Student Guide to Troubleshooting Access All Areas

Introduction
The two most common problems experienced by students using Access All Areas are:

- Unable to access the system
- Unable to submit a self-authorised absence

This document provides assistance on how to identify the cause of the problem and who to approach for help.

Logging in to the system
Access All Areas (AAA) is a secure system that may be accessed from inside and outside College. You must use your network credentials to login i.e. your 9-digit Student Enrolment No. and the password you use to login to College computers.

When you change your network password this means that your password for AAA has also changed and you must use the new password when logging in to AAA.

If you are unable to login to AAA you must contact the I.T. department who will reset your password. Please note: I.T. staff will ask for a suitable form of identity e.g. Student Matriculation Card before resetting your password.

Self-authorising your absence
When you select the **Self Cert** tab you will be presented with a screen displaying details of the number of self-certs you have used, the total number remaining and the number currently available for use. You should also see a list of the date(s) you were absent in the current two week Student Funding reporting period.

The self-authorised absence system will only display a date when:

- the student has been marked absent on at least one register for that date
- all registers for that date have been completed

If you are unable to see the date(s) on which you were absent this is due to a problem with your registers.

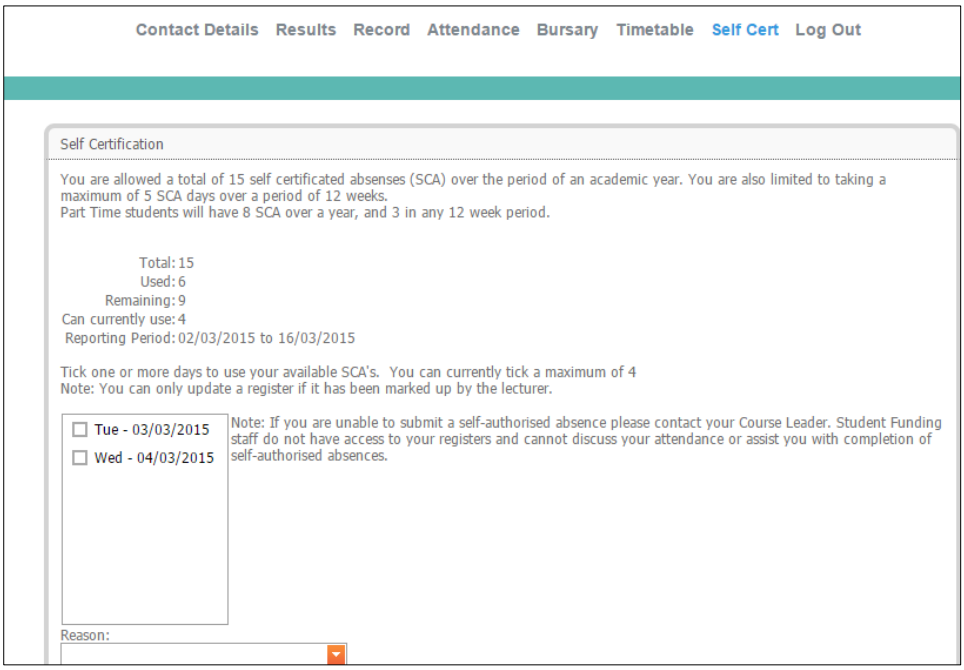
In the example shown below we will look at how the information shown in the **Attendance** and **Timetable** tabs is useful when trying to work out the cause of the problem.

Example
In the scenario detailed below the student has been absent for four days from 3rd – 6th March however AAA is only presenting the student with two dates. which suggests there is a problem with the underlying data.

This example details what checks the student may carry out to help identify the source of the problem.

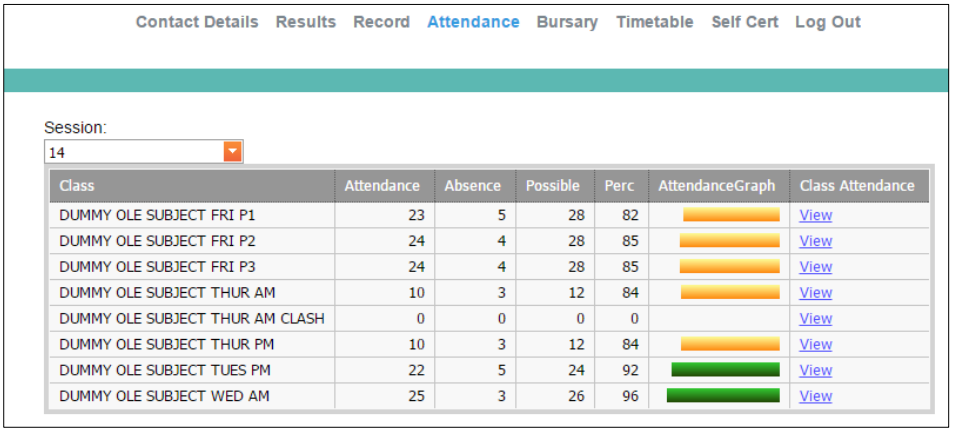
In this example the fortnightly Student Funding reporting period runs from 2nd March until 16th March which means that the student has until midnight on 16th March to submit self-certs to cover any absence in this reporting period.

From the information in the Self Cert tab it would appear that the student has only been absent on Tue 3rd March and Wed 4th March as these are the only dates available to the student.



Closer examination of the student's attendance will show that the student was also absent on Thursday 5th and Friday 6th March. These dates are not visible to the student and this may be because the student has not been marked absent or because one or more registers have not been marked.

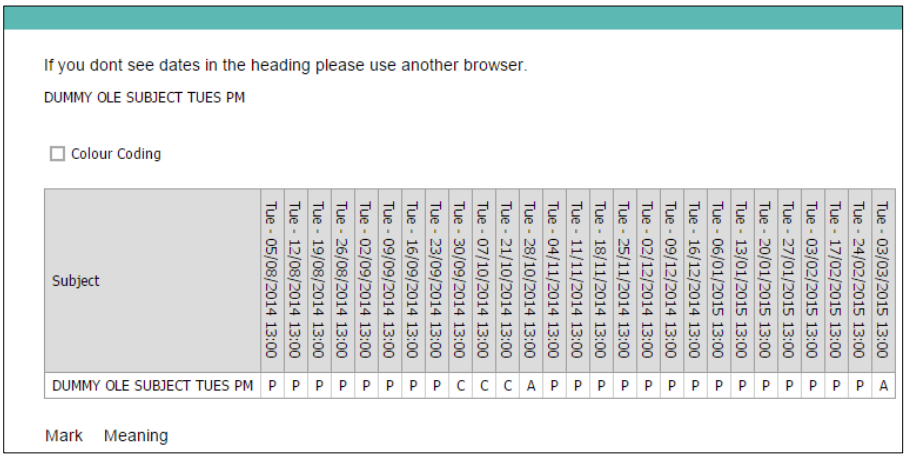
From the Home page the student selects **Attendance** to check that all registers have been marked. The student is presented with the following:



Class	Attendance	Absence	Possible	Perc	AttendanceGraph	Class Attendance
DUMMY OLE SUBJECT FRI P1	23	5	28	82		View
DUMMY OLE SUBJECT FRI P2	24	4	28	85		View
DUMMY OLE SUBJECT FRI P3	24	4	28	85		View
DUMMY OLE SUBJECT THUR AM	10	3	12	84		View
DUMMY OLE SUBJECT THUR AM CLASH	0	0	0	0		View
DUMMY OLE SUBJECT THUR PM	10	3	12	84		View
DUMMY OLE SUBJECT TUES PM	22	5	24	92		View
DUMMY OLE SUBJECT WED AM	25	3	26	96		View

By clicking **View** the register will open and the student can check the attendance marks that have been entered for each date associated with each register.

There is only one register for Tuesday 3rd March and the student has been marked absent, hence the date is appearing in AAA



If you dont see dates in the heading please use another browser.

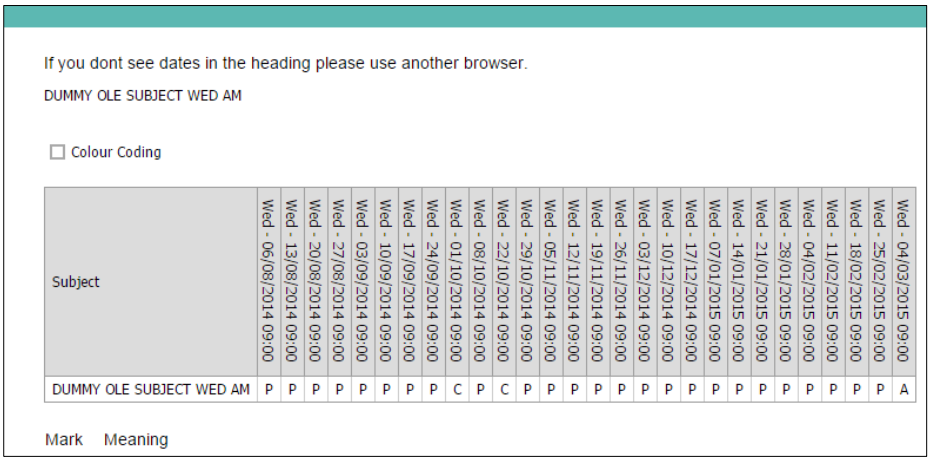
DUMMY OLE SUBJECT TUES PM

Colour Coding

Subject	Tue - 05/08/2014 13:00	Tue - 12/08/2014 13:00	Tue - 19/08/2014 13:00	Tue - 26/08/2014 13:00	Tue - 02/09/2014 13:00	Tue - 09/09/2014 13:00	Tue - 16/09/2014 13:00	Tue - 23/09/2014 13:00	Tue - 30/09/2014 13:00	Tue - 07/10/2014 13:00	Tue - 21/10/2014 13:00	Tue - 28/10/2014 13:00	Tue - 04/11/2014 13:00	Tue - 11/11/2014 13:00	Tue - 18/11/2014 13:00	Tue - 25/11/2014 13:00	Tue - 02/12/2014 13:00	Tue - 09/12/2014 13:00	Tue - 16/12/2014 13:00	Tue - 06/01/2015 13:00	Tue - 13/01/2015 13:00	Tue - 20/01/2015 13:00	Tue - 27/01/2015 13:00	Tue - 03/02/2015 13:00	Tue - 17/02/2015 13:00	Tue - 24/02/2015 13:00	Tue - 03/03/2015 13:00
DUMMY OLE SUBJECT TUES PM	P	P	P	P	P	P	P	P	C	C	C	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	A

Mark Meaning

Similarly, there is only one register for Wednesday AM and the student has been marked absent on that register; hence this date also appears in AAA.



If you dont see dates in the heading please use another browser.

DUMMY OLE SUBJECT WED AM

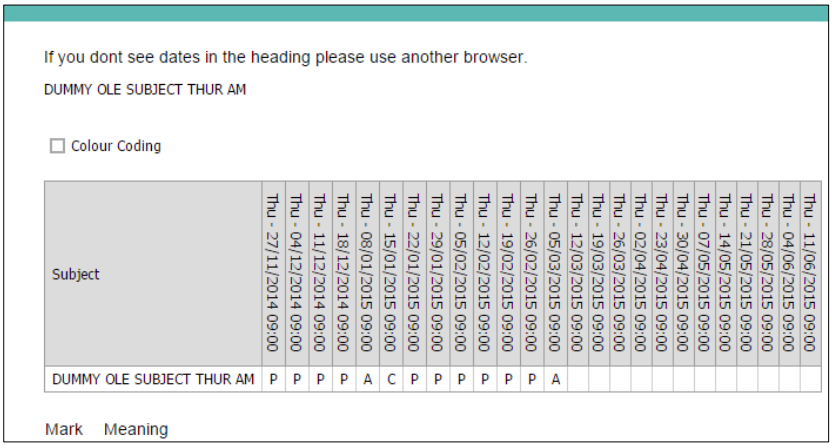
Colour Coding

Subject	Wed - 06/08/2014 09:00	Wed - 13/08/2014 09:00	Wed - 20/08/2014 09:00	Wed - 27/08/2014 09:00	Wed - 03/09/2014 09:00	Wed - 10/09/2014 09:00	Wed - 17/09/2014 09:00	Wed - 24/09/2014 09:00	Wed - 01/10/2014 09:00	Wed - 08/10/2014 09:00	Wed - 22/10/2014 09:00	Wed - 29/10/2014 09:00	Wed - 05/11/2014 09:00	Wed - 12/11/2014 09:00	Wed - 19/11/2014 09:00	Wed - 26/11/2014 09:00	Wed - 03/12/2014 09:00	Wed - 10/12/2014 09:00	Wed - 17/12/2014 09:00	Wed - 07/01/2015 09:00	Wed - 14/01/2015 09:00	Wed - 21/01/2015 09:00	Wed - 28/01/2015 09:00	Wed - 04/02/2015 09:00	Wed - 11/02/2015 09:00	Wed - 18/02/2015 09:00	Wed - 25/02/2015 09:00	Wed - 04/03/2015 09:00
DUMMY OLE SUBJECT WED AM	P	P	P	P	P	P	P	P	C	P	C	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	A

Mark Meaning

Thursday 5th March

The student has been marked absent on the Thursday morning and afternoon registers:



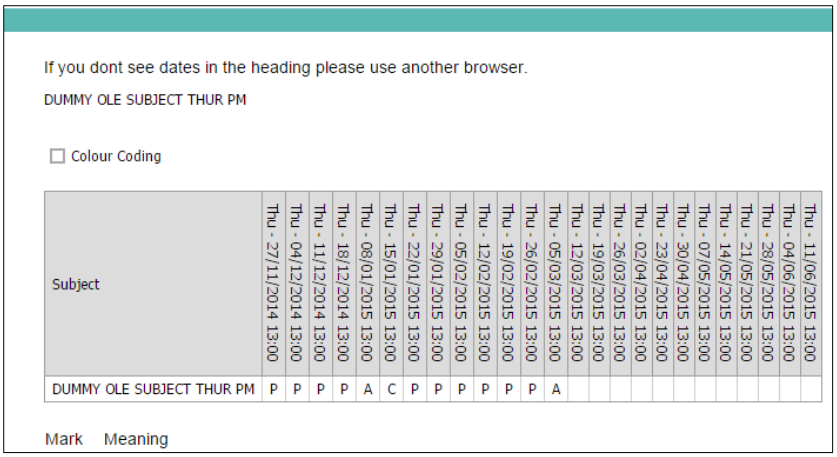
If you dont see dates in the heading please use another browser.

DUMMY OLE SUBJECT THUR AM

Colour Coding

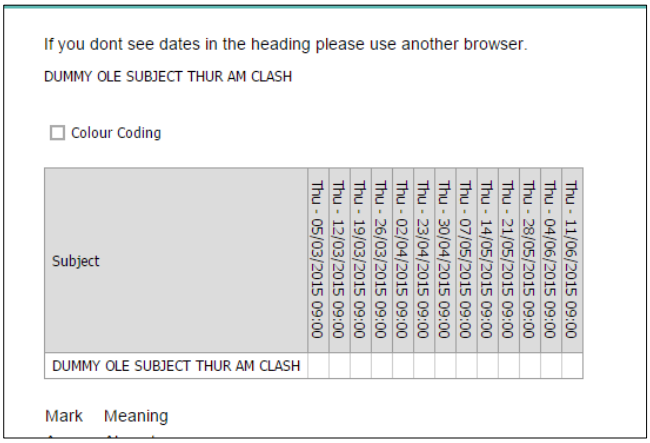
Subject	Thu - 27/11/2014 09:00	Thu - 04/12/2014 09:00	Thu - 11/12/2014 09:00	Thu - 18/12/2014 09:00	Thu - 08/01/2015 09:00	Thu - 15/01/2015 09:00	Thu - 22/01/2015 09:00	Thu - 29/01/2015 09:00	Thu - 05/02/2015 09:00	Thu - 12/02/2015 09:00	Thu - 19/02/2015 09:00	Thu - 26/02/2015 09:00	Thu - 05/03/2015 09:00	Thu - 12/03/2015 09:00	Thu - 19/03/2015 09:00	Thu - 26/03/2015 09:00	Thu - 02/04/2015 09:00	Thu - 23/04/2015 09:00	Thu - 30/04/2015 09:00	Thu - 07/05/2015 09:00	Thu - 14/05/2015 09:00	Thu - 21/05/2015 09:00	Thu - 28/05/2015 09:00	Thu - 04/06/2015 09:00	Thu - 11/06/2015 09:00
DUMMY OLE SUBJECT THUR AM	P	P	P	P	A	C	P	P	P	P	P	P	A												

Mark Meaning

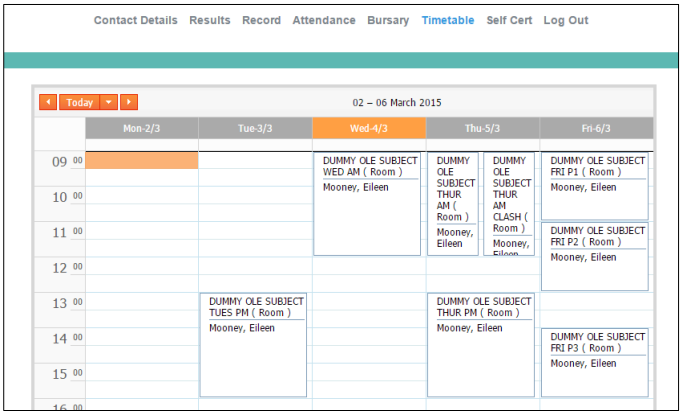


As both the morning and afternoon registers have been completed you would expect that this date would appear in the list of available dates.

Notice there is another register called DUMMY SQA SUBJECT THUR AM CLASH in the list. This register has been setup with an incorrect start date of 5th March. The register has not been completed as the lecturer taking this class did not expect the class to start until 12th March.

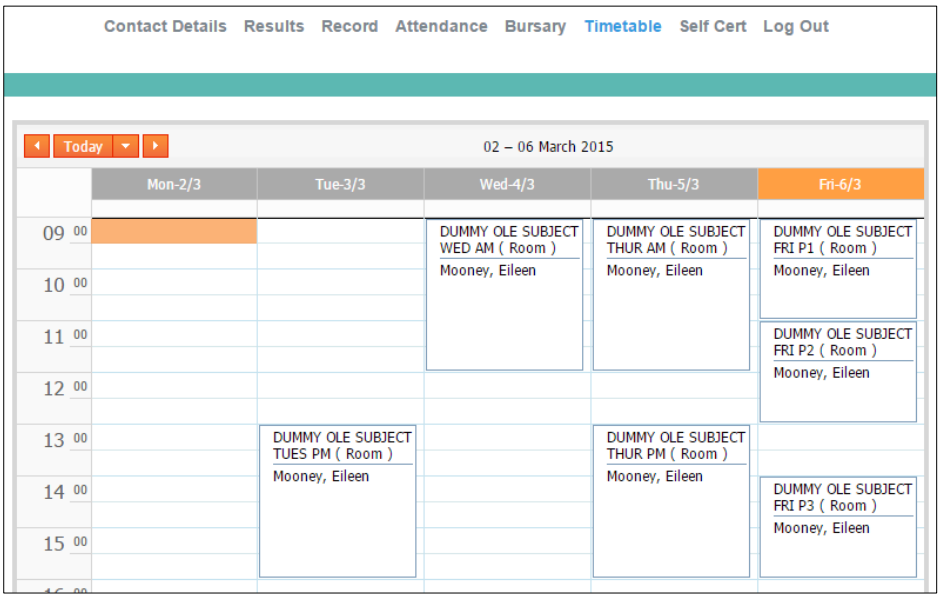


In this case there is an error in the timetable and the class has been timetabled to start a week early. When the student selects the **Timetable** tab they can immediately see that there is a problem as they have been timetabled to be in two classes at the same time.

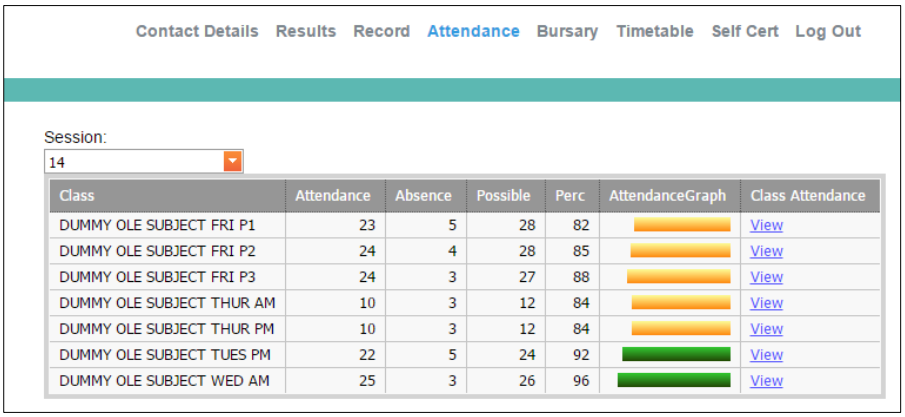


This must be brought to the attention of the Curriculum Leader who will arrange for the timetable to be amended. When the timetabled is amended the start date of the register is automatically updated to the correct start date of 12th March which means there are no longer any unmarked registers for 5th March and this date will be available in the list of dates.

Amended Timetable

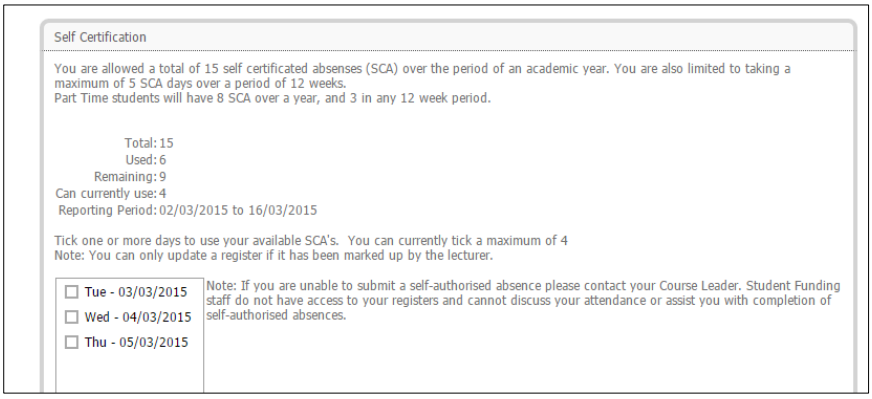


Updated list of registers



Class	Attendance	Absence	Possible	Perc	AttendanceGraph	Class Attendance
DUMMY OLE SUBJECT FRI P1	23	5	28	82		View
DUMMY OLE SUBJECT FRI P2	24	4	28	85		View
DUMMY OLE SUBJECT FRI P3	24	3	27	88		View
DUMMY OLE SUBJECT THUR AM	10	3	12	84		View
DUMMY OLE SUBJECT THUR PM	10	3	12	84		View
DUMMY OLE SUBJECT TUES PM	22	5	24	92		View
DUMMY OLE SUBJECT WED AM	25	3	26	96		View

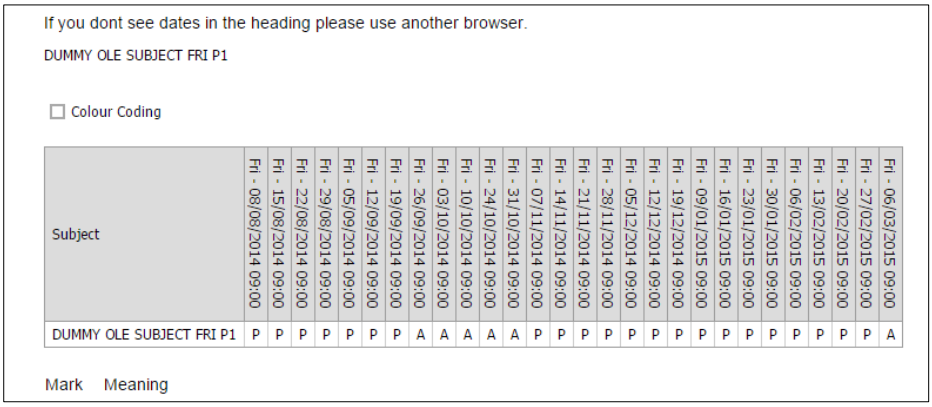
Updated list of dates



Friday 6th March

The student is timetabled for three classes on Friday however only two of the registers have been marked. The registers for period 1 and period 3 have been marked; the register for period 2 has not been marked. The student should contact the class lecturer for their period 2 class and ask them to update their register.

Friday Period 1 – register completed



If you dont see dates in the heading please use another browser.

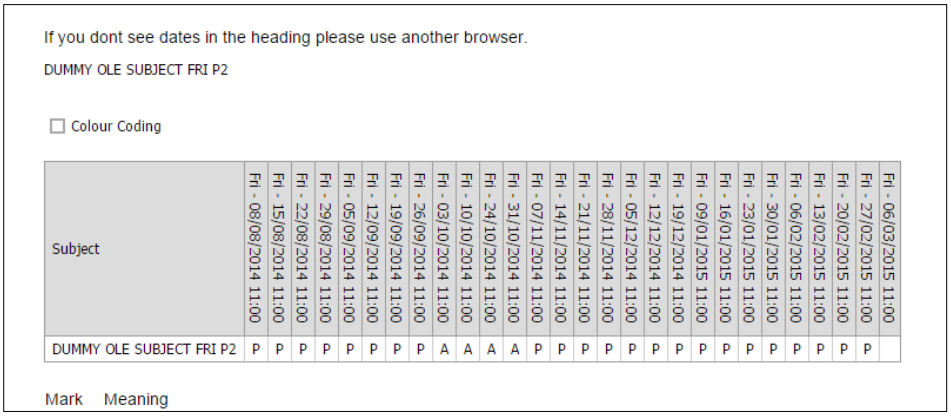
DUMMY OLE SUBJECT FRI P1

☐ Colour Coding

Subject	Fri - 08/08/2014 09:00	Fri - 15/08/2014 09:00	Fri - 22/08/2014 09:00	Fri - 29/08/2014 09:00	Fri - 05/09/2014 09:00	Fri - 12/09/2014 09:00	Fri - 19/09/2014 09:00	Fri - 26/09/2014 09:00	Fri - 03/10/2014 09:00	Fri - 10/10/2014 09:00	Fri - 24/10/2014 09:00	Fri - 31/10/2014 09:00	Fri - 07/11/2014 09:00	Fri - 14/11/2014 09:00	Fri - 21/11/2014 09:00	Fri - 28/11/2014 09:00	Fri - 05/12/2014 09:00	Fri - 12/12/2014 09:00	Fri - 19/12/2014 09:00	Fri - 09/01/2015 09:00	Fri - 16/01/2015 09:00	Fri - 23/01/2015 09:00	Fri - 30/01/2015 09:00	Fri - 06/02/2015 09:00	Fri - 13/02/2015 09:00	Fri - 20/02/2015 09:00	Fri - 27/02/2015 09:00	Fri - 06/03/2015 09:00
DUMMY OLE SUBJECT FRI P1	P	P	P	P	P	P	P	A	A	A	A	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	A

Mark Meaning

Friday Period 2 – register not completed



If you dont see dates in the heading please use another browser.

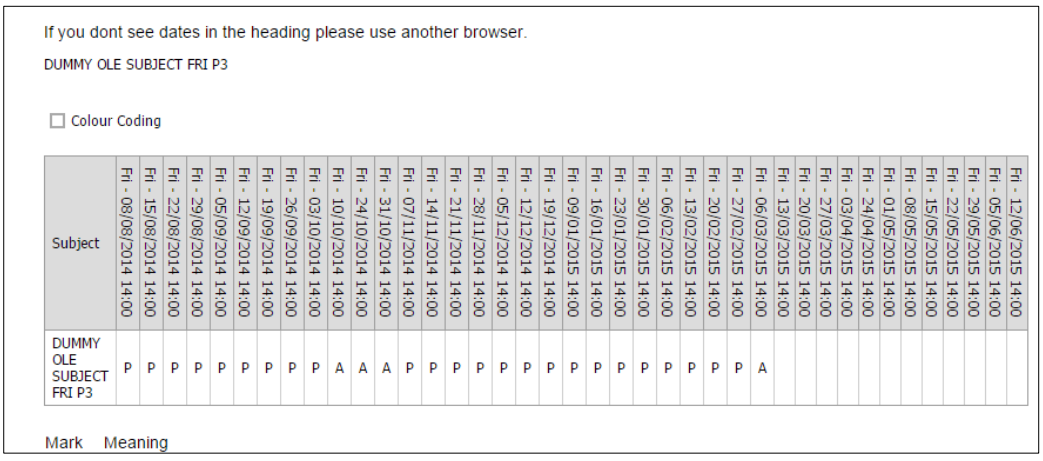
DUMMY OLE SUBJECT FRI P2

☐ Colour Coding

Subject	Fri - 08/08/2014 11:00	Fri - 15/08/2014 11:00	Fri - 22/08/2014 11:00	Fri - 29/08/2014 11:00	Fri - 05/09/2014 11:00	Fri - 12/09/2014 11:00	Fri - 19/09/2014 11:00	Fri - 26/09/2014 11:00	Fri - 03/10/2014 11:00	Fri - 10/10/2014 11:00	Fri - 24/10/2014 11:00	Fri - 31/10/2014 11:00	Fri - 07/11/2014 11:00	Fri - 14/11/2014 11:00	Fri - 21/11/2014 11:00	Fri - 28/11/2014 11:00	Fri - 05/12/2014 11:00	Fri - 12/12/2014 11:00	Fri - 19/12/2014 11:00	Fri - 09/01/2015 11:00	Fri - 16/01/2015 11:00	Fri - 23/01/2015 11:00	Fri - 30/01/2015 11:00	Fri - 06/02/2015 11:00	Fri - 13/02/2015 11:00	Fri - 20/02/2015 11:00	Fri - 27/02/2015 11:00	Fri - 06/03/2015 11:00
DUMMY OLE SUBJECT FRI P2	P	P	P	P	P	P	P	P	A	A	A	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	

Mark Meaning

Friday Period 3 – register completed



If you dont see dates in the heading please use another browser.

DUMMY OLE SUBJECT FRI P3

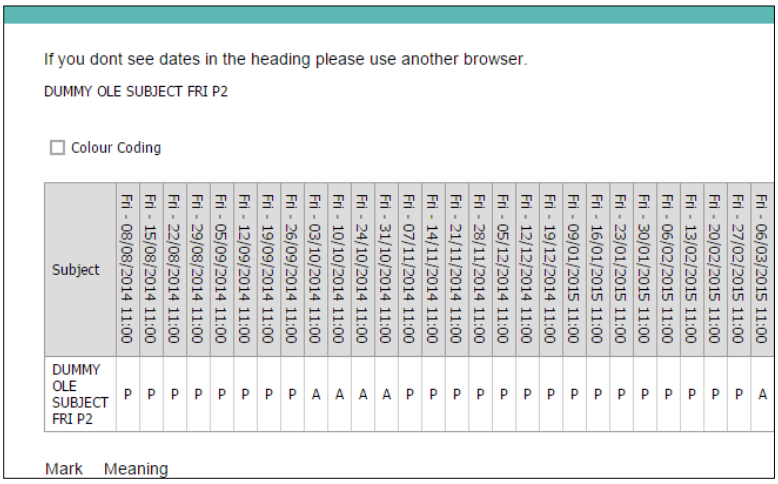
☐ Colour Coding

Subject	Fri - 08/08/2014 14:00	Fri - 15/08/2014 14:00	Fri - 22/08/2014 14:00	Fri - 29/08/2014 14:00	Fri - 05/09/2014 14:00	Fri - 12/09/2014 14:00	Fri - 19/09/2014 14:00	Fri - 26/09/2014 14:00	Fri - 03/10/2014 14:00	Fri - 10/10/2014 14:00	Fri - 24/10/2014 14:00	Fri - 31/10/2014 14:00	Fri - 07/11/2014 14:00	Fri - 14/11/2014 14:00	Fri - 21/11/2014 14:00	Fri - 28/11/2014 14:00	Fri - 05/12/2014 14:00	Fri - 12/12/2014 14:00	Fri - 19/12/2014 14:00	Fri - 09/01/2015 14:00	Fri - 16/01/2015 14:00	Fri - 23/01/2015 14:00	Fri - 30/01/2015 14:00	Fri - 06/02/2015 14:00	Fri - 13/02/2015 14:00	Fri - 20/02/2015 14:00	Fri - 27/02/2015 14:00	Fri - 06/03/2015 14:00	Fri - 13/03/2015 14:00	Fri - 20/03/2015 14:00	Fri - 27/03/2015 14:00	Fri - 03/04/2015 14:00	Fri - 24/04/2015 14:00	Fri - 01/05/2015 14:00	Fri - 08/05/2015 14:00	Fri - 15/05/2015 14:00	Fri - 22/05/2015 14:00	Fri - 29/05/2015 14:00	Fri - 05/06/2015 14:00	Fri - 12/06/2015 14:00
DUMMY OLE SUBJECT FRI P3	P	P	P	P	P	P	P	P	P	A	A	A	P	P	P	P	P	P	P	P	P	P	P	P	P	A													

Mark Meaning

As soon as the register for period 2 has been completed the date will be visible in the Self Cert tab.

Friday Period 2 – register completed



If you dont see dates in the heading please use another browser.

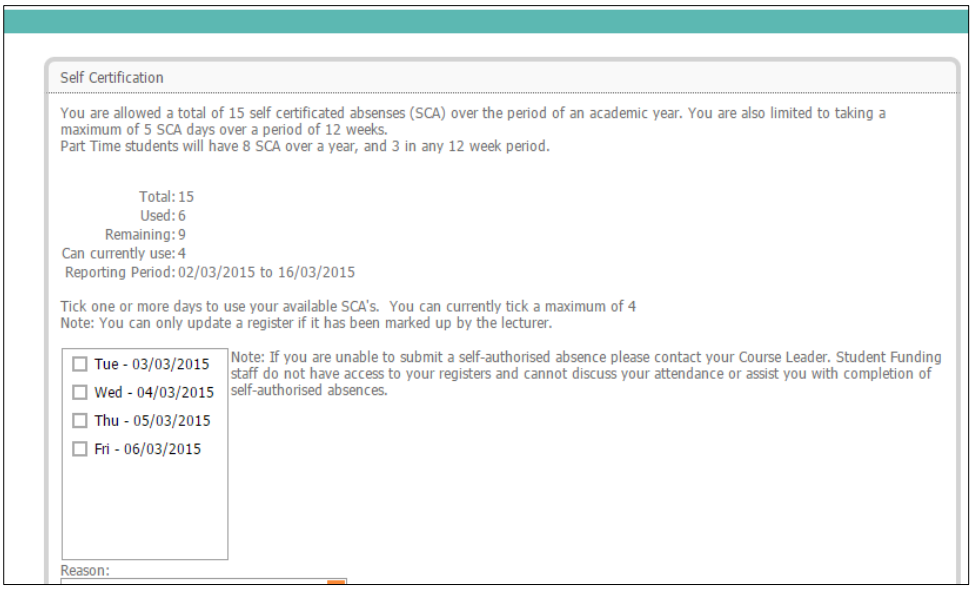
DUMMY OLE SUBJECT FRI P2

☐ Colour Coding

Subject	Fri - 08/08/2014 11:00	Fri - 15/08/2014 11:00	Fri - 22/08/2014 11:00	Fri - 29/08/2014 11:00	Fri - 05/09/2014 11:00	Fri - 12/09/2014 11:00	Fri - 19/09/2014 11:00	Fri - 26/09/2014 11:00	Fri - 03/10/2014 11:00	Fri - 10/10/2014 11:00	Fri - 24/10/2014 11:00	Fri - 31/10/2014 11:00	Fri - 07/11/2014 11:00	Fri - 14/11/2014 11:00	Fri - 21/11/2014 11:00	Fri - 28/11/2014 11:00	Fri - 05/12/2014 11:00	Fri - 12/12/2014 11:00	Fri - 19/12/2014 11:00	Fri - 09/01/2015 11:00	Fri - 16/01/2015 11:00	Fri - 23/01/2015 11:00	Fri - 30/01/2015 11:00	Fri - 06/02/2015 11:00	Fri - 13/02/2015 11:00	Fri - 20/02/2015 11:00	Fri - 27/02/2015 11:00	Fri - 06/03/2015 11:00
DUMMY OLE SUBJECT FRI P2	P	P	P	P	P	P	P	P	A	A	A	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	A

Mark Meaning

All dates of absence are now visible to the student:



Self Certification

You are allowed a total of 15 self certificated absenses (SCA) over the period of an academic year. You are also limited to taking a maximum of 5 SCA days over a period of 12 weeks.
Part Time students will have 8 SCA over a year, and 3 in any 12 week period.

Total: 15
Used: 6
Remaining: 9
Can currently use: 4
Reporting Period: 02/03/2015 to 16/03/2015

Tick one or more days to use your available SCA's. You can currently tick a maximum of 4
Note: You can only update a register if it has been marked up by the lecturer.

☐ Tue - 03/03/2015
☐ Wed - 04/03/2015
☐ Thu - 05/03/2015
☐ Fri - 06/03/2015

Note: If you are unable to submit a self-authorised absence please contact your Course Leader. Student Funding staff do not have access to your registers and cannot discuss your attendance or assist you with completion of self-authorised absences.

Reason:

In summary, if you

- are unable to login — contact I T Dept.
- are unable to see the date of absence — check Attendance and Timetable in AAA
- have an unmarked register — contact class lecturer
- believe your timetable is incorrect — contact Curriculum Leader

Reminder

If you submit an enquiry to Student Funding using the link on the **Bursary** page, the reply will be sent to your College email account, not your personal email account.