

## EduNet Sync Integration – Simplified Guide for IT Technicians

*Last Updated: November 10, 2025*

### Overview

**Purpose:** Automatically sync device repair requests from PowerApp to EduNet Service Portal every 15 minutes.





### **Workflow:**

1. IT technician submits request via PowerApp
2. Data saved to Microsoft List (NHS\_ICT HelpDesk)
3. PowerShell Sync Script runs (every 15 min)
4. Job created in EduNet Portal
5. Automatic note added with Job Type & Attachment info
6. SharePoint updated with sync status

### Key Components

Component	Role
PowerApp	<b>Form for IT techs to submit repair requests</b>
SharePoint List	Stores all request data and attachments
PowerShell Script	Syncs data to EduNet, adds notes, updates SharePoint
EduNet Service Portal	Receives jobs, manages repair workflow
Task Scheduler	Runs the script every 15 minutes

### What to Expect in EduNet

-  Job created successfully
-  Job Type field will be blank (normal)
-  Attachments may not display (normal)
-  First note contains Job Type, attachment count, and instructions

### Processing Synced Jobs

1. **Open EduNet Portal**
2. **Find jobs with "EdunetAPI" status**
3. **Check the first note** for:

- Job Type (e.g., Warranty, Insurance)
  - Attachment count
  - Instructions
4. **Fill Job Type manually** (optional but helps with filtering)
  5. **Access attachments** via SharePoint if missing:
    - Go to: [NHS ICT HelpDesk List](#)
    - Search by EduNet Job ID
    - Click paperclip icon to download
    - Re-upload to EduNet if needed

#### Troubleshooting Quick Reference

Issue	Cause / Fix
Job Type blank	Normal – check the first note and manually select from dropdown
Attachments missing	Normal – check SharePoint list and re-upload if needed
Status says "Check notes..."	Attachments were uploaded – info is in the note or SharePoint
Jobs stuck as "Ready for Sync"	Task Scheduler may not be running – test script manually
Jobs marked "Failed"	Check EduNet – if job exists, update SharePoint manually
Script errors	Check logs in <code>C:\EduNetSync\Logs\</code>

#### Script & System Setup

- Script location: C:\EduNetSync\EduNet-Sync-Script.ps1
- Logs: C:\EduNetSync\Logs\SyncLog\_YYYYMMDD.txt
- Attachments: C:\EduNetSync\Attachments\
- Runs via Task Scheduler every 15 min (Mon–Fri, 8 AM–5 PM)

#### Maintenance Checklist

##### **Daily:**

- Check logs for errors
- Verify Task Scheduler is running

**Weekly:**

- Review failed items
- Archive old logs (auto-deletes after 30 days)

**Monthly:**

- Review EduNet API usage
- Check for script updates
- Verify credentials