

# 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

---

Revision #1

Created 2026-06-17 16:07:38 UTC by Admin

Updated 2026-06-17 16:16:29 UTC by Admin