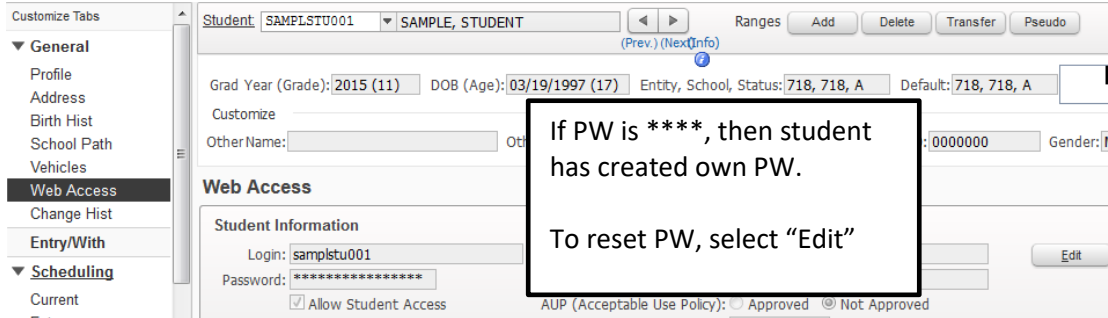
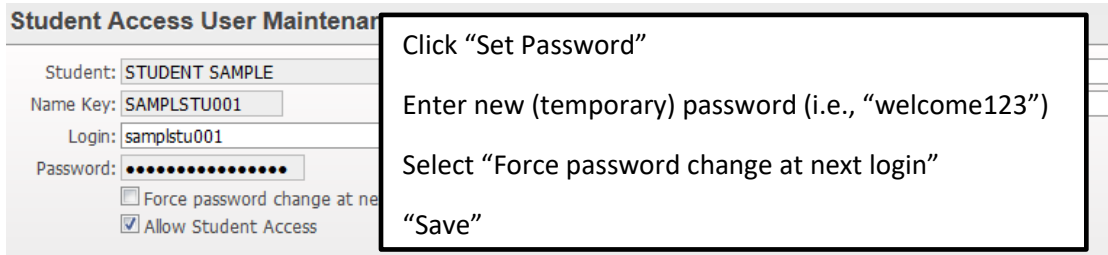
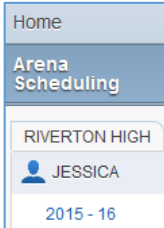
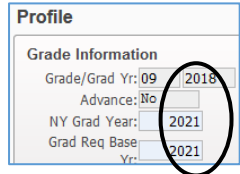
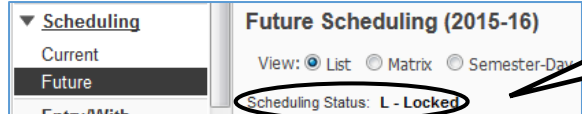


Arena Scheduling Troubleshooting

Problem/Question		
Cannot login even though login and PW are correct	Is Login page correct? Should say "Jordan School District <u>Student System</u> " and Login Area should be "Family/Student Access"	
Don't know login/password	<p>First VERIFY student's identity. (ask for student number, birthday, address, view their photo, etc.) Go to: Student Profile, Web Access.</p>  <p style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;">If PW is ****, then student has created own PW. To reset PW, select "Edit"</p>  <p style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;">Click "Set Password" Enter new (temporary) password (i.e., "welcome123") Select "Force password change at next login" "Save"</p>	
Cannot see Arena Scheduling link or wrong school shows		<ul style="list-style-type: none"> * Check student's NY Address Path, NY School and NY Status. * Does student need a permit? (9th graders must re-permit for 10th grade) * If everything is correct and student REALLY needs to be promoting to school, then manually add student to Entity.
Scheduling Status is Locked Or Arena Scheduling is unavailable	<ul style="list-style-type: none"> * Verify that student's grade level is open for Arena. Student might be attempting to Arena on the wrong day. * Check student's profile grade information.  <p style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;">All three years must match. If they do not, it can only be corrected at student's current entity. Contact student's school, or if after hours contact Info Systems (x8737).</p> <ul style="list-style-type: none"> * Student's Scheduling Status must be "Open".  <p style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;">If locked, click on "Scheduling Status" and change "NY Scheduling Status" to " - "</p>	

Problem/Question	
Class is full	Keep checking. As students are making changes, then a seat may become available. Or select a different teacher or period.
Cannot see a course	<ul style="list-style-type: none"> * There might be multiple pages. Click on "Page Forward" buttons on bottom. * OR Course might not be available to student's grade level * OR Course might not be available to Online Scheduling * OR if searching by Description, must use correct course name (common course name problems: Sec Math, Release Time, Consumer Health).
There are course(s) already in schedule (Can see them in "View/Print Schedule" tab)	If the course name is black , then student cannot drop or change the course. Student must see counselor to drop/change course.
Cannot drop a course from Selected Classes	If the course name is black , then student cannot drop or change the course. Student must see counselor to drop/change course.
Want to remove a course from schedule	Click on "View/Print Schedule". Click on course name.
What classes are scheduled	Click on "View/Print Schedule" and a new window will appear.
Where is the "Save" or "Submit" button	Schedule is saved/submitted as classes are added. To view scheduled classes, click on "View/Print Schedule". Close the window to return to available courses.
Do I have to print my schedule	It's not necessary to print schedules. Room numbers are currently not showing.
Can't schedule Careers or ACT Prep class	Schedule Drivers Ed first and Careers will be added too.
Driver Ed message: Student cannot be added because course rules violated—The student must be At Least 16 years old prior to the start of class	<p>Student is selecting incorrect term for driver ed. Student must select a later term.</p> <p>Note: Schools balance their Driver Ed classes based on birthdays</p>
Driver Ed	A Co-Requisite Selection window for Careers or ACT Prep class will automatically appear. Click "Select" to add Driver Ed and Careers to schedule.