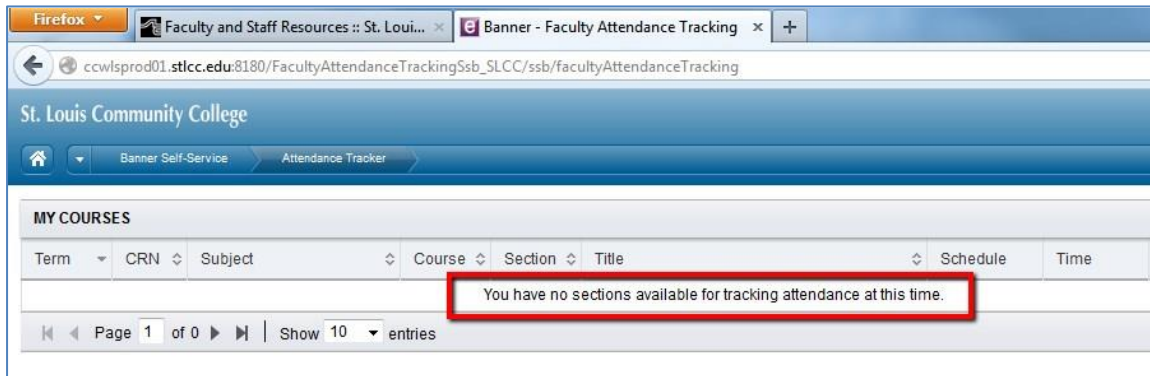




Faculty Attendance Tracker Troubleshooting Guide

Errors that Information Technology (IT) staff cannot fix:

1. You have a successful login to Attendance Tracker, but no classes display.



Solution # 1: You have not yet been assigned as an instructor to classes for the semester. Check with your department chair or program coordinator to make sure HR has processed your PPASS and that the schedule builder has added you as an instructor to the classes you will be teaching.

Solution # 2: ATTR interface is working as designed. You cannot see your classes in Attendance Tracker for a given semester until that semester is enabled in ATTR.

2. You get the message “You are not authorized to view this page” when you sign in.

Reason: You are not entered in Banner as a faculty member. Log into Self-Service Banner (SSB). If the Faculty tab does not appear after you log in, you do not have an active faculty member roll in Banner.

Solution: Please contact your dean, department chair or program coordinator to have them submit your PPASS to HR for processing. Until you are assigned a faculty role in Banner, you cannot access Attendance Tracker.

Errors that IT needs to know about.

To contact IT, email the IT Computer Support Center at csc@stlcc.edu. See the notes below as to subject line and what information you need to include in your message. Someone will contact you within two business days.

Please make sure you always include your name and ID (A-number), and the CRN, Subject, Course and Section number if you are reporting problems with a specific class in ATTR.

3. You get the error message: "ORA-00942: table or view does not exist"



Reason: You are not entered in Banner as a faculty member. Log into Self-Service Banner (SSB). If the Faculty tab does not appear after you log in, you do not have an active faculty member roll in Banner.

Solution: Please contact your dean, department chair or program coordinator to have them submit your PPASS to HR for processing. Until you are assigned a faculty role in Banner, you cannot access Attendance Tracker.

If you do have the Faculty tab in SSB and you can see your classes for this term in SSB, then contact the IT Computer Support Center with your name and ID, and a subject line "Attendance Tracking ORA-00942 error."

4. You have a successful login to Attendance Tracking and you see your classes. However, you cannot enter attendance for any class.

Reason: **If final grades have already been entered and processed for this class**, you will no longer be able to enter attendance.

Please keep your attendance records up-to-date during the semester and make sure that all attendance is entered before final grades are submitted.

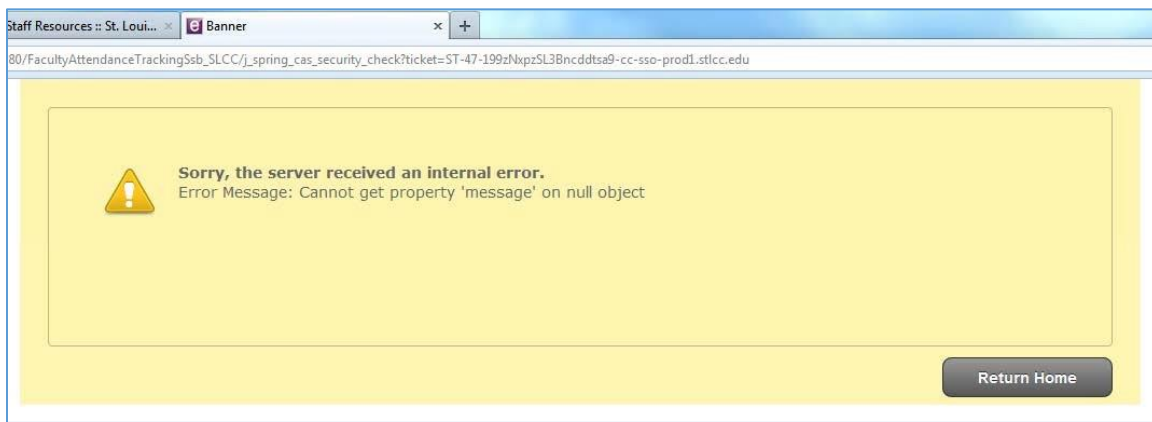
If it is not the end of the semester and you cannot enter attendance for a class that is in session, email the IT Computer Support Center. Please include the following information: your name and ID (A-number), and the CRN, subject, course and section number of the class in question. If you are emailing from off-campus, please also include your STLCC email address. In the subject line, enter "Cannot enter attendance for students for" and the term (example Fall 2015).

5. You enter your username and password, but receive the following error message:



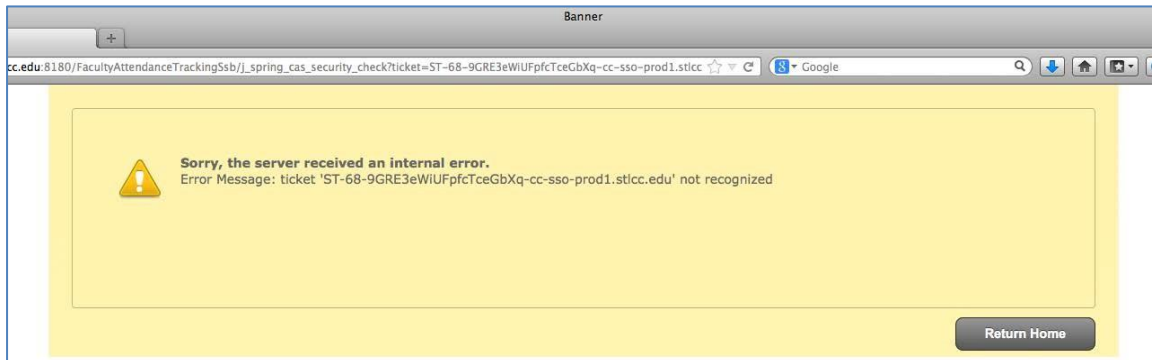
Please email the IT Computer Support Center and include the following information: your name and ID (A-number) and your Banner INB username (never send your password). In the subject line, enter "Need BANPROXY added to Banner account."

6. You enter your name and password, but receive the following error message:



Please copy the URL (web address) into an email and send it to the IT Computer Support Center with the subject line "Attendance Tracker server not functioning." Include your name and STLCC email address, especially if you are emailing from another email account.

7. You enter your name and password, but receive the following error message:



Please email a screen print of this error to the IT Computer Support Center, with the subject of the email being "Receiving CAS Ticket Error." Please include your name and STLCC email address.

8. If you encounter any other errors not listed above, email a screen print (see image below) and a detailed message to the IT Computer Support Center with a subject “Unknown Attendance Tracker Error.”

