

# Attendance Service School Portal – current known issues

**This document outlines current known issues in the Attendance Service School Portal. Where possible, workarounds are included so schools can continue to use the system.**

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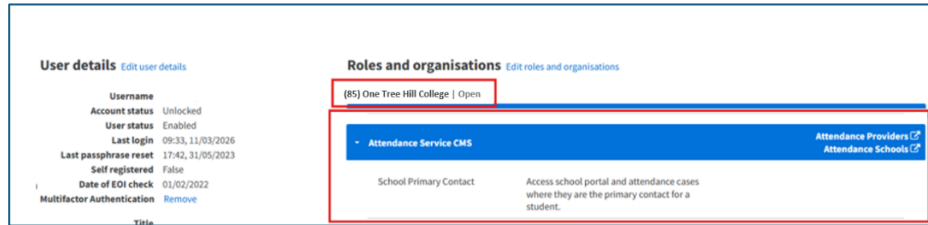
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**School Portal page – Unable to open the Chronic Absence Request form**

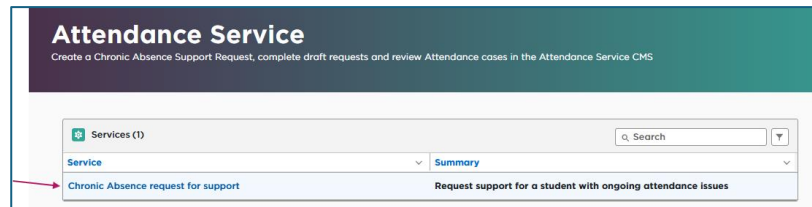
You need to have a school Attendance Service CMS (AS-CMS) role before you can access the CA Request form, or log into the Attendance Service school portal page.

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.

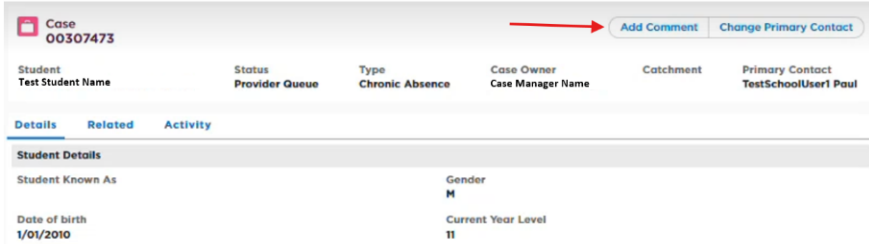


2. If you do not have the Attendance Service CMS bar then you need to speak with your school's Delegated Authoriser (DA) and request that they set you up with a role.
3. If you do have an Attendance Service CMS role follow these steps:
  - log out of ESL on all tabs
  - go to the school [Attendance Service 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

<p><b>CA Request Form – Adding School Primary Contact</b></p>	<p>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 (DA).</p> <p><b>Note:</b> 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:</p> <ul style="list-style-type: none"> <li>• 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 DA</li> <li>• that the person has logged into the system at least once</li> <li>• that you are searching for their name as it appears in their ESL account.</li> </ul> <p>You can save your draft to complete later, if the School Primary Contact still needs to be set up.</p>
<p><b>CA Request Form – Unable to progress past the School Primary Contact page</b></p>	<p>If you are having trouble entering the Primary Contact name, delete any existing text in the field and then type the Primary Contact’s <b>first name slowly</b> (as it appears in their ESL account) and check the search results as they appear under the field as you type.</p> <p>If you still can’t find the person, check with your Delegated Authoriser (DA) that:</p> <ul style="list-style-type: none"> <li>• you are searching for the person’s name <b>as it appears in their ESL account</b></li> <li>• the person has the correct role assigned under the correct school organisation</li> </ul> <p>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).</p>
<p><b>CA Request Form – Unable to re-open recently closed case (Error saying that a draft exists when no draft exists)</b></p>	<p>A system issue is currently preventing recently closed cases from being reopened when a new Chronic Absence request is submitted by a school.</p> <p>Where a student has an existing case that was closed within the last three months, you may encounter an error after selecting the student’s name. The system incorrectly indicates that a draft or active CA case already exists, preventing the form from being completed.</p> <p>As a result, you are currently unable to create a new active case for students whose previous case was closed within the past three months.</p> <p><b>Workaround:</b></p> <p>Please contact the Service Desk and provide the following information:</p> <ul style="list-style-type: none"> <li>• name of the referrer</li> <li>• name of the school</li> <li>• name of the student and, if available, their NSN</li> <li>• the intended provider (Attendance Service Provider or In-school Provision)</li> </ul> <p>The team will then be able to re-open the recently closed case.</p>

<p><b>CA Request Form – Adding a Whanau/Caregiver Contact – Email Requirement</b></p>	<p>Currently, the Email field is mandatory when adding a caregiver in the Chronic Absence request form. The form is being updated so that an email address will no longer be required.</p> <p>In the meantime, if the caregiver does not have an email address, enter a placeholder (e.g. email@email.com) to allow the form to be submitted. This can be updated later if an email becomes available.</p>
<p><b>School Portal page – Closed cases are not visible</b></p>	<p>As a school user when you are logged into the Attendance Service School Portal you should, in line with your assigned role be able to view all active and closed cases for students enrolled at your school.</p> <p>For closed cases this functionality is not yet available. Work is underway, and access to closed cases will be available in a future update.</p>
<p><b>School Portal page – School user unable to update school Primary Contact</b></p>	<p>As a school user when you are logged into the Attendance Service School Portal you should be able to change the school’s Primary Contact on a case record, via the Case View. There is currently an issue preventing you from changing the Primary Contact.</p> <p>This is being worked on with urgency and will be fixed in the next release, in early June.</p> <p>In the meantime, you can use the Add Comment function to let the provider know the correct details. Click the Add Comment Button at the top right-hand corner of the page and add the details in the text field. The provider will receive an in-app notification to let them know an update has been added.</p>  <p>The screenshot shows a case record for Case 00307473. At the top right, there are two buttons: 'Add Comment' and 'Change Primary Contact'. A red arrow points to the 'Add Comment' button. Below the buttons is a table with columns: Student (Test Student Name), Status (Provider Queue), Type (Chronic Absence), Case Owner (Case Manager Name), Catchment, and Primary Contact (TestSchoolUser1 Paul). Underneath, there are tabs for 'Details', 'Related', and 'Activity'. The 'Details' tab is active, showing 'Student Details' with fields for Student Known As, Date of birth (1/01/2010), Gender (M), and Current Year Level (11).</p>

<b>Case View – Uploaded and shared Files are not visible on the case</b>	<p>As a school user when you are logged into the Attendance Service School Portal you should be able to view files that you have uploaded to a case, and files that the provider has uploaded and chosen to share with the school.</p> <p>This functionality is not yet available but is currently in development and will be available in a future update.</p>
<b>School Portal page – School user temporarily loses access to active cases in the school portal</b>	<p>As a school user logged into the Attendance Service School Portal you should be able to see active cases for children who are currently enrolled at their school, in line with your assigned role. You can also submit a CA Support Request from the same location.</p> <p>Sometimes, after submitting a CA Support Request you may temporarily lose access to the active cases for enrolled children. In most cases, access will be restored immediately if you log out and log in again. If this is unsuccessful, you should log out for around five minutes, then log back in.</p> <p>If you are still unable to see active cases in line with your permissions, please contact the Education Service Desk.</p>