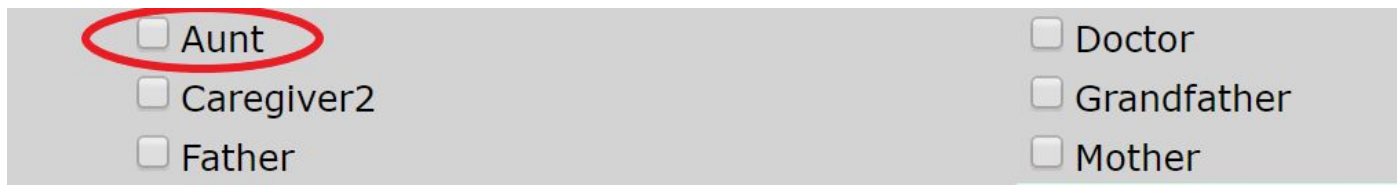


eTap Contact Checks

The success of your student data import to Hero, is dependent on a successful extract of your student data from your eTap system. eTap currently has several anomalies around the extraction of contact data that can cause loss of data unless resolved prior to your transfer taking place.

1. Contacts with type of 'Aunt'

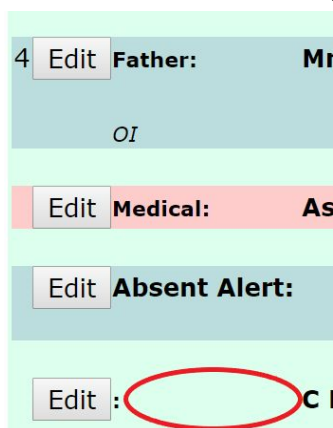
A screenshot of a web interface showing a list of contact types. The 'Aunt' option is circled in red. The options are arranged in two columns: Aunt, Caregiver2, Father, Doctor, Grandfather, and Mother. Each option has an unchecked checkbox to its left.

<input type="checkbox"/> Aunt	<input type="checkbox"/> Doctor
<input type="checkbox"/> Caregiver2	<input type="checkbox"/> Grandfather
<input type="checkbox"/> Father	<input type="checkbox"/> Mother

Issue: If you have adopted the use of 'relationships' as contact types you need to make changes to all contacts entered as 'Aunt'. An Aunt will download with the contact type of 'Mother' so all students will end up with two Mothers. They also download the Aunt first so the Aunt will become Priority 1 in error.

Action Required: Go through the contacts of your Current Student and Current Year's Leavers and change all Aunts to another option. Place Aunt into the comment field so you can use this to locate and correct once in Hero.

2. Contacts with NO Type

A screenshot of a web interface showing a list of contacts. The 'Edit' button for the contact with a blank type field is circled in red. The contacts are listed with their relationship type and name: Father: Mr, Medical: As, Absent Alert:, and a blank type field followed by C I.

4	Edit	Father:	Mr
		OI	
	Edit	Medical:	As
	Edit	Absent Alert:	
	Edit	:	C I

Issue: When downloading your contacts, you are selecting the type to from Print List. As you are unable to select 'All', those with blank types are missed completely as cannot be selected.

Action Required: Go through the contacts of your Current Student and Current Year's Leavers and ensure that all required contacts have a unique type entered.

3. Contacts with the same Type



The screenshot shows a vertical list of contact types, each with an 'Edit' button to its left. The types are: Mother, Grandmother, Doctor, Grand Father, and Grandmother. The bottom 'Grandmother' entry is circled in red.

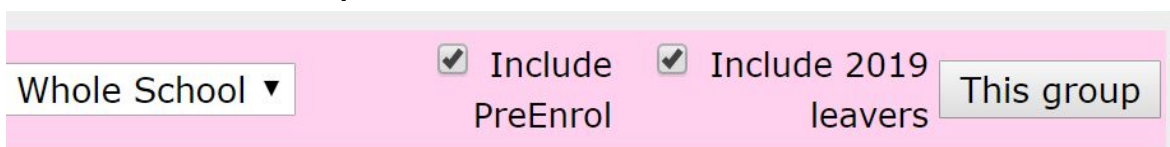
NB: Grandmother appears twice

Issue: The contacts downloading only handles 1 contact per Type. Therefore, if more than 1 contact has the same Type, only the last will be included in the download. Important information will be lost.

Action Required: Go through the contacts of your Current Student and Current Year's Leavers and ensure that all required contacts have a **unique** type entered. In order to achieve this, you may have to contact eTap to request extra options to be added e.g. Emergency 3 or 4 or perhaps Other 2 or 3 (school dependent).

How to fix your Contacts

1. Select **Pupil Details**, select your Whole School and click Include PreEnrol and your current year's leavers. Click **This Group**.



The screenshot shows a pink bar with a dropdown menu on the left set to 'Whole School'. To the right are two checked checkboxes: 'Include PreEnrol' and 'Include 2019 leavers'. On the far right is a button labeled 'This group'.

2. Leave the search box blank and click **Search**.
3. Click **Personal** to display the contacts.
4. Using the **Next** button go through all your students to check and correct the detail.