SchoolAdmin FAQ

Ques 1: How to add multiple students at one time ?

> **Ans 1:** Adding multiple student can be done by creating a CSV file in which all the details of the student should be there. You can click on IMPORT under Student information, select the class and section in which you want to add the student.

Ques 2: Fee Payment receipt is not coming properly or coming blank ?

> **Ans 2:** If the receipt is not coming then Goto Mozilla browser open menu(present in the top right with 3 horizontal lines) then click on Options, choose applications, then under Content type search for Portable Document Format (PDF) and set "Use Adobe Acrobat" under Action.

Ques 3: How to increase the font size of the Fee payment Receipt ?

> **Ans 3**: To increase the font size Goto to the drive where School Admin is installed and open **Scho olAdmin–>tomcat -->webapps-->SchoolAdmin–>script** and copy studentPaymentReceipt.odt and paste in desktop. Then open copied ODT and increase the font size, save it and replace back in the script folder.
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> **NOTE:** To do any changes in ODT files, Open Office Document(ODT) must be installed in your system otherwise the ODT will get corrupted and the receipt will not come again.

Ques 4: How to set and collect fees for student which is not defined or varies from student to student?

> **Ans 4**: **TO SET FEES** --> In this case add one fees name (which you want to take) and go to Fee Group, create one Fee group with the same name and mark it as "Custom" under Fee Group Type and   click on ADD. You will receive a message " Fee Group added successfully".
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> **TO COLLECT FEES** --> Go to Admin master and click on fee payment. Select class, section and student name. select the fee group which you have given as custom and click on "Add custom fee payment", select the fee name and give the amount and click on Add. The amount which you have added will be displayed under total amount. Click on Pay Fee to pay the fees.

Ques 5: How to run School Admin Software in different system other then in which software is installed ?

> **Ans 5:** To run software, check the IP address of the system in which the software is installed then go to system in which you have to run the software.Open Mozilla browser and type the URL as IPaddress:8080/SchoolAdmin. For eg if the IP is 192.168.1.45 then type the URL as **192.168.1.45: 8080/SchoolAdmin**.
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> **NOTE:** LAN connection should be there under the same network. To check IP address type cmd in start menu and open cmd.exe. Open that and type IPCONFIG and press Enter button. Note down IPv4 address.

Ques 6: How to send SMS and check SMS Balance Count ?

> **Ans 6:** To send SMS goto SMS and Email alerts and click on send message. Create template for message type i.e Fee Dues, General. Then go to send message and select the message type for which you have created template. Select the message which you have send. Check to whom you have to send "Staff or Students" , click on next and choose the student or staff and click on 'send'. You will receive a message "message send successfully" and to check SMS balance count Go to options --> setting --> SMS Setting --> Click on **"Balance Check".** The SMS count will be displayed.
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> **NOTE: SMS setting must be configured in the software then only you can check SMS count.**

Ques 7: How to change fee amount ?

Ans 7: *Fee amount can be changed by clicking on Masters–> Fee amount. Once after opening the fee amount, select Fee Group Type (Annual,Monthly,Term),select Fee group name then select the fee name which you want to change and click on **"Find"**. Click on "Edit" icon (White Page with pencil on top) under action and change the amount and click on **"UPDATE".** You will get a message "Fee amount updated successfully".*

Ques 8: How to assign slab to student ?

Ans 8: *Once after creating the slab we can assign it to student under **Student Information** --> **Student Slab**. Select the class, section and click on **Find** if you want to assign to many students in a class or if you want to assign to few student then you also do by selecting the class, section and student name. The slab which you have already created will be displayed under the Student slab master. Select the slab for each student and finally click on UPDATE. You will get a message "student slab updated successfully".*

Ques 9: How to collect different receipt for a particular Fee Group ?

Ans 9: *To collect different receipt for a particular fees go to **Masters --> Fee Group.** Click on Edit under Action and click on Reset Payment time or Print Separate receipt and click on **Update**. If you want new receipt number to be generated starting from 1 then check on "Receipt counter applicable". The New separate with new receipt series will come for a particular fees.*

Ques 10: How to promote students to the next academic year ?

Ans 10: *To promote students to next academic year Goto Student Information --> Promote Students. Select From Class, From Section, To class, To section and click on **Filter**. All the student will be displayed below. Click on select all, all the student will be checked automatically then click on update.*

NOTE *: Next Academic Year must be created before promoting the student and at least once switching of academic year must be done.*

Ques 11: How to switch to next academic year or previous academic year ?

 Ans 11: *To switch to next or previous academic year click on **Options --> Setting -->Switch Academic Year.** Choose a academic year in which you want to go and click on switch academic year. You will get a message " Are you sure you want to switch Academic Year" then click on Yes. You will receive a message "Academic Year Switched successfully". Then logout and login once to view that academic year details.*

Ques 12: How to create new academic Year ?

Ans 12: *To create next academic year Goto **Options** --> **Settings** --> **Switch Academic Year** and click on Add. Enter the information and click on **Add**. You will get a message "Academic Year added successfully".*

Ques 13: How to add application student ?

Ans 13: *To add application student go to Admin Master --> Fee payment --> Add application student (Present in the down right), Click on that, select the class, name of the student and click on "Add". you will get a message "Application student added successfully".*

Ques 14: How to give TC and view TC certificate to student ?

Ans 14: *To give TC to students, select the student by selecting the class, section and student name under the student information. Click on edit under Action and go to "Student History" tab. Check on "**Has furnished certificate**" and "**Has student transferred**" and click on update. To view TC certificate go to Student Reports --> TC certificate. Select the Class, Section and Student name and click on **Preview.** The Certificate will be displayed under and if you want to view in PDF format click on PDF.*

Ques 15: How to mark session Attendance?

> **Ans 15:** *While adding the class you will get an option as Attendance Type, choose there whether you want to mark attendance as Single, Session Wise, Subject Wise. Choose session then you can mark attendance session wise i.e Morning and Afternoon*

Ques 16 : How to take backup of the software ?

> **Ans 16:** *To take backup of software goto SchoolAdmin folder, you will get backup.bat file. Right click on that and click on Edit. Check the path in front of mkdir because on that path the backup will get copied or if you want to change you can change the path also. Once after checking the path right click again on* **backup.bat** *and click on "Run as administrator". Automatically, the backup will be copied in that particular path. You can copy the file and paste it in the safe location.*

Ques 17 : How to generate duplicate fee receipt ?

> **Ans 17:** *To generate duplicate receipt Goto* **Fee Receipt** *-->* **Fee Payment Receipt.** *Select the class, section and student name and click and find. All the payments will be displayed under given by that particular student. Click on "**Print**" under action. The receipt will be displayed and you can take the print out.*

Ques 18: Sometimes while opening the software you will get a message "Unable to connect to localhost:8080", What to do in this case ?

> **Ans 18:** *Sometimes due not proper connectivity the software will not get opened, in that case you have to restart the software server. To restart the server goto School admin folder and follow the path* **SchoolAdmin-->tomcat-->bin** *and you will find* **tomcat6w.exe,** *Right click on that and click on* **"Run as administrator",** *you will get 'SchoolAdmin Server Properties' and in the down you will get stop button, click on that the server will get stopped then click on start button, the server will get started. Then go to Mozilla browser and open SchoolAdmin again.*

Ques 19: Fee group in not displaying in Fee payment ?

> **Ans 19:** *If Fee Group is not appearing in the Fee Payment there may be two possibilities*
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> 1. *Check whether you have given slab to fee group, if yes then assign that slab to students. Once after assigning the slab to students the fee group will start coming for those students whom you have slabs.*
> 2. *Check whether you have defined the amount and classes for that particular group under " Fee Amount". If not then assign the amount as well as the classes then the fee group will start displaying.*

Ques 20: In my school we take monthly fees for 11 months instead of 12 months then how to set fees for 11 months ?

> **Ans 20:** *To assign the monthly fees for 11 months goto to "Fee Group" and click on edit under actions for whom you have to assign 11 months and check that under "set fee group type" that fees should be monthly as well in" No of months" set 11 instead of 12 and there should be 1 months gap between "profile from date" and "profile to date". For example: Profile to date --> 1-Aug-2016 & Profile End Date --> 31-June-2016 under that particular academic year.*

Ques 21: Can i generate my own receipt number or we can modify the receipt number?

> **Ans 21:** *No, Receipt number is software generated and it will always start from 1 for every new academic year. Neither you can generate nor you can modify the receipt number.*
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> **NOTE**: *Once you have done the payment and new receipt is generated, you cant get back the same receipt number. Next time whenever you will do payment you will get next receipt number.*

Ques 22: How to add Language subject ?

Ans 22: *To add language subject, go to subject under masters. While adding the subject you will get options like language one, language two, language three. You can tick any one of them and give the subject name. That subject will be added as a language subject. If you have already added the subject then click on edit and tick on any one of them.*

Ques 23: What is Bio ID and how it is useful to me ?

Ans 23: *Bio ID is software generated unique number for each student which can be used for marking the attendance with the help of bio metric machine and you can get details of their IN Time and Out time with the help of software. All the students will be represented by their unique number through which they will be enrolled in the bio metric for marking attendance.*

Ques 24: In the student information, section are appearing twice or thrice for few classes ?

Ans 24: *If the section is coming twice or thrice then go to 'Class Subject' under Master and check that whether you have assigned subjects many times for classes for which section is coming twice or thrice. If yes then delete whichever is twice, it should always be assigned once.*

Ques 25: If I have given TC to student but want to see his information, then how can i see that as in the class it is not appearing ?

Ans 25: *After giving TC also you can see the student detail then goto student information, select the class (Don't select section) to whom he/she belong and click on Find. All the student will be displayed under including TC and non TC students. Type the student name under student master, then student will be displayed then you can click on edit and check the details of that student.*

Ques 26: How to add new user ?

Ans 26: *To add new user go to Options --> Users and click on Add. Enter the details and click on Enabled checkbox(then only that user will be able to login). Once after entering click on Add. You will receive a message " User added successfully". Now you can login from that user.*

Ques 27: How to disable the user ?

Ans 27: *If you wish to disable the user, then Goto to Options --> User, click on Edit button for that particular user, remove check on "Enabled" and finally click on Update. You will get a message "User updated successfully". Once after updating it, the particular user will be disabled.*

Ques 28: How to find the particular student if i know his details ?

Ans 28: *For finding the student Goto Student Information --> Students, you will get tab as "Student search by", from that dropdown select the information you know like Admission Number, Student ID, Father Name,Mobile Number etc and then type the information you know. To whomsoever the given information will match that student will be displayed.*