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| iEducentreUser Guide |
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## User Guide

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# General

* 1. Sign in

**To sign in to the system:**

1. Open the browser
2. Go to your system’s URL
3. Enter your **User ID**
4. Enter your **Password**
5. Click **Sign In**
	1. Sign out

**To sign out of the system:**

1. Click the Sign Out button at the top right corner
	1. Retrieve your password
2. Go to the system URL
3. Click the Forget Password link
4. Enter your account email
5. Click Submit. Your password will be emailed to you
6. Click Sign In to return to the sign in page
	1. Change your password
7. **[Sign in to your account](#signin" \o "Sign in to iEduCentre school management system)**
8. Click on your name link at the top right corner
9. Scroll down the Edit User box
10. Enter your new password
11. Click Save
	1. Select a module
* iEduCentre comes with many modules.
* Depending on your user role, one or more modules may be accessible to you.
* To select a module after you sign in to your account, click on the combo-box at the top-left of the page and pick the module you want.

# General Setup

* 1. Setup a branch
* One or more branches can be created in the system.
* Staff can only see the data of a branch they belong to. A staff can be added to one or more branches.
* To setup a new branch:
1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Organization**
3. Select the **Branches** tab
4. Select the main action: **Add Branch**
5. Enter the branch information and click **Save**
6. [Add staff to the branch](#addauserbranch)
	1. Setup a PC Station

**A PC station is Windows based PC that is setup to view certain protected pages like:**

* Student clock in/out page
* Staff clock in/out page

**To set a Windows PC as a PC Station:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **System**
3. Select the **Stations**tab
4. Select the **PC**sub-tab
5. Select the main action **New**
6. Select the branch
7. Enter a unique **Station ID**
8. Set the Station Password
9. Enter a name for the station
10. Select the sign in type
11. Click **Save**

**Note: PC ID and Machine ID are supported on Internet Explorer only. This feature is no more supported as Internet Explorer has been retired by Microsoft.**

# User Account Management

* 1. Create a new user account

**To create a new user account:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Users**
3. In the **Users** page, select main action **New**
4. In the **New User** page
	1. Select the **User Role**
	2. Enter a unique **User ID**
	3. Enter the **User Name**
	4. Enter the rest of the user information
	5. Click **Save**
5. Depending on the user role selected, other user information pages will be available. Enter and save the information as needed.
6. In the Office tab, select the branches that the user can access.
7. After creating the user, in the Users page, search for the user and select his action: **Send Account Info** to send the user his/her account information.
	1. Add a user to a branch

A user needs to be added to one or more branches in order for him to access specific branch information.

**To add a user to a branch:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Organization**
3. Select the **Branches** tab
4. Search for the branch to add the user to and select its action: **Edit Branch**
5. Select the **Staff** tab
6. Select the main action: **Add Branch Staff**
7. Search and select the user to add
	1. Set or change a user password

**To** set or change a user password:

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Users**
3. In the **Users** page, search for the user
4. Select his action **Reset Password**.
5. Enter the new password.
6. Click **Save**.
	1. Send a user his account information

**To send a user his user account information:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Users**
3. In the **Users** page, search for the user
4. Select his action **Send Account Info**.
5. To send by email, click **Send Email**.
6. To send by SMS, click **Send SMS.**
7. To send by email and SMS, click **Send Both.**
	1. Deactivate a user account

To deactivate a user is to disallow him from signing in to the system.

**To deactivate a user:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Users**
3. In the **Users** page, search for the user to deactivate
4. Select his action: **Edit**
5. Set the **Active** state to **No**.
6. Click **Save**

#  Student Management

* 1. View student list

You can view the list of your current/past/future students and also those students who are not in any courses. To create a new user account:

**To view a student list:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Students**
3. Select the **Students**tab
4. Select the branch
5. Select the student type:
	1. **All**: List all students in the selected branch and students who are not in any courses
	2. **Current**: List students who are currently in one or more courses
	3. **Future**: List students who will be starting a course in future
	4. **Past**: List students who were in one or more courses before
	5. **No Course**: List students who are not in any course
	6. Edit a student:

**To edit a student:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Students**
3. Search for the student and select his/her action: **Edit**

#  Course Management

* 1. Create a new course via a course template

 **To create a new course via a course template:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Courses**
3. Select the **Calendar** tab
4. Select the **Day** calendar
5. Select the branch to create the course
6. Select the date to create the course
7. (For non-IE browsers) Click **Refresh**
8. Click an available slot to create the course
9. Select the action: **New Course from Template**
10. Search and select the course template to use
11. Select the teacher-in-charge
12. Add additional teachers/helpers if applicable:
	1. Select the action: **Add**
	2. Tick the teachers
	3. Select the teacher type: **Teacher/Helper**
	4. Click **Save**
13. For **One-Time** fee type course:
	1. Enter the number of lessons to create
14. For **Monthly** fee type course:
	1. Select the **No. of months to create** option and enter the number, or
	2. Select the **Create until**option and select the course end date
15. Select additional days of week to create the course lessons
16. Click **Check** to check for availability
	1. If there is any venue conflict, select another venue and check again
	2. If there is any teacher unavailable, you can choose another teacher and check again or choose to ignore the conflict and proceed to create the course
	3. If all slots are available, click Create to create the course and its lessons
17. The course will be opened for further editing:
	1. **General** tab: this tab is for setting the course general information
	2. **Fees** tab: this tab is for setting the course fees
	3. **Terms** tab: this tab is for configuring the course terms
	4. **Teachers** tab: this tab is for configuring the additional teachers/helpers for the course.
	5. **Students** tab: this tab shows the students of the course
	6. **Waiting List** tab: this tab manages the waiting list of the course
	7. View Courses

**To view courses:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Courses**
3. Select the **Courses**tab
4. Filter the courses by branch, year, course type etc.
	1. Delete a Courses

 **To delete course:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Courses**
3. Select the **Calendar** tab
4. Select the **Day** calendar
5. Select the branch to delete the course
6. Select the date with the course lesson
7. Mouse over the course lesson and click Select Action in the popup box
8. Select the action: **Delete Course**
9. Click **Yes** to confirm

**Note:**

* A course cannot be deleted if:
	+ There is student in the course
	+ There are attendance records for the course
	+ There are fees collected for the course
* For the above cases, choose to delete all subsequent course lessons instead

#  Lesson Management

* 1. View today’s lessons

**To view today’s lessons:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Courses**
3. Select the **Lessons**tab
4. Today’s lessons will be shown

**To view today’s lessons via the calendar:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Courses**
3. Select the **Calendar**tab
4. Select **Day** to show the day calendar
5. Select the date to view
6. Click **Refresh** (For non-IE browsers)
	1. View lessons of a course

**To view lessons of a courses:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Courses**
3. Select the **Courses**tab
4. Search for the course
5. Select the Lessons action of the course. The Lessons tab will be shown with the course selected and today selected. Today’s lesson of the course will be shown if there is any.
6. Filter the course’s lessons by month or day

# Course Registrations

* 1. Register a student into a course

**To register a new student into a course:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Courses**
3. Select the **Calendar** tab
4. Select the **Day** calendar
5. Select the date to register the student
6. Look for the course lesson to register and mouse over it to show the lesson details and select the **Select Action** link in the popup
7. Select **New Registration**
8. In the **New Student Registration** page
	1. For existing student,
		1. Click the **Search** button beside the **Student ID**
		2. Search and select the student
	2. For a new student,
		1. Enter the student information
		2. For an existing parent,
			1. Click the **Search** button beside the**Personal ID**inside the parent particulars section
			2. Search and select the parent
		3. For a new parent,
			1. Enter the parent information
	3. Click **Next**
9. In the**Course to Register** page
	1. Select **No End Date** if there is no end date yet
	2. Select **End Date on** if there is an end date and select the end date
	3. Select **No. of Lessons** if the student is only attending a specific number of lesson
	4. Enter a remark if applicable
	5. Enter a discount value if applicable
	6. Click **Register**
	7. Click **Yes** to confirm and show the registration form.
10. In the registration form
	1. Click **Print** to print the registration form
	2. Click **Email** to email a copy of the registration form to the parent
	3. Click **Close** to show the **Collect Fees** page to collect fee for the student
11. Collect the fees from the student if applicable.
	1. Add a student into a course without course registration

Typically, to add a student into a course, you would perform a student course registration. Only in the event that you do not want to generate registration form and associated fees, would you add the student into a course without course registration.

**To add a student into a course without course registration:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Students**
3. Search for the student and select his/her action: **Edit**
4. Select the **Enrolments** tab
	1. Select the main action **New**
	2. Select the year
	3. Select the course
	4. Enter the discount amount if applicable
	5. Select the course start date
	6. Select the course end date if applicable
	7. Click**Save**
	8. Delete a student course registration

**To delete a student course registration:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Registrations**
3. Select the year of the registration
4. Search for the registration and select its action: **Delete**
5. Click **Yes** to confirm

Deleted registrations will be shown in Registrations -> Registrations -> Deleted

Note:

* A course registration cannot be delete if
	+ - * The course is already withdrawn.For this case, [delete the course withdrawal](#WithdrawStuDelete).
			* Fees has been paid for the course. For this case, delete all the student’s receipts related to the course.
			* There are outstanding fees for the course. For this case, delete all outstanding fees for the course.
			* There are attendance records for this student for this course. For this case, delete all attendance data for this student for this course.
	1. Edit a student course enrollment

It is not recommended to edit a student course enrollment unless necessary. Typically, you would only edit a student enrolment if:

* The start and end dates are wrong
* The discount is to be updated

**To edit a student course enrolment:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Students**
3. Search for the student and select his/her action: **Edit**
4. Select the Enrollments tab
	1. For the course enrollment to edit, select its **Edit**action
	2. Edit the information and click **Save**

If the changes will affect the fees, go to collect the student fee and select the Recalculate Fee action.

* 1. Delete a student course enrollment

It is not recommended to delete a student course enrollment as all data (fees, receipts, attendance etc.) related to the enrollment will be lost.

**To delete a student course enrollment:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Students**
3. Search for the student and select his/her action: **Edit**
4. Select the Enrollments tab
	1. For the course to remove the student from, select its **Delete** action

Note:

* The course enrollment cannot be delete if
	+ The course is already withdrawn. For this case, [delete the course withdrawal](#WithdrawStuDelete).
	+ The course is registered via the registration process. For this case, [delete the course registration](#RegStutoCouDelete).
	+ Fees has been paid for the course. For this case, delete all the student’s receipts related to the course.
	+ There are outstanding fees for the course. For this case, delete all outstanding fees for the course.
	+ There are attendance records for this student for this course. For this case, delete all attendance data for this student for this course.

#  Course Withdrawals

* 1. Withdraw a student from a course

**To withdraw a student from a course:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Students**
3. Search for the student and select his/her action: **Withdraw**
4. In the **New Withdrawal** page
	1. Select the branch to withdrawal from
	2. Tick the course to withdraw
	3. Select the last lesson date
	4. Click the **Add** button to add the selected course with the last date
	5. Repeat the steps for each other course to withdraw
	6. Enter the reasons to withdraw if applicable
	7. Enter a suggestion if applicable
	8. Enter a follow up action if applicable
	9. Under the **Status** area
		1. Set the status to **Pending** if this case is still pending
		2. Set the status to **Confirm** if this case is confirmed
			1. Tick the **Generate fee refund during withdrawal** option if you want the system to generate the refund for unused lessons
			2. Tick the **Delete all subsequent lessons if there are no more students** if you want the system to delete all subsequent lessons when there are no more students in the course
	10. Click **Withdraw**
	11. Click **Yes** to confirm and show the withdrawal form
5. In the withdrawal form page
	1. Click **Print** to print the withdrawal form
	2. Click **Email** to email the withdrawal form to the student and parent
	3. Click **Close** to close the withdrawal form page and go to the Collect Fees page of the student
6. Collect fees for the students if applicable
	1. Withdraw a student from a course without course withdrawal

Typically, to withdraw a student from course, you would perform a [student course withdrawal](#WithdrawStuusingForm) to generate a withdrawal form and refund unused lessons. Only in the event that you do not want to generate a withdrawal form or lesson fees refund, would you withdraw the student from a course without course withdrawal.

**To withdraw a student from a course without course withdrawal:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Students**
3. Search for the student and select his/her action: **Edit**
4. Select the Enrollments tab
	1. Edit the enrollment
	2. Set the **End Date**
	3. Click **Save**
	4. Delete a student course withdrawal

**To delete a student course withdrawal:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Withdrawals**
3. Select the **Withdrawals** tab
4. Select the year of the withdrawal
5. Search for the withdrawal and select its action: **Delete**
6. Click **Yes** to confirm

**Deleted withdrawals will be shown in Withdrawals -> Withdrawals -> Deleted**

#  Course Transfer

* 1. Transfer a student from one course to another

**To transfer a student from one course to another:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Students**
3. Search for the student and select his/her action: **Transfer Course**
4. Select the course to transfer from and select its last lesson date
5. Select the course to transfer to and select its first lesson date and discount if applicable
6. Click **Transfer**
7. Click **Yes** to confirm
8. A refund will be generated for the transfer-from course for un-use lessons
9. A pro-rated fee will be generated for the transfer-to course for the transfer month/term
10. Collect the fees
	1. View course transfers

 **To view course transfers:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Courses**
3. Select the **Transfers** tab
4. Select the year, term/month to view the course transfers for the selected period
	1. Delete a course transfer

**To create a new user account:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Courses**
3. Select the **Transfers** tab
4. Search for the course transfer to delete
5. Select its **Delete** action

# Course Fees

* 1. View students’ fees
1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Fees**
3. Select the **Course Fees**tab
4. Select the branch
5. Select the period
6. Select the fee status:
	1. **Outstanding**: select this to view students with outstanding fees for the selected period
	2. **Paid**: select this to view students who has paid the fees for the selected period
	3. **All**: select this to view all students who has fees for the selected period
	4. Collect a student’s fees

**To collect a student’s fees:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Students**
3. Search for the student and select his/her action:**Collect Fees**
4. Under the **Outstanding Fees** section, you can select the following actions:
	1. **Add Advance**: this is to add advance fees for subsequent months/terms
	2. **Add Fee**: this is to add one of the following fee
		1. course fee
		2. registration fee
		3. material fee
		4. deposit
		5. trial fee
		6. additional fee
		7. additional material fee
	3. **Add Inventory Item**: this is to add inventory item
	4. **Add Deduction**: this is to add a deduction. Deduction types can be configured at **Fees** -> **Options** -> **Deduction Types**
	5. **Delete**: this is to delete selected fee items
	6. **Generate Fee**: this is to generate fee for the current month/term if they are being deleted
	7. **Recalculate Fee**: this is to recalculate the fee items if changes are being made to the course fees or lessons
	8. **Pay Advice**: this is to preview/print/email the pay advice for the outstanding fees
	9. **Reminder**: this is to email/SMS payment reminders to the student/parent
5. To set a fee item remark, select its **Edit** action
6. To delete a fee item, select its **Delete** action
7. To collect payment,
	1. Tick the items to collect
	2. Enter the amount to pay
	3. Click **Pay Now**
8. In the **Payment Details** page,
	1. Enter the payment details
	2. Click **Paid**
9. The receipt(s) will be shown.
	1. Click **Print** to print the receipts
	2. Click **Email** to email the receipts to the student/parent
	3. Click **Close** to return to the **Collect Fees** page

Note:

* When the student’s **Collect Fees** page is opened, the system will automatically generate this month/term fee for the student if they are not already generated.
	1. Add and collect fee deposit

 To add and collect a deposit:

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Students**
3. Search for the student and select his/her action: **Collect Fees**
4. In the **Collect Fees** page, under the **Outstanding Fees** section, select the main action **Add Fee**
5. Select Type: **Deposit**
6. Select the month and year to bill
7. Enter the amount
8. Set the remarks
9. Click **Save**
10. In the Collect Fees page, under the **Outstanding Fees** section, tick only the deposit
11. Click **Pay Now** to collect the deposit
12. Enter the payment details and click **Paid**
13. Print or email the receipt
14. Click **Close**
	1. View fee receipts

**To view fee receipts:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Fees**
3. Select the **Receipts**tab

**To view a receipt:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Fees**
3. Select the **Receipts**tab
	1. View a student fee history and receipts

**To view a student fee history and receipts:**

1. [Select the module](#selectmodule): **Students**
2. Search for the student and select his/her action: **Collect Fees**
3. **In collect fee page Click Details or History button for get more details of student fee/receipts history.**
	1. Delete a fee receipt

**To delete a forfeited deposit:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Fees**
3. Select the **Receipts**tab
4. Search for the receipt to delete and select its **Delete** action
5. Enter a remark
6. Click **Yes**

Fee items in the deleted receipt will return to the outstanding fees of the student.

Deleted receipts are shown in the **Fees** -> **Receipts** -> **Deleted** page

* 1. View available deposits

 **To view available deposits:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Fees**
3. Select the **Deposits** tab
4. Select the **Deposits** sub-tab
5. Select the branch to view the deposits
	1. Refund deposit

**To add and collect a deposit:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Students**
3. Search for the student and select his/her action: **Refundables**
4. In the **Deposits**page, enter the amount to refund
5. Click **Refund**
6. Enter the refund details
7. Click **Refunded**
8. Print/email the receipt
9. Click **Close**
	1. Forfeit deposit

**To add and collect a deposit:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Students**
3. Search for the student and select his/her action: **Refundables**
4. In the **Deposits**page, enter the amount to forfeit
5. Click **Forfeit**
6. Enter the remarks
7. Click **Forfeit**
	1. View deposit forfeits

**To view deposit forfeits:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Fees**
3. Select the **Deposits** tab
4. Select the **Forfeits** sub-tab
5. Select the branch, year and month to view forfeits
	1. Delete forfeited deposit

**To delete a forfeited deposit:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Fees**
3. Select the **Deposits** tab
4. Select the **Forfeits** sub-tab
5. Search for the forfeit to delete and select its **Delete** action

# Student Attendance

* 1. Edit student attendance for a lesson

**To edit a student attendance:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Calendar**
3. Select the **Day** calendar
4. Select the date of the lesson
5. Search for the lesson and mouse over it and click Select Action
6. Select the action: **Lesson Attendance**
7. For the student to edit attendance, select one of these actions:
	1. **Edit**: to set the student to **Present** or **Absent**, and set his in and out time and remark.
	2. **Set Not Coming**: to set the student attendance status to**Not Coming**
	3. **Set Not Coming Remarks:** to set the not coming remark
	4. **Reset Not Coming:** to clear the not coming status
	5. **Clear Attendance:** to clear the student attendance
	6. Generate a student attendance report

**To generate a student attendance report:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Courses**
3. Select the **Reports**tab
4. Select the **Student**tab (Student Attendance Report)
5. Select the report criteria
6. Click **Generate**
	1. Generate a course attendance report

**To generate a course attendance report:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Courses**
3. Select the **Reports**tab
4. Select the **Course**tab
5. Select the report criteria
6. Click **Generate**
	1. Generate today attendance list

**To generate a course attendance report:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Courses**
3. Select the **Reports**tab
4. Select the Today tab
5. Select the report criteria
6. Click **Generate**

# Student make-up lesson

* 1. Add a make-up lesson

**To add a make up lesson for a student:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Students**
3. Search for the student and select his/her action: **Make-Up**
4. Select the lesson to skip
	1. Select the course
	2. Select the lesson
5. Select the lesson to make-up
	1. Select the branch
	2. Select the date
	3. Click **Refresh** to view the lessons on the selected date
	4. Select the lesson. The number of students in the selected lesson is shown.
6. Enter the remarks
7. Click **Add Make-up**
8. Click **Yes** to confirm
	1. View make-up lessons

**To view make-up lessons:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Courses**
3. Select the **Lessons** tab
4. Select the **Make-Ups** sub-tab
	1. Delete a make-up lesson

**To delete a make-up lesson:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Courses**
3. Select the **Lessons** tab
4. Select the **Make-Ups** sub-tab
5. Search for the make-up lesson and select its **Delete** action

# Send message (email/SMS)

* 1. Send a message to a group of students

**To send a message to a group of students:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Students**
3. Filter and search for the students to send the message
4. Select the students by ticking the left boxes. To select all students of the current page, tick the box on the table header.
5. Select the main action: **Send Message to Parents** or **Send Message to Students**
6. In the **Send Message** page
	1. Select **Send Email** or **Send SMS** as needed
	2. For email, enter the subject
	3. Enter the content
	4. Click **Send**
	5. Send a message to students of a lesson

**To send a message to a students of a lesson:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Courses**
3. Select the **Lessons** tab
4. Filter and search for the lesson to send
5. Select the lesson’s action: **Send Message to Parents** or **Send Message to Students**
6. In the **Send Message** page
	1. Select **Send Email** or **Send SMS** as needed
	2. For email, enter the subject
	3. Enter the content
	4. Click **Send**
	5. View the log of emails sent

**To view the logs of emails sent:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **System**
3. Select the **Messaging** tab
4. Select the **Email Logs** sub-tab
5. Select the data range
6. Select the type as **Outgoing**
7. Click **Generate**
	1. View the log of SMSes sent

**To view the logs of SMSes sent:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **System**
3. Select the **Messaging** tab
4. Select the **SMS Logs** sub-tab
5. Select the data range
6. Select the type as **Outgoing**
7. Click **Generate**

# Inventory Management

* 1. Add an inventory item

**To add a new inventory item into the system:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Inventory**
3. Select the **Items**tab
4. Select the main action: **New**
5. Enter the item properties
6. Click **Save**
	1. Add an inventory item supplier

**To add a new inventory item supplier:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Suppliers**
3. Select the main action New
4. Enter the supplier’s information
5. Click Save

After adding a supplier, you can add items that the supplier supplies:

1. Select the **Items** tab
2. Select the main action **New**
3. Select the item to add
4. Enter the details
5. Click **Save**
	1. Add inventory item quantity to a branch

**To add (register) an inventory item quantity into a branch:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Inventory**
3. Select the **Registrations**tab
4. Select the main action: **Quick Item Registration**
5. Enter a reference number if needed
6. Select the branch if needed
7. Enter the item ID
8. Select the supplier if needed
9. Enter the number of units to add
10. Click **Register**
	1. Remove inventory item quantity from a branch

**To write-off item quantity from the inventory:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Inventory**
3. Select the **Write-Off** tab
4. Select action **Write-Off Item**
5. Select the branch to view
6. Search and select the item to write off
7. Enter the units to write off
8. Click **Select** to select the staff responsible
9. Enter a Reason
10. Click **Write-Off**
	1. View inventory items available in a branch

**To view inventory items available in a branch:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Inventory**
3. Select the **Inventory** tab
4. Select the branch to view
5. Select the item type to view if needed
6. Search for the item to view if needed
	1. View low/high inventory item quantity of a branch

**To view low/high quantity inventory items in a branch:**

1. [Sign in to the system](#signin)
2. [Select the module](#selectmodule): **Inventory**
3. Select the **Alerts**tab
4. Select the branch to view
5. Select the item type to view if needed
6. Search for the item to view if needed

# Zoom Integration

Please download the User Guide here:
<https://files.ieducentre.com/iEduCentreZoom.pdf>

# Troubleshooting

* 1. Unable to browse to the system’s URL

**When you cannot browse to the system’s URL:**

1. Check that your internet connection is working by performing each of these steps:
	1. Check that you can browse to other websites
	2. Use another internet connection like your phone internet to browse to the system’s URL
	3. Check if other users from other branches can browse to the system’s URL
2. For **SingTel** broadband users, check that your browser proxy server settings is set correctly
	1. Run **Internet Explorer**
	2. Open its **Internet Options** dialog
	3. Select the **Connections** tab
	4. Click the **LAN Settings** button
		1. Under the **Proxy Server** section
			1. Tick the **Use a proxy server….** option
			2. Address: **proxy.singnet.com.sg**
			3. Port: **8080**
		2. Click **OK**to close the LAN Settings dialog
	5. Click **OK** to close the **Internet Options** dialog
	6. Try to browse to the system’s URL again
3. Perform a trace of the routing to the system’s URL
	1. On your computer keyboard, press the **Windows** button and **R** button together to show the **Run** dialog
	2. Enter **cmd** and click **OK**
	3. Enter the following command: **tracert <URL>**
		1. where <URL> is the system’s URL like **demo.ieducentre.com**
	4. Right click on the window title bar and select **Edit -> Select All** to select the output text
	5. Right click on the window title bar and select **Edit -> Copy**to copy the output text
4. Send an email to support@aquariussoft.com with the following content
	1. Subject: System down
	2. Content:
		1. System URL:
		2. Date of issue:
		3. Time of issue:
		4. Tracert content: <Paste the tracert content here>
	3. System slow

 **When you cannot browse to the system’s URL:**

1. Check the connection speed:
	1. Check the connection speed to other websites
	2. Use another internet connection like your phone internet to browse to the system’s URL
	3. Check if other users from other branches if they can browse to the system’s URL quickly
2. For SingTel broadband users, check that your browser proxy server settings is set correctly
	1. Run Internet Explorer
	2. Open its Internet Options dialog
	3. Select the Connections tab
	4. Click the LAN Settings button
		1. Under the Proxy Server section
			1. Tick the Use a proxy server…. option
			2. Address: proxy.singnet.com.sg
			3. Port: 8080
		2. Click OK to close the LAN Settings dialog
	5. Click OK to close the Internet Options dialog
	6. Try to browse to the system’s URL again
3. Perform a trace of the routing to the system’s URL
	1. On your computer keyboard, press the Windows button and R button together to show the Run dialog
	2. Enter cmd and click OK
	3. Enter the following command: tracert <URL>
		1. where <URL> is the system’s URL like demo.ieducentre.com
	4. Right click on the window title bar and select Edit -> Select All to select the output text
	5. Right click on the window title bar and select Edit -> Copy to copy the output text
4. Send an email to support@aquariussoft.com with the following content
	1. Subject: System down
	2. Content:
		1. System URL:
		2. Date of issue:
		3. Time of issue:
		4. Tracert content: <Paste the tracert content here>

# Security

* 1. How to secure your iEduCentre account?

**There are several things to do to secure your iEduCentre account:**

1. Configure with system with secure password rules in System -> Security -> Sign In
2. Set proper rights for each user roles in Users -> Roles
3. Set users who no longer need to access the system to inactive in Users -> Edit -> Active -> No
4. (Optional) Set the sign in times allowed for each user in Users -> Edit -> Sign in Times
5. (Optional) Enable 2FA sign in with AQPass
6. Do not store unnecessary user data in the system
7. s