

myON Enroll FAQs

I am unable to login with provided credentials.

Please note logins for enroll.myon.co.uk and myON.co.uk will be different. The Head Teacher or current administrator can only request changes to the admin account by sending an email to support@renlearn.co.uk.

The status is showing it could not identify 1 building(s) for X user(s).

Status	Time	Message
info	Feb 26 2021 12:11:11PM	Ingestion succeeded
warning	Feb 26 2021 12:11:11PM	Could not identify 1 building(s) for 4 user(s)
info	Feb 26 2021 12:11:07PM	Spreadsheet 'students - example.csv' stored successfully!

Please ensure the correct school ID has been copied into each row for both student and faculty files:

	A	B	C	D	E	F	G	H	I
1	school_id	school_name	sis_id	last_name	first_name	middle_name	grade	username	password
2	DEF_1234567	Example school	UPN1234567	Bloggs	Joe		7	jbloggs	abc
3		Example school	UPN9876543	Rogers	Steve	John	7	srogers	abc
4		Example school	UPN4567812	Ali	Muhammed		7	mali	abc
5		Example school	UPN1928384	Taylor	Katie		7	ktaylor	abc
6									

	A	B	C	D	E	F	G	H	I	J
1	school_id	school_name	sis_id	last_name	first_name	middle_name	grade	username	password	
2	DEF_1234567	Example school	UPN1234567	Bloggs	Joe		7	jbloggs	abc	
3	DEF_1234568	Example school	UPN9876543	Rogers	Steve	John	7	srogers	abc	
4	DEF_1234569	Example school	UPN4567812	Ali	Muhammed		7	mali	abc	
5	DEF_1234570	Example school	UPN1928384	Taylor	Katie		7	ktaylor	abc	
6										
7										

	A	B	C	D	E	F	G	H	I
1	school_id	school_name	sis_id	last_name	first_name	middle_name	grade	username	password
2	DEF_1234567	Example school	UPN1234567	Bloggs	Joe		7	jbloggs	abc
3	DEF_1234567	Example school	UPN9876543	Rogers	Steve	John	7	srogers	abc
4	DEF_1234567	Example school	UPN4567812	Ali	Muhammed		7	mali	abc
5	DEF_1234567	Example school	UPN1928384	Taylor	Katie		7	ktaylor	abc
6									
7									
8									
9									
10									
11									
12									

RENAISSANCE

It is appearing that usernames are duplicating after I have used the generator and selected first initial / full stop / surname as the format.

The user that you have ticked is going to be imported to myON through Enroll. You will need to take note of the student you have not ticked due to conflicting information. You can enter a unique username into the spreadsheet or alternatively you will need to add the student manually through your myON.co.uk administrator account.

Duplicate Usernames

Multiple users were found with the same USERNAME. myON requires USERNAMES to be unique across the entire account. Please choose one user for each USERNAME to be sent to myON.

	Id	Username	Role	Name			Grade	Email	Building
				First	Middle	Last			
Multiple users with username: J.BLOGGS									
<input checked="" type="radio"/>	UPN1234567	J.Bloggs	Student	Joe		Bloggs	7		Ren002
<input type="radio"/>	UPN9876543	J.Bloggs	Student	John		Bloggs	8		Ren002

Passwords have not been assigned to students and/or teachers after I have imported them through Enroll.

Please note all passwords need to be entered into the student and faculty spreadsheet. If you leave the columns blank, they will not auto-generate.

I'm being told that I have missing columns although my spreadsheet is complete.

Status	Time	Message
error	Feb 26 2021 12:41:25PM	File 'Format.csv' missing column(s): 'school_id, sis_id, first_name, last_name, username, password, and grade'
info	Feb 26 2021 12:41:24PM	Spreadsheet 'Format.csv' stored successfully!

To ensure the spreadsheet uploads correctly, the column headings will need to be formatted as shown below. To avoid any issues please use the templates provided which we send in the welcome email.

	A	B	C	D	E	F	G	H	I
1	school_id	school_name	sis_id	last_name	first_name	middle_name	grade	username	password

I would like to import the same login details for students from Renaissance Place to myON through Enroll.

You cannot export usernames and passwords directly into from Renaissance place to myON. However, you can log into Renaissance Place and go to Home > Users > View student > Search > click Password tab. You will be able copy and paste the table into excel and then copy the data over to the spreadsheets for Enroll.

Why cannot I not log into Enroll? There is nowhere for me to enter my details.

The recommended system requirements are:

- On PC or Mac, a modern web browser with JavaScript enabled:
- Chrome (Preferred. Current, or last two versions)
- Safari (Current, or last two versions)

I am unable to start a new import as an error is appearing.

RENAISSANCE

You can click on the Enroll icon to return to home page, then select Process Files.

ENROLL Update myON Data Activity Account Admin Change Account (Log out)

LOAD DATA SELECT SCHOOLS VALIDATE DATA SELECT METHOD CHECK FOR CONFLICTS SEND TO MYON

Select Schools : Choose the schools you want to use from the files you previously updated. Only those schools will be modified in myON

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ENROLL Update myON Data Activity Account Admin Change Account (

Last Session

There is an active session at step **Submit Data** and was last modified at **12:24pm Today**

Continue

Upload Files

Ready to update your myON data? This will lead you through the process of importing files, data verification, and integrating your new student and faculty data into your myON account.

Process Files