School staff using Curriculum Mark Entry and Report Cards may experience difficulties due to unfamiliarity with these functions. This guide is intended to provide users with the solutions to these situations.

What is happening	Solution
My Performance/Effort Level button is greyed out.	1. Ensure that your cursor is in the **Marks** column on a **Subject/Skills** row that is prefixed with an asterisk; or 2. Exit the **Mark Entry** screen and return to the Start Screen. Re-enter the **Mark Entry** screen ensuring that you choose the reporting period first and then grade second.
I can't add or edit marks on the Mark Entry by Class screen.	Exit the **Mark Entry** screen and return to the Start Screen. Choose reporting period first and then grade second.
The marks and comments I enter are not showing up on the report card.	1. Only the subject areas prefixed with an asterisk will copy to the report card (i.e. * In Writing); or, 2. Ensure you have chosen the correct reporting period.
I'm getting the comments for a student other than the one I am double clicking on.	When entering marks/comments **by Class**, ensure that you have highlighted the student's pupil number, then double click on the comments column.
Hot Print – Wrong Grade error message. ![Wrong Grade dialog box: This report card is for students in grades K-3 only. Remove the following students:Caballero, Feroz — OK]	The extract criteria screen needs to be reset. *Reports icon > Build manual extract > Clear all students* and then try hot printing again.
I've forgotten the Comment Characters for *name*, *he/she*, *his/her*.	Secretaries: *School > Mark Information > Comments* Teachers: *Set up options > Preferences > My Comments* The replacement characters are on the comment bank screens.
The Subject / Skill area isn't populating upon entering the screen for **Grade Entry by Class**.	Click on the **Grade** field.
Student names aren't populating when I enter the screen for **Grade Entry by Class** and select grade.	Click on the **Subject/Skill** you wish to edit.
Comment characters $@# don't work.	Comment characters don't work in freeform text boxes. They only work when used in conjunction with the comment banks.
I can't find the Ad hoc field to enter comments for **Social Responsibility** for an intermediate student.	The Ad hoc button is only available when entering grades/comments "by student" and not "by class."