

Common Support Issues for Educators

This tip sheet will guide you through the common issues we see coming through the support portal and how they can be fixed.

- e-Signatures
- Casual e-Signatures (*page 2*)
- OOPS messages (*page 3*)
- Booking change request (*page 3*)

e-Signatures

Issue: Incorrectly signed in or out.

Resolution: The e-signature needs to be removed via the dashboard. Once this has been removed the child can be signed in correctly. Please see our tip sheet called **Deleting an e-Signature Entry**

Issue: Parent forgot to sign in or out for a previous booked session of care.

Resolution: If they forgot to sign in/out for a previous booked session of care then when you or the parent tries to sign in the child again the parent will receive an OOPS message. Please follow the tip sheet called **OOPS messages** and how to fill in the times and for further instruction.

Issue: Parent/Contact not showing in authorisation list

Resolution: This will be due to the parent being made inactive within the system or not yet having a pin generated for them. If this relates to a contact this could mean that while they have a pin they may not have been marked as an authorised pick up. Please contact your service to have this fixed.

Issue: Invalid Pin - This happens when the pin has been entered incorrectly **or** when the name that has been selected doesn't match the pin being entered.

Resolution: A pin will need to be generated again if entered incorrectly 5 times.

Issue: No session to sign in

Resolution: e-signatures are generated from the child's booking. If there is no session to sign in the child doesn't have a booking for this day. If they are supposed to have a booking then contact your service. If they don't have a booking but still need to sign in for care then add in a session, please refer to the tip sheet called **Signing In and Out – Casual Sessions**

Issue: Trying to sign in a child and getting the following error -



Resolution: You have activated the session threshold stopping families from signing their child into care before their booked times

To turn this off please click on settings (cog in top right hand corner) 

Click on e-signature Session threshold and untick enable or change the threshold minutes you've entered in. Click save.

Issue: Duplicate e-signature. Duplicates can happen when internet slows down, the sign in button is pressed more than once and records 2 e-Signature entries instead of 1.

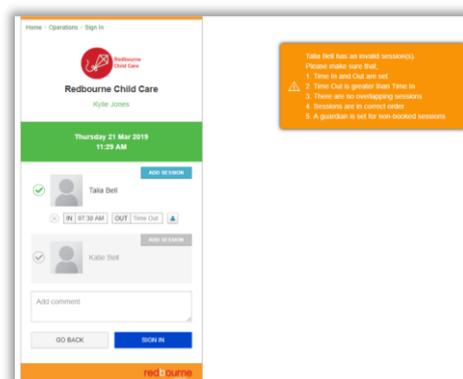
Resolution: Delete 1 entry. It doesn't matter which one. Removing 1 entry will also help your service so that the timesheet doesn't fail when submitting to CCS. Please see our tip sheet called *Deleting an e-Signature Entry*

NOTE: You should check your e-signature each night so you rectify problems on that day.

Casual e-Signatures

If you are receiving errors when trying to add a casual session please check that: -

1. You have entered booking OUT time
2. AM and PM have been selected in the appropriate locations
3. The parent has been selected (silhouette is blue)



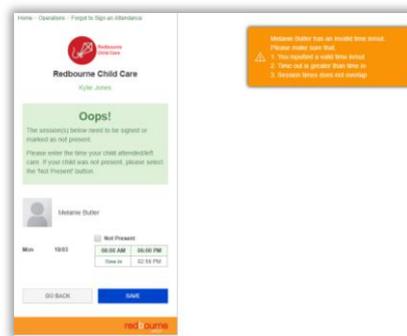
Issue: Both sessions are signed in but not out: - This is because at the time of creating the first session you've already created 2nd session therefore signing in both session at the same time

Sign In/Out Entry											
Educator	Child	Not Present	Date	Session		Sign In			Sign Out		
				Time	Name	Time	Misc	Name	Time	Misc	Action
Kylie Jones	Talia Bell	<input type="checkbox"/>	21/03/2019	06:30:00	Kylie Jones	21/03/2019					View Delete
				09:00:00		06:30:00					
Kylie Jones	Talia Bell	<input type="checkbox"/>	21/03/2019	15:30:00	Kylie Jones	21/03/2019					View Delete
				18:00:00		15:30:00					

Resolution: Just delete the 2nd session e-signature to be able to continue successfully.

OOPS Messages

You may get an error when trying to save so just read the error as it will tell you which child to focus on and then check that you have entered all in/out times needed and that the AM and PM are in the correct location.



If you are stuck then send a screenshot of what you are entering in along with the error as an attachment via your support portal, sometimes it just takes a pair of fresh eyes to have a look.

NOTE: We cannot see this far into your system therefore if we have a screenshot of the data you have entered in and the error you will get a quick resolution.

Booking Change Request

Issue: Some educators have reported that their username is pre-filling within the booking change request.

3. New Booking		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
In		9:00 AM		3:00 PM				
Out		5:00 PM		6:00 PM				Noah Wood
		Subsidy X	Subsidy	Subsidy X	Subsidy	Subsidy	Subsidy	Subsidy
		Guardian X	Guardian	Guardian X	Guardian	Guardian	Guardian	Guardian
		Other	Other	Other	Other	Other	Other	Other

Resolution: Harmony is not doing this; it is happening due to your auto fill settings in your web browser.

What you need to do though is highlight the full name and click delete. Until it is removed you will get an invalid data error.

Issue: I'm getting an invalid data error when I'm trying to enter in overnight care sessions.



Resolution: We need to make sure the system is picking up the correct 12am so on the 12am OUT, click on the down arrow (on your keyboard and scroll through the times to the **BOTTOM** of the list and select 12am.

Monday	
In	3:15 PM
Out	6:45 PM
	Subsidy <input checked="" type="checkbox"/>
	Guardian <input checked="" type="checkbox"/>
	Other <input checked="" type="checkbox"/>
In	6:45 PM
Out	12:00 AM
	Subsidy <input checked="" type="checkbox"/>
	Guardian <input checked="" type="checkbox"/>
	Other <input checked="" type="checkbox"/>

For the 12am IN:

The educator will again click the down arrow on their keyboard but ask them to select the 12am at the TOP of the list.

Tuesday	
	12:00 AM
	7:15 AM
	Subsidy <input checked="" type="checkbox"/>
	Guardian <input checked="" type="checkbox"/>
	Other <input checked="" type="checkbox"/>