



Accessing the Attendance Service CMS - information for schools

Who is this for?

This guidance is for **Education Sector Logon (ESL) Delegated Authorisers (DA)** within schools. It explains how to set up your team with access to the **Attendance Service Case Management System (CMS)**.

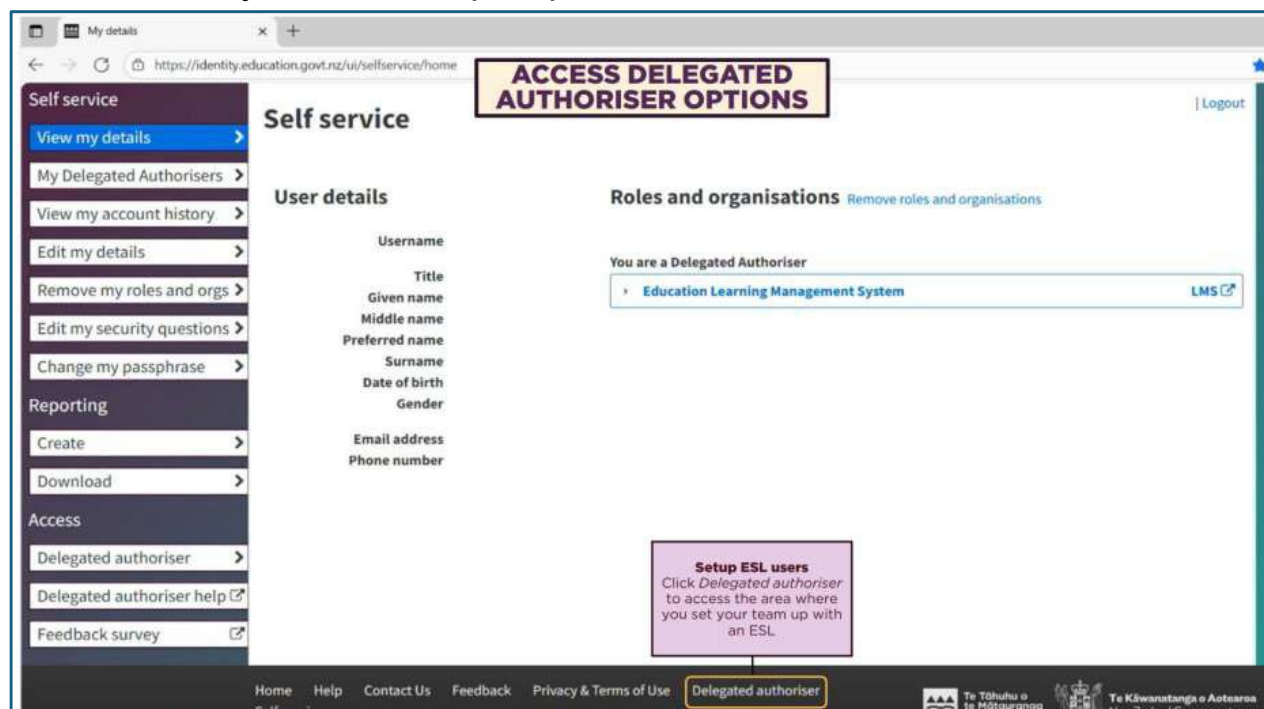
Please note: You can assign roles now, but staff will not be able to log in to the AS-CMS until the system goes live on **16 February**.

Attendance Service CMS set up

All staff members require an ESL account to access the Attendance Service CMS. For more information on inviting staff to access ESL, see [here](#).

1. Log into the ESL Portal

- Use [this link](#) or go to the [ESL Self Service Portal](#) and click **Delegated Authoriser** at the bottom of the page.
- Enter your ESL and passphrase.



2. Invite users

- **Find the user** - Use **Search users** and click their name.

Education Sector Logon

Delegated authoriser

User management

- Search users
- Invite user
- Search invites
- Review users' access (7)

Reporting

- Create
- Download

Access

- Self service

Search users

Username

Given name

Surname: Edwards

Preferred name

Organisation: High School

Application

Name
Ryan Edwards

Showing 1 to 1 of 1 entries

3. Edit roles and organisations -Select Attendance Service CMS.

- a. Check the relevant role box (Office Support, Primary Contact or Attendance Lead). For more info about the role types see the section below.
- b. **Click Update** to confirm.

Attendance Service CMS

Select one role only [Clear role selection](#)

- Attendance Lead**
Access school portal and all attendance cases for enrolled students.
- School Office Support**
Access school portal and some access to attendance cases for enrolled students.
- School Primary Contact**
Access school portal and attendance cases where they are the primary contact for a student.


This is what staff see after the DA assigns them a role

Once you have assigned a role in ESL, staff will see different prompts depending on whether they are new to your school (or organisation) in ESL or already linked.


Scenario A: User is invited to the school (or organisation) and assigned a role

- The user will receive an invitation to join your school (or organisation) through ESL.
- They must accept this invitation before they can access any systems.
- Once accepted, their assigned Attendance Service CMS role (Attendance Lead, School Primary Contact or Office Support) will be applied.
- After the system goes live, they will be able to log in to the Attendance Service CMS via ESL.

AS School guidance: DA ESL role set up and accessing the Attendance Service CRM


 Your invitation to create an Education Sector Logon account





 If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Education Sector Logon

Kia ora 

This is an invitation for  to access the systems below. **If you are not this person**, please do not accept this invitation.

Accepting the invitation will allow access to the following systems for :

- **Application:** Attendance Service CMS 
- Role:** School Primary Contact

To complete your account set-up or add the above roles to your existing ESL account:

[Accept Invitation](#)

This invitation will expire in **14 days** on **20 May 2026**.
If this invitation expires, the link above will no longer be usable. You will need to request a new invitation.

Need help with the [invitation process and setting up your account?](#)


If you have questions relating to this, please contact the Education Service Desk.

Ngā mihi,

Education Service Desk
Phone: 0800 422 599 (available Monday to Friday, 7:30am to 5:30pm)

Scenario B: User is already linked to the school (or organisation) and assigned a role

- The user will not receive a new organisation invitation.
- Their ESL access remains unchanged, but they will be granted access to the Attendance Service CMS based on the role you selected.
- After the system goes live, they will be able to log in and access the CMS using their updated permissions.


 Your Education Sector Logon account details have been updated




 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Education Sector Logon

Kia ora 

The following roles on your Education Sector Logon account for  have been updated.

- **Application:** Attendance Service CMS 
- Role:** School Office Support

If you have questions relating to this, please contact the Education Service Desk.

Ngā mihi,

Education Service Desk
Phone: 0800 422 599 (available Monday to Friday, 7:30am to 5:30pm)

Roles for school users in the Attendance Service CMS

The AS-CMS uses role-based access to ensure information is shared securely and appropriately. Users can have one of three roles in the AS-CMS: Attendance Lead, School Primary Contact or Office Support. As a DA you can decide how many people at your school will hold each role.

Attendance Lead

<p>Attendance Lead Role:</p> <ul style="list-style-type: none"> • Maintains oversight of attendance cases • Can be a School Primary Contact for any case • Can add case comments and documents to the case record to support a connected, collaborative approach • Stays informed by reviewing shared case updates and other case information • Can access reports and school dashboards that can be used for other school purposes. 	<p>Attendance Lead Scope:</p> <ul style="list-style-type: none"> • Can make requests for Attendance Service support • Can see all attendance case records for children at their school, including cases where they are not the School Primary Contact • The school can decide how many people will have the Attendance Lead role
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School Primary Contact

<p>School Primary Contact Role:</p> <ul style="list-style-type: none"> • Works closely with the service provider's Case Manager, so that support for the child is consistent and collaborative • Can add case comments and documents to the case record to support a connected, collaborative approach • Can access reports and school dashboards that can be used for other school purposes • Receives notifications when key changes are made to the case record, including shared information or status changes. 	<p>School Primary Contact Scope:</p> <ul style="list-style-type: none"> • Can make requests for Attendance Service support • Can see case records for children where they are the School Primary Contact • Each case must have one School Primary Contact. • The school can decide how many people will have the School Primary Contact role
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Office Support

<p>Office Support Role:</p> <ul style="list-style-type: none"> • Provides administrative support by completing requests for Attendance Service support and adding case updates • Can access reports and school dashboards that can be used for other school purposes. 	<p>Office Support Scope:</p> <ul style="list-style-type: none"> • Can make requests for Attendance Service support • See all attendance case records <p>The school can decide how many people will have the Office Support role</p>
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[Need help?](#)

Contact Education Service Desk:
Freephone: 0800 422 599 (NZ only) | **Email:** service.desk@education.govt.nz
 Or
 See self-service guidance documents on being a DA [here](#)