



Troubleshooting Guide



Administrator Issues

Registration and account management

How do I register as the first administrator for my school?

Contact Gateway to arrange the first administrator registration.

Email linda.wilkie@ceg.org.uk or telephone 0141 270 6110.

I did not receive my validation and/or login email.

If you are the first administrator for your school contact Gateway to confirm that the correct email address is being used by MerIT.

How can I add a new administrator?

Log in to MerIT.

Click on 'School administrators' on the administration menu.

Click on 'create a new administrator'.

Complete the registration form. Click on 'Create Account'.

MerIT will automatically send a validation email to the new administrator. As soon as they confirm that their email address is correct a second email will be sent to them containing their username and password.

I have forgotten my username and/or password. How can I get a reminder?

Ask another MerIT administrator to resend your login details to you by going to the 'School administrators' area and clicking on 'Resend password'.

Can I change my MerIT password? How?

Yes. After logging on go to 'My account' on the main menu.

Click on 'Change password'.

Complete the online form and click on the 'Update' button.

Uploading and managing student/pupil data

Our P7 pupils are moving on to first year at secondary school. Should I transfer their accounts/records to their secondary school?

No, you don't need to do this.

Transferring P7 accounts/records to S1 is the responsibility of the pupils' secondary school.

At the start of each new academic year a nominated secondary school administrator will use SEEMIS data to generate a new S1 pupil list and upload it to MerIT.

Each pupil's MerIT record is identified by, and linked to, their unique SEEMIS number and will become accessible to their new school as soon as the upload is complete.

Pupils have continuous 24/7, year-round access to their MerIT record, including during the transition from primary to secondary school.

P7 pupils have suddenly appeared in my secondary pupil overview area.

What do I do to remove them?

An administrator at one of your feeder primary schools has accidentally transferred some or all of their P7 leavers to your system using the 'Transfer pupil' feature (which should only be used for mid-term transfer of pupils to a new school).

This isn't a major problem but will take some sorting out. The best solution is to update each pupil record from P7 to S1 (but only after your current S1 cohort has been moved on to S2).

In 'Pupil overview' click and on 'Update pupil details' for every P7 pupil listed.

Change the Year Group from P7 to S1 using the drop down menu. Add the new S1 PSE class names too, if known. Click on Update.

Note: When you upload your new S1 pupil spreadsheet to MerIT the system will recognise that some of the listed S1 records are already on your system (it checks for duplicate SEEMIS numbers). MerIT will add only those records not already held in your pupil overview!

How do I add my students/pupils to the MerIT system?

Schools in Glasgow City Council use a slightly different process. It is the only Scottish local authority where Gateway can access and upload pupil data directly from SEEMIS. Read page 4 of the Administrators' Guide for instructions. You will only need to know the name of the year group you wish to enter.

In all other areas, you will need to extract your pupil data from SEEMIS and save it to a Microsoft Excel file. See **page 5** of the **Administrators' Guide** for full instructions. Once the Excel file is ready import it to Gateway using the 'Import pupils' menu option.

Browse your computer and select the pupil data file you created for Gateway.

Click on the 'Upload' button to send the file to Gateway. We will quality check the file before adding it to Merit. Your pupil data will usually be visible within 24 hours.

The pupil data on my Excel spreadsheet relates to last year's class/year groups.

Occasionally some pupil data on SEEMIS has still to be moved forward at the very start of a new academic year. Contact SEEMIS to alert them of the situation. Generate a new spreadsheet once SEEMIS have dealt with the issue.

One of our students/pupils is transferring to another school in Scotland. How do I transfer their MerIT account to the new school?

You can only transfer a record to the new school if it also uses MerIT.

Go to the 'Pupil overview' area. Click on the 'Update pupil details' icon for the pupil in question. (The last icon on the right.)

Go to the 'Pupil transfer' area in the top right corner of the screen.

Click on 'Begin transfer' and identify the local authority and school name of their new school. Click on 'Transfer'. The pupil's record will immediately transfer to their new school.

If the pupil is moving to a school outside Scotland, or a school not using MerIT, they can continue to access and use their MerIT record but it will not be accessible to their new school.

A new pupil has joined the school. How do I add them to MerIT?

Go to your 'Pupil overview' and click on the 'Add a new pupil' button (see top right hand corner).

Complete the online form and Click 'Add'.

The new MerIT account will appear immediately on your pupil overview. You can open and print out the pupil's Welcome Letter.

A pupil is moving abroad. Can I delete their MerIT account?

No. Schools cannot delete a pupil record as the content belongs to the pupil.

Pupils can continue to access and use their MerIT account from any location with internet access.

Only the pupil or, if the pupil is a minor or is deceased, their parent/carer can request the complete deletion of their MerIT record.

On receiving such a request schools should contact Gateway immediately. We will work with the relevant local authority to arrange complete deletion of the relevant My MerIT record.

When should I move existing pupil records on to the next year group?

You should do this only at the beginning of each academic year.

Only one administrator should be nominated to do this.

How do I move pupils on to the next year group?

You should use the 'Advance pupils' menu option. Only one nominated administrator is allowed to use this function and it must be used only once at the start of each new academic year.

Important: Do not use this function unless authorised to do so.

Note that on clicking 'Advance pupils' all pupils in the school will be moved on to the next year group.

I accidentally clicked Advance (or clicked twice) and my pupils now show in the wrong year group.

You cannot undo the Advance action from school.

Contact Gateway to undo this.

Email linda.wilkie@ceg.org.uk or telephone 0141 270 6110.

Adding image files template to the school's pupil profile

How do I add the school's shield or logo to MerIT so it will show on the pupils' profiles?

Obtain a good quality image file of your school logo or shield and save it to your PC.

Log on to MerIT. Click on 'School information' on the main menu.

Browse your PC and locate the shield/logo image file.

Give the file a name and click on 'Open'.

If relevant add your school motto.

Click on 'Update'. The system will automatically resize your image to fit into the allocated space at the head of the pupil profile template.



Student Issues

Logging on and account management

Student/pupil has forgotten their username and/or password

The quickest way to access students' login information is to go to the 'Pupil overview' area.

Click on the 'Welcome letter' icon (the penultimate icon) against the student's name to open the Welcome letter and view their login information.

This document always contains their most recent username and password.

Students can also click on 'I forgot my password' on the home page to receive a reminder by email.

Student/pupil is using the correct login information but cannot access MerIT

Check that the student has not made a keyboarding error.

MerIT passwords are computer generated and it is easy to mistake certain characters generated by the system, in particular a lower case L may be mistaken for an upper case I or vice versa.

If this does not apply and the login information used is identical to that on the student's Welcome Letter contact Gateway at 0141 270 6110 for advice.

A student/pupil wants to change their username or password

The student should go to 'My account' in the main menu and click on 'Change username' and/or 'Change password'.

MerIT passwords are computer generated and are designed to be particularly secure. Pupils find them difficult to remember and may want to change them for this reason.

Please encourage them to use a 'strong' password – one that has more than 6 characters including at least one capital letter and one number.

A student/pupil wants to change their email address or last name

The student should go to 'My account' in the main menu and click on 'Change my personal details'.

How do students/pupils get their usernames and passwords?

Pupils' login details are inserted automatically into their welcome letters. You will need to produce 'Welcome Letters' and issue these to your student/pupils.

Click on the 'Generate documents' menu option. Select the relevant Year Group and if appropriate enter the PSE class name. Select the 'Welcome Letters' radio button and click on 'Generate' to print out all welcome letters for this year group (or class).

You can open and print out a single welcome letter using the 'Welcome Letter' icon against a pupil's name in the 'Pupil overview' section.

Adding and saving content

Student/pupil has been unable to save their work

The pupil may have been 'timed out' by the system before saving their work.

For security/safety reasons MerIT has a 'timed out' feature. If it identifies that an account has been open for 30 minutes or more but no work has been saved it will close what it identifies as an 'abandoned' session.

A timeout message will now appear 3 minutes before a session is due to close. Students must click on the 'Continue' button to carry on using MerIT and save their work.

If they click on the 'No' button any text added but not saved will be lost.

Spellcheck is freezing the pupil's computer screen

We have now applied an improved Spellcheck feature to prevent this from happening.

Please contact Gateway to alert us if there are any problems in using Spellcheck.

Email linda.wilkie@ceg.org.uk or telephone 0141 270 6110.

Students 'latest and best' Health and Wellbeing achievements are not showing on their Pupil Profile template

There are two 'Health and Wellbeing' areas within 'Latest and best achievements' – the achievement may have been tagged against '@Across the curriculum' rather than 'Curricular areas'.

