

FAQs

1) I've downloaded/imported my settings and I can't see my pupils?

If you cannot view your pupils after you have downloaded/imported your settings. Print - preview your report to ensure the layout has been applied, if it has....

You need to select 'File' > New pupils file

You will then be asked if you want to clear the current pupil list say 'Yes'

Report plus will then ask 'A default pupil list has been found do you want to use it' click 'Yes'

Click on the pupil icon and your pupils should now appear

2) How can I copy and paste text into Reportplus from Word?

Highlight and copy text from a word document (You will need to copy and paste each subject separately).

Open ReportPlus and place your cursor where you want to paste the copied text.

Click edit (at the top of the screen) and click 'Paste (NotAI)'

3) I've added my pupils but when I click my teacher name, no pupils appear.

The CSV file needs to be formatted so that each pupil has a teacher allocated to them before it is imported into Reportplus. There needs to be a column entitled 'Teacher' with the teacher name for each pupil.

The recommended format for your CSV file is

URN / Surname / Forename / Date of Birth / Gender / Year / Class / Teacher

If you have added your pupils manually, click the pupils icon, right click on a pupil (or hold Ctrl and left click to highlight multiple pupils then right click on them). Click Teacher, Set Form Teacher, select the teacher's name.

4) How can I delete the extra lines that appear before and after my comments in the subject box? I want my comments to start straight after the subject name?

Click 'Options', 'Advanced'. In the Name column double-click 'PreBlank' and change the 1 to a 0. Click OK.

Repeat for 'PostBlank' to remove the spacing after your comments in the subject box.

5) I can't open help

If you cannot see help, this is probably due to FTP settings in school. These settings will need to be altered in school to allow access. For help with this go to

http://reportplus.co.uk/downloads/ftp_problems.pdf

Alternatively you can call our technical support help line which is open from 9am-5pm Monday-Friday.

6) All my teachers can see all the pupils

If your administrator has imported pupil information from a CSV file then all teachers will be able to view all the pupils that have been imported. Don't panic, this is how Report Plus works. This gives you access to write reports/sections of reports for any pupil in the school. You can filter out your class by selecting your teacher name from the drop down list after clicking on the pupil icon.

All of your information is saved to your individual username so you will not be able to edit/delete/overwrite anyone else's reports.

7) I haven't been prompted to put in my password / where do I put my password?

Your username and password is used to validate your account after you first download/install Reportplus. You need to validate your account by clicking on the red validate icon. Enter your schools licence name and click search. Select your username from the drop down list and enter your password (case sensitive).

NB

Then you will be prompted to save your password to the configuration file click 'Yes', this means that you won't have to enter your username and password again.

NB: If the lock icon is green, someone has already validated on this computer, click the green lock to see who is validated. Click the validated drop down arrow to unvalidate if necessary.

8) I am the administrator and also a teacher how do I write my reports?

The easiest way is to write your reports using the administrator log in, alternatively you can create yourself a separate username and password.

9) How can I print my Report as a booklet?

To print to a booklet you use the printer driver rather than the program.

In windows, booklet printing moved to the printer driver, so when you go to print, you pick settings and select the booklet printing options that are available for your printer (like you would to print a booklet in word, pdf viewer, etc).

To help keep the documents in separate booklets, you can specify the 'page multiple' in Report Plus, 'Options' > 'print settings'. This is the number of pages to round to, e.g.



normally for a booklet this would be 4. For printing on double sided printers, you could set this to 2, so that it would always be an even number of pages per report per pupil.