



## User data is missing in Skolon.

Pär Wallin - 2023-09-14 - Frequently asked questions

In most cases, accounts for teachers and students are created through an integration between Skolon and the school authority's student registry. Users are also linked to their schools based on their school affiliations in the student registry. Classes, groups, and placements for these users also come from the student registry. In some instances, there are integrations from multiple student registries or other source systems, depending on how the Skolon installation is configured.

The integration between Skolon and the student registry/source system runs every night. This means that any updates made in a student registry will not be visible in Skolon until the following day. As an organization administrator, you can easily view all user data in Skolon by [exporting a validation file](#). Both school and organization administrators can see user counts, classes, groups, and memberships in [School Admin](#).

### Users are missing in Skolon

If one or more users are missing in Skolon, start by ensuring that the users are correctly set up with complete information in your student registry. Depending on the student registry/source system used, the process may look slightly different. Please note that the terminology for various settings may vary depending on the system provider. In most cases, the following information must be included for each user type:

#### Personnel

- Complete user information (first name, last name, email, etc.)
- Active employment at the relevant school, meaning that the employment has a start date that has passed
- For teaching staff, a class/group assignment is usually required as well

#### Students

- Complete user information (first name, last name, email, etc.)
- Active school placement
- In some cases, the student also needs to be linked to an active class and/or instructional group, meaning that the start date has passed

### Classes, groups, or memberships are missing in Skolon

If you are missing a class or group in Skolon, start by ensuring that the class/group is correctly set up with complete information in your student registry. The class/group must be active for the current academic year, have a start date that has passed, and an end date

that has not yet passed. In some student registries, the class/group may also need to be marked for export to external systems.

If there are individual teachers/students missing from a class or group in Skolon, ensure that the relevant users have placements in the groups in the student registry and that their start date has passed

### **Update with correct information.**

After updating the student registry with correct and complete information, you need to wait until the next day because the integration runs overnight. If you've updated the student registry and the issue persists, start by consulting your organization administrator in Skolon.

If the problem persists, you are welcome to contact our support [here](#).

Please note that during school and term start, Skolon loads users, classes, and groups 30 days ahead in time to ensure that all user data is in place before the academic year starts in the systems.