

Error message reads: Unknown password. Please try again

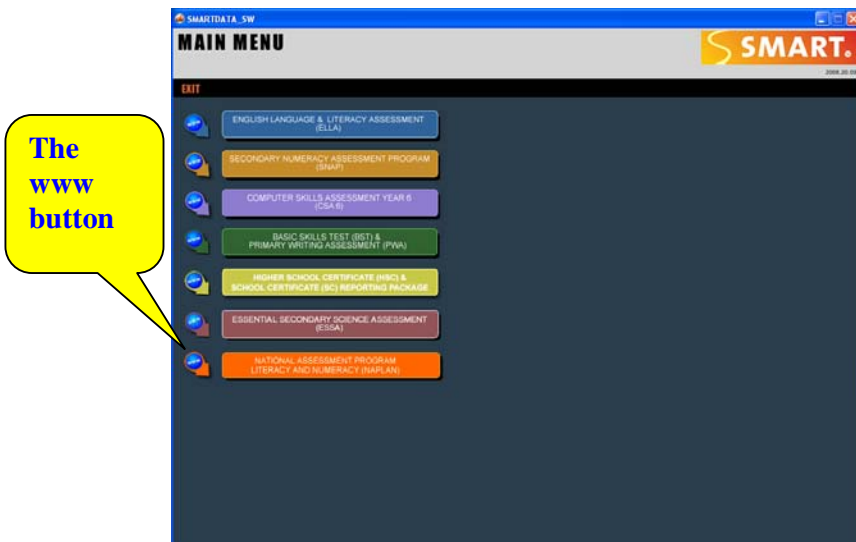


Cause:

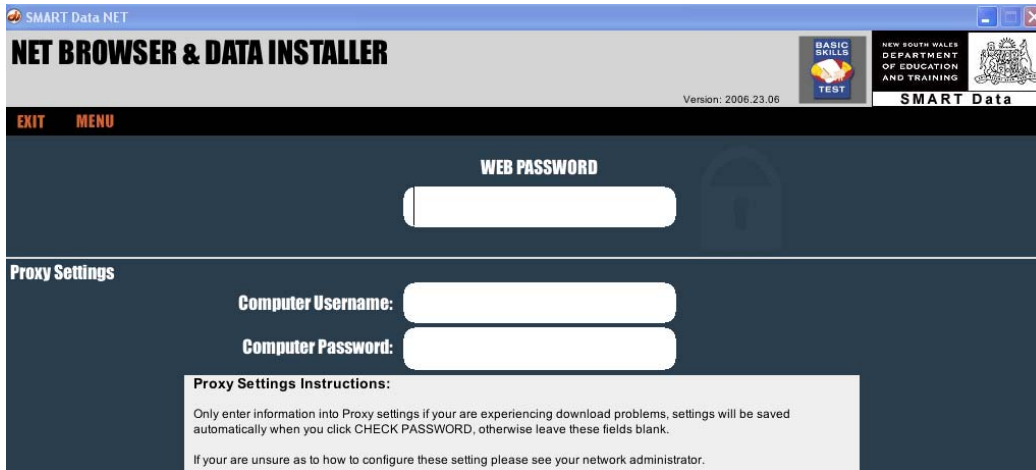
The data for the current year has not been installed.

Solution:

Go back to the main menu.



- Click on the blue www button beside the appropriate package for which data is required. This will take you to the following screen.



- Enter the web password which will take you to the download screen.



If current year data does not appear on the download list press the *CHECK FOR UPDATES* button. The current data should appear on the list.

- Check the boxes of the data you want to download.
- Follow the prompts.

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Cause:

An incorrectly typed principal/ teacher password.

PLEASE NOTE: All passwords are lower case.

Solution:

Re-type password in lower case.

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Cause:

The web password has been entered in error.

Solution:

Enter the principal/teacher password supplied.

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