

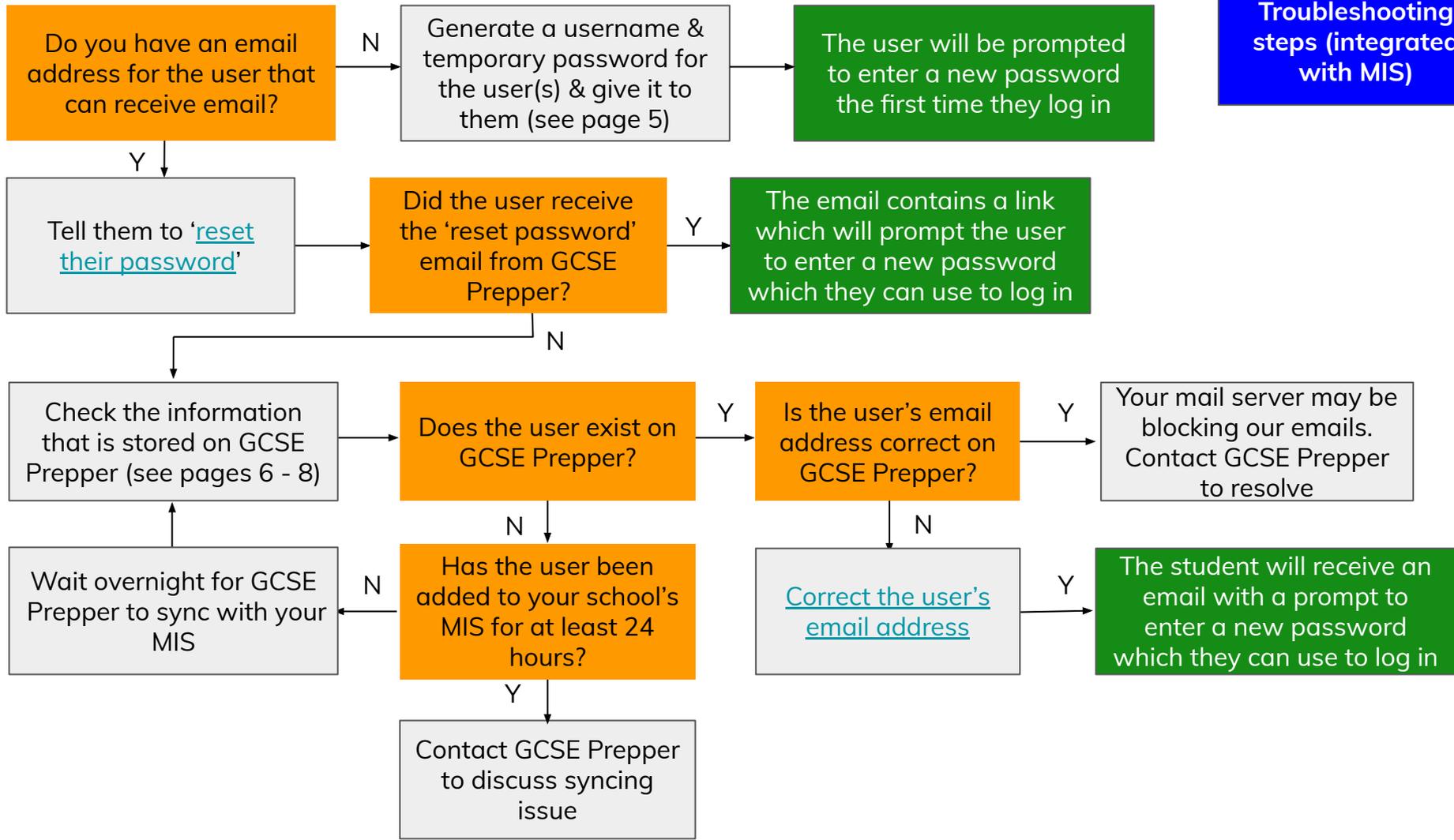
Troubleshooting guide to help users gain access to GCSE Prepper



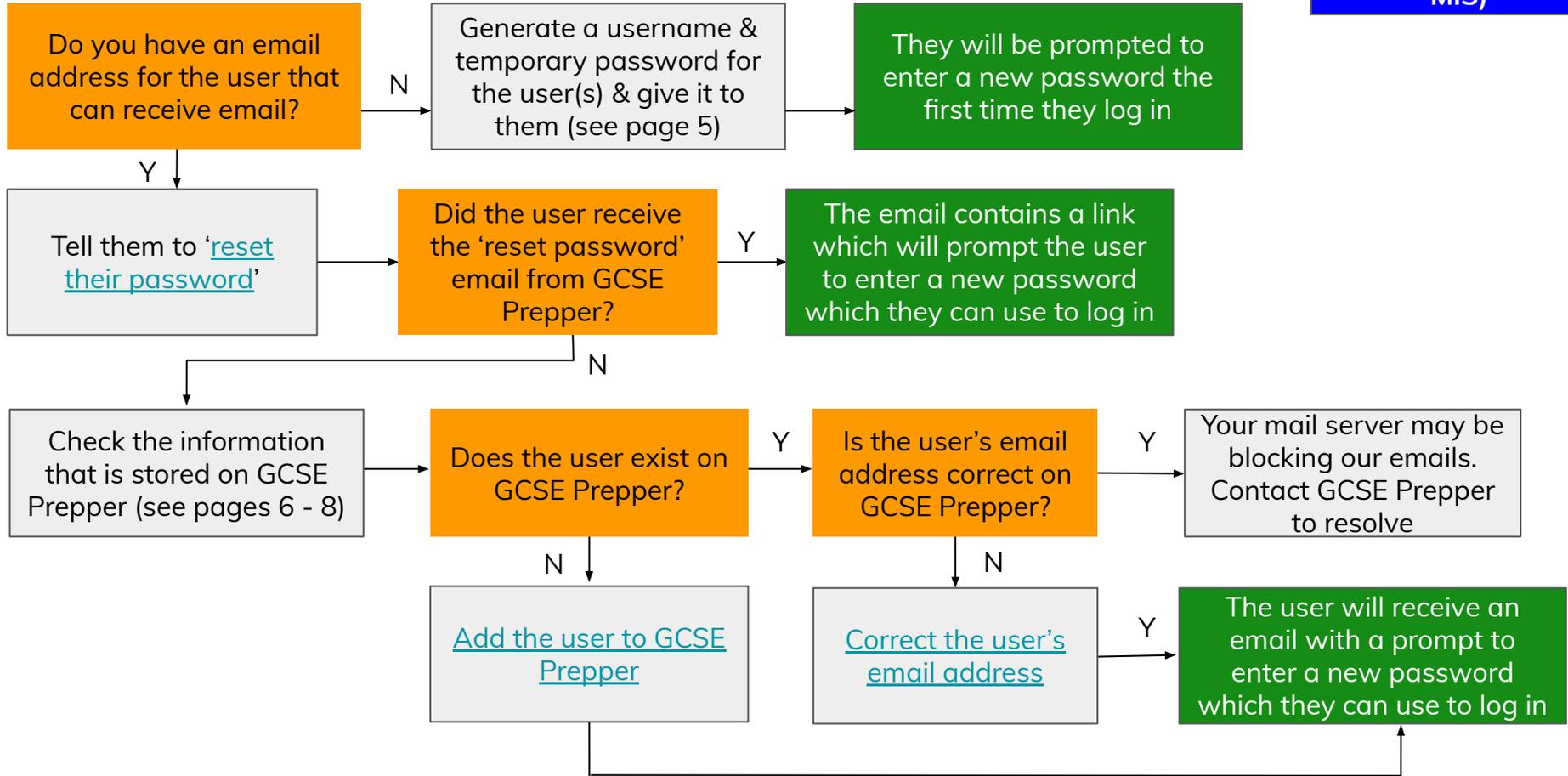
Step 1 - have we synchronised with your MIS?

- GCSE Prepper has integrated with Wonde which has integrated with most of the more popular Management Information Systems used by schools;
 - E.g. SIMS, Arbor, Bromcom and many others
- If we set up GCSE Prepper via Wonde for your school, we will automatically synchronise user and class data every night
 - This means that the information can be out-of-date for up to 24 hours
- Troubleshooting will be slightly different depending on whether we have set your school up via Wonde or not
 - If you have been set up via integration with Wonde - go to page 3
 - If not - go to page 4

**Troubleshooting
steps (integrated
with MIS)**



Troubleshooting steps (NOT integrated with MIS)



Creating usernames and temporary passwords

- If GCSE Prepper does not find a valid email address when users are added to the platform, they will be given a gcseprepper.co.uk email address
 - E.g. johndoe36@gcseprepper.co.uk
- Click on the correct link below to launch a guide that will show you how to create temporary passwords for:
 - [Individual students](#)
 - [A whole class](#)
 - [Multiple users / a whole school](#)

Investigate information held on user: step 1



School: Demo School

School Details

Click on the 'Administration' link.
If this option is not available, you will have to ask the person who manages GCSE Prepper within your school to set you up as a 'Teacher Administrator'

- Teacher Dashboard
- Administration
- Set Homework
- View Reports
- Demo Teacher
- Privacy Policy
- FAQs
- Terms And Conditions

- Manage School Years
- Manage School Classes
- Manage School Users

School Years 25 school years per page
Showing 1-5 of 5 items.

Name	Number of Classes	Number of Users	Edit
Y7	2	0	...
Y8	4	0	...
Y9	0	0	...

Investigate information held on user: step 3

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Y8	4	0	...
Y9	0	0	...
Y10	1	0	...
Y11	6	1	...

1. Use the filter to find the student

2. Check email address information for student

School Users

25 users per page

Add new user

Showing 1-3 of 3 items.

<input type="checkbox"/>	Username	Status	Role	Year(s)	Contact Email	Edit
<input type="checkbox"/>	Demo	Filter by...	Filter by...			
<input type="checkbox"/>	Demo Name	Live	Master School Admin	Y7, Y8, Y9, Y10, Y11	(not set)	...
<input type="checkbox"/>	Demo Student	Live	Student	Y7, Y8, Y9, Y10, Y11	student@gcseprepper.co.uk	...
<input type="checkbox"/>	Demo Teacher	Live	School Teacher Admin	Y7, Y8, Y9, Y10, Y11	teacher@gcseprepper.co.uk	

Edit email information held on a user: step 3

Y8	4	0	...
Y9	0	0	...
Y10	1	0	...
Y11	6	1	...

2. Check email address information for student

School Users

25 users per page

Showing 1-3 of 3 items.

<input type="checkbox"/>	Username	Status	Role	Year(s)	Contact Email	Edit
<input type="checkbox"/>	Demo	Filter by...	Filter by...			
<input type="checkbox"/>	Demo Name	Live	Master School Admin	Y7, Y8, Y9, Y10, Y11	(not set)	...
<input type="checkbox"/>	Demo Student	Live	Student	Y7, Y8, Y9, Y10, Y11	student@gcseprepper.co.uk	...
<input type="checkbox"/>	Demo Teacher	Live	School Teacher Admin	Y7, Y8, Y9, Y10, Y11	teacher@gcseprepper.co.uk	

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