**Frequently Asked Questions**

**1. Why can’t I login? The system is returning the message “Bad credentials”.**

*The username and/or password you have entered in incorrect. For school heads, request Division Planning Officer to reset. For class advisers, request School Head or designated School System Administrator to reset your password. After having reset your password, log into the LIS using this reset username and password, then change your password through the Account Update facility.*

**2. How to update/change password**

*For class advisers, click the dropdown list beside the user’s name and select* ***Settings****. Click the* ***Personnel Record*** *tab on the* ***Settings*** *page then click* ***Manage Personnels*** *link. Select the name of the personnel by clicking the* ***Update*** *button opposite the name. Click the* ***Reset Password*** *button on the* ***Update*** *page. Click* ***Ok*** *when the question “Are you sure?” is asked. The password is now the same as the username.*

*For school heads, please ask your Division Planning Officer to reset the password at the EBEIS Backend.*

3. How to search learner/LRN?

*From the Dashboard, click* ***Masterlist*** *link. On the* ***Masterlist*** *page, click* ***Enrol Learner*** *button then click the* ***Enrol By Learner*** *tab on the* ***Enrol Learner*** *page. There are two ways to search for a learner, by LRN and by Name. For more information on enrolling a learner, please read Chapter 4 of the LIS v2 Manual which can be downloaded from the* ***Support*** *link.*

**4. How to assign adviser to a class?**

*From the Dashboard, click* ***List of Classes*** *link. Select the school year from the drop-down list at the upper right corner of the* ***List of Classes*** *page. Select the section then click* ***Class Settings*** *button. Select* ***Set Adviser*** *button on the* ***Class Settings*** *page then select the class adviser from the list. For additional information on grade/year and class/section, please read* ***Chapter 3 of the LIS v2 Manual*** *which can be downloaded from the* ***Support*** *link.*

**5. How to add class/section?**

*From the Dashboard, click* ***List of Classes*** *link. Select the school year from the drop-down list at the upper right corner of the* ***List of Classes*** *page then click* ***Create Class*** *button. Enter the class/section name and tick the grade/year level. Click the* ***Set Adviser*** *button to assign class adviser then click the* ***Save*** *button. For additional information on grade/year and class/section, please read* ***Chapter 3 of the LIS v2 Manual*** *which can be downloaded from the* ***Support*** *link.*

**6. What learners to enroll**

*All learners should be enrolled including those who transferred out and dropped out.*

**7. How to remove mistakenly enrolled learners?**

*From the Dashboard, click* ***Masterlist*** *link. On the* ***Masterlist*** *page, click the* ***Un-enroll*** *button.*

**8. How to update personnel record?**

*From the Dashboard, click the dropdown list beside the user’s name and select* ***Settings****. Click the* ***Personnel Record*** *tab on the* ***Settings*** *page then click* ***Manage Personnels*** *link on the* ***Personnel Record*** *page. Select the name of the personnel to be edited/updated by clicking the* ***Update*** *button opposite the name. Enter the changes and don’t forget to click the* ***Update*** *button to save the changes.*

**9. How to delete personnel record/class adviser record?**

*Personnel record is not allowed to be deleted. If a class adviser no longer works on the school or has transferred to another school, school head should de-assign the class adviser from any class and disable the account.*

**10. Learner not eligible to be enrolled**

*Learner is not eligible to be enrolled if the learner is being enrolled to a wrong grade/level or if the learner is already enrolled in a class.*

**11. Leaner with no Middle Name**

*Middle Name is required, if you can't provide it right now just enter NA and update the learner profile later.*

**12. Learners with discrepancy in their LRN**

*The learner’s LRN that appears in the form 137 is not the same as the learner’s LRN in the system. In this case, the learner’s LRN from the system should be used.*

***13. Learners with two LRNs***

*If a new LRN was mistakenly created for an existing learner, the old LRN should be used.*