

Frequently Asked Questions

From Students

How to Cancel an Appointment

To Cancel appointment. Follow the next steps. Go to Center Administrator> Appointment> View All

1. Use the filter to display your appointment/s.
2. Select the appointment/s.
3. Click **Cancel**.

How to Re-Schedule an Appointment

To re-schedule appointment/s. Go to Center Administrator> Appointment> View All

1. Use the filter to display your appointment/s.
2. Select the appointment.
3. Click **Re-Schedule**
4. Change your available options: Date, Start Time and Duration of the appointment to other available tutor's schedule.
5. Also you can change the tutor. If the Tutor matches with your criteria.

How to send a message to a tutor or a center admin

The college must have messaging features enabled.

Using Accudemia Message System:

1. Click **New Message** at down toolbar.
2. Wait for New Message pop up window.
3. [Type and select the student to send the message](#) This feature can be filtering by **Contacts**, **Classes** or view all **People**.
4. Type de Subject of the message at **Subject**.
5. Enter your Message into **Message**
6. Click **Send** to send the message.

Still have questions?

[View the Student Quick Start Guide](#)

From Tutors

Still have questions?

[View the Tutor Quick Start Guide](#)

From Instructors

Still have questions?

[View the Instructor Quick Start Guide](#)

From Administrators

Importing your data for the first time

Please follow the steps described in the reference manual: [Data Exchange - Importing and Exporting](#)

How do I should name my data fields?

An import file may contain one or more types of information. It is possible for example to import a file which contains students, subjects, instructors, class registration, tutor registration and others. ADX process your information by columns, so each field from your CSV file will be mapped by yourself.

How do I update my data?

The existent users are not deleted when you import new ones. You don't need to worry about that. Importing from a file will either create new students or updated the ones already on Accudemia if they have the same ID, but they will never be deleted.

What format can we use to import my data?

Accudemia Data Exchange currently supports CSV files. If you are a developer, you can also import from your own database just building a plug-in for ADX. Take a look at <http://code.google.com/p/accudemiaext/>

ADX Error: The file is being used by another process

ADX does not allow the data file to be open. You have to close the file you have open in other application (ie. notepad, Microsoft Excel, ...) while your information is being read by Accudemia Data Exchange.

How to get notified by ADX about scheduled executions?

It's an essential part of scheduled import. As files are uploaded automatically, system administrators must be notified when the information goes out of sync. You can access to it at the task bar: Tools> Options.

Also, you can choose the options to ADX sent you an email. There you can select the email addresses to receive the notifications. You can access to it at the task bar: Tools> Options>General> Notifications.

How do I get support in ADX?

Now, let's say the jobs fails... it's possible even under normal conditions (not software bugs), i.e.: if the source file does not exist, you have not internet connection, ... You'll get the "Get Support!" button right there!

You can send the report anonymously, or enter your information if you want to be contacted by the Support Team.

Still have questions?

[New Frequently Asked Questions website](#)

[View the Admin Quick Start Guide](#)

General Troubleshooting

How do I enable JavaScript in my browser?

[View Answer >](#)

From:
<http://www.attendance-tracking.com/docs/> - **Engineerica Documentation**

Permanent link:
<http://www.attendance-tracking.com/docs/doku.php/accudemia/faq?rev=1468858969>

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