

FREQUENTLY ASKED QUESTIONS – PPOD Schools

- Q. Do I have to resubmit my Logo, Principal Signature and Year head Signature if I submitted them last year?
- A. A resubmission is only required if any of the information has changed, in most cases this will be your Year Head, if so please submit the signature for your new Year Head and make the change accordingly in the year head field in the “update School details” screen on ESINET. Where there are no changes to the Logo or principal the information submitted last year will automatically carry across for you.
- Q. Our logo and/or year head and/or principal has changed, how do I update this information with the Department?
- A. Please refer to Appendix 2 in the handbook. Complete the form and email to the JCPA Team at jcpa@education.gov.ie
- Please ensure that the sample signature is written entirely within the box in Appendix 2 as otherwise when it appears on the JCPA it may have a line through it where we are unable to remove it when copying over the signature for uploading to the system.
- Q. Where do I update the Principal and Year Head on ESINET?
- A. Log into ESINET and click on “Update School Details” and insert the new details in the field for Principal and Year Head and save.
- Q. We had a year head signature last year but I do not want to have a signature appear on the JCPA this year. What do I need to do?
- A. Log into ESINET, click on “Update School Details” and remove the details from the year head field and save. Once this field is blank the system will not reference the year head when you produce your JCPA.
- Q. I cannot find a JCPA record on ESINET for one of my students, what do I do?
- A. Contact the JCPA team on jcpa@education.gov.ie with the following details:
1. Student’s name
 2. Student’s ID/DPIN Number
 3. School Roll Number
 4. Phone number and contact details should we need to contact you directly for further information.

Q. I updated information on the JCPAs for my students, waited overnight but the information is not appearing on the JCPA. What did I do wrong?

A. You may have saved the changes but not regenerated the JCPA for the changes to take effect.

If you continue to have difficulties with the generation of the JCPA's please contact the JCPA Team on jcpa@education.gov.ie with the following details:-

1. School Roll Number
2. Phone number and contact details should we need to contact you directly for further information.

Q. I have a student who transferred between schools and has two DPIN numbers, what do I do?

A. Please contact the JCPA Team at jcpa@education.gov.ie with the following details:-

1. Student's name
2. The two DPIN numbers
3. Current school roll number
4. Phone number and contact details should we need to contact you directly for further information.

Q. I have downloaded the JCPAs but when I click on the file I get an error message and cannot open it?

A. This is more than likely a small compatibility error with the pdf viewer of your web browser.

To fix this, after downloading the JCPAs on chrome, instead of left clicking on the file to open it, right click and select "Open with " this should open a window and allow you to navigate through your file system to find the program you wish to use to open and view the file, in this case Adobe. Open the file with that program and your problem should be resolved.

If you have downloaded the JCPAs using internet explorer, you can click on settings on the top right corner of your page, usually represented by cog icon, select "View Downloads" here you should see the downloaded JCPAs click on the dropdown menu (the downward arrow attached to "Open") to find the option "Open With" then again select Adobe if it appears. If adobe does not appear at this stage select "look for another app on this computer ". Again this will open a window and simply navigate through your file system to find the Adobe program and open with that.

Once opened you can save anywhere on your computer and it will automatically open with Adobe next time.

If you are unable to resolve this issue please contact the JCPA Team at jcpa@education.gov.ie with the following information:-

1. School Roll Number
2. Phone number and contact details should we need to contact you directly for further information.

Q. Planned Development of PPOD Synchronisation

A. The planned development of PPOD synchronisation services (i.e. to ability to push JC assessment outcomes from local school software to PPOD) has been completed and went live on 14/08/19. If you have not upgraded your local school software, as provided by your schools software vendors, you will be unable to perform this new functionality and will be required to enter the assessment outcomes directly on PPOD. If you are experiencing any problems please refer the issue to your software vendor.

Q. Some students who are not registered for Business or Science, have Business/Science placeholders appearing blank under the CBA section on the JCPAs.

A. This is happening if any students were registered for either subjects after first year, even if the records have since been changed on PPOD.

If you are affected by this issue please contact the JCPA Team at jcpa@education.gov.ie with the following information:-

1. School Roll Number
2. Phone number and contact details should we need to contact you directly for further information.
3. The student ID numbers affected (or just the role number if this is affecting all students)

FREQUENTLY ASKED QUESTIONS – NON PPOD SCHOOLS

Q. Do I have to resubmit my Logo, Principal Signature or Co-ordinator Signature if I submitted them last year?

A. A resubmission is only required if any of the information has changed, this will likely be the Co-ordinator, if so please submit the signature for your new Co-ordinator and make the change accordingly the school details page on ESINET. Alternatively if you remove the Co-ordinator's name on the school details page and leave blank then no details will appear. **Please note you can only have either the Principal's or Co-ordinator's details recorded for the JCPA.**

Q. Our Principal / Co-ordinator has changed this year, how do I update this information with the Department?

A. Please refer to Appendix 2 in the handbook. Complete the form and email to the JCPA Team at jcpa@education.gov.ie

Please ensure that the sample signature is written entirely within the box in Appendix 2 as otherwise when it appears on the JCPA it may have a line through it where we are unable to remove when copying over the signature for uploading to the system.

Q. Where do I update the Principal or Co-ordinator details on JCAD?

- A. Once the JCAD facility has been made available in ESINET you will be update details for Principal or Co-ordinator. Please note you can only have one signature on the JCPA.
- Q. We had a co-ordinator signature last year but I want to change that to Principal this year. What do I need to do?
- A. Once the JCAD facility is available on esinet you can remove the details from the Co-ordinator field and insert the details for the Principal in the Principal field instead. You will need to resubmit revised signature if you wish or you can sign each cert individually once generated and printed.
- Q. We are a Special School, a number of our students sat their exams in an Examination Centre in our neighbouring Post Primary School, how do I locate the JCPA records in order to produce the JCPAs for our students?
- A. Please contact the JCPA team on jcpa@education.gov.ie and include the following details:-
1. Your roll number
 2. The exam centre number for the school where the students sat their exams (if known)
 3. Phone number and contact details should we need to contact you directly for further information.
- Q. I updated information on the JCPAs for my students, waited overnight but the information is not appearing on the JCPA. What did I do wrong?
- A. You may have saved the changes but not regenerated the JCPA for the changes to take effect.

Links:

[2019 JCPA Handbook](#)

[PPOD Guide 13 - Junior Cycle Profile Achievement](#)