

FAQS

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Student with " Matricule not found in the system "

If upon importation of marks and you see an error that says students with matric X,Y,Z is not found in the system ,

1. Copy the matricule in question
2. Ensure that you are not using O instead of zero
3. Ensure that there are no spaces between the matricule or the pattern is respected
4. In cases where all the above information are correct , download the course latest course list online to ensure that the student is still doing that course . You can copy the matricule from the newly downloaded course list ,paste and import again

In some cases where the school system works offline and online , you might have to contact the IT team to synchronized students names so that the data is up to date

Students Marks not Synchronizing Online

In some schools with two systems being the offline and online systems or using two systems (registry system and students systems differently) , there might be discrepancies between the marks in the offline system and the marks online . If you a situation like this , follow the following steps

1. Let the student show you proof in the VamVam app that the marks is not updated and make sure they are not using a downloaded copy of the marks
2. Check in the offline system / Registry system if the correct marks are there , if not update it and tell the student to check within 24 hours maximum
3. Inform the IT team to sync marks again and tell the students to with for at least 2 hours to check the results

If you are the director or HOD and you want to check if the marks are actually updated, check from your own portal

Course List and Class List

There is a big difference between a course list and a class lists

Note that to Import Ca Marks , HOD and lecturers are advised to exclusively use the course list and always make sure you download the latest version of the course to have the updated names

Course List	Class List
A course List is a List of students that have signed up to a particular course , Semester and Academic year	A class list is the list of all students in a particular class in a particular academic . In some cases it includes students who might have left the Institution but have not been suspended in the software
Its used exclusively to Import Ca Marks Only	Used mostly for attendance and other activities order than importing Ca Marks
Can contain students from different department and Levels so should have different matricules pattern	Must contain students of the same class with the same matricule pattern