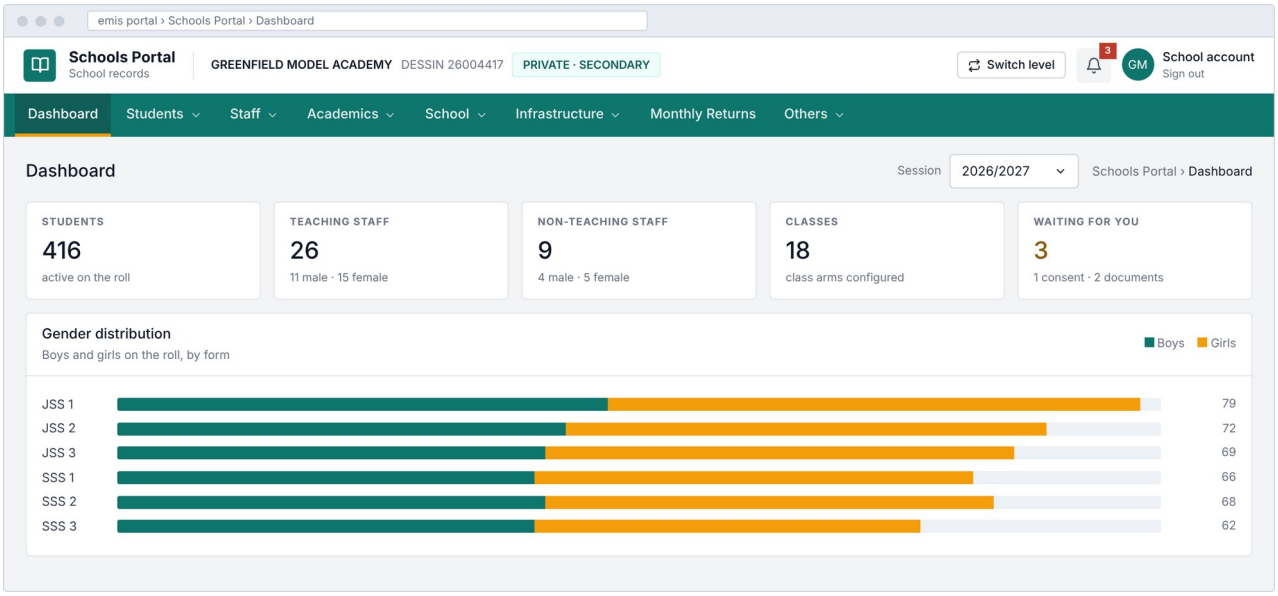
DELTA STATE GOVERNMENT
MINISTRY OF BASIC AND
SECONDARY EDUCATION

DELTA STATE · eMIS

# Schools Portal User Guide

Signing in, setting the school up, learners and staff, results, infrastructure, monthly returns and getting help.

For head teachers, principals, proprietors and the staff who keep the school's eMIS records




**Version 1.0 · October 2026** · eMIS Schools Portal · User Guide
Prepared by Bronzebit Consult Ltd · Powered by eMIS

# Contents

1. Welcome to the Schools Portal....3
2. Signing in....3
3. The Dashboard....6
4. Setting the school up....6
5. Students....7
6. Staff....10
7. Results and broadsheets....11
8. Infrastructure....12
9. Monthly Returns....14
10. Communication and support....14
11. How the other portals connect....15
Appendix A. Quick reference....16
Appendix B. Common questions....16

# 1. Welcome to the Schools Portal

The eMIS Schools Portal is the school's own office on the Delta State Education Management Information System. What the Ministry knows about your school – its register, its learners, its staff, its results, its buildings and its monthly returns – comes from what the school records here. The same records feed the Teacher, Student and Parent portals, the LGA desk and the Ministry.

This guide follows the order a school normally works in: sign in, choose the level, set the school up, register learners and staff, then the everyday work of results, infrastructure records and monthly returns. Each chapter stands on its own.

## 1.1 Who uses it

- **The head teacher or principal** – owns the account and signs off promotions, document requests and the monthly return.
- **The school's eMIS officer** (often the examinations officer or a senior teacher) – keeps the student and staff registers current, uploads scores and keeps the infrastructure record up to date.
- **The proprietor of a private school** – keeps the school's registration details current.

## 1.2 What you need

- A computer, tablet or phone with an up-to-date browser and an internet connection. A computer is best for Excel uploads, broadsheets and the monthly return.
- The school's sign-in: the school (chosen from lists) and the school password. A school signing in for the first time uses the **access code** from the State office (2.1).
- The school's records close at hand: the admission register, the staff list, the class arms you run and the subjects you offer.

## 1.3 How this guide is written

Menu paths are written as **Students › Manage Students** (open Students in the menu, then click Manage Students). Buttons and field names are in bold. A tip box points out something worth knowing; a "take care" box marks an action that cannot easily be undone. The pictures are illustrations, not screenshots: the portal's colours and layout differ, but the buttons and fields are named as in the steps. Every school, learner and number in them is invented.

# 2. Signing in

## 2.1 The first time: collecting the school's access

An approved school that has never signed in collects its access with the six-digit **access code** on the letter or text from the State office. The code works once.

1. On the eMIS website click **Sign in**, then **First time? A school's first access** (the link is also on the school sign-in page).
2. Choose the school from the lists and type the six-digit **Access code**. Click **Verify the code and continue**.
3. On **Set the school's password**, type the new password twice and click **Set the password and go to the portal**. Use eight characters or more, with capital and small letters, a number and a sign – not the school's name and not the access code.

A school that has signed in before cannot use an access code again; it signs in, or resets its password (2.3).

## 2.2 Everyday sign-in

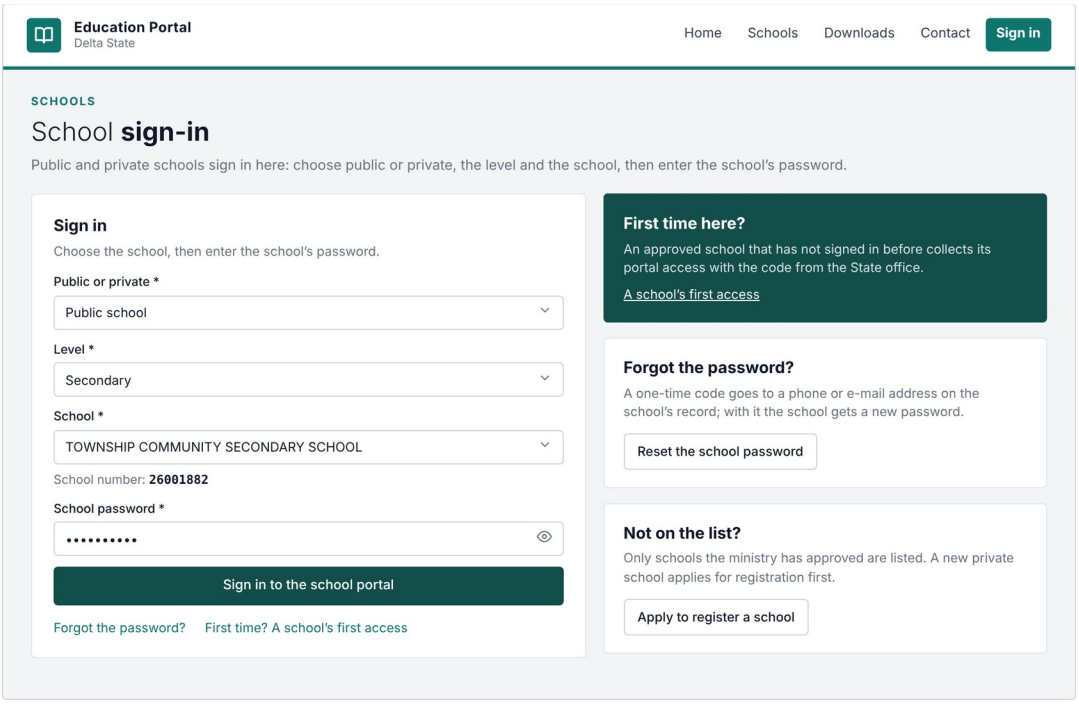



**Figure 1.** The school sign-in: choose the school, type the school password and sign in.

1. On the eMIS website click **Sign in** and choose **Schools**.
2. Choose **Public or private**, then the **Level**, then the **School**. The school's number shows under the list.
3. Type the **School password** (the eye button shows what you typed) and click **Sign in to the school portal**.

A new private school applies for registration first (**Apply to register a school**); it can sign in once the Ministry has approved it. An approved school that cannot find itself in the list asks the Ministry, through the eMIS support line, to add it to the register.

## 2.3 Forgotten password

Click **Forgot the password?** on the sign-in page. The reset works in three steps:

1. **Find the school** – choose it and click **Continue**.
2. **Prove it is your school** – choose one of the phone numbers or e-mail addresses on the school's record (shown partly hidden) and click **Send the code**. Type the six-digit code you receive (it works for 15 minutes) and click **Verify and reset the passcode**.
3. **Your new passcode** – the school's new password (this page calls it the passcode) is shown once only. Write it down or click **Print this page** before you leave. You can change it after signing in, from the **School account** menu.

> **Take care.** The code only goes to the phone numbers and e-mail addresses on the school's record. Keep them current under **School › Update School Data**; if none is registered or they have changed, write to the support desk with the school's name and number.

Five wrong passwords within ten minutes lock the account for thirty minutes; the lock lifts by itself.

## 2.4 Choosing the level

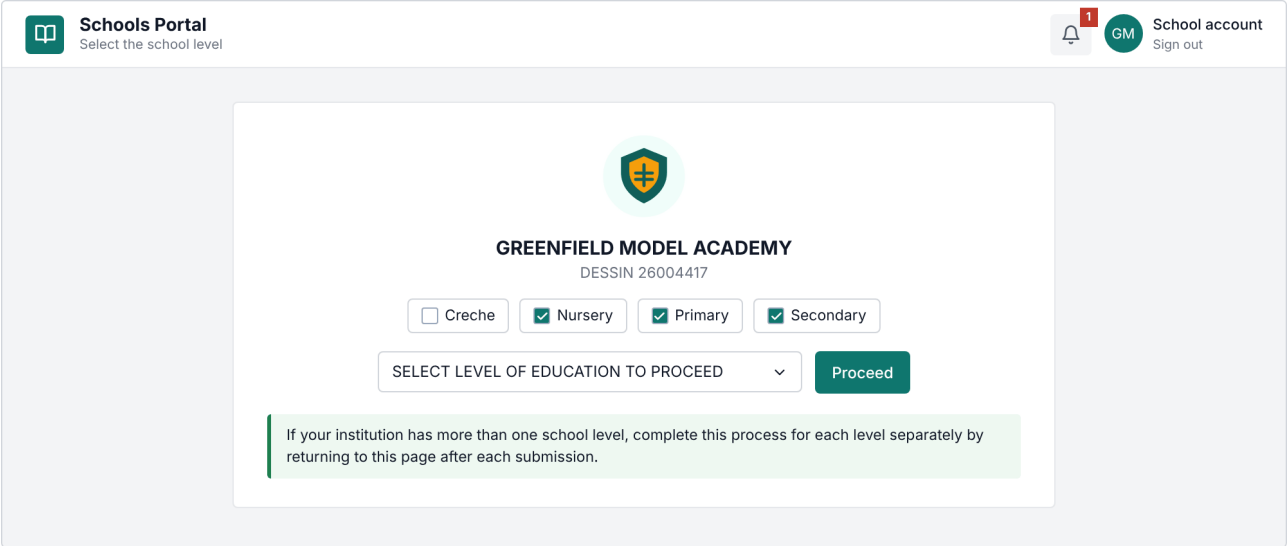



**Figure 2.** The level chooser: the ticked levels are those the Ministry registered for the school. Pick the level to work on and click Proceed.

After signing in you choose the level to work on – Creche, Nursery, Primary or Secondary, as registered for your school – because each level has its own learners, classes, subjects and results.

1. Open **SELECT LEVEL OF EDUCATION TO PROCEED** and pick the level.
2. Click **Proceed**. The first time, the level opens its set-up pages (the school's basic information, the subjects and the classes – chapter 4); afterwards it opens the level's dashboard.
3. To move to another level later, click **Switch level** in the top bar, or use **School › Switch Educational Level** (on a phone or tablet the top-bar button is hidden).

## 2.5 Finding your way around

| Menu group | What is in it |
|---|---|
| Dashboard | The school at a glance: learners, staff, classes and what is waiting for you. |
| Students | The student register, Excel upload, promotions, transfers, score upload, score sheets and class lists, roster change requests and parent links. |
| Staff | The staff register, Excel upload, who teaches what, form teachers, appraisals, attendance settings and the staff files. |
| Academics | Subjects and classes, the school calendar, the termly broadsheet, the promotion mastersheet and performance analytics. |
| School | The school's registration data and extended information, and switching level. |
| Infrastructure | The school's buildings, utilities, challenges, photos and videos, year by year. |
| Monthly Returns | The monthly report to the Ministry, and emergency (SOS) reports. |
| Others | Emergency alerts, news, document requests, support tickets, messages from the public and WhatsApp support. |

The top bar has **Switch level** (on a computer), the **notifications bell** and the **School account** menu (change password, switch educational level, sign out). The green **WhatsApp** button on every page opens a chat with eMIS support.

Always click **Sign out** when you finish, especially on a shared computer. The portal also signs you out by itself after a period without activity.

# 3. The Dashboard

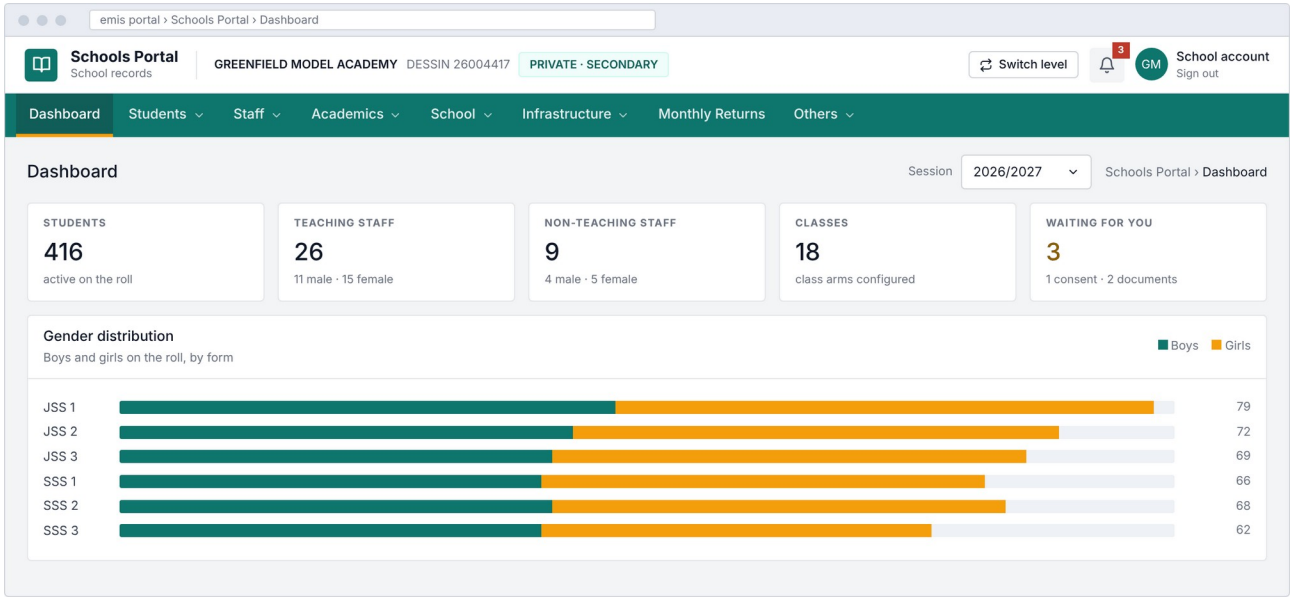



**Figure 3.** The dashboard for one level: learners on the roll, teaching and non-teaching staff, class arms, what is waiting for you, and boys and girls by form.

The dashboard is the first page of every level. The **Session** box chooses the academic session the figures are for; it opens on the current session.

- **Students** – learners on the roll for the session.
- **Teaching staff / Non-teaching staff** – staff currently assigned to the school.
- **Classes** – the class arms configured for this level (chapter 4).
- **Waiting for you** – consent requests, parent-link requests and document requests that need the school's decision. Each number links to the page where you act on it.

> **Tip.** If the student count looks low, check the session selected and the level you are working on. Learners belong to one level and one session at a time.

# 4. Setting the school up

Do these once per level, before you register learners. The portal reminds you until the subjects and classes of the level are saved.

## 4.1 Update School Data

**School › Update School Data** holds the school's registration record: name, address, e-mail and telephone, site details, locality, LGA, the proprietor and the contact person. These details are what the Ministry, the LGA desk and parents see – and the phone numbers and e-mail are where a password-reset code is sent.

1. If you are on the school premises, click **Get My Location** to fill in the latitude and longitude; otherwise type them in.
2. Check every section and correct anything that has changed, the telephone numbers in particular.
3. Click **Continue** at the bottom of the page. The details are saved and the portal moves on; if anything is missing, a message says what.

## 4.2 Subjects and classes

**Academics › Subjects & Classes** walks through the stages the level contains. On each page tick the subjects the school offers and click **Save & Continue**. On the last page, **Configure School Classes**, move the class arms you run to the right-hand list and click **Save Class Configuration**.

Subjects you leave out do not appear on score sheets, broadsheets or result cards, and only the classes you configure appear in enrolment, score sheets and promotions.

## 4.3 School Calendar

**Academics › School Calendar** holds the school's own dates. Type a title, pick the type (**Term Date**, **Examination**, **Holiday** or **Event**), the dates and the session, and click **Add Entry**. Learners and teachers see your dates beside the Ministry's state-wide dates.

## 4.4 Attendance Settings

**Staff › Attendance Settings** chooses how learner attendance is taken. By default it comes from the school's clock-in devices. If the school has no devices yet, tick **Enable manual attendance marking by form teachers** and click **Save Settings**: form teachers then mark attendance from the Teacher portal. A device record is never overwritten by a manual mark.

# 5. Students

## 5.1 The student register (Manage Students)

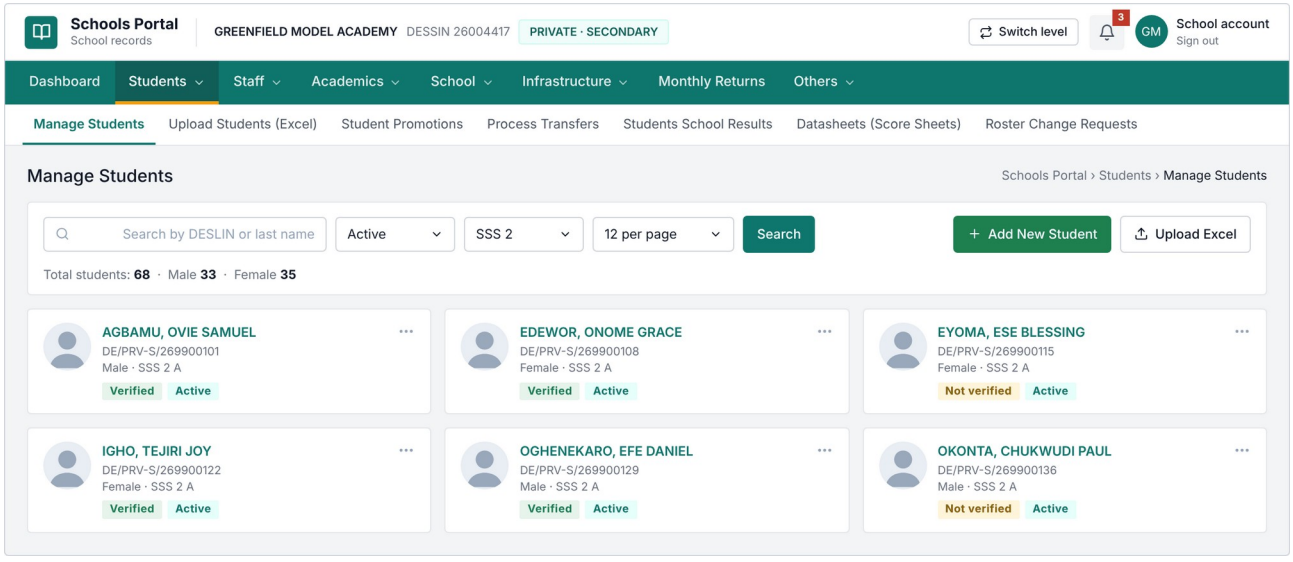



**Figure 4.** Students › Manage Students: search and filter, the totals, and a card for each learner.

**Students › Manage Students** is the school's admission register for the level and session. Each learner is a card with photo, name, DESLIN (the State learner number), gender, form and class, verification and status. Search by DESLIN or name, filter by status and form, and click **Search**.

- **Add New Student** registers one learner: passport photo (optional), names, gender, nationality, session, form, class and student type.
- **Upload Excel** registers many learners at once (5.2).
- The **...** button on a card opens its actions: view and print the learner's details, the basic and full bio-data, the status, and **Remove** – for a learner who has left: it takes the learner off the roll but keeps the history.

> **Tip.** A learner coming from another eMIS school should come in through **Process Transfers** (5.3), not as a new registration, so that one DESLIN follows the learner through their schooling.

## 5.2 Upload Students (Excel)

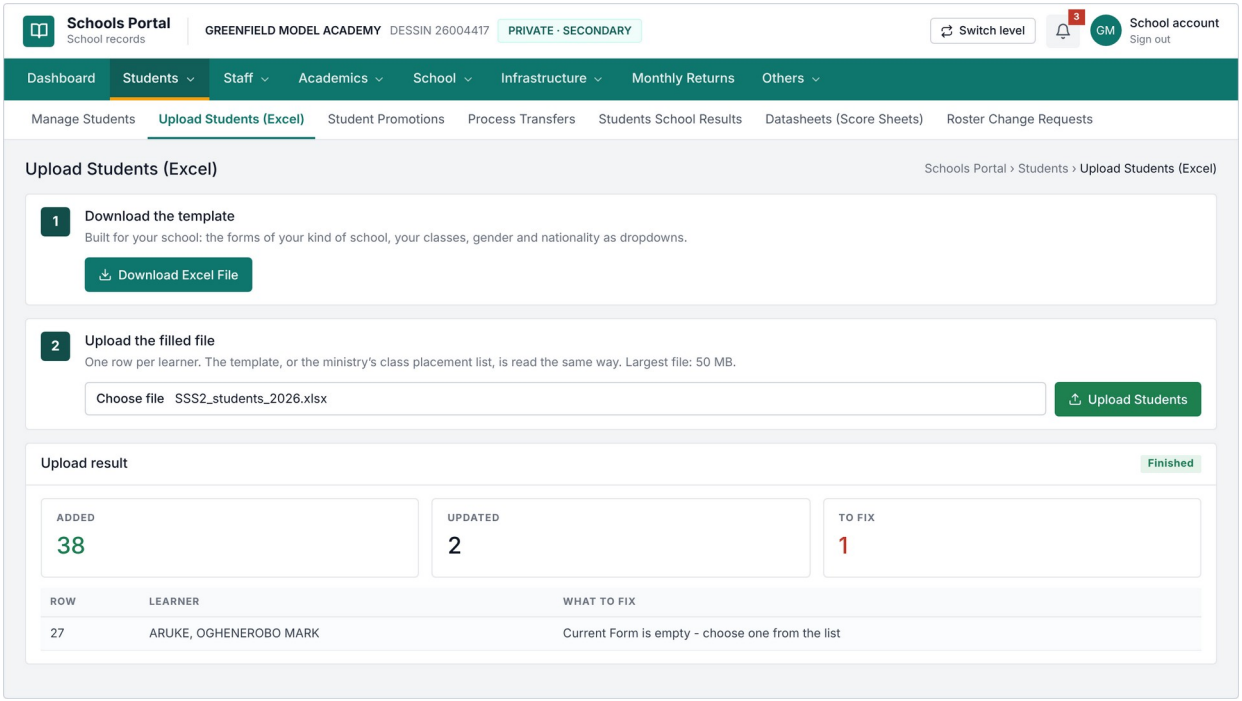



**Figure 5.** Students › Upload Students (Excel): download the template, upload the filled file, then read the result.

1. Click **Download Excel File**. The template is built for your school: the forms, your classes, gender and nationality are dropdowns.
2. Fill one row per learner and keep the column headings as they are. The Ministry's class placement list can be uploaded the same way.
3. Choose the file and click **Upload Students**. The result says how many learners were added and updated, and lists any rows to fix. A learner already on the school's list is updated, never added twice.

## 5.3 Process Transfers

**Students › Process Transfers** moves a learner who is already on eMIS from one school to another without losing their DESLIN or history.

- **To admit a learner from another school**: click **+ Admit via Transfer**, search by DESLIN or name, start the transfer, choose the form, class and session, and submit. Once the other school approves (or seven days pass), click **Enrol Student**.
- **When another school asks for one of your learners**: the request appears under **Incoming Requests**. Click **Approve** or **Reject** (with a reason). A request not answered within seven days is approved automatically.

## 5.4 Student Promotions (end of session)

**Students › Student Promotions** moves learners into the next session, at the end of Third Term once results are in. The Ministry opens promotions for a set period; outside it the page says so.

1. Choose the closing session and the next session, and click **Load Class Arms**.

2. Click a class arm. For a learner in the last class of the level, say which form and class each arm moves into (**Save Mapping**).
3. Choose **Promoted**, **Repeated**, **Graduated** (or another decision) for each learner and click **Save Decisions**.
4. When the class is right, click **Apply & Update Enrolment**.

> **Take care.** **Apply & Update Enrolment** cannot be undone from the portal. Save the decisions, check them, and apply class by class.

## 5.5 Uploading scores (Students School Results)

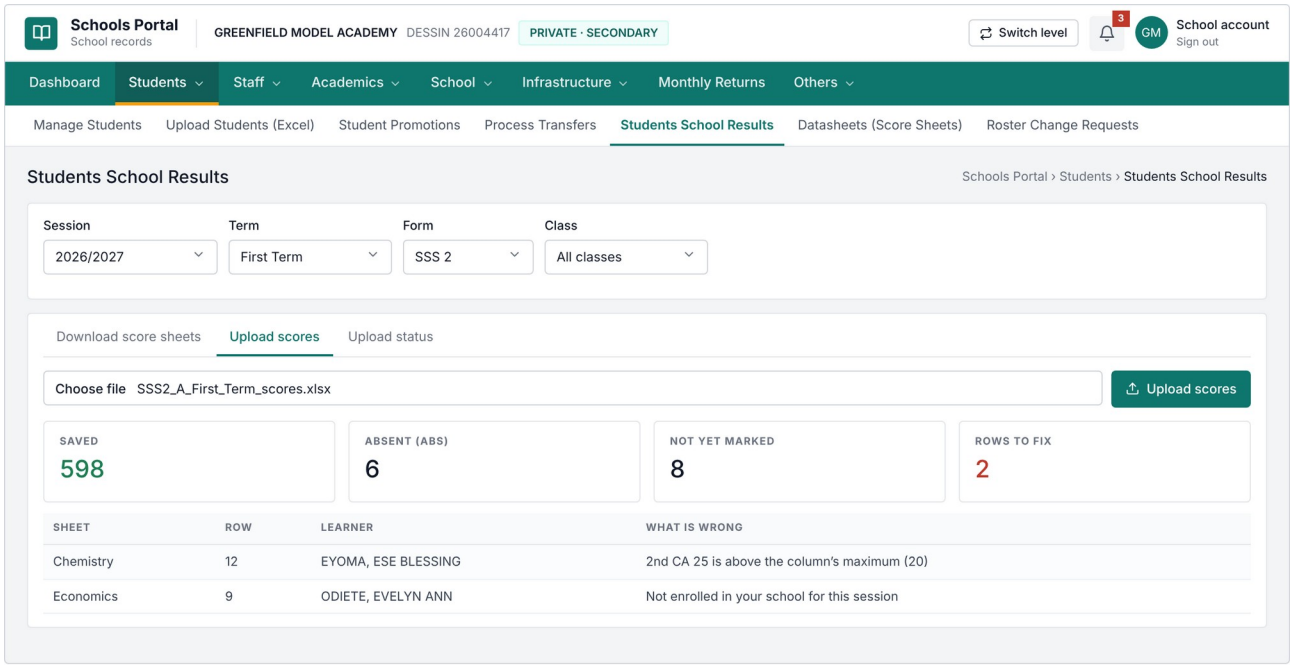



**Figure 6.** Students › Students School Results: choose the session, term, form and class; download the score sheets, upload them filled, and read the result.

1. Choose the **Session**, **Term**, **Form** and **Class** at the top.
2. **Download score sheets** – one workbook with a sheet per class and subject: 1st CA, 2nd CA and Exam to type in (or ABS for an absent learner). Scores already saved can be included.
3. **Upload scores** – choose the filled workbook and upload it. Each row is checked (your own learners only, each score within its maximum) and the result lists how many were saved and the rows to fix.
4. **Upload status** – for each class, the learners on roll and those with scores saved.

Scores can only be uploaded while the Ministry has the term open for score entry.

## 5.6 Score sheets and class lists

**Students › Datasheets (Score Sheets)** prints the score sheets teachers fill by hand (PDF) or as Excel. **Students › Class Lists (print)** gives each class list for a session, with or without passport photos, as PDF, Excel or Word.

## 5.7 When records are locked: Roster Change Requests

At certain times the Ministry locks the student register (and sometimes the staff list or the school's own records) – for example while a term's results are processed. A banner on the pages concerned says what is locked, until when and why. While the register is locked, **Students › Roster Change Requests** is the way to add, remove or correct learners:

1. Choose the type of change and give the reason.
2. List the learners concerned.
3. Attach the authorisation letter and any supporting file, then submit the request to the Ministry. The change is made when the Ministry approves it.

### 5.8 Parent Links

A parent whose phone number is on a learner's bio-data signs in to the Parent portal with that number. **Students › Parent Links** handles the exceptions: requests waiting for your confirmation (approve or decline), linking a parent's phone at the office, and seeing who is linked to a learner.

## 6. Staff

### 6.1 The staff register (Manage Staff)

**Staff › Manage Staff** lists every staff member assigned to the school, with their TIN (the State staff number), type, assignment and status.

- **Add New Staff** creates a staff record and assigns it to the school.
- **Add Existing Staff** asks for a staff member who is already on eMIS (for example a teacher posted to you). They accept the request from their own Teacher portal before they appear on your list.
- **Upload Excel** registers many staff at once from the template under **Staff › Upload Staff (Excel)**.

### 6.2 Assign Teachers to Subjects

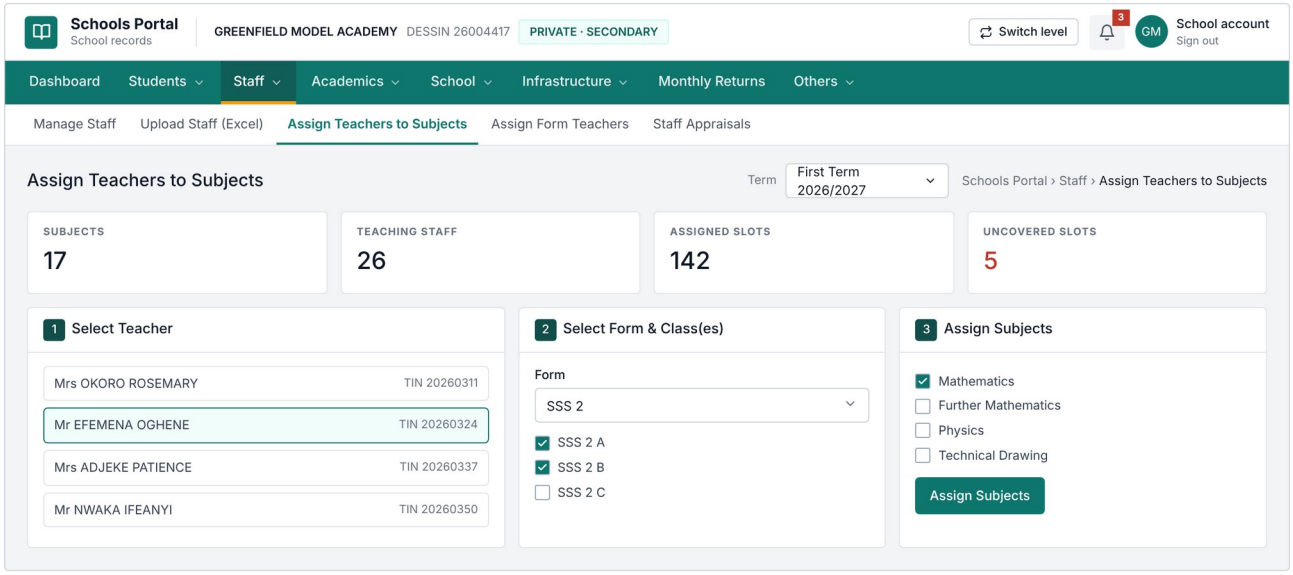



**Figure 7.** Staff › Assign Teachers to Subjects: pick the teacher, the form and classes, then tick the subjects.

This records who teaches what. It drives the Teacher portal (markbooks, schemes of work, broadsheets), the learners' My Subject page and the Ministry's teacher-coverage figures. Select the **term** at the top first.

1. **Select Teacher** – pick the teacher.
2. **Select Form & Class(es)** – choose the form and tick the class arms the teacher takes.
3. **Assign Subjects** – tick the subjects and click **Assign Subjects**.

The figures at the top show the subjects, the teaching staff, the slots assigned and the **uncovered slots** – subjects a class takes with nobody assigned.

### 6.3 Assign Form Teachers

**Staff › Assign Form Teachers**: choose the session, term, form and class, pick the teacher and click **Assign**. The form teacher marks attendance (where manual marking is on) and sees the class broadsheet.

### 6.4 Appraisals and staff files

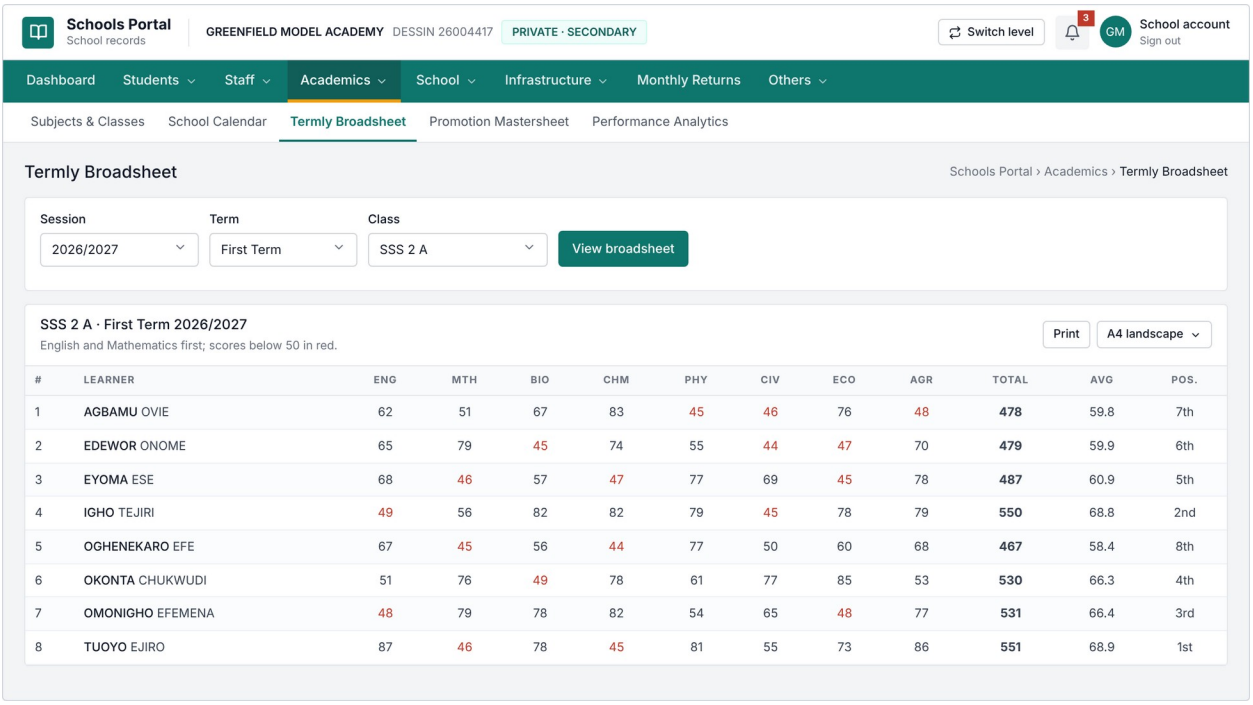
Teachers submit their self-assessment from the Teacher portal; the school rates it under **Staff › Staff Appraisals**. Every staff member also has a **staff file**, shared by the school, the LGA desk and the Ministry: their postings and every query, commendation, observation or note recorded about them. Open it from a card on **Manage Staff**, or see every entry under **Staff › Staff Queries & Records**.

## 7. Results and broadsheets

### 7.1 How results flow

Scores reach eMIS from the school (5.5) or from teachers' markbooks in the Teacher portal. The Ministry then releases each term's results to learners for a set period, and opens the broadsheets to schools. Nothing is open by default: each period is set by the Ministry and a page that is closed says so.

### 7.2 Termly Broadsheet




| # | LEARNER | ENG | MTH | BIO | CHM | PHY | CIV | ECO | AGR | TOTAL | AVG | POS. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | AGBAMU OVIE | 62 | 51 | 67 | 83 | 45 | 46 | 76 | 48 | **478** | 59.8 | 7th |
| 2 | EDEWOR ONOME | 65 | 79 | 45 | 74 | 55 | 44 | 47 | 70 | **479** | 59.9 | 6th |
| 3 | EYOMA ESE | 68 | 46 | 57 | 47 | 77 | 69 | 45 | 78 | **487** | 60.9 | 5th |
| 4 | IGHO TEJIRI | 49 | 56 | 82 | 82 | 79 | 45 | 78 | 79 | **550** | 68.8 | 2nd |
| 5 | OGHENEKARO EFE | 67 | 45 | 56 | 44 | 77 | 50 | 60 | 68 | **467** | 58.4 | 8th |
| 6 | OKONTA CHUKWUDI | 51 | 76 | 49 | 78 | 61 | 77 | 85 | 53 | **530** | 66.3 | 4th |
| 7 | OMONIGHO EFEMENA | 48 | 79 | 78 | 82 | 54 | 65 | 48 | 77 | **531** | 66.4 | 3rd |
| 8 | TUOYO EJIRO | 87 | 46 | 78 | 45 | 81 | 55 | 73 | 86 | **551** | 68.9 | 1st |

**Figure 8.** Academics › Termly Broadsheet: every learner's subject scores, total, average and position. English and Mathematics come first.

1. Open **Academics › Termly Broadsheet** and choose the **Session**, **Term** and **Class** (or the whole school).
2. Click **View broadsheet**. The sheet lists every learner with each subject's score, the total, average and position.
3. Use the toolbar above the sheet to print, after choosing the paper size and orientation.

### 7.3 Promotion Mastersheet and Performance Analytics

**Academics › Promotion Mastersheet** shows, for a session and class, each learner's term averages, the cumulative average and the promotion decision. **Academics › Performance Analytics** reads a term's results for you: subjects, classes, learners at risk and teacher coverage, with an Excel download.

## 8. Infrastructure

The infrastructure record describes the school's site, buildings, utilities, problems and pictures, period by period. Every period is kept as it was recorded, so the Ministry and the LGA desk can see how the school has changed. The Ministry opens a period; the school records, then submits.

### 8.1 Infrastructure Overview

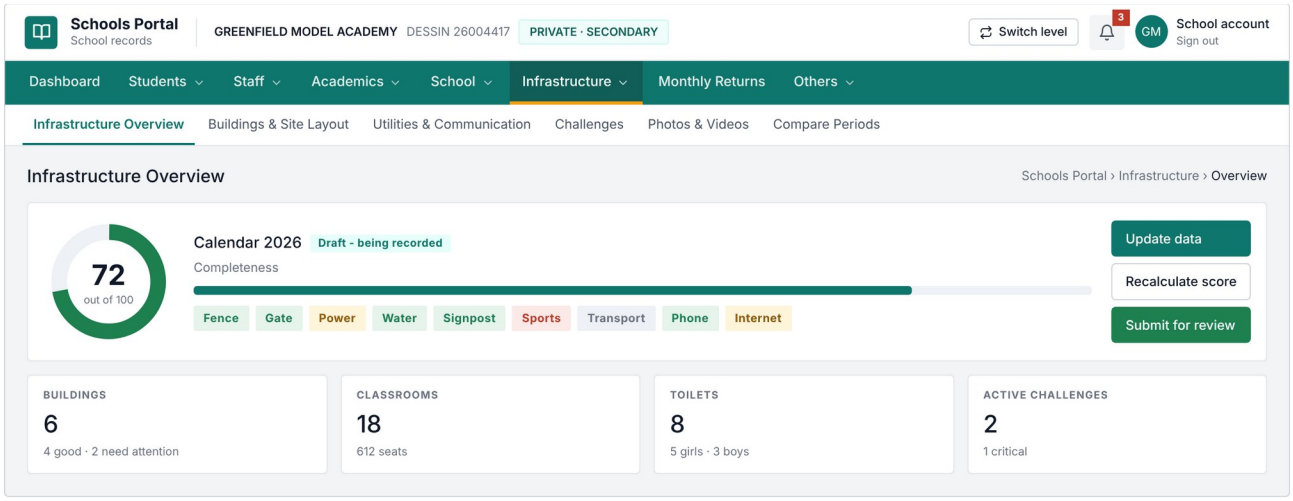



**Figure 9.** Infrastructure › Infrastructure Overview: the score out of 100, how complete the record is, the status of each utility and the key figures.

The overview shows the period you are editing, the school's infrastructure score, the record's status, the state of each utility and the key figures. **Update data** opens the detail pages; **Recalculate score** refreshes the score; **Submit for review** sends the period to the Ministry when the record is complete enough.

### 8.2 Buildings, utilities and challenges

- **Buildings & Site Layout** – **Upload layout** attaches the site plan (a clear hand-drawn plan is fine); **Add building** records each building (its name, such as Block A, type, construction, rooms and condition, and its position).
- **Utilities & Communication** – **Add Utility** for the fence, gate, power, water, signpost, sports facilities and transport, with availability, condition and the year installed; and the phone and internet reception.
- **Challenges** – **Record Challenge** for each environmental or social problem the school faces (erosion, flooding, encroachment, insecurity and so on), with its severity and whether it is getting worse, stable, improving or resolved.

After a utility or a challenge is saved, **Add photos or videos** opens Photos & Videos with that record already chosen.

## 8.3 Photos & Videos

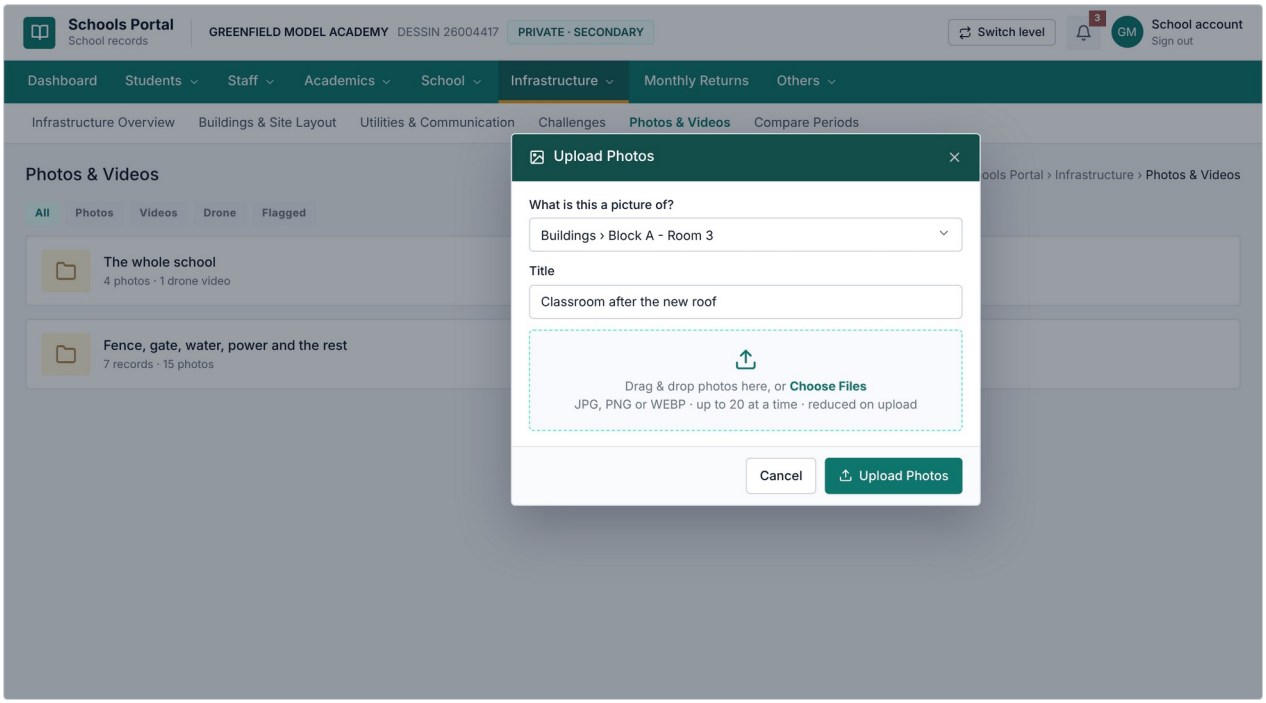



**Figure 10.** Infrastructure › Photos & Videos: the pictures in folders, and Upload Photos asking what the picture is of.

Every photo and video belongs to something the school has recorded: the school as a whole, a building, a room, a utility or a challenge. **Upload Photos** first asks **What is this a picture of?**; the pictures are then kept in that record's folder, year by year. You can upload up to 20 photos at a time; they are reduced in size on upload.

> **Tip.** Take photographs on the school premises with the camera's location turned on. A photo whose location does not match the school or whose file was used elsewhere, is flagged for the Ministry's attention.

## 8.4 Compare Periods

Tick up to four periods and click **Compare** to see the score, the main changes and every item that changed between them. The comparison downloads as Excel, PDF or Word.

# 9. Monthly Returns

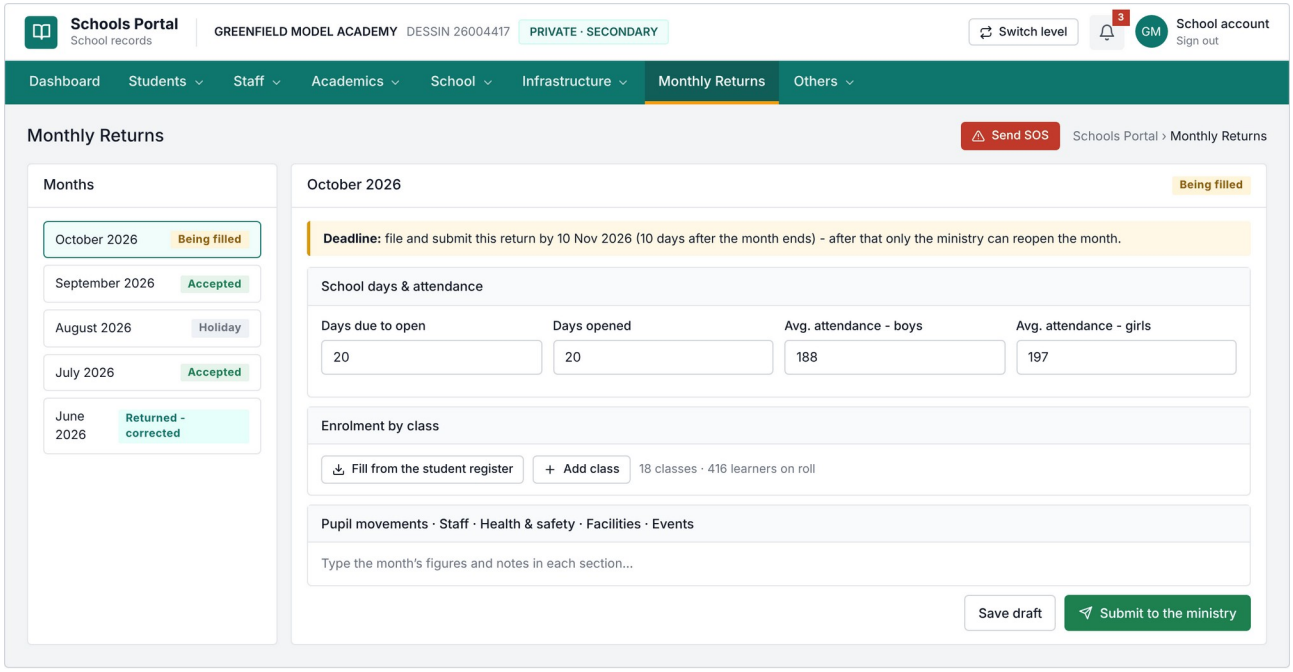



**Figure 11.** Monthly Returns: the months and their state on the left, the month being filled on the right, with its deadline.

Monthly Returns is the school's monthly report to the Ministry: attendance, enrolment and movements, staff, health and safety, facilities, events, security and the committees. The Ministry and the LGA desk read each return, and the figures feed the State's dashboards.

1. Open **Monthly Returns** and click the month you are filing. The note above the return gives its **deadline**; after that only the Ministry can reopen the month.
2. Fill each section. Under enrolment, **Fill from the student register** brings in every class with the learners on roll; adjust the admissions and withdrawals.
3. The staff nominal roll lists every staff member on the register with their attendance for the month.
4. Click **Save draft** as you go. When the month is complete, click **Submit to the ministry**.

The LGA desk can accept a return or send it back with a note saying what to correct; a returned month opens again so you can correct it and submit again. Each month can be downloaded for the school's file.

> **Take care.** **Send SOS** reports an emergency straight to the Ministry, outside the monthly return – a collapsed building, flooding, a security incident. For a life-threatening emergency call the police, fire service or ambulance first.

# 10. Communication and support

- **Others › Emergency Alerts** – for emergencies only. An alert appears at the top of every page of the Student portal for your school until you remove it. Keep it short and factual.
- **Others › News** – circulars and news from the Ministry, and the school's own news for its learners, teachers and parents.
- **Others › Document Requests** – learners ask for a transcript, testimonial or transfer certificate from the Student portal. Open a request, choose the **Conduct Rating**, add a remark if you wish and click **Approve & Issue** (the signed PDF reaches the learner at once), or give a reason and click **Reject Request**.

- **Others › Support Tickets** – tickets from your learners and staff. Tickets marked **CONFIDENTIAL** (bullying, safety, welfare) go only to the school's leadership; **ANONYMOUS** tickets carry no identity. Reply with **Send Reply** and mark the ticket in progress, resolved or closed.
- **Others › Messages from the Public** – messages about your school sent through the eMIS contact page. Answer in the same thread the sender reads.

### 10.1 Getting help with the portal

- The green **WhatsApp** button on every page, and **Others › WhatsApp Support**, open a chat with eMIS support. The support line is **0705 712 6118** (calls and WhatsApp).
- **Academics › Ask about my eMIS** answers questions about the school's own records – enrolment, staffing, scores uploaded, what is waiting.
- Questions about when promotions, results or broadsheets open go to the eMIS desk at the Ministry, which sets the dates.

## 11. How the other portals connect

| Portal | Who signs in | What they see of your school |
|---|---|---|
| Teacher portal | Each staff member, with their TIN and password. | Their subjects and form classes, markbooks and score entry, attendance, lesson plans and broadsheets for their classes, appraisal self-assessment and their own file. |
| Student portal | Each learner, by school, class and name, with the card PIN or a password. | Results, attendance, assignments, timetable, bio-data, documents, messages and support (see the Student Portal User Guide). |
| Parent portal | A parent or guardian, with a phone number on the learner's bio-data. | Their child's results, attendance and messages from the school. |
| LGA desk | The officers in charge of your LGA's schools. | The LGA's schools: nominal roll, learners on roll, staff attendance, monthly returns, infrastructure, safety and the staff files. |
| The Ministry | Ministry officers. | Everything above, state-wide, and the periods that open promotions, results and broadsheets. |

Because every portal reads the same records, a correction made on the Schools Portal – a learner's class, a teacher's subjects, a phone number – shows everywhere at once.

# Appendix A. Quick reference

| I want to… | Go to |
|---|---|
| Work on another level of the school | **Switch level** in the top bar, or **School › Switch Educational Level** |
| Register a learner | **Students › Manage Students › Add New Student** |
| Register a whole class from a spreadsheet | **Students › Upload Students (Excel)** |
| Admit a learner from another school | **Students › Process Transfers › + Admit via Transfer** |
| Change learners while the register is locked | **Students › Roster Change Requests** |
| Upload a term's scores | **Students › Students School Results** |
| Print score sheets or class lists | **Students › Datasheets (Score Sheets) / Class Lists (print)** |
| Promote learners to the next session | **Students › Student Promotions** |
| Add a teacher | **Staff › Manage Staff › Add New Staff** (or **Add Existing Staff**) |
| Say who teaches what | **Staff › Assign Teachers to Subjects** |
| Name form teachers | **Staff › Assign Form Teachers** |
| Tick the subjects and classes the school runs | **Academics › Subjects & Classes** |
| View or print a broadsheet | **Academics › Termly Broadsheet / Promotion Mastersheet** |
| Record buildings, utilities, challenges, photos | **Infrastructure** |
| File the month's return | **Monthly Returns** |
| Report an emergency to the Ministry | **Monthly Returns › Send SOS** |
| Issue a transcript or testimonial | **Others › Document Requests** |
| Change the school password | **School account** menu › **Change password** |

# Appendix B. Common questions

### The level keeps showing its set-up pages

The level's basic information, subjects or classes have not been saved yet. Go through them to the end and click **Save Class Configuration**.

### A banner says records are locked

The Ministry has locked the records for a period. Use **Students › Roster Change Requests** with the reason and your authorisation letter.

### A broadsheet, mastersheet or promotions page says it is not open

These are opened by the Ministry for set dates and are closed by default. Ask the eMIS desk when the next period opens.

### A learner cannot sign in to the Student portal

Check that the learner is on the register for the session, form and class they choose at sign-in – the class list comes from your roster. The first sign-in uses the learner's Card PIN; afterwards their own password.

### A teacher cannot see a class or subject in the Teacher portal

The assignment is missing for the current term. Add it under **Staff › Assign Teachers to Subjects** (or **Assign Form Teachers**), selecting the term first.

### The dashboard figures look wrong

Check the session selected and the level you are working on. Learners removed from the roll do not count; learners not yet promoted into the new session appear in the previous one.

### We forgot the school password

Use **Forgot the password?** on the sign-in page (2.3). The code goes to a phone number or e-mail address on the school's record.

### Uploaded scores were not saved

The row's learner is not enrolled in your school for the session, a score is above the column's maximum, or the term is not open for score entry. Correct the sheet and upload again – rows already saved are not affected.