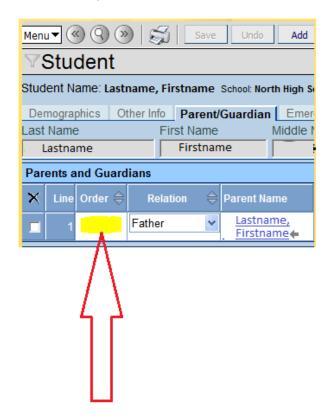
Why is contact information not being updated in SIRAS with Synergy Information?

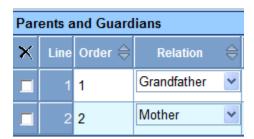
Common issues:

- 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.



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



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