

>> frontier

Year 6 to 7 Transition





Version Control

<i>Version</i>	<i>Date</i>	<i>Description</i>	<i>Responsible</i>
1.0	08/04/2010	Version 1	Tom Soron
1.1	16-06-2011	Minor update to wording in example 2 to reflect auto merging.	Tom Soron

QA Revision

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Introduction

Methods have been put in place to make the process of students moving between schools as seamless as possible. The process is designed to address the issue of Fronter being presented with potentially conflicting data (i.e. Mismatches with the current data) for an existing user but from a different/new MIS system. The result of this process means that students can retain all their work and existing username and password when moving between schools.

In this document we will describe the process and work required (if any).

Please note that the underlying process is identical whether using Fronter usernames or USO usernames.

Data Matching

When a student is moving from one school to another school, the following attributes (which are used by the matching process) should be identical in both systems:

- **UPN**
- **First Name**
- **Surname**
- **DOB**

If the new school that the student has moved to enters the new students details into the MIS system identically and exports the data to Fronter, then the student can login using the same username and password they did previously and will be able to access all their archived rooms from their previous school and their E-portfolio will remain accessible.

If the details above are **not** identical then a conflict is created and needs to be manually resolved.

Resolving conflicts

Having up to date and accurate information in the MIS systems in the school will help to make the account merge process simpler as all the required fields will be present in the system to help you uniquely identify the user.

When Fronter imports user data it checks it against all the existing records to identify if this is a new user that needs creating or an existing user that needs to be updated.

When Fronter receives data from an MIS system the record contains (in most cases) a unique identifier. This is the internal database ID held within the MIS system so that users can be uniquely identified. If Fronter receives this from the MIS system we are able to match and apply updates automatically.

Where Fronter cannot find a match on the internal database ID, students are matched on the UPN. Accounts with the same UPN are automatically merged. If a match on the UPN is not possible or if there is a student with a missing or temporary UPN, Fronter do not have enough information to uniquely identify the user. **Note:** Members of staff do not have a unique identifier like the UPN to be able to match on.

Matching is then based on a user's First name, Surname and date of birth. If all three of these match with an existing account, the two are highlighted by the system but for safety await a user with local knowledge to confirm the merge or identify if another account should be generated to resolve the conflicting data. This is referred to as an account conflict.

Ideally this should be completed by the school's Fronter administrator working with the MIS team to ensure that the correct decision is made.

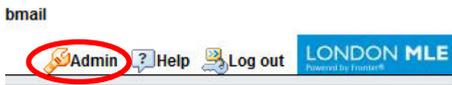
The majority of conflicts will appear as part of the start of year process when students have arrived from other schools. The conflict screen should be checked often to ensure a seamless transition for the students and periodically thereafter.



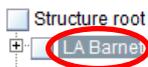
How to resolve account conflicts

To access the account merge screen please follow the following steps:

- Login as an administrator
- Click on “Admin” at the top right



- Click on the name of a school/LA you wish to administer



- Click on the “Tools” tab.



- Click on “Userdata conflicts from the MIS integration” to access the conflict screen



NOTE: If this option does not appear please contact your LA to have this feature enabled.

A screen will now be displayed showing all the potential user account conflicts.

Examples

In this section we have provided some common examples of account conflicts and the appropriate options that should be chosen.

NOTE: For data protection reasons the user’s details have been removed from the examples.

Example 1 – Student user with a different UPN

A screenshot of the account conflict resolution screen for Barnfield Primary School. It shows a table with columns: New, Merge, Username, Name, UPN, Birth date, Gender, School, and UAS_Local Authority. Two rows of data are shown, representing two different users with the same name and birth date but different UPNs.

New	Merge	Username	Name	UPN	Birth date	Gender	School	UAS_Local Authority
<input type="radio"/>	<input type="radio"/>	Username not generated yet	[REDACTED]	[REDACTED]	2001-12-29	male	Barnfield Primary School	barnet
<input type="radio"/>	<input type="radio"/>	[REDACTED]	[REDACTED]	[REDACTED]	2001-12-29	male	Barnfield Primary School	barnet

Buttons for 'Save' and 'Cancel' are visible at the bottom right.

In the example above a student with the same name, DOB and gender has been sent to Frontier with 2 different UPN’s.

This conflict is usually caused when an MIS does not send Frontier their internal database ID and the user is being sent to Frontier with a temporary or incorrect UPN. As a result the administrator is asked to confirm if this is the same or different student.



In this instance this is the same person but with a different UPN so we should merge the existing user with the correct UPN. To do this:

- Select the “merge” radio button
- Click “Save”.

In this example the end user’s experience will be unaffected.

Example 2 – A User with different UPN but the same name and DOB

Username not generated yet	[Redacted]	[Redacted]	1997-02-23	The Wren Academy	barnet
<input type="radio"/>	<input type="radio"/>	[Redacted]	1997-02-23	Bishop Douglass School Finchley	barnet

In this example a user with a different UPN but the same NAME and DOB are being sent to Fronter. As the NAME and DOB all match you would need check to make sure they have moved from school A to School B to verify they are the same user. If they have then you should choose the “Merge” option and click “Save”. The user will then be enrolled into their new school and able to login using the same username and password.

If the user is not the same person as the conflict then you should choose “New” and click “Save”. This will then generate a new username and password and they would need to login using the newly created account credentials.

Example 3 – Same user with missing UPN from different schools

Username not generated yet	[Redacted]	[Redacted]	1997-04-20	The Compton School	barnet
<input type="radio"/>	<input type="radio"/>	[Redacted]	1997-04-20	Bishop Douglass School Finchley	barnet

In this example the existing user does not have a UPN. This indicates that the initial account may have been imported without a UPN because it was not entered into the MIS system.

The administrator would need to decide if it is the same or different person

- If this is the same person - choose “Merge” and click “Save”.
- If it is a different person choose “New” and click “Save”.

Conclusion

In the event you are unable to decide whether you should create a new account or merge an existing account, the administrator should feel free to contact the Fronter support desk for advice and guidance. Furthermore, in the event that you are aware of the existence of duplicate accounts but they are not shown in the merge tool; please contact UK support to arrange for these accounts to be merged manually. You will need to provide both usernames when contacting the helpdesk and verify the identity of the owner of the username before this can to be undertaken.