

FAQ's – New Users

<p>Where can I find help and support?</p>	<p>We are here to help you. Help sheets are available throughout the system. In Assessment, these are on the lower portion of the right-hand menu; just select the purple question mark. Live chat is available during office hours.</p>  <p>Or call our customer services team on 0300 012 0001 Consultant remote support is available at £99 per hour.</p>
<p>How can teachers in my school log on to the system?</p>	<p>Any member of staff in school can easily have a log in created for them by the administrator. See Helpsheet ...</p>
<p>We don't use the National Curriculum statements. Can my statements be used?</p>	<p>It is possible to change very many aspects of the grids, including the content. This can be done with guidance from our helpsheet, or remote training can be purchased at £99 per hour.</p>
<p>Can I change my password?</p>	<p>Yes. Passwords can be changed in the 'Personal Details' area, found in the menu in the top right-hand corner. See help sheet...</p>
<p>Why did I receive an email/SMS from the system?</p>	<p>When users are first created by an administrator, an email or SMS will be sent to any contact present on the system for that user. This will have been imported from the school MIS system. The message asks you to verify that contact in order that it can be used for rescuing your password. For more information see helpsheet...</p>
<p>When I try to look at the Sign-off screen, I get a warning about term dates not being set. Where can I set these?</p>	<p>Term dates can be set from the icon of cogs down the left-hand side, in the menu item 'Terms'. See helpsheet...</p>

<p>There are no children showing on my Educater site. Where have they gone?</p>	<p>The most common reasons for no children showing are either:</p> <ul style="list-style-type: none"> • Year mapping has not been completed. See helpsheet... <p>Or,</p> <ul style="list-style-type: none"> • You do not have permission to view any pupils. See your administrator to have role permissions checked. See helpsheet...
<p>What is Ethnicity Mapping and why do I need to do it?</p>	<p>Whilst there are large number of ways that a schools MIS might categorise ethnicities, Educater has only one set of choice. The idea of mapping is that you choose the code on Educater which best matches the codes on your MIS. Unless this is done, no ethnicities will be shown on reporting in Educater.</p> <p>See helpsheet...</p>
<p>What is Year Mapping and why do I need to do it?</p>	<p>The vast majority of mainstream schools in the UK record year groups in a standard format. However, we do cater for independent and overseas schools who do not use the same year group names. Year mapping is matching the schools own year groups names to the standard one used in Educater.</p>
<p>Why do I need to lock my data? Can I leave it open, I trust my teachers?</p>	<p>Locking data serves more purposes than just preventing individuals changing it. Many aspects of reports cannot run effectively against data which is not locked. In addition, on star count models, unlocked data will continue to change as stars are input.</p>
<p>Where is my statutory data? I want to view my KSI SATS results.</p>	<p>If statutory data has been imported, it can be seen on reports in the 'Prior Attainment' category. If no data is showing there, then contact us and we will help you import the data from your MIS.</p>
<p>Can I put formal test results on the system?</p>	<p>Yes. See our helpsheets</p>
<p>How do I get back to the assessment dashboard?</p>	<p>To return to the assessment dashboard at any point, select the star in the upper left-hand corner. To return to the main dashboard, select the 'Edu' letters in the top left-hand corner.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>