A PPSN conflict occurs when the same PPS number has been assigned to more than one pupil.

It is extremely important to resolve PPSN conflicts.

When a PPSN conflict has occurred in your school the following message will appear continuously on your landing page until the conflict has been resolved.

Click in the message to view the conflict report, as indicated.

There are 2 types of PPSN conflict. The first type is when the same PPSN has accidentally been assigned to more than one pupil in your school.

In this case your school (“Us”) will appear under the heading Conflicting School.
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Click on the Pupil ID to see the page where the pupil’s personal details have been entered, including his or her PPS number.

Go back to the conflict report and click on the other Pupil ID and you will see that the same PPSN has been assigned to the other pupil.

You will need to check your records and make the necessary changes, assigning the correct PPSNs to the pupils in question. When you have done this the pupils’ details will disappear from the PPSN conflict report.

The other type of conflict arises when the same PPSN has been used in a different school.

In this case, the other school’s Roll Number will appear on the conflict report, under Conflicting School.

Click on the Roll Number. The details of the other school will appear.

You will need to communicate with the other school in order to resolve the conflict, as only one school can have that pupil enrolled at one time.

To exit from the PPSN conflict report click on OK.