Frequently Asked Questions for New Schools.

Bromcom
No.1 Choice for Cloud MIS & Finance

Introduction

FAQ Document

This document is designed to give a brief overview of how to resolve some common questions that we receive from schools that are new to Bromcom. If you need further detail on any of the topics covered, please refer to the Help Centre in the first instance, where available links to relevant guidance are included.

Prerequisites

These FAQs assume a basic knowledge of the system. Ideally you will have completed the Bromcom Basics training course as well as any other training relevant to your role.

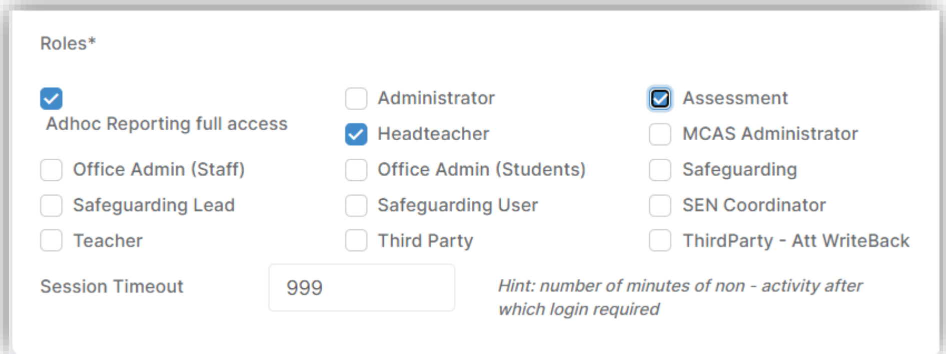
Contents

User Accounts/Roles and Permissions

How can I edit which Roles are assigned to specific Staff Members?

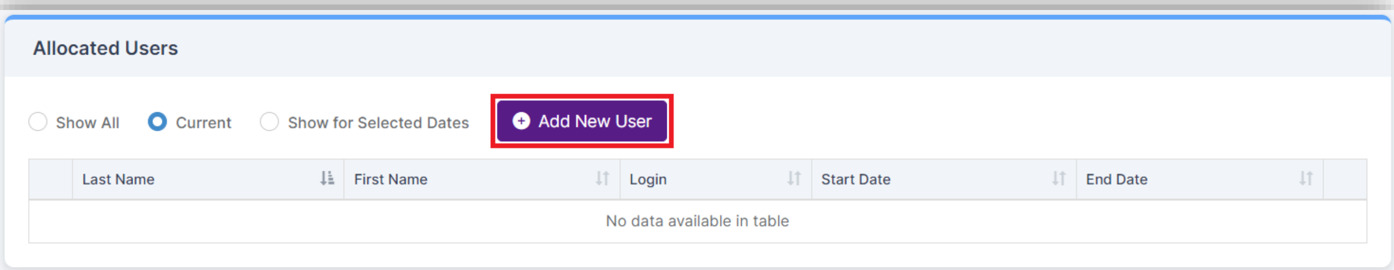
You have 2 options for changing the **Roles** associated with your **Staff Members**:

Option 1 – Go to **Modules > Setup > System Users**, select the **Staff Member** whose **Role's** you would like to edit by clicking on them once to highlight them, then click **View**. Next, in the **Roles** section tick or untick the roles as required. Once you're happy click **Save.**



Option 2 – Go to **Config > Setup > Roles and Permissions** select the **Role** that you would like to add or remove users for from the dropdown and click **Edit.** Then, in the **Allocated Users** panel, you can click **Add New User** to open the **Staff Selector** which you can use to add new **Staff Members** to the **Role**, or you can click the **Bin** icon to the left of any existing **Staff Members** to remove their access to the **Role.** Any affected users will need to log out and back in before they will see the changes. (**Note:** You cannot edit the **Administrator** role this way, you must edit individual users following the steps in Option 1)

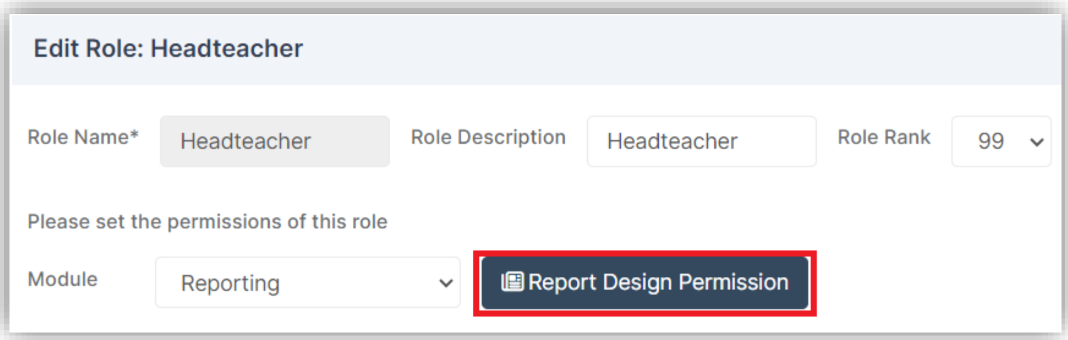
See Also: How to Assign Roles and Permissions



User Accounts/Roles and Permissions

I've given one of the Roles accesses to Reporting, why can't they see all the quick report domains?

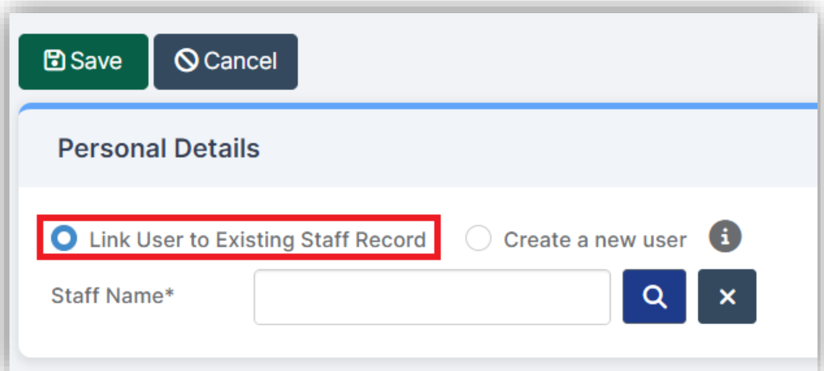
There is a separate set of permissions for access to Quick Report domains. From Config > Setup > Roles and Permissions, select the Role you would like to edit from the dropdown and click Edit. In the Module dropdown, select Reporting and a new button will appear to the right of the dropdown that says Report Design Permissions. Click on the Report Design Permissions button, this will open a pop-up with a drop down at the top listing the available Domains. From the Domain drop down select any Domain you would like to change the access for, and then add or remove Permissions as required using the tick boxes on the right-hand side. Once you're happy click OK, then click Save in the top left corner. Any affected users will need to log out and back in before they will see the changes.



One Staff Member Is unable to see User Timetable and/or is not seeing the Teacher Dashboard, can I do?

This is usually because their User Account is not linked to their Staff Profile. This cannot be done retrospectively so you will need to deactivate their old profile and create a new one for them. To do this go to Modules > Setup > System Users. First, deactivate their old profile by locating them in the list, clicking on them once to select them and then click View at the top of the screen, untick the box that says The User can Log in to the System and click Save. Next, go back to Modules > Setup > System Users and click New at the top of the screen. Ensure that you select Link Profile to Existing Staff Record, then search for the staff member in the Staff Name field and select them from the list, then continue to create the new profile as normal and give the member of staff their new login details to use going forward.

See Also: [How to Create a Bromcom User Account]



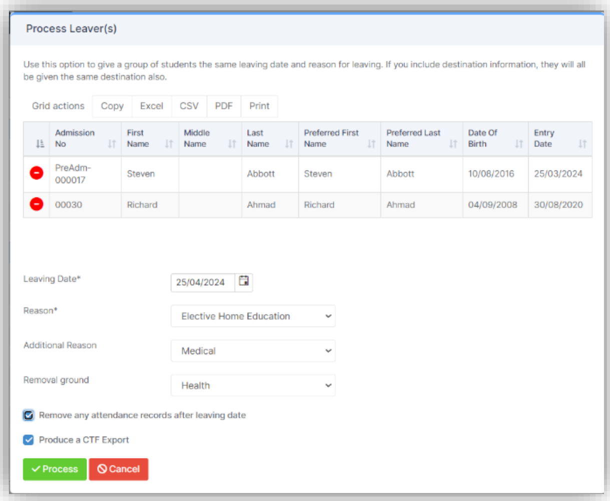
Student Management

How do I process a student as a leaver?

Go to the **Student List Page** by selecting **Students** from the left-hand menu. Find the **Student** (or **Students**) that you would like to process as a **Leaver** in the list and click on them once to highlight them, then select **Actions > Process Leaver(s).** Enter the **Leaving Date** and the **Reason** for leaving, you also have the option to record an **Additional Reason** as well as **Removal Grounds**. Then select whether to **Remove any attendance records after leaving** or **Export a CTF** using the tick boxes at the bottom. Then click **Process.**

Note: The student will display as **On Roll** until the day after their **Leaving Date**.

See Also: How to Process a Student as a Leaver and Export the CTF



I have duplicated a student record – how can I resolve this?

You will first need to identify which **Student Record** you would like to keep, once you have done that, you will need to compare the 2 **Student Records** side by side and ensure that **All** of the information you need is stored on the record you are keeping by manually copying it over (Including any **Group** memberships but excluding any **Attendance** data). Following this you can process the profile that you are removing as a **Leaver**. If there are **Attendance** records on the **Leaver** profile that you would like to transfer to the **On Roll** profile, go to **Modules > Attendance > Merge Attendance** and select the **On Roll** profile as the **Target Student** and the **Leaver** profile as the **Source Student** then click **Merge** in the top left corner. Once you're satisfied that you have all the information you need on the **On Roll** profile you can then **Delete** the **Leaver** profile.

Important Note: If you are in any doubt about if you have transferred all required information, please contact support **Before** deleting the **Leaver** profile.

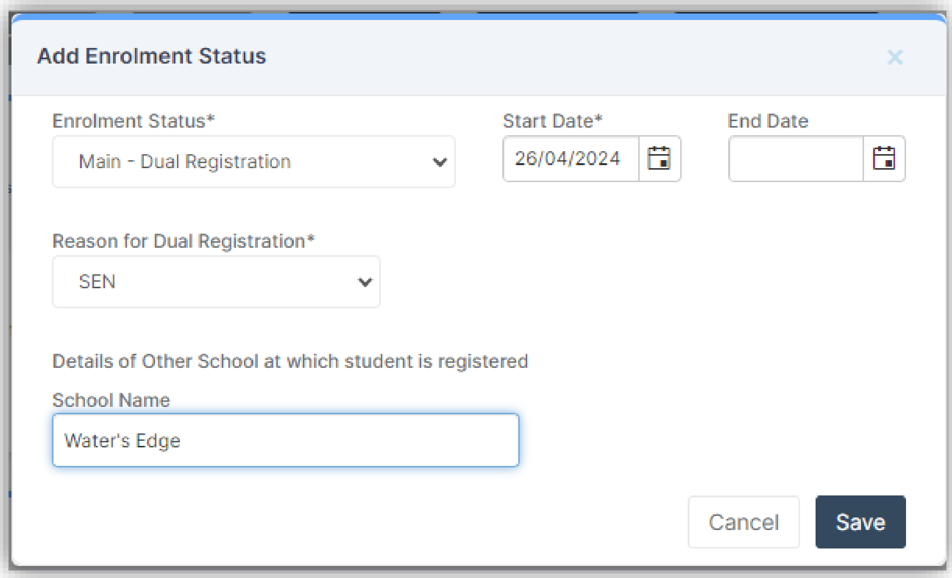
See Also: How to use Merge Attendance

Student Management

How do I record a student as dual registration?

Go to the student's profile by searching for them using the **Global Search Bar** at the top of the screen. Select **Enrolment** from the menu on the left. In the **Enrolment Status** panel click the **+** icon in the top right-hand corner. Select the correct **Enrolment Status** from the dropdown and enter the **Start Date** for the new **Enrolment Status**, enter the name of the second school they are registered with and then press **Save.** You will see a confirmation message informing you that their previous **Enrolment Status** will be ended, click **Proceed.**
Note: It is important that you **Do Not Delete** the previous **Enrolment Status** as this will also remove any **Attendance** marks recorded for the **Student** during that period.

See Also: [How to Register a Student as Dual Registered]



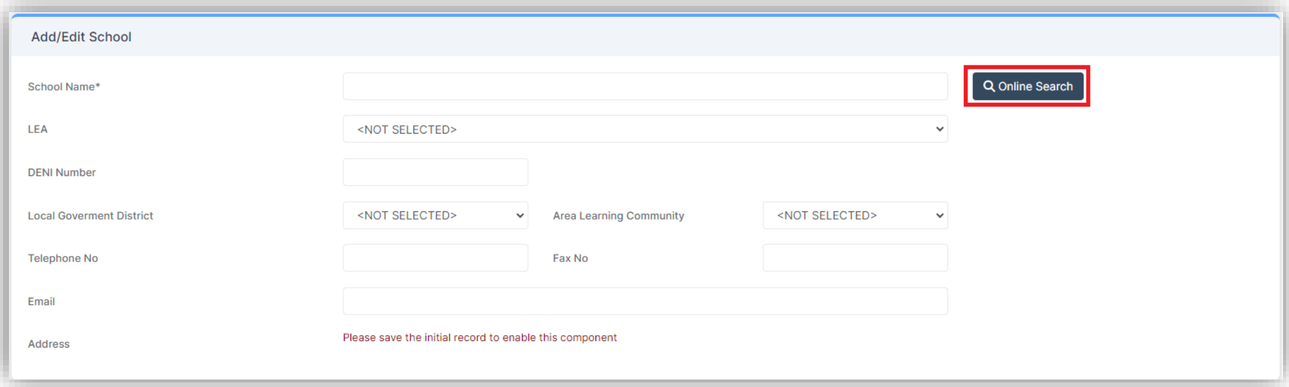
Administration

I'm trying to export a CTF, but the destination school isn't in the list – how can I add it?

Go to Config > Administration > Schools and click New in the top left corner. In the box that appears in the bottom half of the screen, click Online Search. Enter any details you have for the School you are trying to add using the options on the left and click Search. Select the required School by clicking on it once, the form will then fill with the information for the School you selected, make any necessary changes and then click Create.

Note: The Address field will only populate once you have clicked Create.

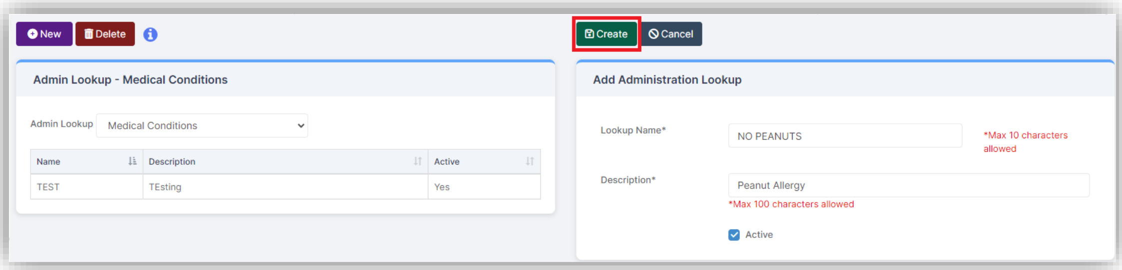
See Also: How to Add New Schools to your MIS



How can I add new Dietary Requirements/Medical Conditions?

This is done through lookup tables. Go to Config > Administration > Lookup tables. From the Admin Lookup dropdown at the top of the page first select Medical Condition Types and ensure that you have a type for Medical Conditions and a type for Dietary Requirements if not click New in the top left corner to create a new Medical Condition Type, a form will open on the right of the screen for you to enter the required information, once you're happy click Create. Next, select Medical Conditions from the Admin Lookup dropdown and click New in the top left corner. Next Add a Name and a Description for the Medical Condition or Dietary Requirement in the form on the right then select from the Associate Lookup Value dropdown whether it is a Medical Condition or a Dietary Requirement and click Create. This will now be available as an option to select.

See Also: How to Create Medical Condition Types and Medical Conditions

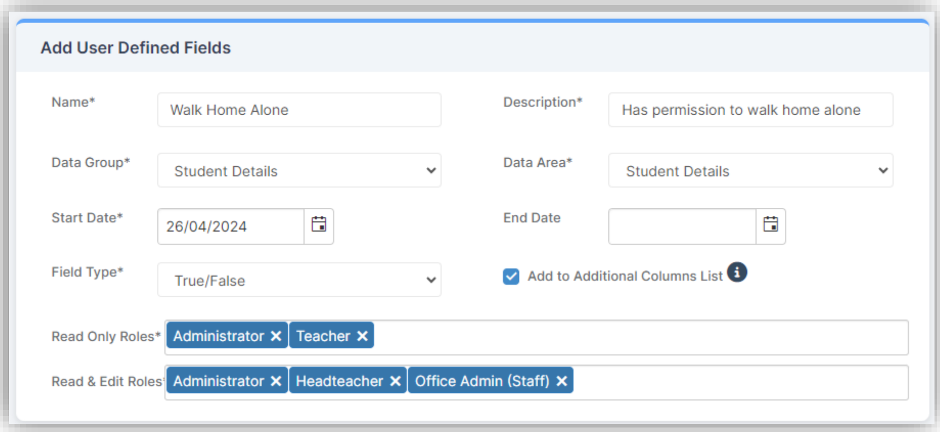


Administration

Can I add an extra field to the Student/Staff record to record custom information?

Yes, you can do this using User Defined Fields. These can be set up through Config > Administration > User Defined Fields. From here, click New in the top left-hand corner and then in the form on the right-hand side enter a Name and a description for the User Defined Field. Then in the Data Group dropdown select either Student or Staff Details and, in the Data Area dropdown select which area of the Student or Staff profile you would like the field to appear in. Next, select a Start Date, if you would like immediate access you will need to select today. Next, select the field type (Note: if you select Dropdown, you will be prompted to set up the Dropdown options), if you would like to be able to review this field on the Student/Staff List Pages, tick the Add to Additional Columns List box. Then select which Roles you would like to give access to View and Edit the field. Any Roles that you add to the Read & Edit Roles list will automatically get Read access, so you do not need to add them to both lists. Once you're happy click Create. You may need to Refresh the Student Cache by going to Config > Setup > System Configurations and selecting Refresh Student Cache before changes will take place.

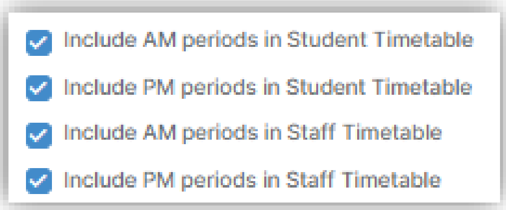
See Also: How to Create User Defined Fields



Can I remove AM and PM sessions from Student timetables?

Yes, you can hide AM and PM sessions from both Student and Staff timetables. Go to Config > Administration > Administration Defaults. On the right-hand side you'll see the following tick boxes, select/deselect them as required and then click Save in the top left corner. Then when you run the timetable report the AM/PM periods will be included or excluded depending on your selections.

See Also: How to use Administration Defaults



Group Management / Attendance

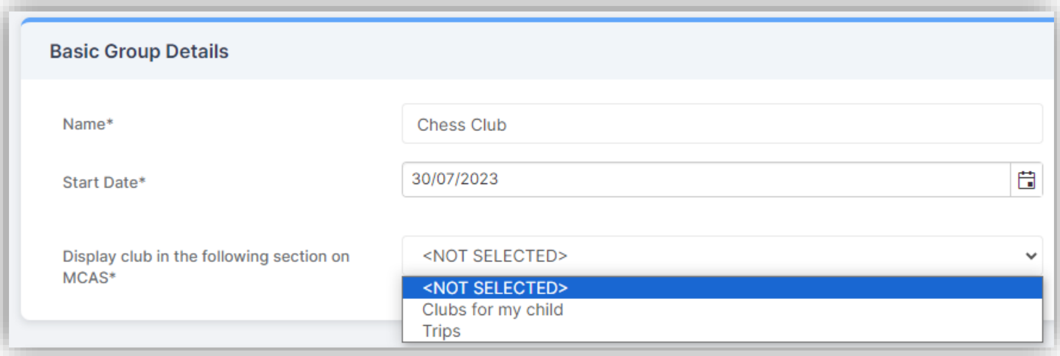
How do I change the start date of a group?

You are not able to change the **Start Date** of a **Group**. You will need to contact support who can arrange for this to be done for you.

I've created a club - how do I mark it as a Trip?

You will need to mark this in 2 places. Select **Groups** from the left-hand menu, then change the **Group Type** to **Clubs & Trips** using the **Group Type** dropdown on the right-hand side. Select the **Group** that you would like to mark as a **Trip** by clicking on it once to highlight it, then click **View**. In the Basic **Group Details panel**, you'll see a dropdown called **Display club in the following section on MCAS**, you'll need to select **Trips** from the dropdown (**Note:** If you do not see this as an option, it can be configured through **Config > MyChildAtSchool > Clubs & Trips Settings.**) You will then see a tick box in the **Additional Group Details** panel that says **Is a Trip**, tick this box. Once you've made all necessary changes click **Save** at the top of the page.

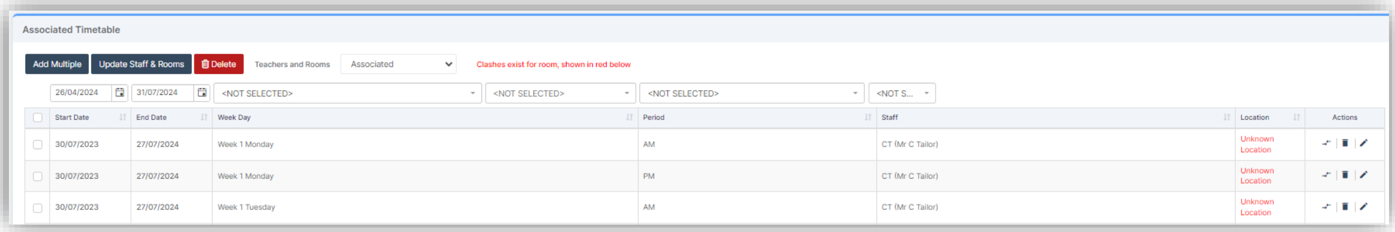
See Also: [How to Create a Club or Trip]



My Tutor Group doesn't have a register, what should I check?

This usually happens because there is no **Timetabled Session**. To resolve this, go to the **Group List Page** by clicking **Groups** on the left-hand side, locate your **Tutor Group** in the list and click on it once to highlight it, then click **View** in the top left-hand corner. Scroll down to the **Associated Timetable** panel and ensure that there are AM and PM sessions timetabled for every academic day spanning the length of time that the **Tutor Group** is active. Once you've updated the **Timetabled Sessions** click **Save**.

See Also: [How to Edit a Tutor Group Timetable]

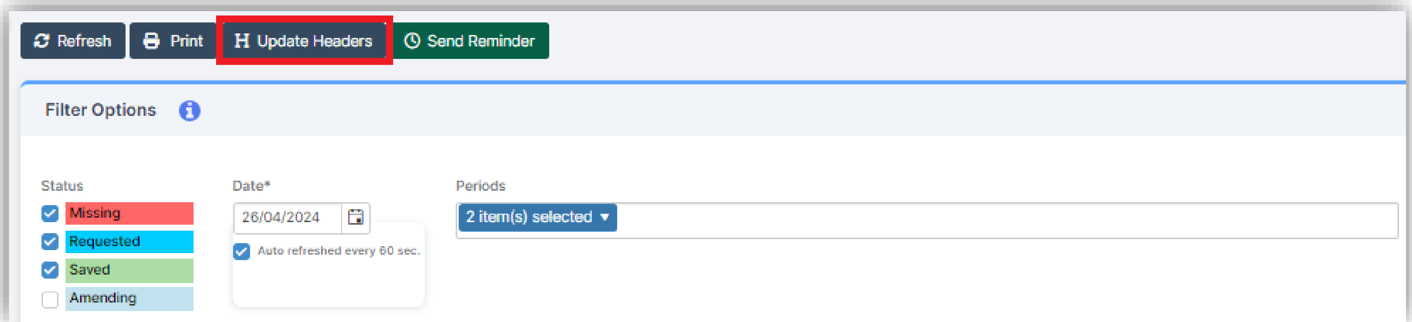


Group Management / Attendance

A Class is showing as missing in Todays missing registers, but it's been taken, why is this?

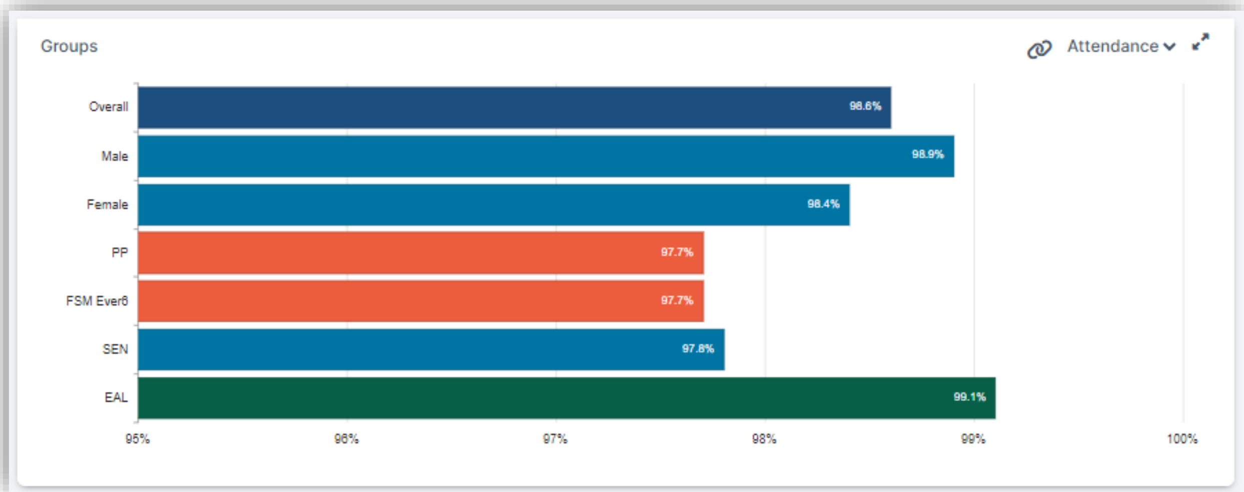
There are multiple reasons why a Register might show as Missing when it's been Completed. The first thing to try would be to run the Update Headers function from within the Todays Missing Registers page, this will pull through any Registers that have recently been updated. If the Register still shows as Missing, this can happen because one or more of the Students has a clash in their Timetable. Another cause for Completed Registers showing as Missing is that one or more of the Attendance marks in the Register has been entered somewhere other than the Class Register, for example if the Attendance mark has been entered in advance through Manage Attendance.

See Also: How to Use Todays Missing Registers



How can I see attendance for a specific cohort of students?

You can do this using the Attendance Dashboard. From your Home page, in the top left-hand corner it will say either Overview or My Dashboard depending on your Roles, click there, and select Attendance from the dropdown. Scroll down and you will see a graph with the title Groups, that shows the Attendance for different Groups of Students. You can also use the drop down in the top right-hand corner of the graph to look at different metrics for the same Groups of Students or click on the bars of the graph to see more detail.

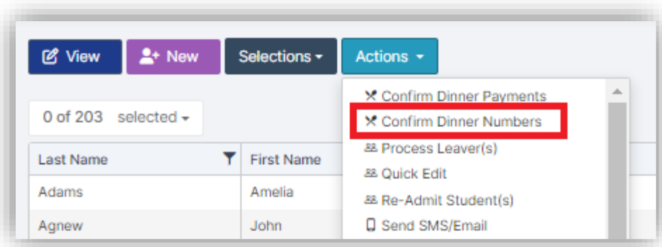


Dinners

Dinners that have been booked aren't displaying on dinner reports, why?

This is usually because the **Dinners** haven't been **Confirmed** yet. To check this, go to the **Student List Page** by clicking **Students** in the left-hand menu. From the **Student List** click **Actions** and select **Confirm Dinner numbers**. Select the **Dinners** to **Confirm** using the tick boxes on the left-hand side, then click **Confirm.**

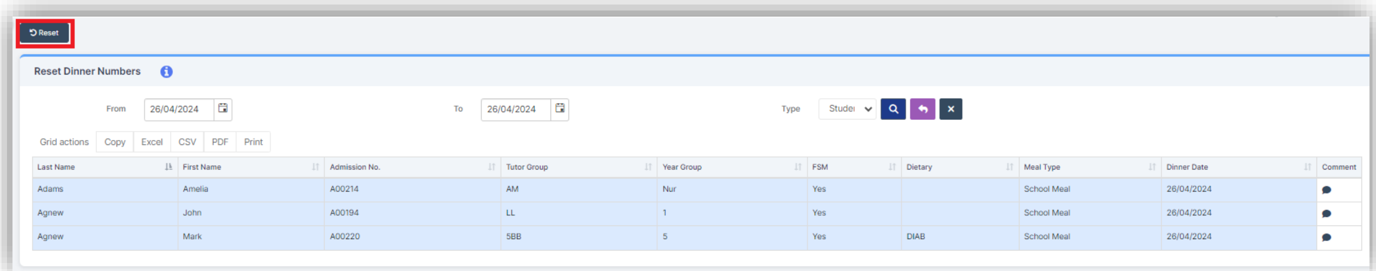
See Also: [How to View Dinner Reports]



I have confirmed a dinner for a child, but they are now absent, how can I change this?

Once the **Dinner** has been **Confirmed** you will need to **Unconfirm** it to be able to change the selection. To do this, go to **Modules > Dinner > Reset Dinner numbers.** Use the date selection fields at the top to select the date range you would like to look at, then click on the blue magnifying glass on the right-hand side to open the **Student Selector**. Find the **Student(s)** you need to edit using the filters on the left to refine your search, if necessary, click on them once to highlight them and then once you've selected all the required students, click **Done.** Any **Confirmed Dinners** for the selected **Students** within the chosen date range will display on the page. Select the ones to be **Unconfirmed** by clicking on them once to highlight them. Then click **Reset** at the top of the page. You will now be able to change the **Dinner** selection either through the **Register** or by going to the **Student List Page** selecting the **student** and going to **Actions > Dinner Register.**

See Also: [Resetting Dinner Numbers]



How can I add a special menu for a limited time without removing my usual dinner menu?

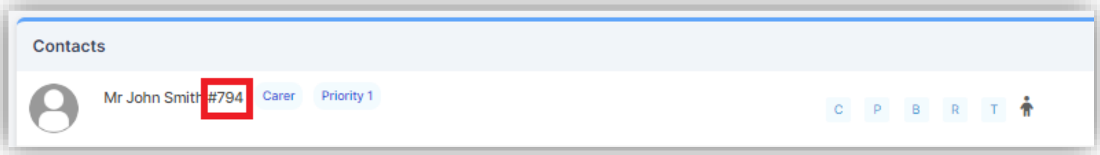
You can do this by using **Dinner Menu Clashes**. Leave your usual **Dinner Menu** running but create a new **Dinner Menu** through **Config > Dinner > Dinner Menus** that is active only for the day or days you need it. Once you have set up and published the **Menu**, if you go back to **Config > Dinner > Dinner Menus** you will see that you have a **Clash** displaying in the **Dinner Menu Clashes** panel at the bottom of the screen. Select the **Pencil** icon in the **Actions** column on the right-hand side of the table, then in the **Menu(s) to Display** column, remove the **Menu** you do not want to display on that day and click the **Tick** in the **Actions** column once you're happy. This will mean that on the days you have selected only the limited **Menu** will display.

See Also: [How to Create an MCAS Dinner Menu]

MCAS

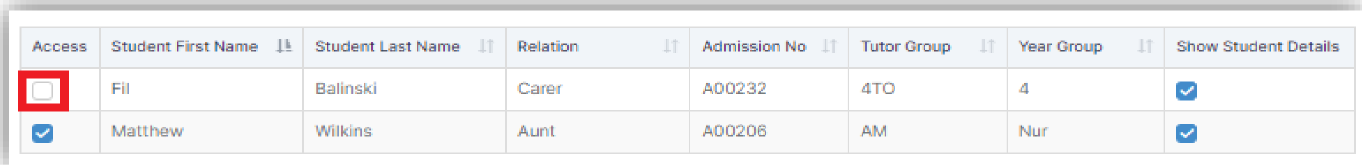
A parent is able to access MCAS for one Sibling and not the other - why?

There are 2 main causes for this issue. Firstly, it might be that you have duplicate **Contact Profiles** for the parent and each sibling is linked to a different **Profile**. To check this, open each of the **Student Records** side by side and in the **Contacts** panel of the **Student Record** check that the **ID** for the **Contact** is the same on both **Student Records** (this is the number after the **#** on the **Contact Record**.) If the **ID** numbers are different then you have linked 2 different **Contact Profiles**. You will need to ensure that the **Contact Profile** linked to the **Student** who's **MCAS** they are able to access has the most up to date information, then remove the duplicate **Contact** from the sibling's **Profile** by double clicking on the **Contact Record**, selecting **Linked Students** and clicking on the **Bin** icon to the right of the **Student**. Then link the **Contact** with the same **ID** number as on the **Student Record** that they are able to access through **MCAS** by clicking the **+** button in the top right of the **Contacts** panel and selecting **Click to Link to an Existing Contact** and selecting the **Contact** with the correct **ID** number.



The second reason is that the **Parent** hasn't been granted access to one of the **Students** (**Note:** you may also need to follow this process if you have followed the above steps for resolving duplicate **Contact Records** as they may not automatically be granted access to the second sibling.) To resolve this, go to **Modules > MyChildAtSchool > User Accounts** and find the **Contact** in the list. Select them using the tick box on the left and then click Action > **Edit.** This will load a pop up, in the bottom half of the pop-up you will see a table containing any **Students** for which that **Contact** has **Parental Responsibility**. Ensure that any **Students** that you would like for them to be able to access have a tick against them in the left-hand column labelled **Access.** Once you're happy, click **Save.** The **Parent** should now have access to both **Students** in **MCAS**.

See Also: [How to Manage MCAS User Accounts]

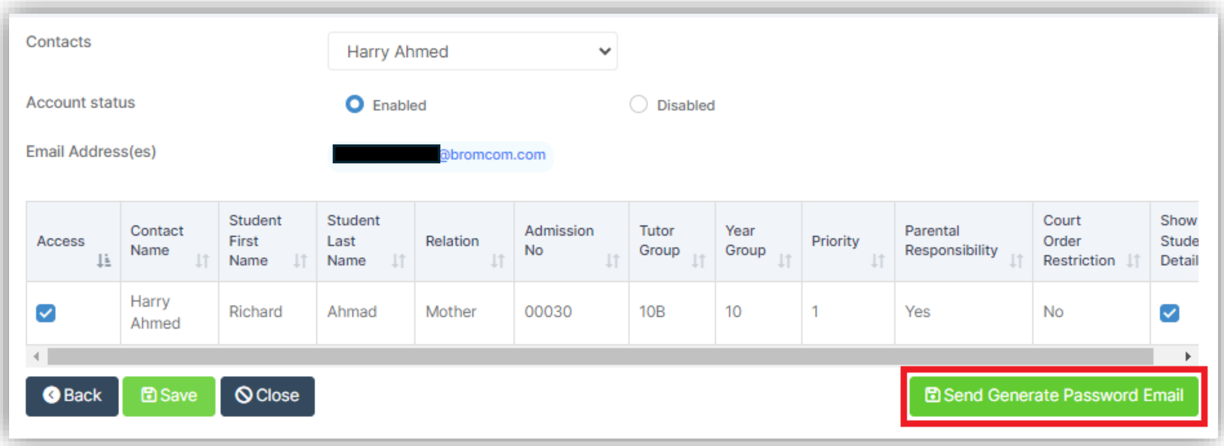


Access	Student First Name	Student Last Name	Relation	Admission No	Tutor Group	Year Group	Show Student Details
☐	Fil	Balinski	Carer	A00232	4TO	4	☑
☑	Matthew	Wilkins	Aunt	A00206	AM	Nur	☑

A new student has joined, how do I create a new MCAS account for their parent?

First ensure that you have an up-to-date email address for the **Parent** recorded on their **Contact Profile**. Then, go to **Modules** > **MyChildAtSchool** > **User Accounts**, click **New**, find the **Student** in the list and select them using the tick box on the left, then click **Next.** Check that the settings are correct and once your happy press **Save** and then **Send Generate Password Email.** The **Parent** will receive a link to create a **Password** for their **MCAS** account, they will need to use the link within 24 hours.

See Also: How to Create User Accounts



A Parent is not receiving Push Notifications even though they have the app installed – why is this?

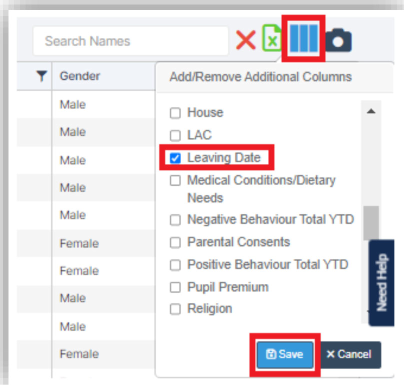
This is usually because they haven't allowed Push Notifications. When a Parent initially installs the App they will be asked if they would like to allow Push Notifications. If they say no then they won't receive Push Notifications. They will need to uninstall and re-install the app then when they are asked about Push Notifications ensure they click Allow.

See Also: How to Carry out Tasks in the MCAS app

Reports / Dashboard

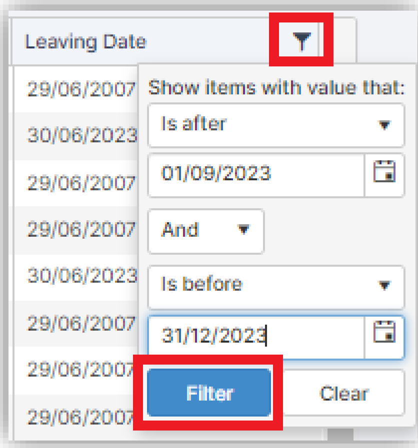
How can I see a list of Students who have left since the start of term?

The best way to do this is to filter the Student List Page. Select Students from the menu on the left-hand side, then click on Search Filters in the top right-hand corner and change the Active Date Filter to include the dates you would like to look at. Next, click on the Add/Remove additional columns button in the top right-hand corner, find Leaving Date and select it using the tick box on the left, then click Save.



This will add a Leaving Date column to the Student List Page, click the filter icon in the column header and in the first drop down select Is After then select the first day of term in the first date field, then in the second drop down select Is Before and in the second date field, select the last day of the time period you would like to look at, then click Filter. This will Filter the list to just those Students who left between the dates you selected.

See Also: How to Report on Leaver Students

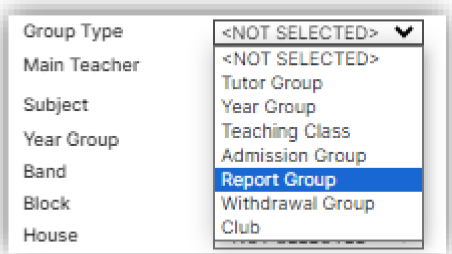


Reports / Dashboard

I need to run a built-in report for a set group of students, can I create a custom group?

Yes, the best way to do that would be to create a Report Group. To do this select Groups from the left-hand menu, and in the Group, Type drop down select Report Group then click New. Enter the Basic Group Details, leaving Year Group blank as this will limit the Students you can add to just one Year Group. At this stage you have the option to choose to make it a Dynamic Report Group which allows you to automatically add Student Memberships based on defined criteria however you will not be able to manually edit Student Memberships. Once you're happy click Save & Edit, this will open the Group Details screen. If you did not choose a Dynamic Report Group, scroll to the Student Memberships panel and select Add multiple then use the Student Selector to find and add your Students. If you did select a Dynamic Report Group, go to the Dynamic Membership Options panel and select Add new and select your Membership Conditions the Report Group will update overnight, or you can click Refresh in the Student Memberships Panel to update it manually. Once you're happy, click Save and when running reports, you'll now be able to choose this group in the Group Selector by changing the Group Type to Reporting Group..

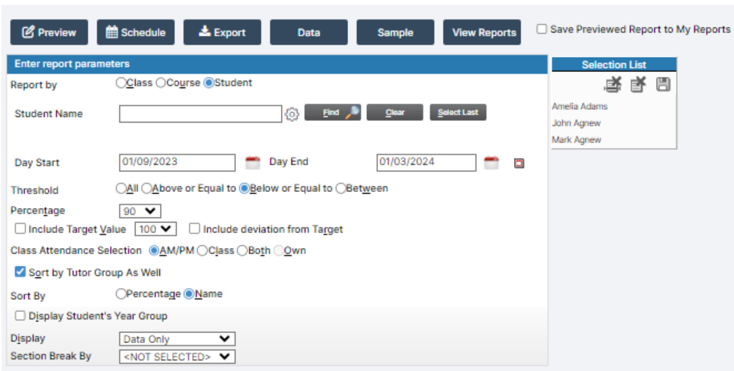
See also: How to create a Dynamic Reporting Group



Which Reports can I use to look at historical attendance?

Attendance History Report (Reports > Attendance > Attendance History) is the best option as it can be run for an individual Student or a Group, and allows you to see historical Attendance in terms of both percentages and session counts, you can also set a Threshold, for example you can look at all Students who achieved less than 90% Attendance, so it is also good for monitoring Persistent Absenteeism. If you would like to see the Attendance marks assigned to a specific Student, you can also try the Attendance Certificate Report (Reports > Attendance > Attendance Certificate)

See Also: 12 Must Try Attendance Reports in Bromcom

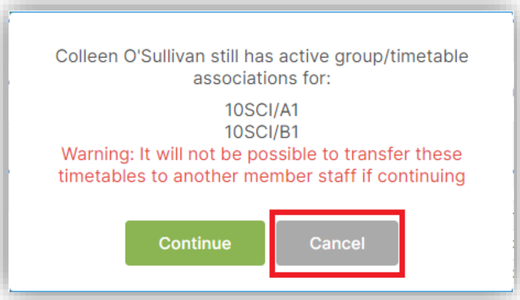


Why can't I process a Staff Member as a leaver?

This is usually caused by memberships in Teaching Classes or Tutor Groups that extend beyond the date of Leaving. When you attempt to process the Staff Member as a Leaver, the system will give you a list of any Groups that the Member of Staff is a member of. Make a note of any of these Groups then click Cancel. Then select Groups from the left-hand menu. Change the Group Type depending on the Groups indicated in the error message. Select the first Group by clicking on it once to highlight it then click View in the top left corner. Add an End Date that is on or before the proposed Leaving Date to the Staff Members's membership in the Group in the Associated Staff panel, then in the Associated Timetable section, End Date any of the Timetabled Sessions associated with this member of staff.

Note: It is important that you do not delete the Staff Members membership or any Timetabled Sessions as this will result in the loss of any Attendance data.

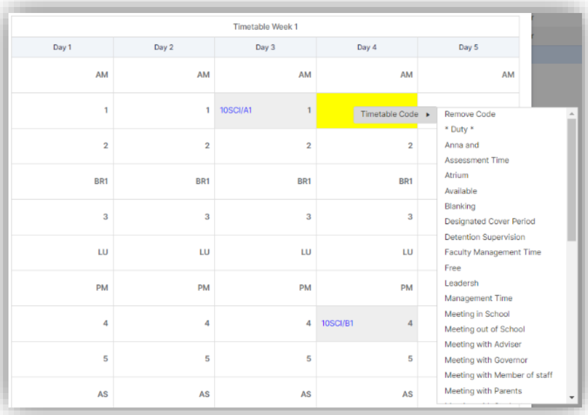
See Also: How to make a Member of Staff a Leaver



How do I assign non-contact or duty time to Staff members?

Select Staff from the left-hand menu to go to the Staff List Page. Select the Staff Member you would like to assign non-contact/duty time to by clicking on them once to highlight them. Then click Actions > Staff Timetabling. In the pop-up that appears, in the bottom left-hand corner click the button that says Manage Non-Timetabled Time. Right click on the period that you would like to mark as non-contact/duty time and select the corresponding timetable code from the list displayed. If there isn't a code displayed that accurately reflects what this time is to be used for, you can configure this and create new codes from within Config > Curriculum > Staff Non-Contact and Duty Codes.

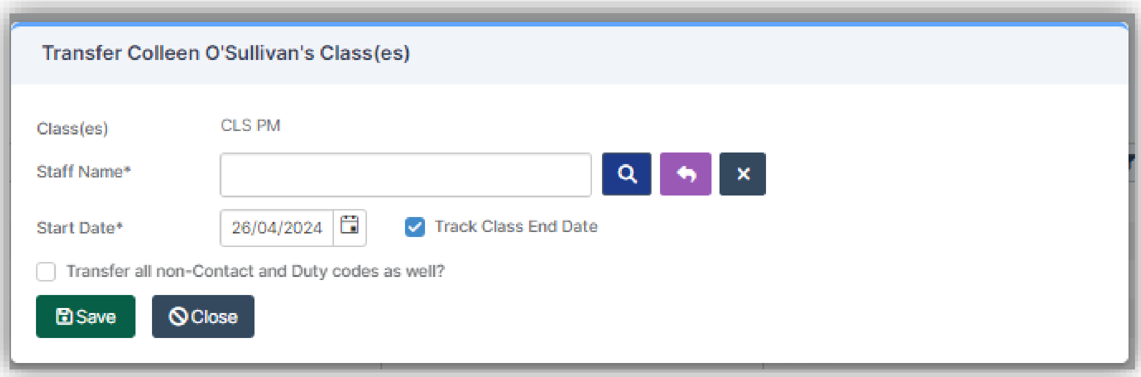
See Also: How to Add and Edit Non Contact and Duty Codes for Staff



How do I transfer a class from one teacher to another?

Go to the Staff List Page by selecting Staff from the left-hand menu. Select the member of staff currently assigned to the class by clicking on them once to highlight them, then go to Actions > Staff Timetabling, you will see a list of all the classes assigned to this Staff Member. Select the Class (or Classes) you would like to transfer using the tick boxes to the left, and then select Transfer Class. On the next screen, search for the member of staff you are transferring the Classes to in the Staff Name box and then select them from the dropdown. Enter the date you would like the class to transfer to the new Staff Member in the Start Date box, if you would like to enter an End Date that is different to the End Date of the Class you can by unticking the Tracks Group End Date box, which will populate an End Date field, but if you do not know the End Date, or if it will be the same as the End Date of the group, leave this box ticked. If you are transferring all Classes, you also have the option to Transfer All non-Contact and Duty Codes as well by ticking the box. Once you're happy click Save and the transfer will then take place automatically on the date you selected.

See Also: How to Manage Staff Timetabling



Can we add Roles to the Roles tab in the Staff Contract?

No, these Roles are pre-defined by the Education Authority, so you are not able to customise them.