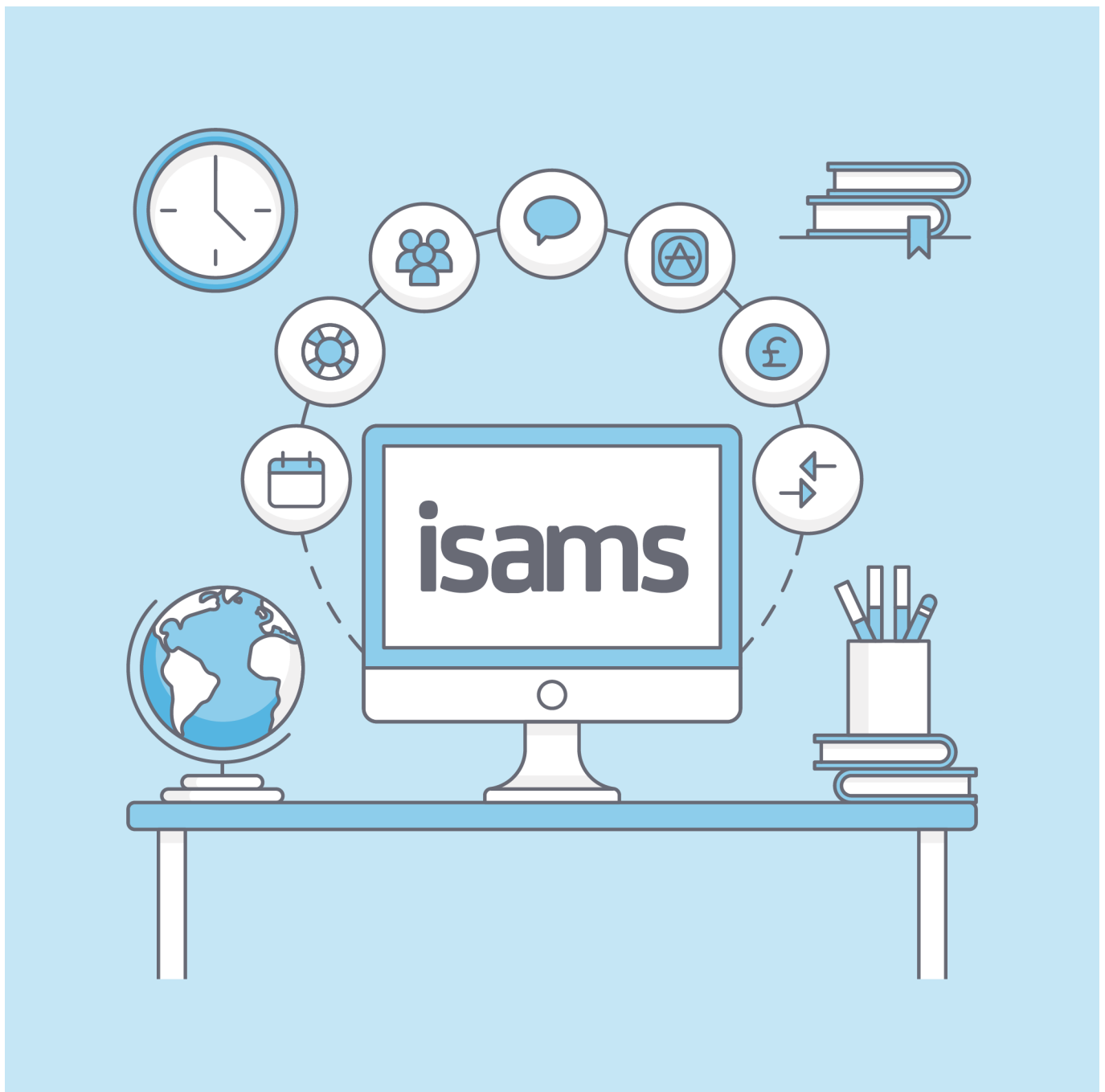


## iSAMS - ManageBac Integration: FAQs

Phase 1 – One Way Sync, iSAMS to ManageBac





Web based MIS for the  
entire school community

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## Introduction

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Several scenarios are outlined in this document along with steps required to resolve them.

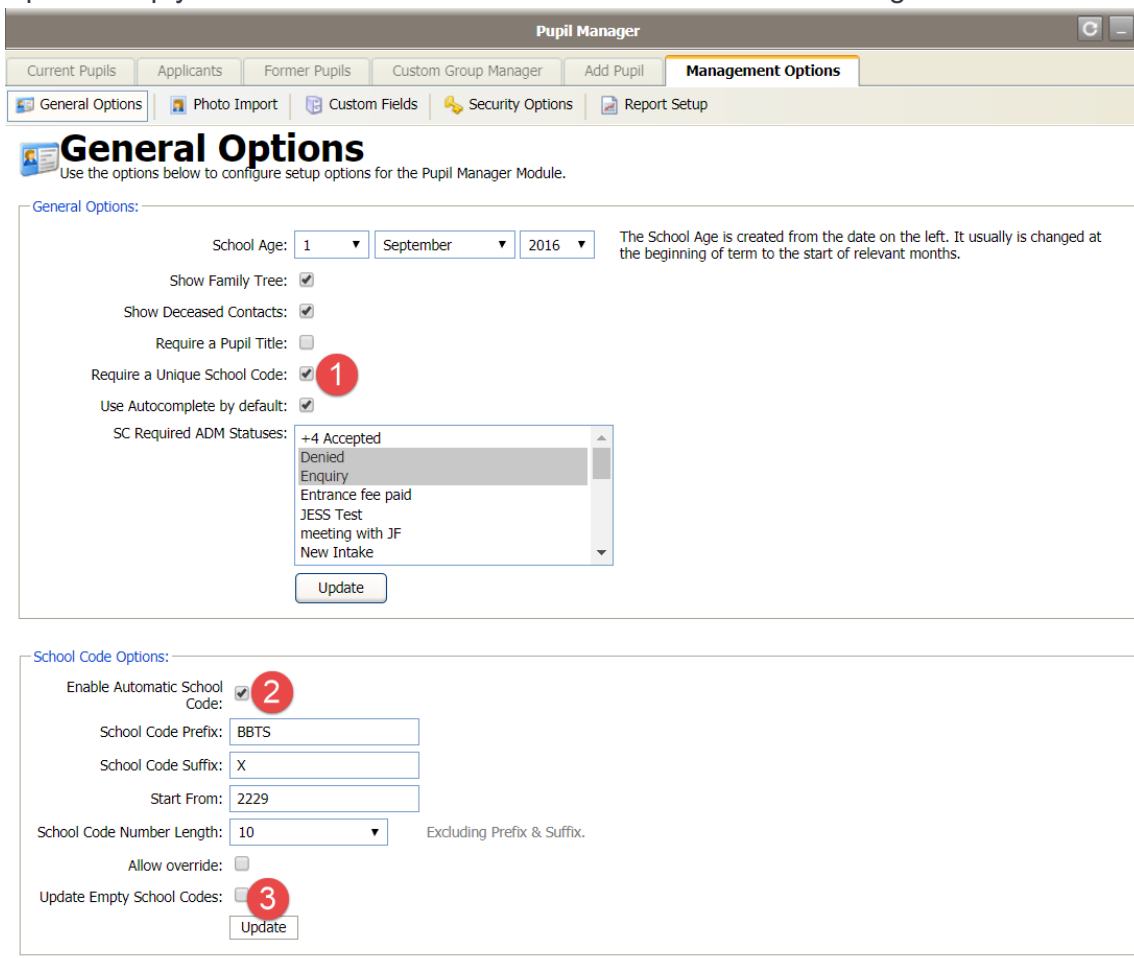


# Students

## Newly created students are not created in ManageBac

Students created in iSAMS must have a unique School Code otherwise they will not be created in ManageBac. We recommend the following settings are enabled.

01. Navigate to Student Manager > Configuration > General Options > Enable the option “Require a Unique School Code”
02. Enable Automatic School Code and fill in the other options
03. Update Empty School Codes to ensure students are created in ManageBac

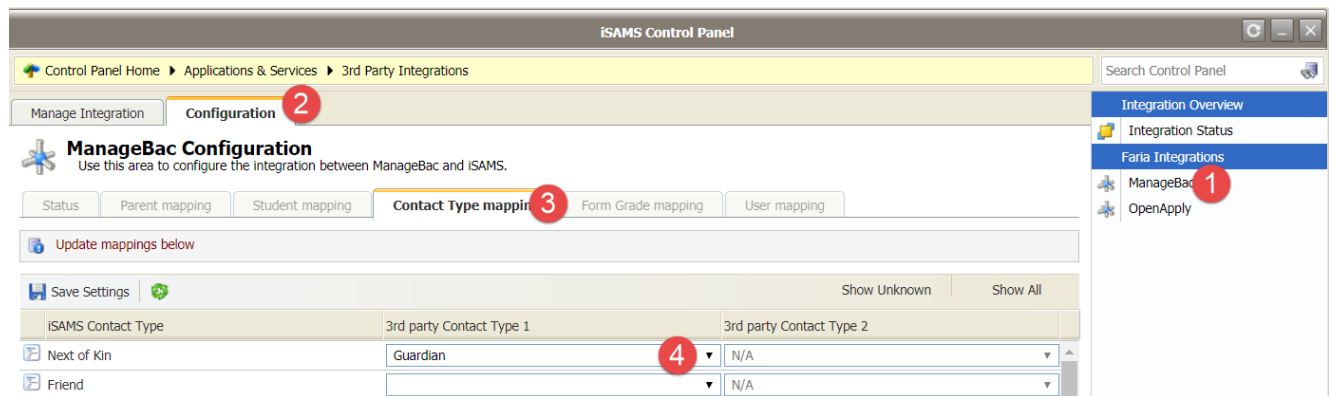


## New Student Contacts are not displayed in ManageBac

Not all Contact Types are synced to ManageBac by default. Schools can decide what Contact Types they want to send over to ManageBac.

Navigate to Control Panel > 3<sup>rd</sup> Party Integrations > ManageBac > Configuration > Contact Mapping

Example: If a Contact Type of Next of Kin is mapped to Guardian, all Contacts in iSAMS of type Next of Kin will be sent to ManageBac.



## Which Contacts in iSAMS are sent to ManageBac

All Contacts linked to a Student in iSAMS who have a valid “Contact Type” are sent to ManageBac. ManageBac checks the names of the Contact and compares this to the Parents of a ManageBac Student. If the names do not match, a new Contact will be created in ManageBac. Once the Contacts have been linked together a unique ID per iSAMS Contact will be used for any updates moving forward.



## Contact Scenarios

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### Assumption

These Contact Scenarios assume Sam the student has a ManageBac and iSAMS record which links correctly using the iSAMS School Code and ManageBac Student ID.

### I have more Contacts in iSAMS than ManageBac

Sam has the following contacts in iSAMS and ManageBac before the integration is enabled.

#### **iSAMS before Integration is enabled**

Mother: Jane Bennett  
Father: Luke Bennett  
Uncle: Brian Bennett

#### **ManageBac before Integration is enabled**

Parent: Luke Bennett

After the integration is enabled the iSAMS Contacts will remain unchanged. New Contacts will be created in ManageBac with the following results.

#### **iSAMS after Integration is enabled**

Mother: Jane Bennett  
Father: Luke Bennett  
Uncle: Brian Bennett

#### **ManageBac after Integration is enabled**

Parent: Luke Bennett  
Parent: Jane Bennett

Normally Uncle Contact Types in iSAMS are not sent to ManageBac by default. Please let the iSAMS Support Team know which Contact Types you would like to sync into ManageBac before the integration is enabled.

Jane Bennett will not be duplicated in ManageBac if the First name and Last Name in iSAMS and ManageBac match. Changes in iSAMS made to Luke and Jane Bennett Contacts will be synced to ManageBac.

## I have more Contacts in ManageBac than iSAMS

Sam has the following contacts in iSAMS and ManageBac before the integration is enabled.

### ***iSAMS Contacts before Integration is enabled***

Mother: Jane Bennett

### ***ManageBac Contacts before Integration is enabled***

Parent: Luke Bennett

Parent: Jane Bennett

### ***iSAMS Contacts after Integration is enabled***

*Mother: Jane Bennett*

### ***ManageBac Contacts after Integration is enabled***

Parent: Luke Bennett

Parent: Jane Bennett

Changes made to Jane Bennett in iSAMS will be sent to ManageBac. New Contacts will not be created in iSAMS by the one-way sync Integration.



## My Contacts in ManageBac and iSAMS have slightly different names

Sam has the following contacts in iSAMS and ManageBac before the integration is enabled.

iSAMS Contacts before Integration is enabled

Mother: Jane Bennet

Father: Luke Bennet

ManageBac Contacts before Integration is enabled

Parent: Luke Bennett

Parent: Jane Bennett

iSAMS Contacts after Integration is enabled

Mother: Jane Bennet

Father: Luke Bennet

ManageBac Contacts after Integration is enabled

Parent: Luke Bennett

Parent: Jane Bennett

Parent: Luke Bennet

Parent: Jane Bennet

Changes made to the “Bennet” Contacts in iSAMS will be sent to ManageBac. The “Bennett” Contacts in ManageBac will not be linked to iSAMS Contacts. If you decide to delete the “Bennet” Contacts from ManageBac they will be recreated in ManageBac when a change is detected in iSAMS.

Before the integration is enabled we want to update either ManageBac or iSAMS Contacts so that their First Name and Last Names are the same.





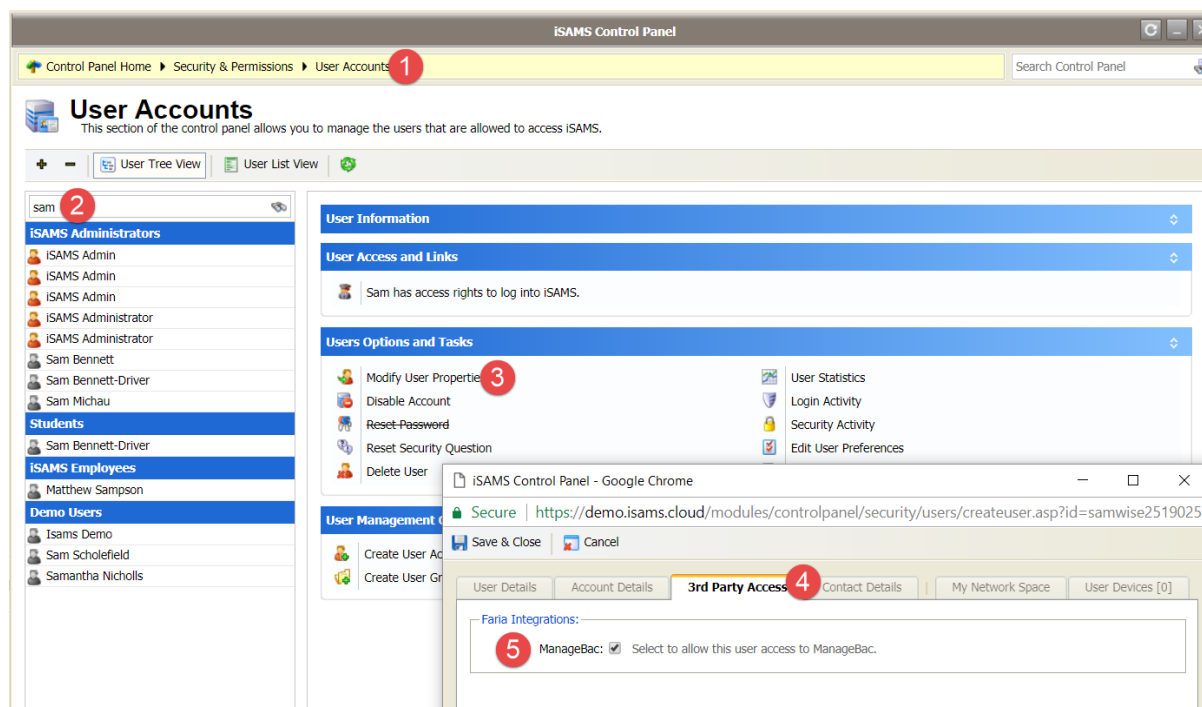
# Staff

## New Staff are not created in ManageBac

Only Staff who have a User Account and ManageBac 3<sup>rd</sup> Party Access enabled are created in ManageBac.

These settings can be changed by Navigating to:

- 04. User Accounts
- 05. Search for the individual member of staff
- 06. Modify User Properties
- 07. 3<sup>rd</sup> Party Access
- 08. Select ManageBac



Note: This can be done in bulk via the “User List View”

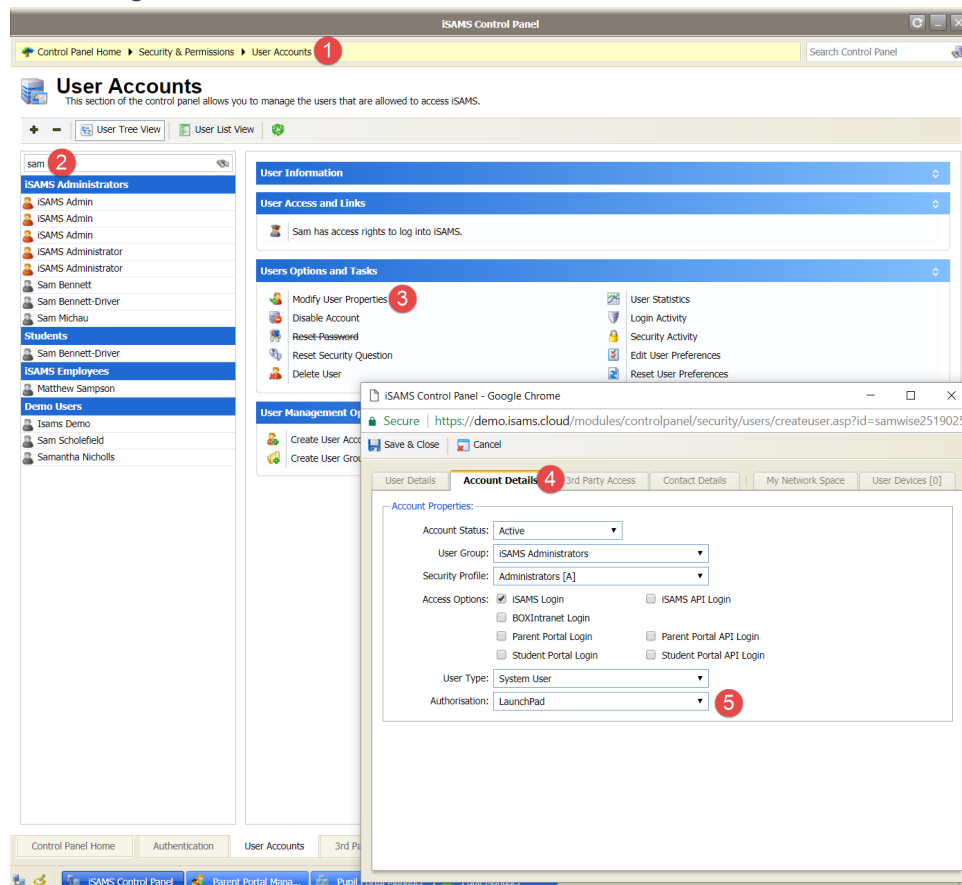


## New Staff appear in ManageBac but cannot login using LaunchPad

To log into iSAMS via LaunchPad a user's account must be using LaunchPad identity provider.

These settings can be changed by Navigating to:

01. User Accounts
02. Search for the individual member of staff
03. Modify User Properties
04. Account Details
05. Change Authorisation to LaunchPad



Note: We plan to release a feature to allow schools to change users Authorisation in bulk.



## Staff Address and Contact information is not displayed in Managebac

The iSAMS HR Record must have a Contact with the **Contact Location** set to “Home” and the **Contact Type** of “Self”. Any other Contact information will be ignored and will not be sent to ManageBac. The following ManageBac fields are updated by the iSAMS HR Record Contact.

Home Number	Town
Mobile Number	County/State
Address Line 1	Postcode
Address Line 2	Country



## Data Fields

### Nationality, Language or Country changes are not displayed in ManageBac

Check if iSAMS Nationalities, Countries and Languages have been mapped to the correct ISO values

Navigate to Control Panel > Mapping Manager

Check the Mapping Status, if any values are unmapped we need to correct this by clicking on the correct ISO Mapping option (highlighted in red).

The screenshot shows the 'iSAMS Control Panel' window. The breadcrumb trail is 'Control Panel Home > Applications & Services > Mappings Manager'. The main heading is 'Mapping Status' with a sub-heading 'This section of the control panel allows you to map ISO names to the iSAMS values'. A tip states: 'The Reload Status button is on the bottom of this page. Use the link on the right to quickly jump to it.' Below this is a table titled 'Language Mapping Status:':

Mapping	Total	Mapped	Unmapped
Language	465	464	2 <b>1</b>
Nationality	83	83	5 <b>2</b>
Country	248	167	81 <b>3</b>

At the bottom left is a 'Back to Top' link with the ID [0.203125]. At the bottom right is a 'Reload Status' button. On the right sidebar, under 'ISO Mappings', 'Language Mapping' (1), 'Nationality Mapping' (2), and 'Country Mapping' (3) are listed, each with a red circle containing a number. 'Language Mapping' is highlighted in blue.

*Quick Tip – When assigning an iSAMS Global List item to ISO Values click “Hide Known Mapping” to quickly find iSAMS Global List Items which are unassigned.*



## Some of my Fields are blank in iSAMS

Once the integration has been enabled any fields which are blank in iSAMS will overwrite and remove the data from ManageBac. Please make sure iSAMS is up to date before enabling the integration.

For example:

Students in iSAMS do not have any Languages, once the integration is enabled any Languages stored against the ManageBac record will be removed.

Out of date Contact information in iSAMS, once the integration is enabled all ManageBac contact records will be overwritten by the out of date iSAMS Contact information. It is important to make sure iSAMS has the most up to date Contact information.



## LaunchPad

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### **LaunchPad SSO is not working after changing my iSAMS URLs**

Please update the iSAMS URLs in the following locations.

- iSAMS: Control Panel > Platform Configuration > Domain & URL Configuration > External iSAMS Address
- Parent Portal: Parent Portal Manager > Configuration > Portal Configuration > External & Internal Portal Address
- Student Portal: Student Portal Manager > Configuration > Configuration Options > External & Internal Portal Address

LaunchPad will be automatically updated with the new iSAMS Portal URLs and SSO should now be working.



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