

Why is contact information not being updated in SIRAS with Synergy Information?

Common issues:

- 1) Missing SSID from either Synergy or SIRAS – Ensure that same SSID is entered in both Synergy and SIRAS.
- 2) Address info in Synergy is listed for Student not Parent. Synergy does not export Student address, it exports the Parents and Guardians Address info – **Make sure 'MAILINGS ALLOWED' is checked if needed for labels.**
- 3) Missing 'order' number
 In Synergy, the Parent/Guardian (not student) address information that is **listed first** is exported as Primary contact.

If a student's parent entries are not ordered, the address information will not be transferred to SIRAS.

The screenshot shows a software interface for a 'Student' record. The 'Parents and Guardians' table has the following data:

Line	Order	Relation	Parent Name
1		Father	Lastname, Firstname



This can be fixed by entering 1 in the Order field as that will assign the 'primary' contact to be sent to SIRAS.

Line	Order	Relation
1	1	Grandfather
2	2	Mother

In the example above, the Grandfather's address would be exported as the primary contact.