MySchool

Profile problems

019

Quick reference guide

Complex requests

Check Knowledge Base support.msm.io	→	Check main fields on Profile	→	Confirm enrolment, active status	→	Contact SIS

Students

Users

- Student has been enrolled into a school, class, and courses, but has never attended

- *Due to record error, or No Show if the student is not active anywhere in the system then the profile can be flagged for delete.*

- Student has been enrolled into a school, class, and courses, but will leave the Public education system at Mid term

- *If there are entries on the student record, then set the class / course date to end on the last day of their active schooling. Student will move to Withdrawn class of that that school year*

- New Students in the Intake class (Not processed), will have a start date, and should move automatically to the their class on that date.

- *Check class enrolment to ensure students are active and dates match actual start dates.*

- Teachers has been transferred to a new class, but has no connection to the courses

- *In the primary system then courses are attached to classes. They must be attached to the new Teacher*

- Guardian does not have a Maltese ID card, unable to validate profile.

- *Use temp ID card ending E, and 7 digits. This will allow the system to validate the record.*

- Guardian does not have the same address as student.

- *Do not share the address as a Household. The student will have their own individual address*

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