immediately. Visibility should be restored after the next interim fix run, which may take a few hours. Service Desk should advise users to wait and check again later the same day.</li> <li>• If the case has been assigned to the same case manager for <b>more than 24 hours</b> and the issue still persists, it should be escalated to the <b>Service Desk</b> for further investigation.</li> </ul>
<p><b>For some NENs the timeline shows an email notification to say a CA was submitted</b></p>	<p>Some NEN cases have an entry on the Timeline that shows a CA Support Request confirmation email was sent to a user with an Education email address.</p> <p>This is a known bug. If a NEN case has this entry on the Timeline you can:</p> <ul style="list-style-type: none"> <li>• check the case type, to confirm that it is still a Non Enrolled case</li> <li>• check the Related tab on the case to see whether or not a CA request has actually been submitted</li> <li>• check the Support Requests tab on the case to see if a CA Support Request has been associated with the case.</li> </ul> <p>If there is no other evidence of a CA support request, this timeline entry has appeared in error. This should be escalated to the Service Desk. Include the case number and a description of the issue.</p>

## Known issues

Issue	Description and impact plus any workaround
<b>Attendance data in widgets not updating</b>	<p>The widgets on the Daily Attendance tab are not updating with recent attendance data if the student has changed enrolment during a term.</p>  <p>The widgets are continuing to count the first school and do not pick up attendance days from the new school. This is a known issue that the team is working to fix.</p>
<b>The inability to Edit or Delete contacts on a case.</b>	<p>It is not currently possible to amend the name of a contact or to delete the contact altogether from a case. The team is working on enabling this.</p> <p>In the meantime please create a new contact with the correct details, delete any details that can be removed from the old contact, and add notes to explain that the contact is no longer correct.</p>
<b>Workflow Lead is unable to see available case managers when allocating cases</b>	<p>Some workflow Leads cannot see their Case Managers to allow them to allocate the new cases to from the Provider Queue</p> <p>This issue is currently under investigation. In the meantime:</p> <ol style="list-style-type: none"> <li>1. Please log off, then log back in again and try again.</li> <li>2. If still unsuccessful, try assigning a different case.</li> <li>3. If still unsuccessful please record: <ol style="list-style-type: none"> <li>i. what is happening,</li> <li>ii. whether or not you can assign a different case,</li> <li>iii. your name, ESL role and catchment, and</li> <li>iv. the 2 case numbers that you are trying to assign, then</li> </ol> </li> <li>4. Escalate to Service Desk for assistance with this.</li> </ol>

## Known issues

Issue	Description and impact plus any workaround
<b>User Access and Deactivated Accounts</b>	<p>School, ISP, and ASP users log into AS-CMS using their ESL credentials. On first login, AS-CMS automatically creates a user profile, including the user's name and any available contact details. After this initial setup, there is no ongoing data synchronisation between ESL and AS-CMS.</p> <p>Deactivated users should no longer appear as available in AS-CMS (for example, for assignment in the <b>Workflow Leads Provider Queue</b>). However, there are cases where a user's ESL account has been deactivated but their AS-CMS account has not yet been removed. This is a known issue, and a fix is currently in progress.</p> <p>If you encounter this issue, escalate it to the <b>Service Desk</b> for assistance.</p>
<b>Out of Catchment alert showing when the case is with an ISP</b>	<p>Currently some cases will show the Out of Catchment box on the Details tab is ticked when the case is allocated to the ISP. This is a known system issue, and the team is working on resolving it.</p>
<b>An ISP or ASP user working for more than one organisation cannot use the same ESL account for both.</b>	<p>If you are an ISP or ASP user working for more than one organisation you will need a separate ESL account for each organisation.</p> <p>Contact the service desk for assistance with this.</p>

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