

Contact Cleanup FAQ's

Custody

How do I know who has custody?

- Before you start, sort your students by Legal Alerts
- This will help you to make sure any parent/guardian legal information is up to date

I have a student who lives with mom and dad 50/50, how do I share with both addresses?

- At this time, students can only share one address
- Either contact the family to confirm who will have the shared address, or assign to the first priority contact
- The second address will be entered in the contact information, but will not be shared with the student

Related Students

Why can't I link my student to siblings in other schools?

- You can only setup the relationship to siblings in other schools one way
- If this is the case, make sure the students in your school has the relationship setup from your side and the student's address is shared with any siblings in your school and their parent/guardians
- Once the schools have done their cleanup, Level 2 will be able to setup the linkages from school to school.

I have a confidential student who shouldn't have a related student attached, what should I do?

- If you have a confidential student who is still showing a related student, that is because the relationship will have to be deleted from the other school.
- Make sure the Related Student is deleted in your school
- Contact software support and they will contact the district to make sure the student is removed and is kept confidential

Why can't I link my Pre-Reg student to their related student?

- The Related Student function does not work for students until they are Active in MyEd BC
- The link will have to be created after the roll-over

Address Sharing

I have "Family" showing in the shared address pop-up, is that okay?

- The "Family" contact will have to be removed from the shared address box
- You want to make sure you see all the names of the contacts and students who live at the one address
- To remove the "Family"
 - Go to the Student > Addresses sub-top-tab
 - Click on the 
 - In the pop-up, select Detach
 - Click save for the student address
 - In the new pop-up, move the correct names to the right-side box
 - Save
- This will remove the "Family"

I cannot see the student I need to attach the parents address to, what do I do?

- This is most likely because "family" is showing in the shared address
- Follow the steps above

There is no longer a proof of address showing, where did it go?

- If you click the *clear address* button, it will remove the proof of address field
- Make sure all your students have a proof of address entered once your cleanup is complete

Linking Contacts

Is it okay to have a **red X** beside a contact name?

- It is alright to have a  when the contact has no duplicates
- Examples are:
 - Single student families
 - Contacts that have only been entered in the system once
- To make sure the **red X** is okay, the contact will not have a duplicate in the pop-up
 - Click the  beside the contact name
 - If the contacts name only shows in the list once, they will not have a linked contact

For any further Questions feel free to contact Software Support:

Software.support@sd23.bc.ca or 250-469-6453