Userdata missing from Skolon

Clara Hardarsson - 2025-07-01 - Manage users

In almost all cases, accounts are created in Skolon for teachers and pupils via an integration between the local authority/school principal's student register and Skolon.

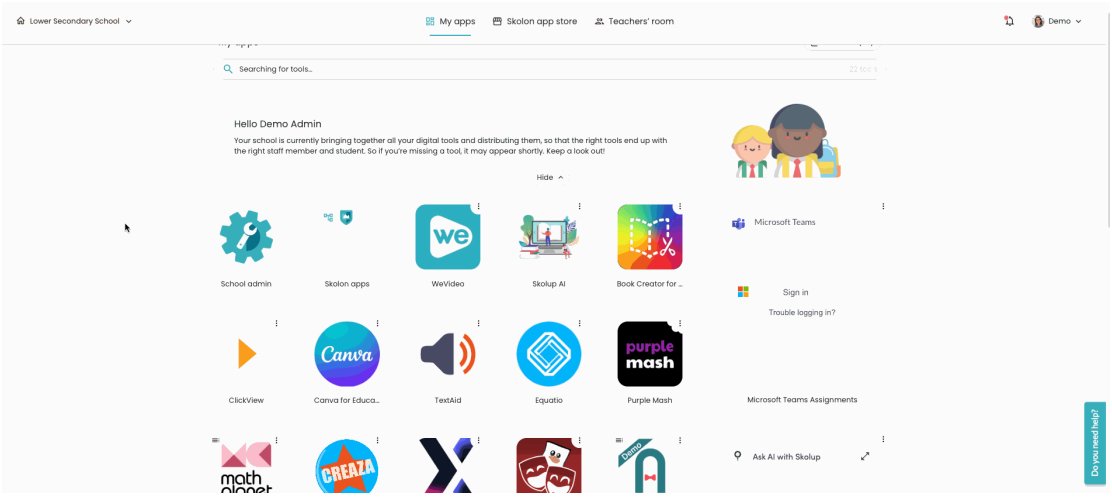
Within the integration, the users' schools, classes, and groups are also linked according to the student register. In some instances, there are integrations from several different student registers or other source systems, depending on how the Skolon installation has been set up.

The integration between Skolon and the student register or source system runs every night. This means that any updates made in a student register will not be visible in Skolon until the following day.



As an organisation administrator in Skolon, you can easily view all user data present in Skolon by exporting a validation file.

Organisation administrators and Skolon administrators can view users, classes, groups and their members in the Skoladmin tool, accessible via My Apps in Skolon.



Users missing from Skolon

If one or more users are missing from Skolon, always begin by ensuring that the users are correctly set up with complete information in your student register or source system.

This may appear differently depending on the system you use. Also note that the terminology for the various settings can differ depending on the system provider. In the vast majority of cases, the following information must be present for each user type:

Staff Complete user information

- First name, last name, email address, etc.
- Active employment at the relevant school, i.e., the employment has a start date that has passed.
- For teaching staff, a class/group association is usually also required.

Students Complete user information

- First name, last name, email address, etc.
- Active school placement.
- In some cases, the student also needs to be linked to an active class and/or teaching group, i.e., the start date has passed.

Classes, groups or memberships missing from Skolon

If a class or group is missing from Skolon, always begin by ensuring that it is correctly set up with complete information in your student register or source system.

The following information must be included

- The class or group must be active for the current academic year.

- It must have a start date that has passed and an end date that has not passed.

- In some student registers/source systems, the class or group must also be marked for export to external systems like Skolon. For IST Extens, for example, there is a field called “till LMS” (to LMS) that must be filled in.

If individual students or teachers are missing from a class/group in Skolon, ensure that the relevant users have a placement in the groups in your student register or source system. Also ensure that their start date has passed.

Update with correct information

If you have tried to resolve a problem by updating your student register or source system with the correct information, you will need to wait until the following day as the integration runs overnight.

Note that Skolon, during the start of the school year and terms, imports users, classes and groups 30 days in advance to ensure that all user data is in place even before the academic year has started in the systems.

If the problems above persist – start by consulting your organisation administrator in Skolon. If that person cannot resolve the issue, you are welcome to contact Skolon support here.