

# 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

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