Aladdin
The Software Behind Great Schools

System Administrator User Guide
Version 2.9.7



System Administrator User Guide

Welcome to Aladdin! Aladdin is Ireland's leading school administration software and is used in 2900+ Irish schools daily by over 10,000 staff in Irish primary schools of all sizes and types around Ireland to simplify school administration and to support the leadership of learning.

Aladdin recommends that the school principal, deputy principal and school secretary / administrator are granted Aladdin system administrator access. Users with administrator access can view and edit all information in your Aladdin system and they also have a duty to control and protect the information that is stored in Aladdin in the same way as you would control the keys to a filing cabinet. Please refer to Section 8: Staff access section of this document for further information.

This user guide is designed to give new system administrators an overview of Aladdin, showing you how to sign in, the Aladdin layout, allocating staff access, admin settings, managing students, intake and class lists, taking the roll, the Leabhar Tinrimh, TUSLA returns, mailing labels and generating reports. You will find further information on all aspects and modules of Aladdin in the user guides located in the Aladdin Help section.

As part of the Aladdin service, our support team are on hand to answer your queries from 9am - 4pm Monday -Friday, on (01) 254-2277 or by email to support@aladdin.ie.

We wish you, your staff and your students every success and we look forward to supporting you to help every child to realize their potential.

You will find more detailed information on topics relevant to Aladdin system administrators such as Money, Report cards, ePayments, creating and sharing documents, creating awards, entering and analysing test results, setting up two-factor authentication (2FA), and setting up Groups in the user guides and videos located in the Help section. You will also find all the Aladdin Connect and other Aladdin upgrades, such as ePayments, Aladdin Frame, the Library, and Staff Absences user guides in the Help section.

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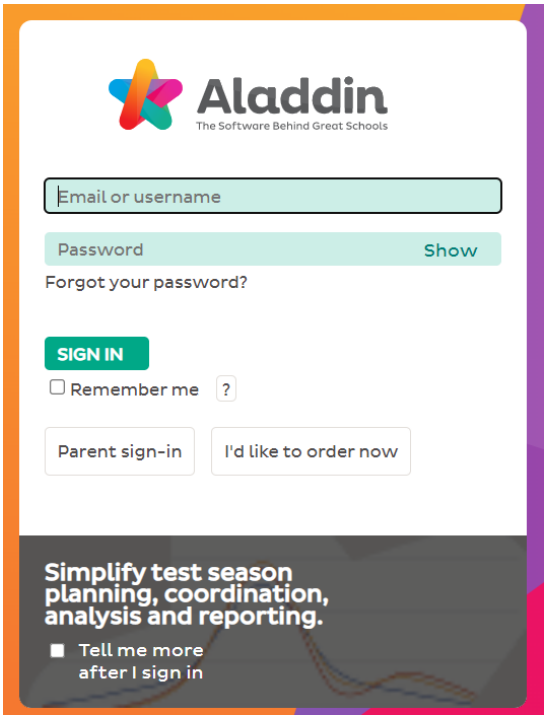
1. Signing in and out

In your web browser go to www.aladdin.ie. When you click on the “Sign In” option in the top right-hand corner you will be presented with the Aladdin Sign In screen as shown below. Here you can enter the username / email address you were assigned during initial setup, and you can also enter the password you chose at the time.



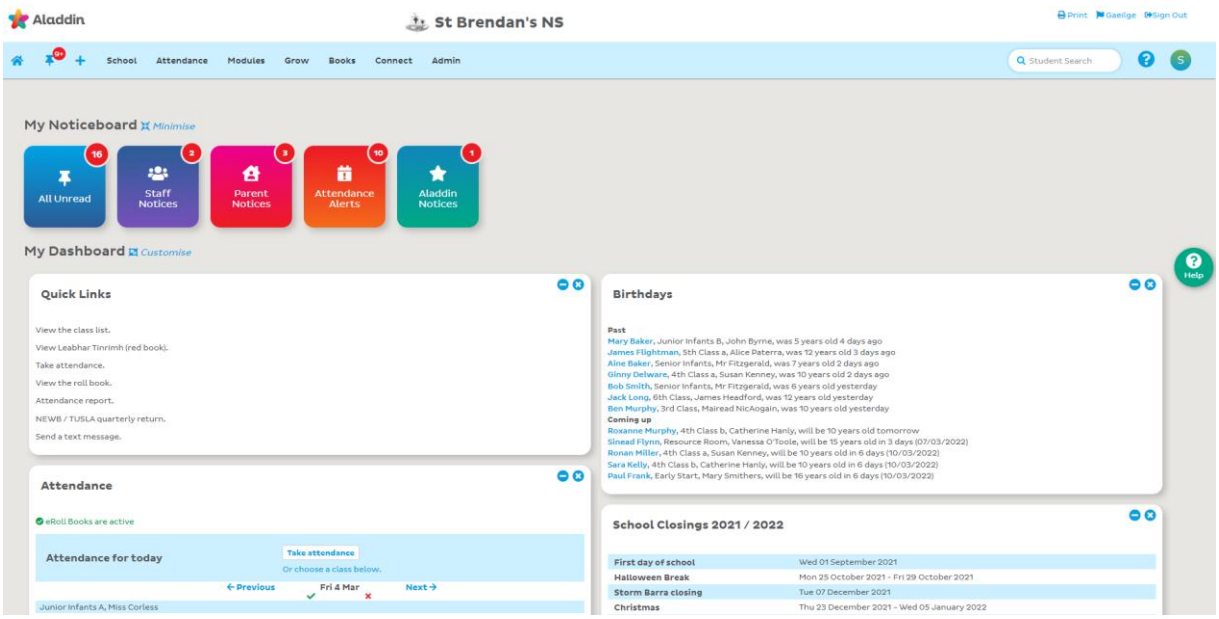
If you cannot remember your password, just click on the "Forgot your password?" option under password entry field, and instructions to gain access to your account can be sent to the email address you registered during initial setup.

When you are finished using Aladdin, always protect access to your student information by signing out. To sign out, click the **Sign Out** option at the top right- hand corner of your screen.



2. Aladdin layout

Once you have signed into Aladdin, please take a look at the Aladdin Home page.



At the top of the Home page, you will find the Noticeboard category blocks. (The Aladdin Noticeboard is described later in this user guide.)

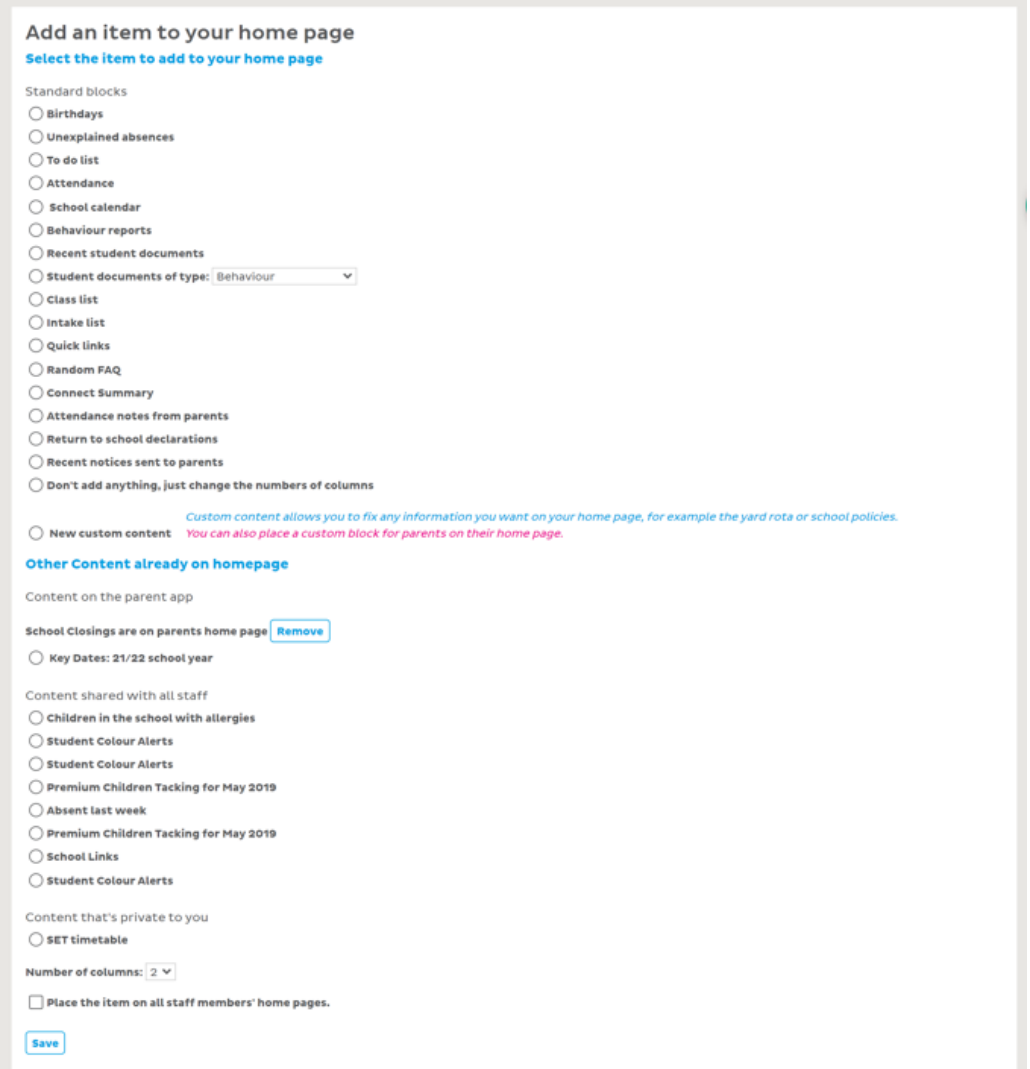
On the Home page, find the “Student Search” box, Quick Links and links to the Help section.

When you click on each Menu item on the top of the screen, you will be able to navigate to all the available menu options in Aladdin.
While working in Aladdin, you can click your browser back button or click on the Home icon  on the left-hand side of the Aladdin Menu bar to get back to your Home screen.

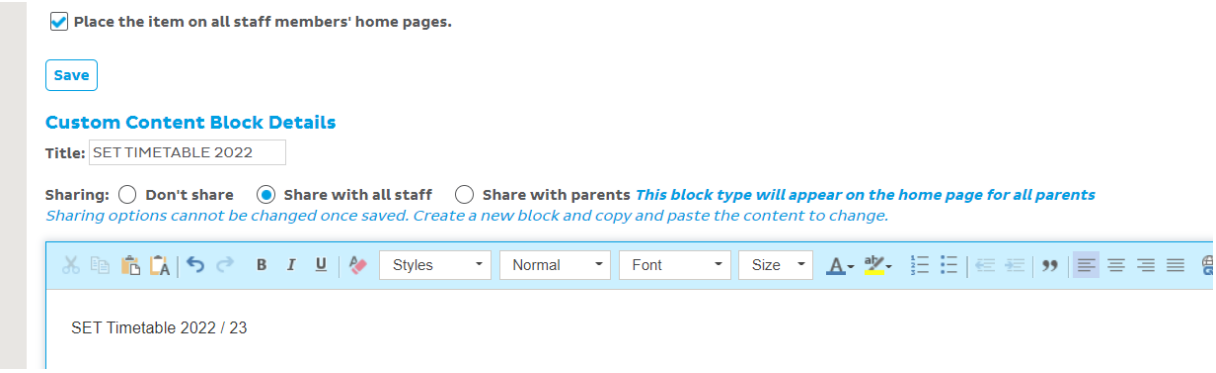
A good thing to know is that each individual user in Aladdin can customise their home page. Each staff member can set up their home page with the information that they find most useful and remove the things they don’t want or need. For example, teachers often like to keep an eye on the birthdays that are coming up in their class, so they might like to display the Birthday block. Admins might like to keep an eye on Attendance.

If you would like to change the layout of your home page, click on the "Customise" option in the top left-hand corner.

You can choose from the options listed what you would like to see on your home page.



Click **Save** to add your selected item to the home page. It is also possible to create new custom content blocks, for example, containing Yard rotas or SET timetables, etc, and you can **share** these blocks with staff in your school (by ticking "Place the item on all staff members' home pages" and clicking **Save**.)



3. The Noticeboard

The Noticeboard in Aladdin has been improved and enhanced to make it more organised and less cluttered. Noticeboard messages are now easier to see, easier to manage, and easier to keep track of. Notices are now grouped into categories by message type and the noticeboard category blocks are located at the top of your Aladdin home page. If you have any unread notices or replies, you will see a red badge count of unread messages for each category. Simply click on the relevant noticeboard category block to see your unread notices in that category.

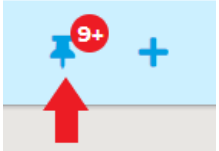


Noticeboard messages are categorised by type; “Staff Notices”, “Attendance Alerts”, “Aladdin Notices”, “Parent Notices” (Connect schools only), and “Website Updates” (if your school has purchased the Website Updates upgrade).

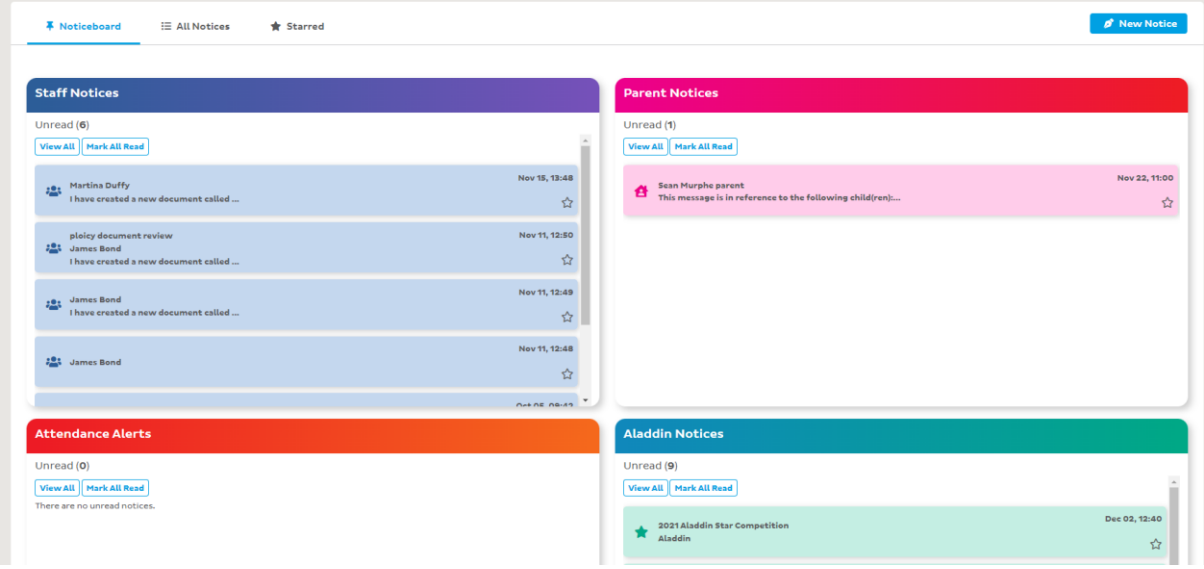
If you want to see all your unread notices of all categories together you can click on the “All Unread” block which will bring you to your main Noticeboard home page.



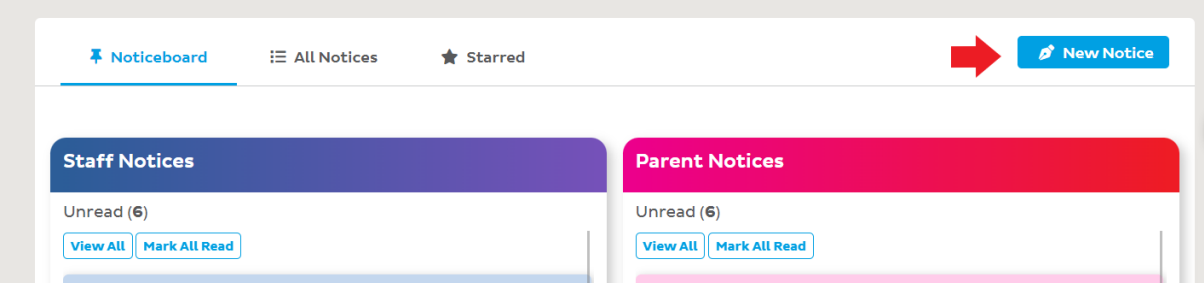
It’s easy to keep track of all noticeboard communication because, as you are working in Aladdin, you will be alerted to new and unread messages and replies via a badge count of unread messages (including replies) the Pin icon in the Aladdin menu bar.



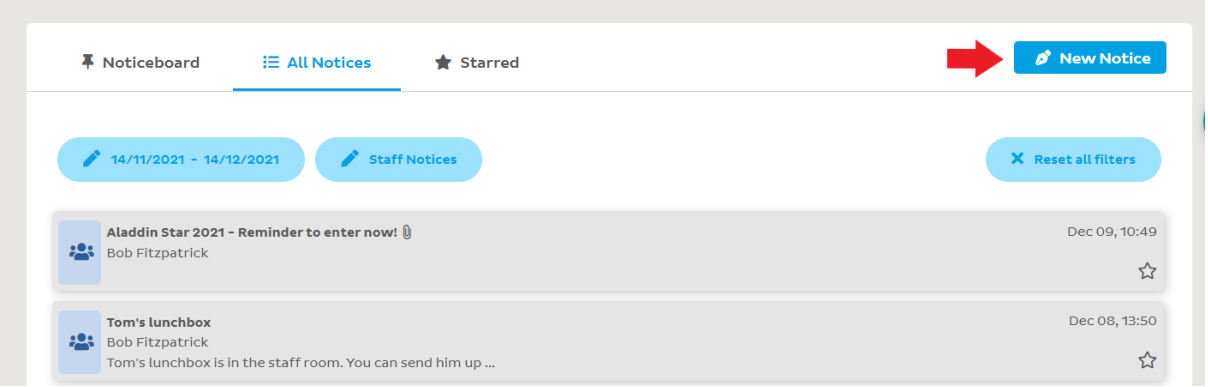
Clicking on the Pin icon will bring you directly to the noticeboard home page where you can easily view all your unread and previously read messages. You can also view your previously read and sent messages from here by clicking on “All Notices”.



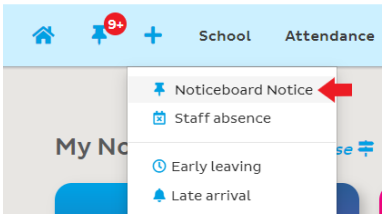
From the noticeboard home page, you easily create a new notice by clicking on **New Notice** in the top-right corner.



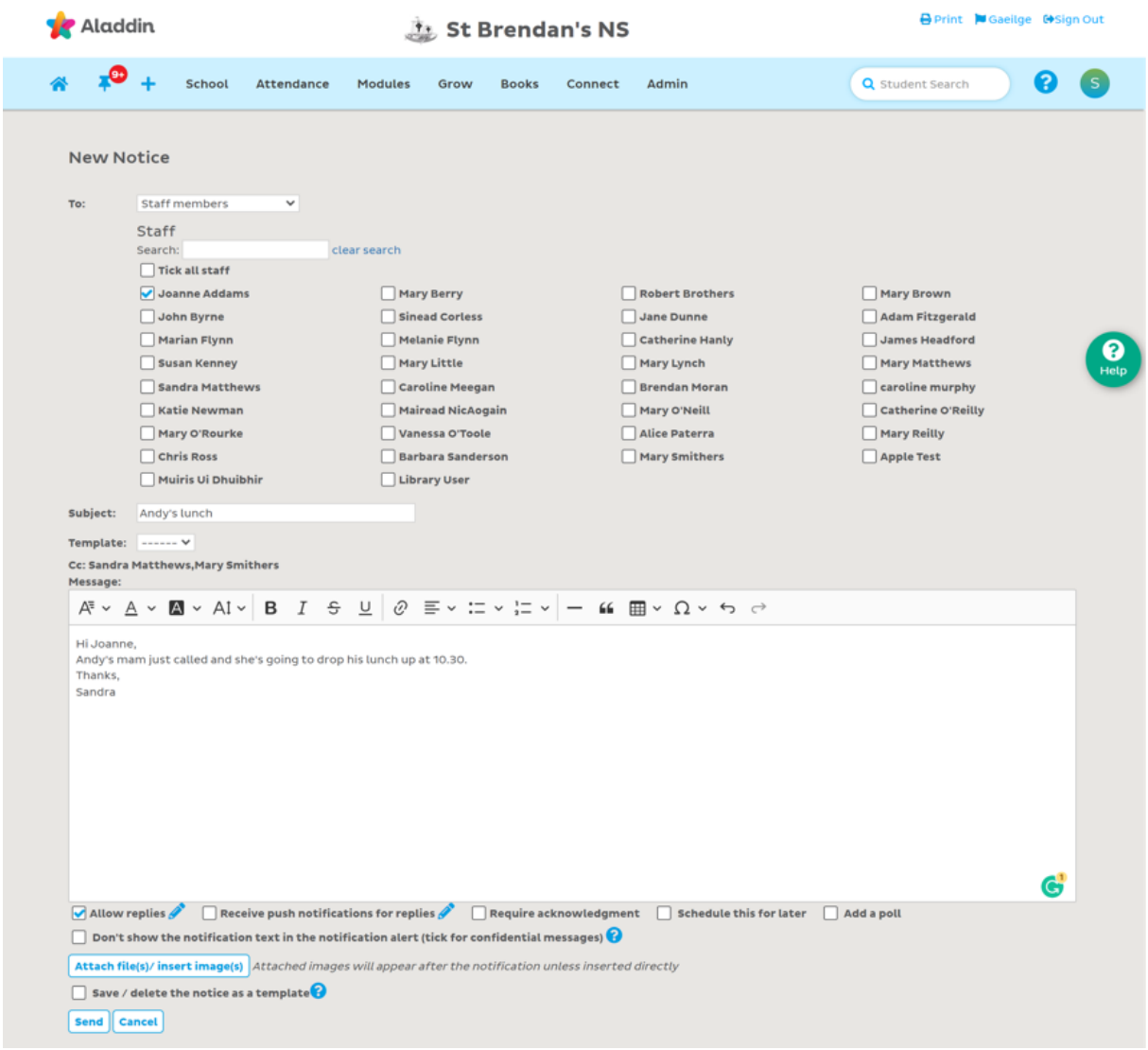
The **New Notice** option is available from all inboxes and all views of the noticeboard ("All Notices", "Starred", etc.). For example, if you click on **View All** in the Staff Notices inbox, you will see a **New Notice** button.



You can also create new notices at any time while working in Aladdin by going to the Quick Add menu ("+") in the Aladdin menu bar and choosing "Noticeboard Notice".

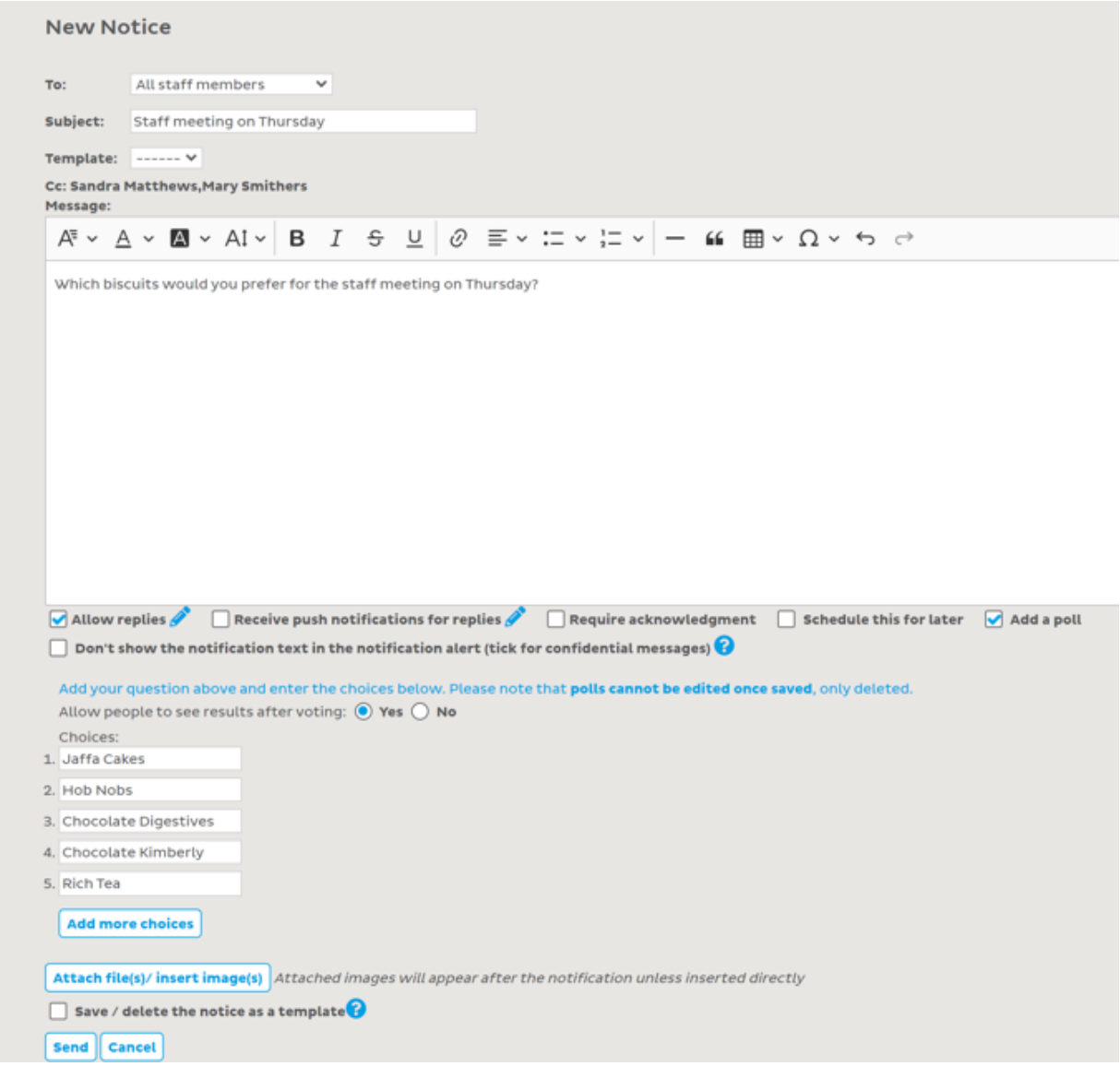


For example, if a parent calls in with a message for a teacher, you can type a new noticeboard message to the teacher and click **Send**.

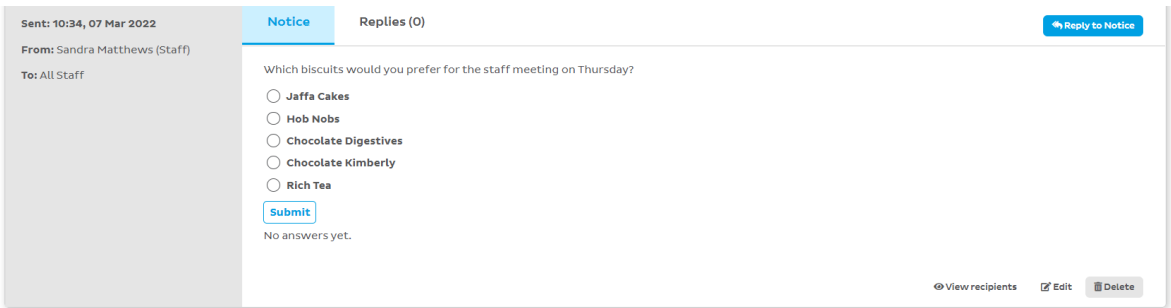


You can allow replies, add attachments, require acknowledgements, or schedule a message to go out at a later time/date. It is also possible to save noticeboard messages as templates. (You can find out more information on all aspects of the Aladdin Noticeboard in the **Using the Aladdin Noticeboard** User guide available in the Help section.)

You can also add a poll to give people a voting choice on a particular subject as per the example below. You can allow people to see the results after voting if you wish. Once polls have been created, they cannot be edited, however, they can be deleted.

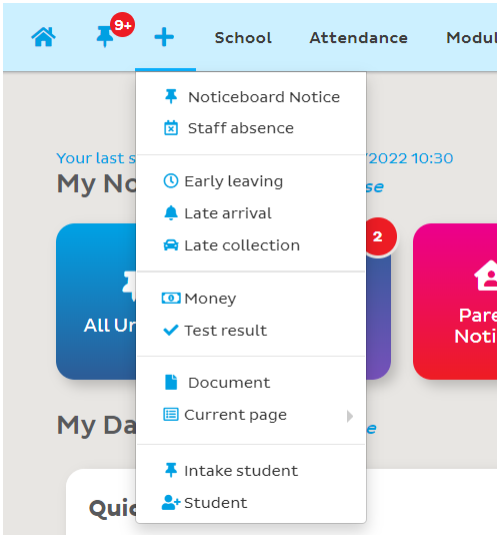


To edit, hide, reply, acknowledge or delete a noticeboard message, click on the message and the options will appear at the end of that message.



4. Quick add

The quick add menu (the + sign in the Aladdin menu bar) is a quick way to add a noticeboard message, a student, add money to a collection, create a document, add a noticeboard message etc.



Please take some time to familiarise yourself with what is available from the Quick add menu to enhance your ease of use of Aladdin.

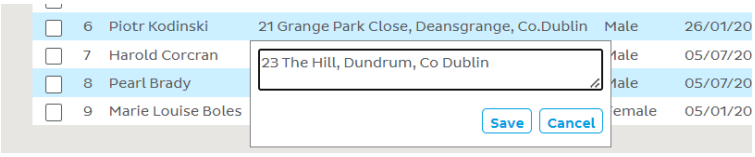
5. Classes and students

Under the School menu, choose the “Classes” option. From here please check that the following are all correct:

1. Class counts are correct. If they are not correct, please click on the class name to view the class list and check if any students are missing or are incorrectly assigned to the class. Please refer to ‘**Add new student’** or ‘**Change Class’** in this section of this user guide as appropriate.

2. Teachers are correctly assigned to their classes. If corrections need to be made, please refer to ‘**Assign a teacher to a class’** in this section of this user guide.

3. Whilst in a particular class view, choose the "Change list Columns" option to add a desired column to this view. You can also edit any of this information on the grid by just clicking on the incorrect information, for example, home address, and entering the correct information in the box that appears. Click **Save** to save your information.



4. Please fill in any missing genders, as these genders are needed for roll book totals.



5.1 Add new student

To add a new student, click on the quick add option + and select **Student**. Alternatively, you can click into a class and click on the "New" option to add a new student. Choose the correct class for the student, and fill in all details you have available for them. Within the family section, should a sibling currently be in the school you can search for an existing family and link the student to this family. Ensure you enter in the correct enrolment date for roll-taking purposes.

5.2 Adding family details for students with step-parents / additional guardians, etc.

Aladdin groups students by their base family details. This would be the house where the student lives the majority of the time and is made up of the family's mother's name, father's name, address, phone number, and emergency contact details, all of which are optional and stored on a per family basis, i.e., they are shared among all siblings. Changing these family details will change them for all family members.

For circumstances where a student has alternate or additional parents/ guardians e.g., Father/Mother who does not live in the main family home, Grandmother, step-parents, foster parents, adoptive parents, appointed guardians etc., details can be stored in Aladdin within the Family section of the student's profile. These additional parents/guardians are stored on a per student basis, changing them will not change the details for any other student.

To enter in additional parent / guardian details, go to the student's profile, click on the edit button, within the family section click on the button "Use additional parents/guardians for this student. A new section will now appear towards the end of the family section entitled "Additional Mother for this student" and "Additional Father for this student". Please note when entering in these details within the description box you can edit the word Mother/Father to more accurately describe the parent/guardian e.g., Step Father, Grandmother, Birth mother etc. From here you can enter in notes regarding the relationship. You can **tick the "Receives correspondence and texts" box to ensure all communications are also sent to this person.**

Additional parents/guardians' info will appear merged into mother/father info in class lists etc.

Family counts within Aladdin, siblings etc, will all still remain based on the base family details.

If you have two children with the same mother, for example, but with different fathers, you can still link them as siblings. You can then set them up as follows:

Enter the mother's name in the “Mother” field for both children but **leave the “Father” field blank for them both.**
To enter in the father details for each of the children, edit each child's profile separately and within the family section click on the button “Use additional parents/guardians for this student". A new section will now appear towards the end of the family section entitled “Additional Mother for this student” and “Additional Father for this student”. You can enter the details for that child's father in the "Additional Father" field. You can tick the “Receives correspondence and texts” if you wish him to receive all communications. You will need to do this for both children.

For siblings where the **father** is shared then you can enter the father's name in the "Father" field for both children but leave the "Mother" field blank.

To enter in the mother details for each of the children, edit each child's profile separately and within the family section click on the button “Use additional parents/guardians for this student". A new section will now appear towards the end of the family section entitled “Additional Mother for this student” and “Additional Father for this student”. You can enter the details for that child's mother in the "Additional Mother" field. You can tick the “Receives correspondence and texts” if you wish her to receive all communications. You will need to do this for both children.

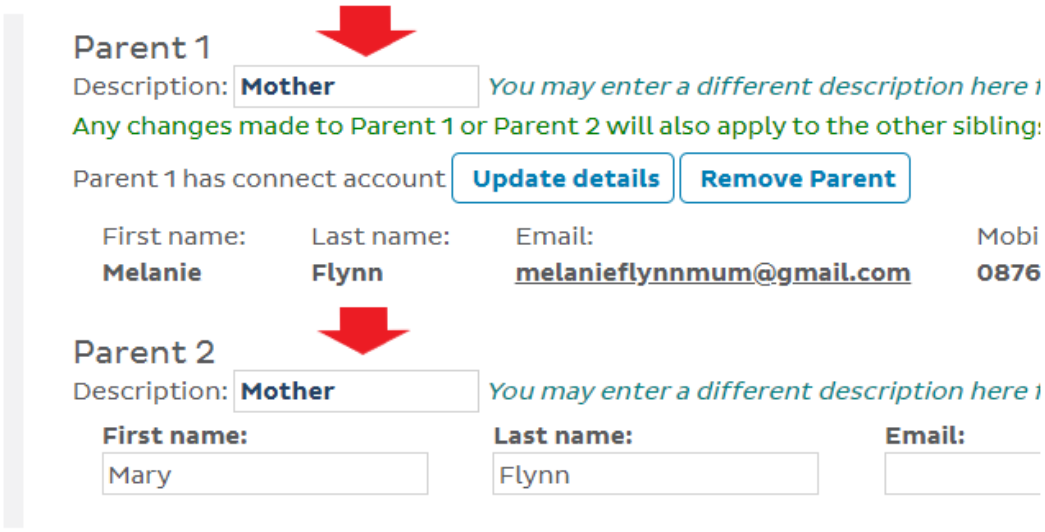
Additional parents/guardians’ info will appear merged into mother/father info in class lists etc.

5.3 Changing the description for parents in Aladdin – how to change parent titles

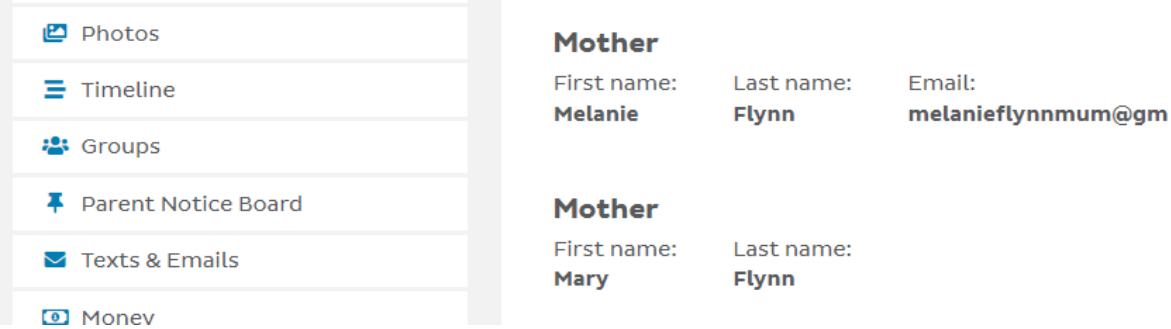
Changing parent titles on an individual basis
It's possible to change the description for the parent in the student profile from Mother / Father / Parent 1 / Parent 2, etc. You can use the "Description" field to enter individual parent descriptions for any parent - this will allow you to customise the labels for any parents where the school labels of 'Mother'/'Father' or 'Parent 1'/'Parent 2' are not suitable.

You can do this on an individual basis by going to the student's profile and clicking the "Edit" option to edit the parent descriptions. Type the required description in the "Description" field for each parent / guardian required and click **Save.**

Please note that any changes that you make will also apply to any other siblings in the family.



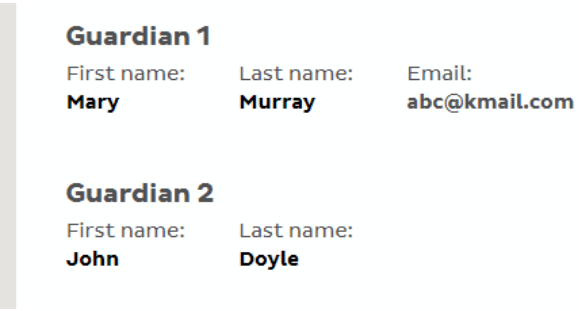
The new titles will be visible everywhere that the title is shown for the parent / guardian and will also display for the parent in the Aladdin Connect app if your school has Connect.



Note: If your school has Aladdin Connect, you can optionally make this available for parents to fill in the description themselves via the "Parent Descriptions" Connect setting (under Connect - Settings, Family Info tab.)

Changing parent titles globally in your Aladdin system

Please note: If preferred, you can change the settings for Aladdin's default "Mother" and "Father" fields to "Guardian 1" and "Guardian 2" etc.:

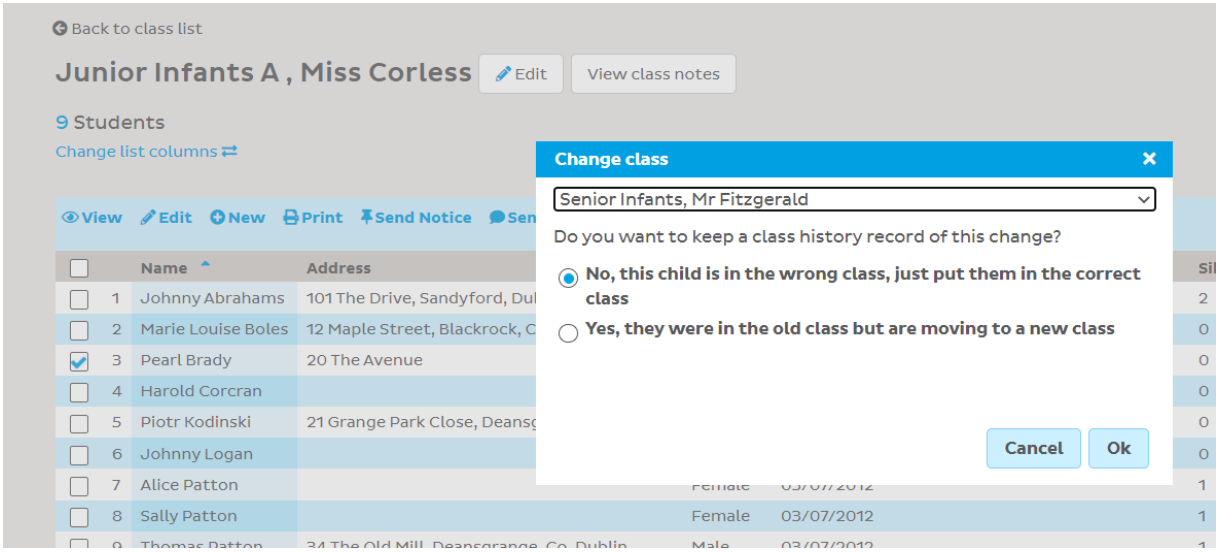


If you wish to do this, please call the Aladdin support desk on (01) 254 2277 and we can show you how to change the field names. Alternatively, send an email to support@aladdin.ie.

5.4 Change Class

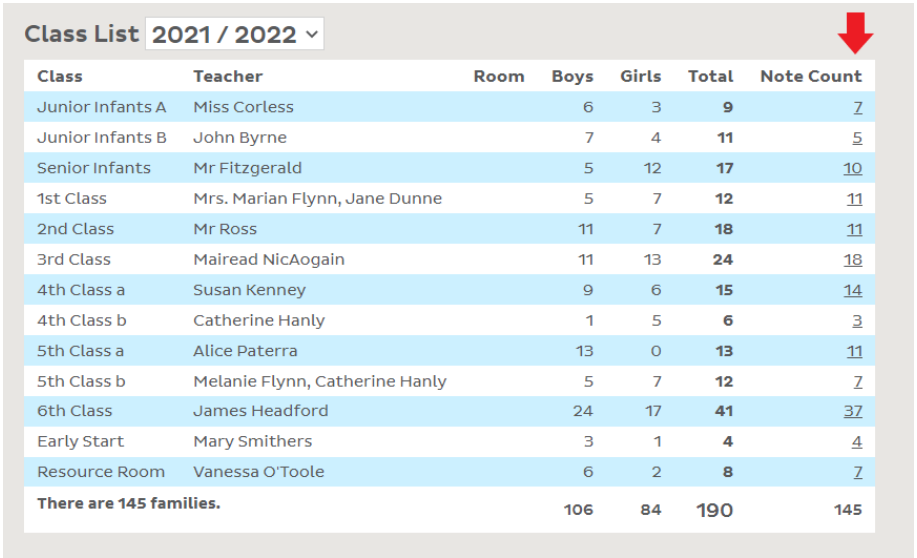
To view a particular class, just click on the class name and you will see a list of all students within this class. Should a student be in the incorrect class, to change their class, merely click tick the box to the left of the student's name, then go to the **Actions** tab and choose the option "Change class".

In the example below, Pearl Brady was incorrectly in Junior Infants, and she is being changed to her correct class of Senior Infants. As you do not require a record of this change, choose the option "No, this child is in the wrong class, just put them in the correct class".



5.5 Note count and merging siblings

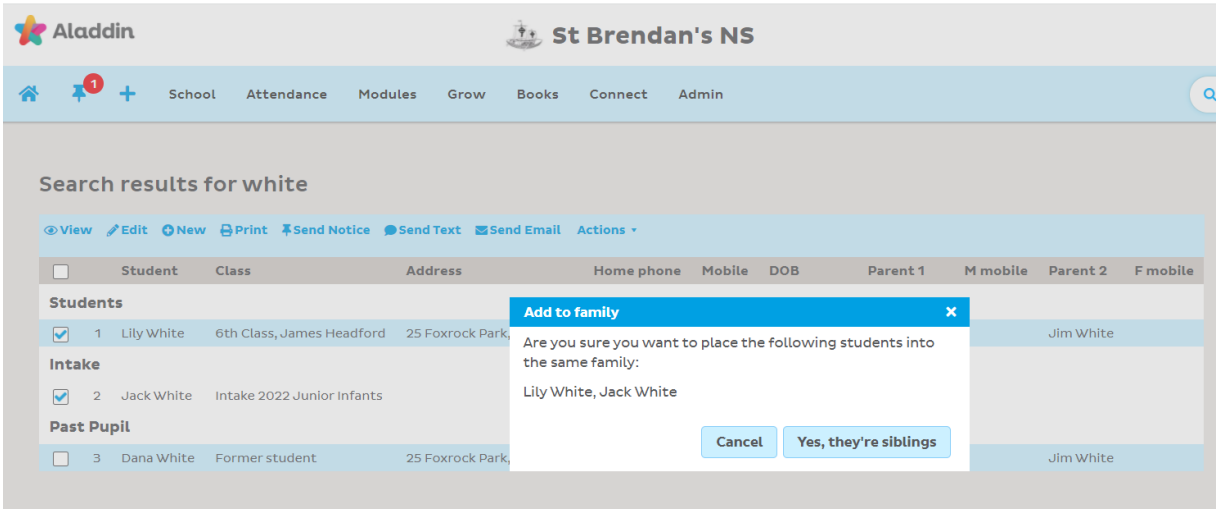
The note count is based on students being correctly linked with their siblings. To view the students who are to receive a note (i.e., have been deemed to be either the eldest/youngest in the family as set within your school settings, please see section below), just click on the note count number from the class list.



Class	Teacher	Room	Boys	Girls	Total	Note Count
Junior Infants A	Miss Corless		6	3	9	7
Junior Infants B	John Byrne		7	4	11	5
Senior Infants	Mr Fitzgerald		5	12	17	10
1st Class	Mrs. Marian Flynn, Jane Dunne		5	7	12	11
2nd Class	Mr Ross		11	7	18	11
3rd Class	Mairead NicAogain		11	13	24	18
4th Class a	Susan Kenney		9	6	15	14
4th Class b	Catherine Hanly		1	5	6	3
5th Class a	Alice Paterra		13	0	13	11
5th Class b	Melanie Flynn, Catherine Hanly		5	7	12	7
6th Class	James Headford		24	17	41	37
Early Start	Mary Smithers		3	1	4	4
Resource Room	Vanessa O'Toole		6	2	8	7
There are 145 families.			106	84	190	145

Should you find that some students have not been merged into their correct family, please do the following:

From the student search box on the top right corner, enter in the family surname. Aladdin will bring up a list of all students with this surname in the school, including intake students and past pupils. Tick the box to the left of the students' names who are siblings, go to "Actions", and choose the option "Merge into same family" Check to ensure only the students who belong in the one family have been named, and choose the option "Yes, they are siblings".



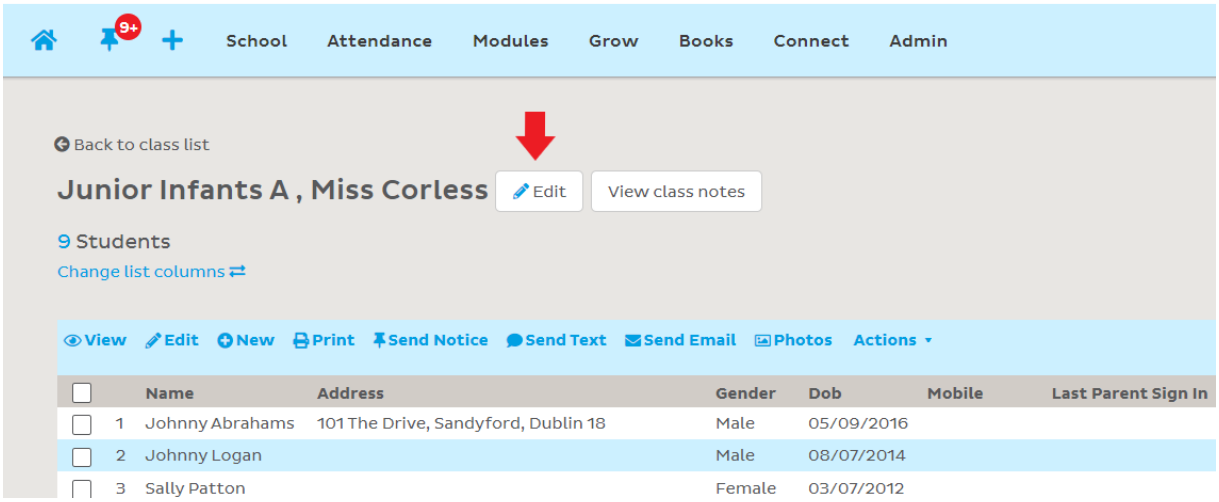
Merging duplicate students

Duplicate profiles can be merged into the same student profile provided that both profiles have the same student name and date of birth. To merge both profiles, go to "Student List" in the 'School' menu. Tick the boxes to the left of the duplicate profiles' names. Next, go to Actions and select 'Duplicate Student Merge' and click 'Yes'.

When merging profiles, should a family detail differ from one record to the next, Aladdin will append the 2 entries into the one field, enabling you edit and remove the incorrect/outdated entry, and avoid any correct information being overwritten.

5.6 Assign a teacher to a class / set up job-sharing teachers

To assign a teacher to a class, or change the teacher currently assigned, click on the class name to enter the full class list. At the top of the list, you will see a heading like the example below.



To change or add an additional teacher or edit/add a room number, click on the "Edit" option alongside the class name. From the drop-down menu, choose the correct teachers, and edit the name or the room number, and save. Once a teacher has been correctly assigned to their class, they can see all their students' information, take the roll etc.

You can set up job-sharing teachers by adding both their names (Teacher 1 and Teacher 2). Tick "Is Class Teacher" for both teachers.

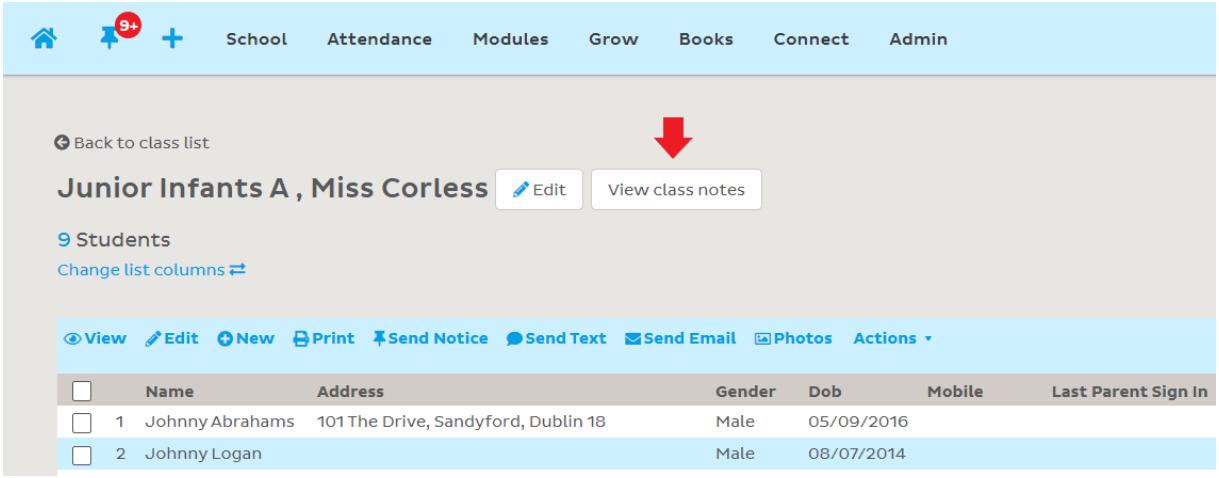
Should a teacher be on leave and you would like to give a substitute teacher access to this class, you can add this teacher to this class in this manner. Click **Save** to save your changes.



Additional teachers who are not class teachers (for example SET teachers who come into the class to work **with the whole class)** can be given access to a class by adding them as described above but **do not tick** the "Is Class Teacher" option.

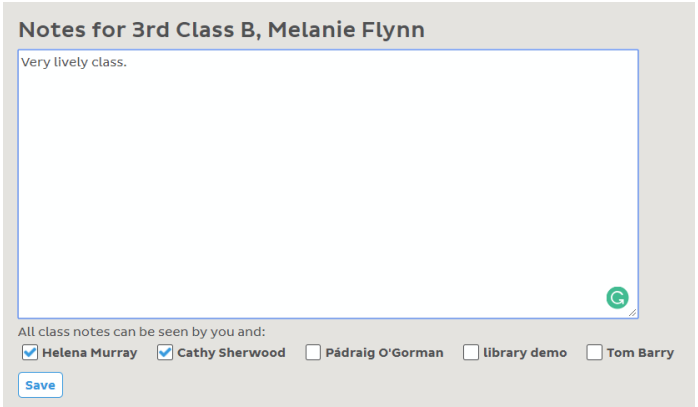
5.7 Class notes

When you click on a class name, you will also notice an option here to “view class notes”. These are notes private to the principal however he/she can decide to share these notes with another member of staff who has administration rights as needed.



These notes can hold as much or as little information as required. To share these notes with another staff member who has administrator rights, click into the “View class notes” option, and at the end of the screen there is a section with “All class notes can be seen by you and:” Tick the staff member, and then the save button.

Please note that choosing this option will mean this staff member can see the class notes for ALL classes, not just the particular class you may have been in when amending these settings.



5.8 View/Edit class lists

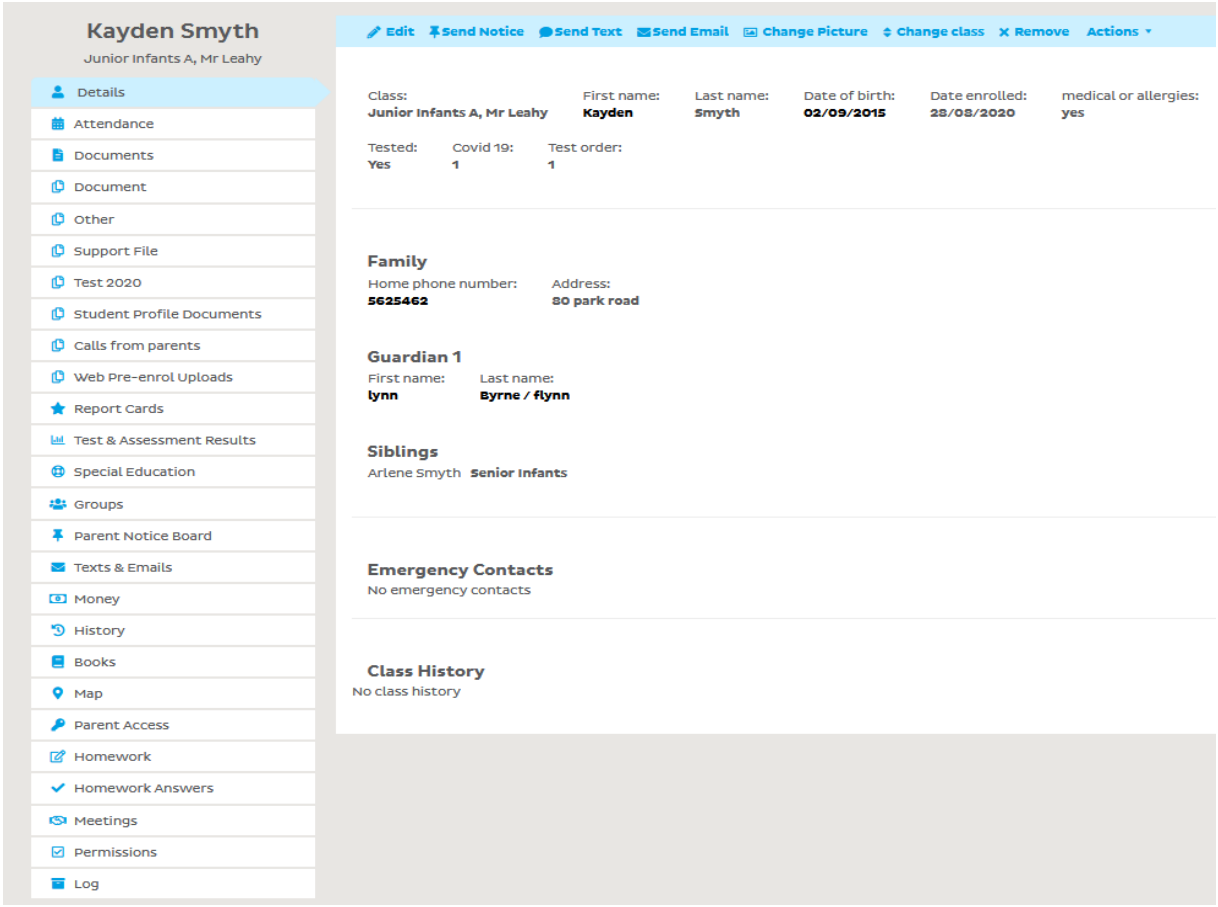
Whilst in a particular class view, choose the "Change list Columns" option to add a desired column to this view. You can sort this list by clicking on any of the underlined column headings. You can also edit any of this information on the grid by just clicking on the incorrect information e.g., home address, and entering the correct information in the box that appears.

5.9 View student profile (student record)

To view a particular student's profile (record), either click on the student's name from within the class view.



Alternatively enter their name into the "Student search" box by clicking on the "Student Search" box in the top right corner of your Aladdin screen, and click on the correct result. A profile page as below will appear. Click on any of the tabs on the left-hand side to view the various information held for this student, or click on any of the blue action icons along the top on the screen to perform the various actions available for this student e.g., click on the "Edit" icon to edit any of the student's details, click the **Remove** icon to remove them from the school click on **Change Picture** to add a photo etc.

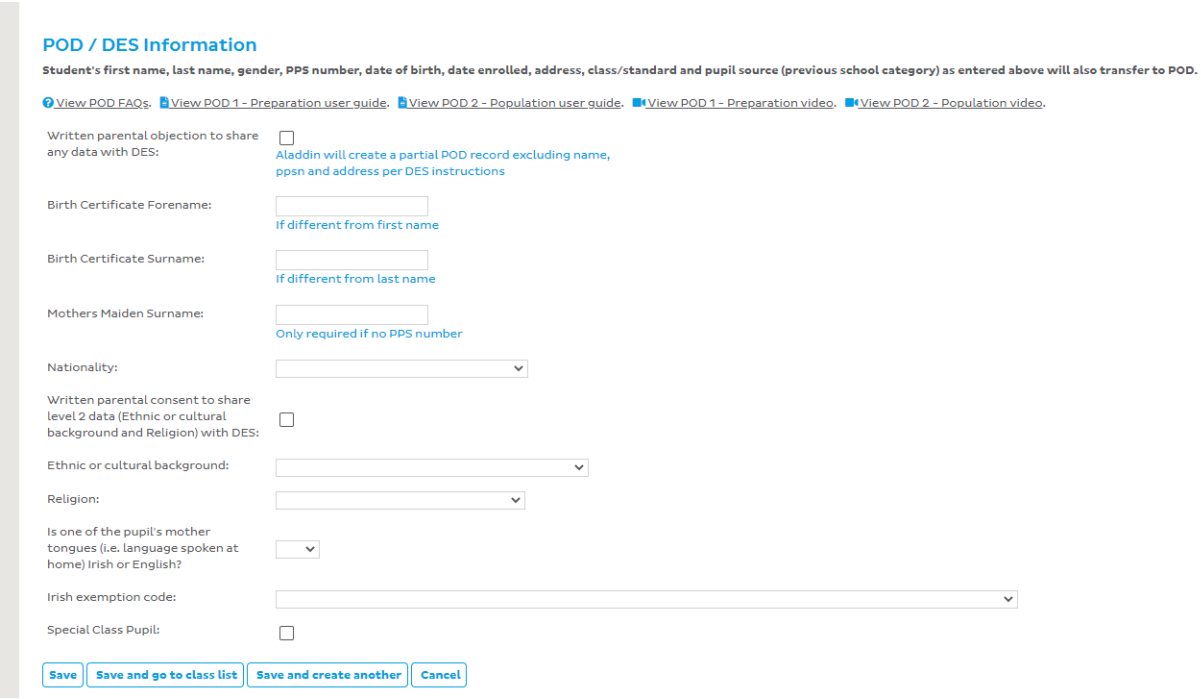


5.10 View POD / DES Information on the Student Record

If you want to view/enter the POD fields on the student record, then you can click on Edit option and the detailed Student Profile page will be displayed containing the POD fields at the end of this page.

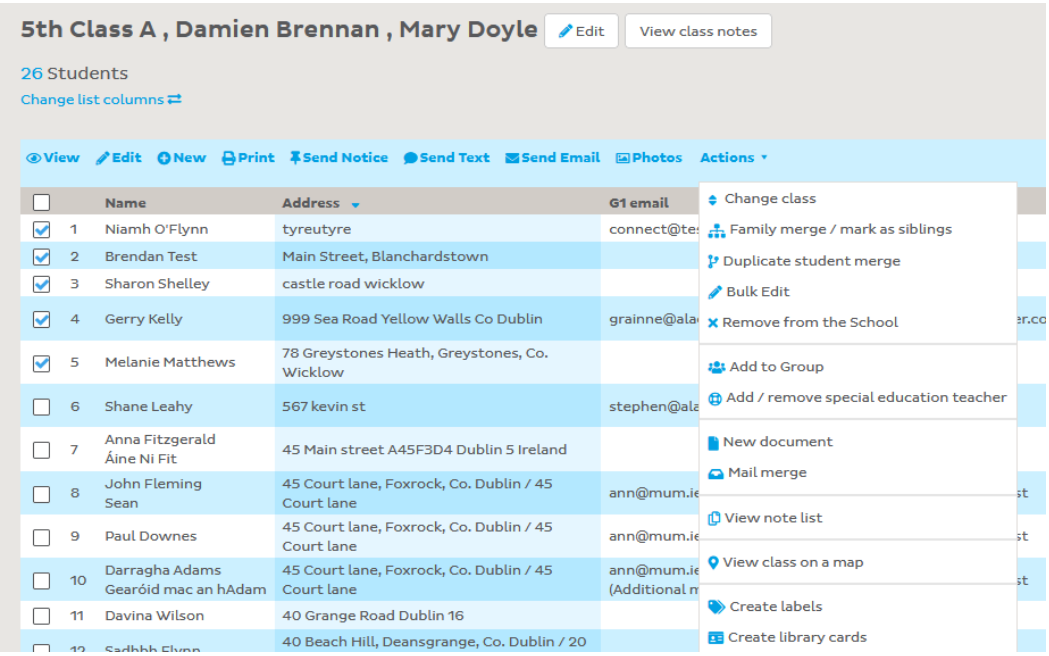
Once the POD information has been gathered and entered in for the student you will be able to view/edit the fields. Please refer to the POD User guides located in the Aladdin Help section for more detailed information.

Please note that you cannot edit the POD ID, if this information is missing, it can only be obtained by running a POD Sync. You will find links on how to do this at the start of the POD / DES information section in the student profile.



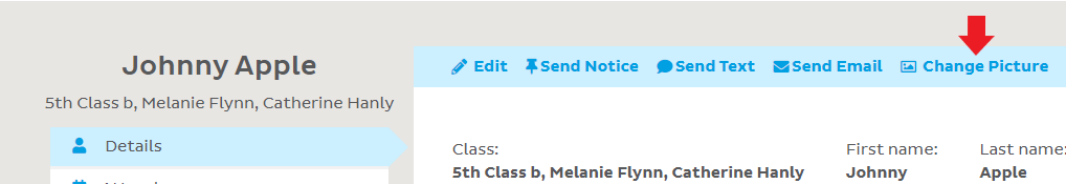
5.11 Actions available from class/student list

From the class or student list, various actions can be completed for one or more students. Tick the box to the left of the student(s) name, and then go to the word entitled “Actions”. As per the image below, you can then choose to add these students to a group, send them an email, create a mail merge etc.



5.12 Add/change a student's photograph onto their profile

From within the student profile page, there is an option entitled "Change picture".



Click on “Change Picture” to add or to change a student's photo. In addition to uploading a photo for the student, you can also upload a photo for their parents / guardians. Click "Choose File" under the student’s / parent’s name to add a photo. Browse to select the photo you wish to use. Once you have have chosen your photo you need to click the “Upload” button.

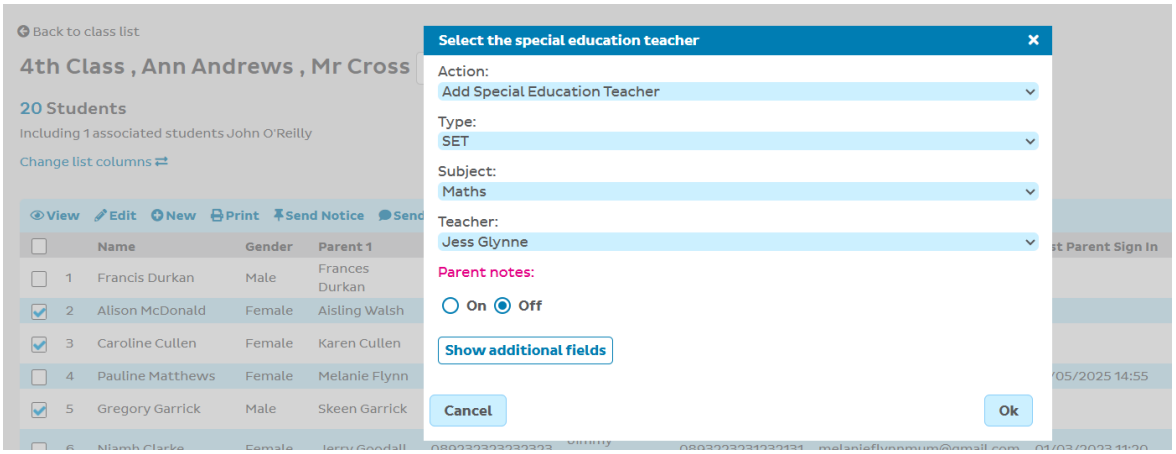


You will now be given the option to crop and adjust the photo. Use the cross that appears to select the part of the photo you wish to save, e.g., just the head from a group photo, and click save. You also have the option "Don't crop" if the picture is exactly how it should be. Click Save. The student's photo will now appear on their profile page.

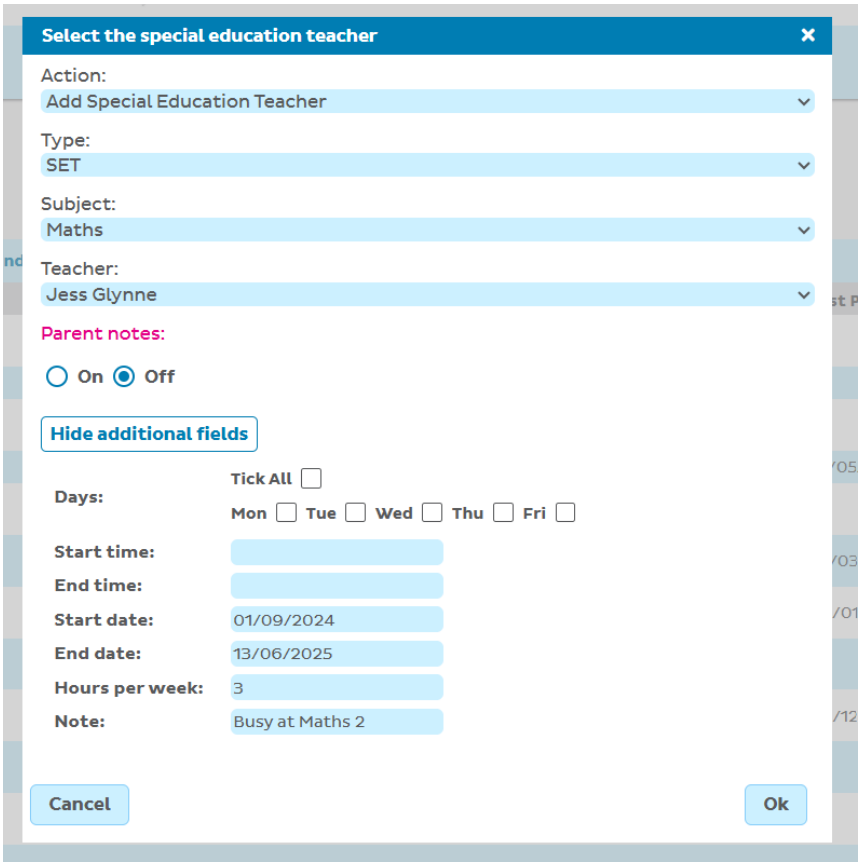
To view all student photographs per class, from the class list, click on the button entitled "Photos". If you click this button a list of photographs of the students will appear with their names beneath. To print this photo list, select the print option at the top right-hand side of the screen beside the Gaeilge option, not the print button. This can be very useful for new teachers at the beginning of the year, substitute teachers etc.

5.13 Allocating SET / Special Education hours

Allocating a student SET / Special Education Hours can be done in two ways. To assign SET teachers to multiple students, go into the class view, tick the students who are due to be allocated to one particular teacher. Go to “Actions” and choose the option “Add/remove special education teacher”. You can then select the special education teacher, the type, and subject.

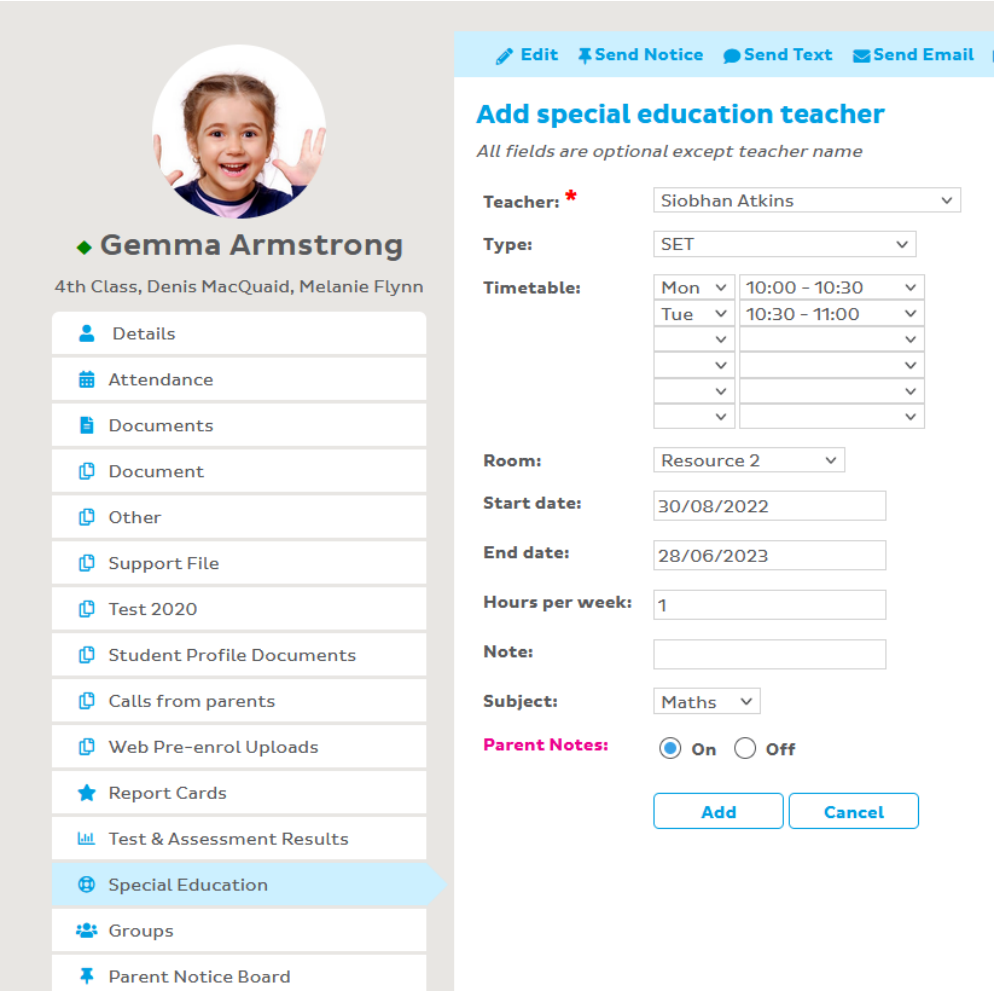


You can then click on “Show additional fields” to specify more detailed information such as Start time, End time, start date, end date, hours per week, and to add a note.



You can also allocate SET provision on an individual student basis by going directly into the student's profile page by clicking on their name from within the class/student list, or from the

student search. Click on the tab entitled “Special Education”, and then on the option “add special education teacher”



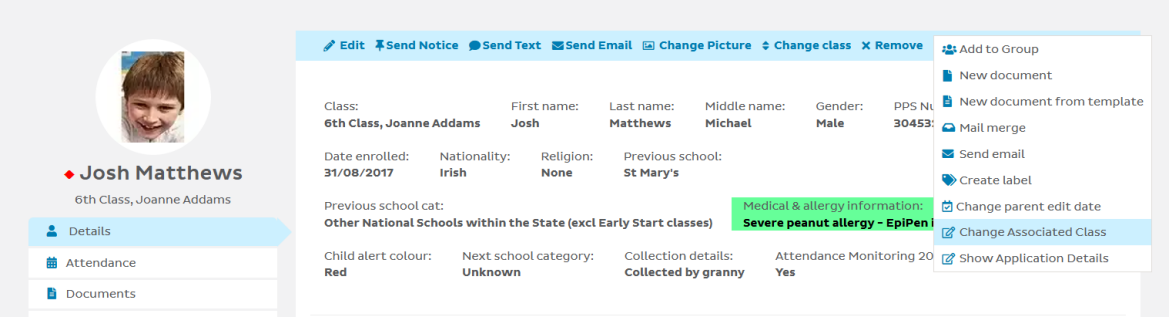
All hours can be added to the “Timetable”, removed, or edited from this section of a student's profile page. In the event that a student has more than one subject or special education type with the same special education teacher, you will need to re-add the same special education teacher to generate a separate special education instance.
Please note that SET teachers must be reassigned at the start of every school year. You can use the “Special Education summary” report under **Admin – Reports** to assist you with this should you need to look back on last year’s SET allocations.

5.14 Associated students – students who spend part of their day in another class

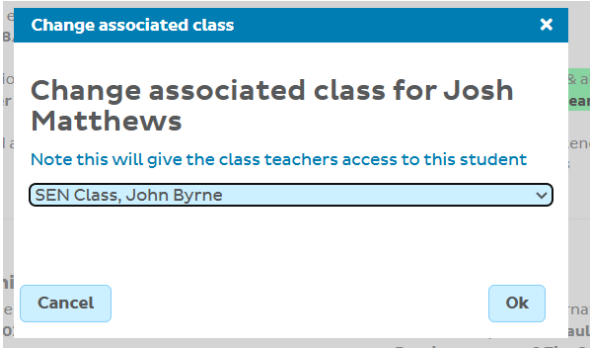
You can use the Associated students feature where you have students who spend part of their day in another (auxiliary) class. For example, you may have a special class which is a student’s primary class and where their attendance is taken. If the student spends time in another class, then you can set this as their associated class and it will give the class teacher access to the associated student on their class list. Associated students can be included in all communications to the class.

Note: Associated students will not be included in the main class counts and will also not be included when taking attendance.

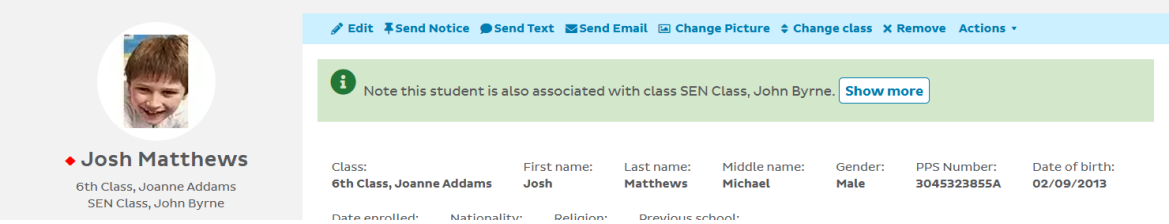
To set up an associated student, click on the student's profile. From the Actions menu on the top right, click Change Associated Class.



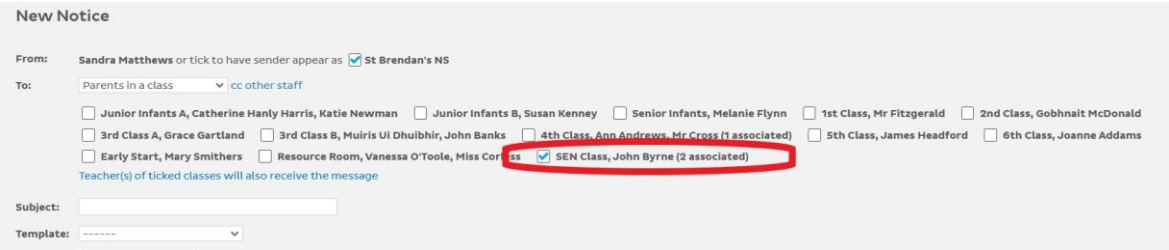
Choose the class and click **Ok**.



At the top of the student's profile page on the "Details" tab, you will then see a message that the student is associated with another class in your school.

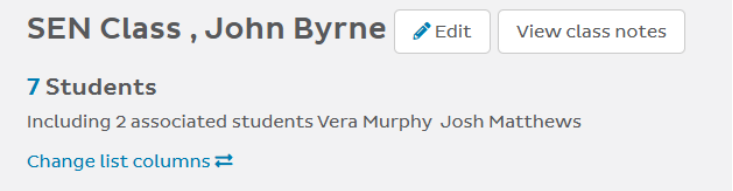


When you send a text, email, or Connect noticeboard message to a class, the associated students are automatically included.



If you want to change which students in the class get a text, email, or noticeboard message then you can go to the class list and just tick the required students and send the message from there.

Note: At the top of the class list, you will see any associated students listed in that class.

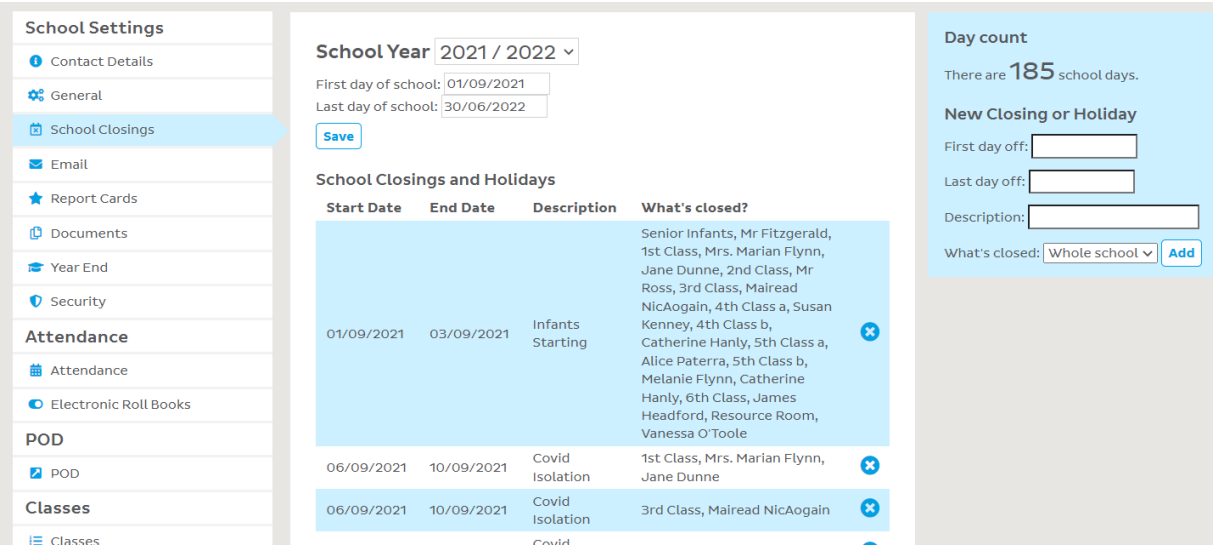


6 School closings

6.1 Adding school closings

Under the **Admin** menu, choose **Settings** and then "**School Closings"**. You should ensure that the correct school start and end dates and holidays are all entered here to ensure that attendance is taken on the correct days. To add a new school closing, just enter in the first day the school will be closed and the last, with an appropriate description of the holiday / school closing and press the **Add** button.

Similarly, should a holiday / school closing be incorrectly entered, just click on the remove button (X) to the right of the closing, and then re-enter in a new closing if needed. The Day Count will display for you the number of days your school will be open for this school year. Global school closings are added by Aladdin. Aladdin will also add any Government directed global school closings as necessary (e.g., for government directed school closings during the Covid-19 pandemic and for red alert weather warnings).



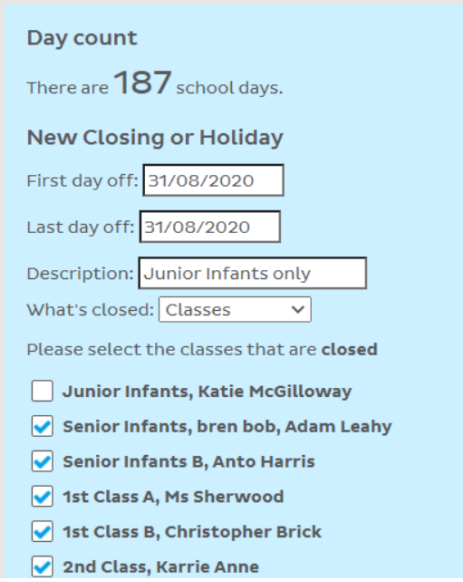
An In-service / Staff Training / Professional Development / Polling Day (if your school is a polling station) should be marked as a 'School Closing' in Aladdin as the school is closed for the students.

6.2 Class closings

If you have different start dates for some classes in your school, for example, Junior Infants classes starting earlier than other classes, you can account for this in **Admin - Settings - School Closings.**

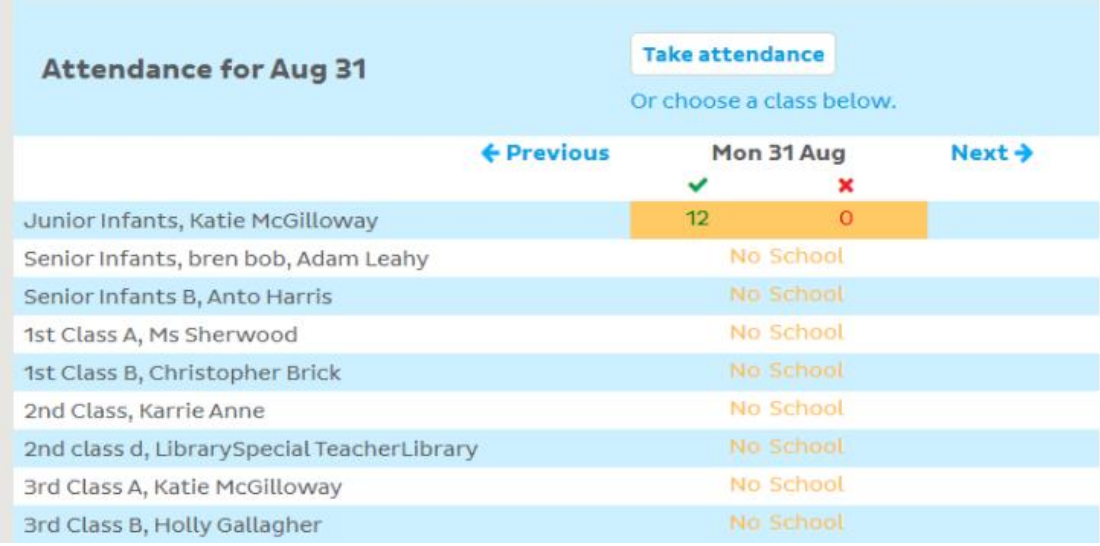
Click in to the "New Closing or Holiday" box. When you add a new school closing, you will see an option for "What's closed". Choose "Classes". Now you will have the option to select the classes that are **closed** on this day.

For example, if your school opened for Junior Infants only on 31/08 then you would tick **all classes** except the Junior Infants class. Click **Add**.



Once you have added the partial closing you will see the new school closing in your list of school closings.

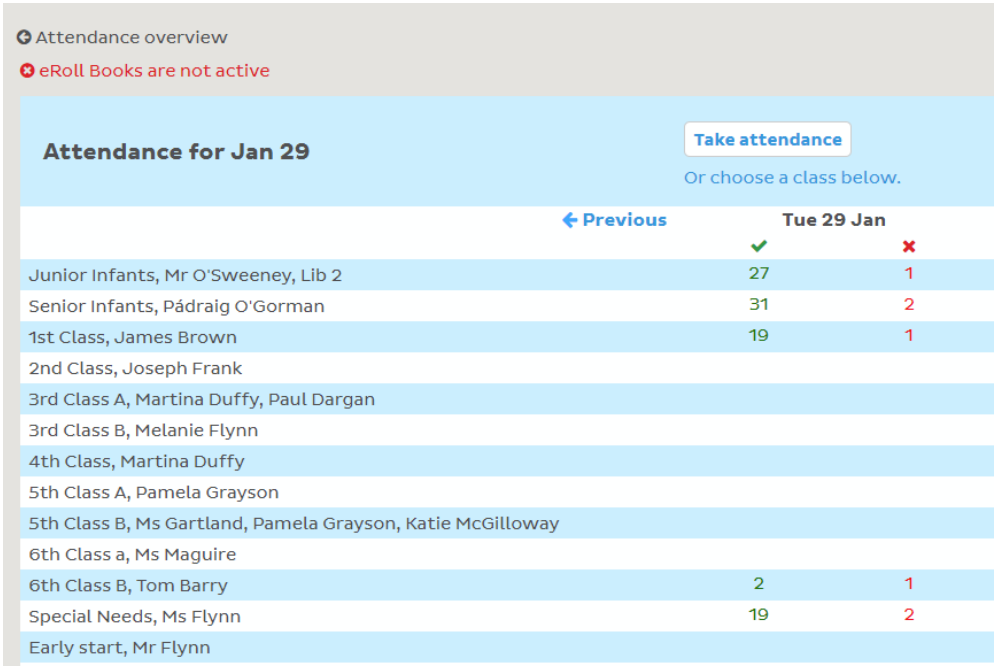
All the classes that were closed that day will be listed and it will not be possible to take the roll for these classes for that day.



You can use partial closings if you will be opening your school for some classes only, for example for class closures during the Covid-19 pandemic or if you will have one class not attending school for a particular reason.

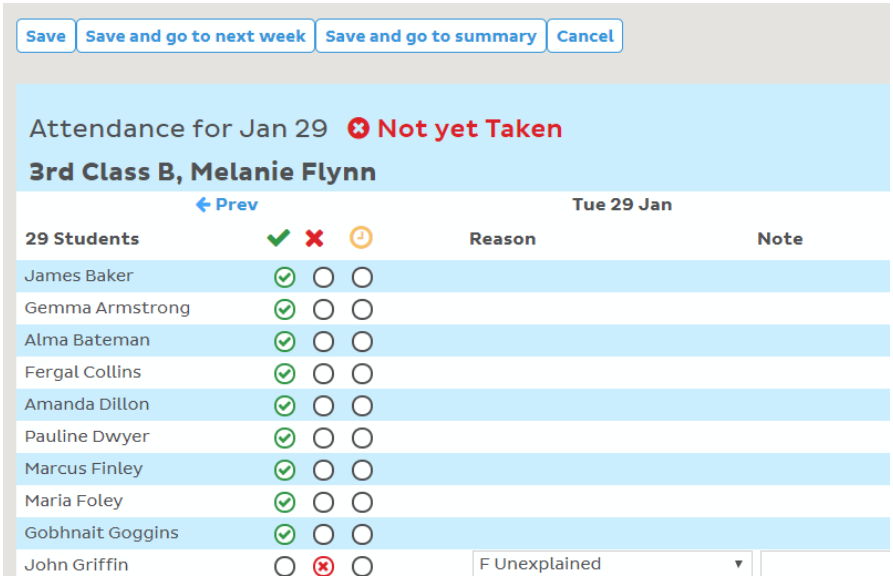
7. Roll books

From the Attendance menu, choose the "roll book" option. From here you can take the roll, view the classroom Roll books, see who is absent today, days where there has been incomplete attendance taken, and also a list of students who have yet to explain their absence. To view who has taken the roll today, just click on today's date from the calendar.

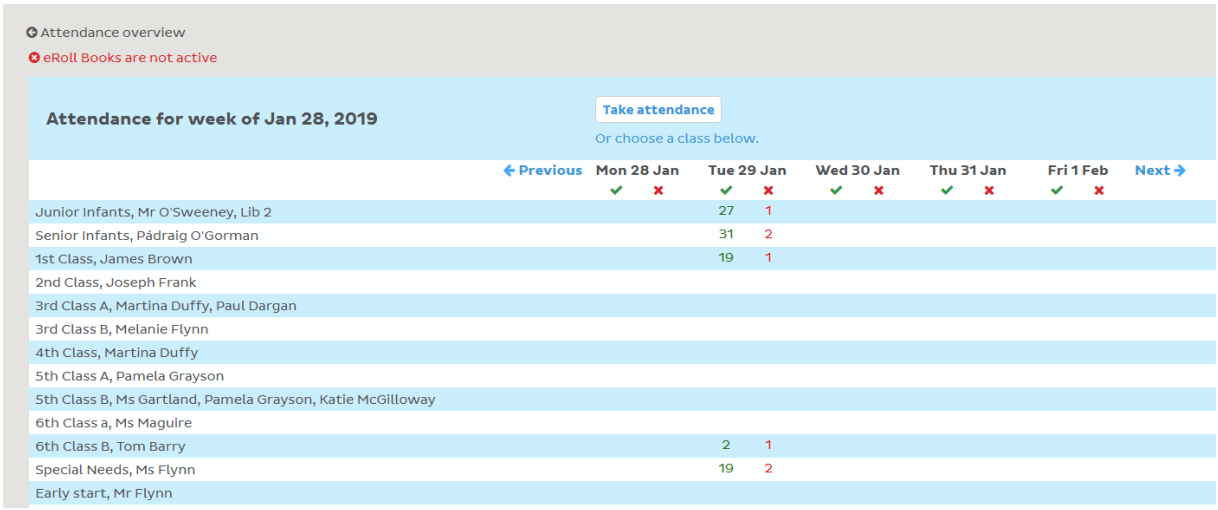


7.1 Take attendance

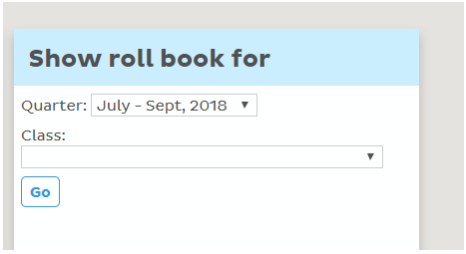
To take attendance for a class for that day, just click on the class name. All students will automatically be marked present, so you just need to enter those absent, and those who have arrived late if required. Once you click **Save** you will be presented with an option to fill in the student's absent reason if known at that time. If you do not know the reason for absence, you can click on the **"Skip this step"** option.



To view weekly attendance taken, click on the Sunday for the week preceding the week you wish to view from the calendar.
If you would like to backdate attendance into your new Aladdin system, the quickest way to do this would be to click the take attendance button from within a weekly view such as this.



To view the visual roll book, go to **Attendance – Roll** book and click into the "show roll book for" section, choose the quarter you wish to view and select the class and press **Go**.

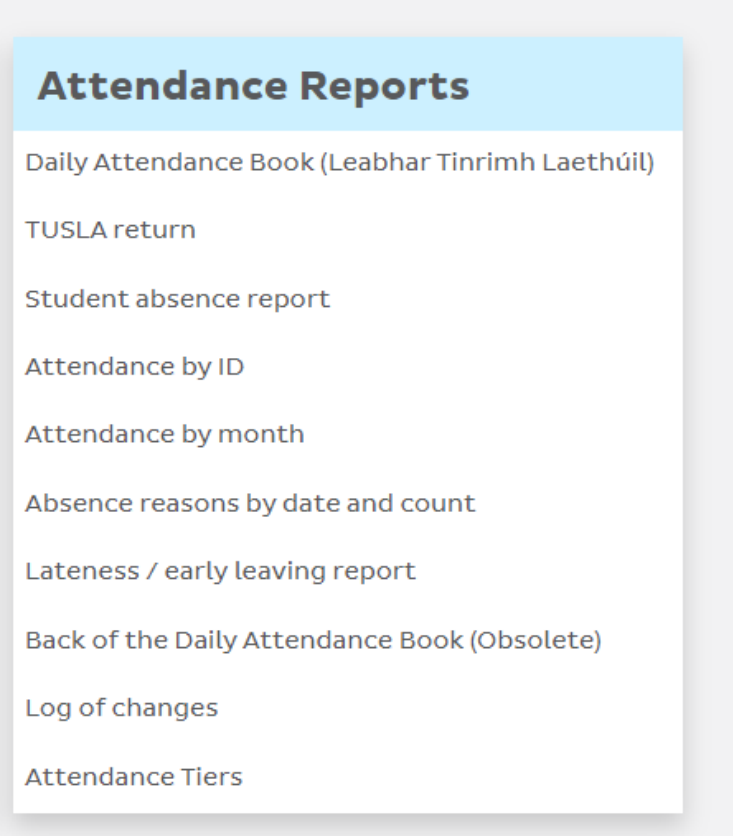


The visual roll will automatically update each time attendance is taken. To change the roll book order or enter Irish names on the classroom roll books, choose which quarter to show the roll book for, choose the class and from here on the top right-hand corner you will see an option to "Edit Irish names and roll book order". If there are unusual class names or your school has special classes, to get the Leabhar Tinrimh (red book) sorted correctly, go to the "Settings" and "Classes" option from the Admin menu.

Note: -Aladdin fully complies with all requirements with DES circular 0033/2015, so our schools have the option to use electronic roll books in place of maintaining a hard copy of the Leabhar Rolla if they so wish. As per the Department's circular if you are using an electronic system for recording attendance of pupils, you may use this system as an alternative to the Department's excel version of the Leabhar Tinrimh Laethúil. You will need to switch this feature on in Aladdin via the tab entitled Electronic Roll Books under Admin Settings. Please refer the **Electronic Roll Books** user guide located in the Help section for a more detailed explanation of the Electronic Roll Books feature.

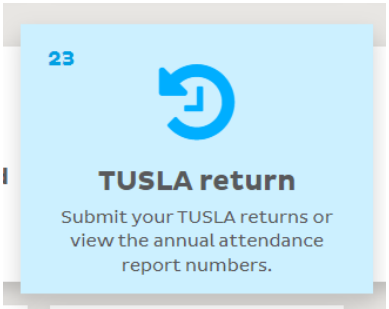
7.2 LeabharTinrimh

The Leabhar Tinrimh is available to view/print from the statistics (**Attendance – Statistics**) page and will automatically update each time attendance is taken. Just choose the Date, Gender, Group and Style and press the Go button. Although obsolete now, the back of the Daily Attendance Book is also available here along with the TUSLA(NEWB) quarterly return, student absence report etc. Just choose the required dates and press the **Go** button.



7.3 TUSLA returns

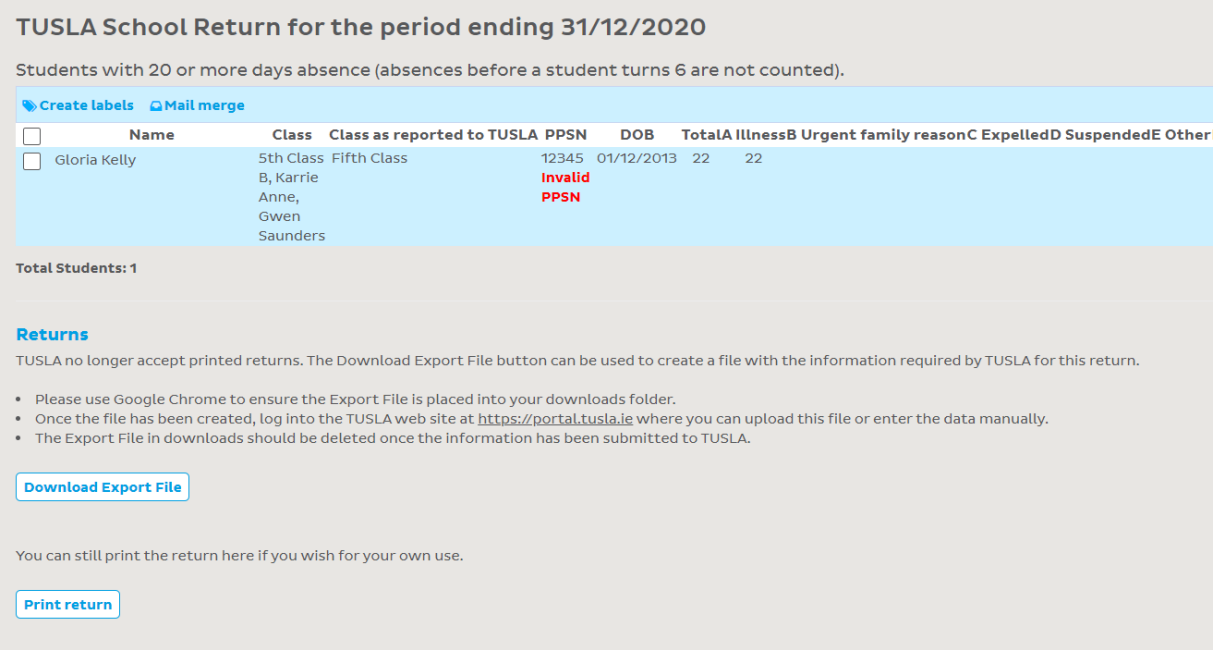
Once attendance has been taken/recorded on Aladdin from the beginning of the school year, Aladdin can create a file containing the information required for the TUSLA return. This file can then be downloaded onto your computer and uploaded to the TUSLA website.



Aladdin will generate a list of all students who meet the criteria for being reported to TUSLA (20 days absence or over, with these absences occurring on or after the child's sixth birthday). To run the report, select the reporting period and click **Go**.

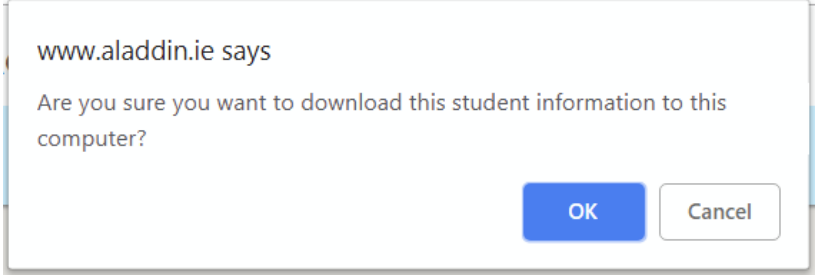


The report will then be generated. To export the file, and then upload it to TUSLA, press the **Download Export File** button.

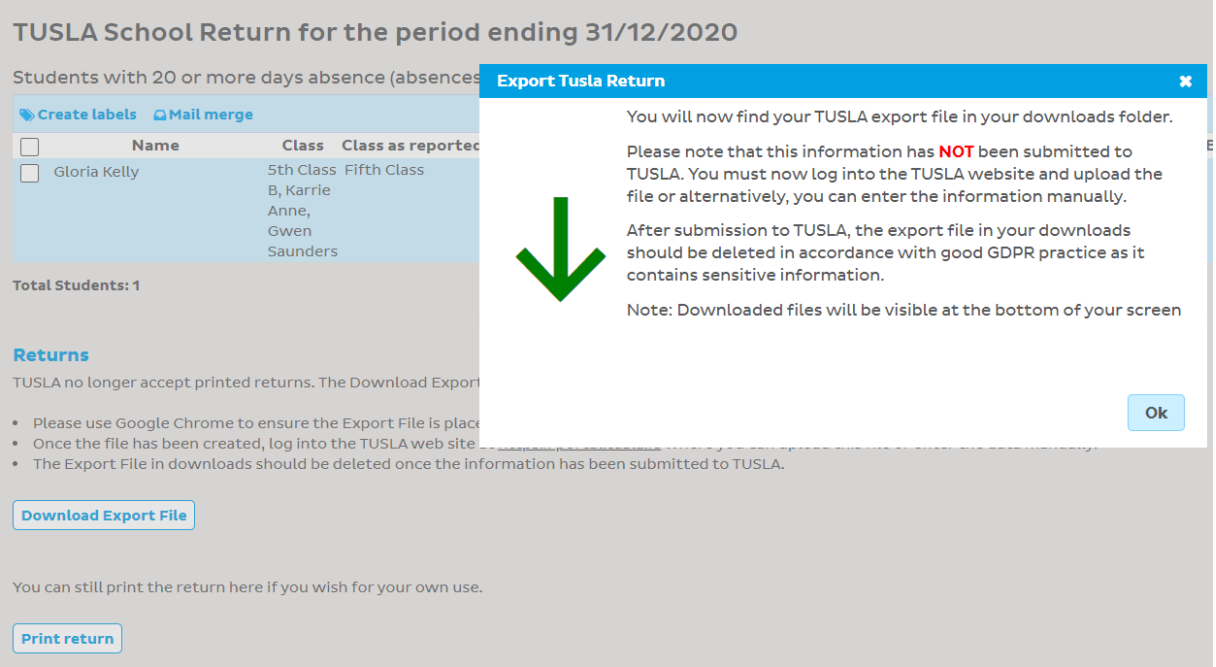


Note: Please use Google Chrome to ensure the export file is placed in your computer's downloads folder.

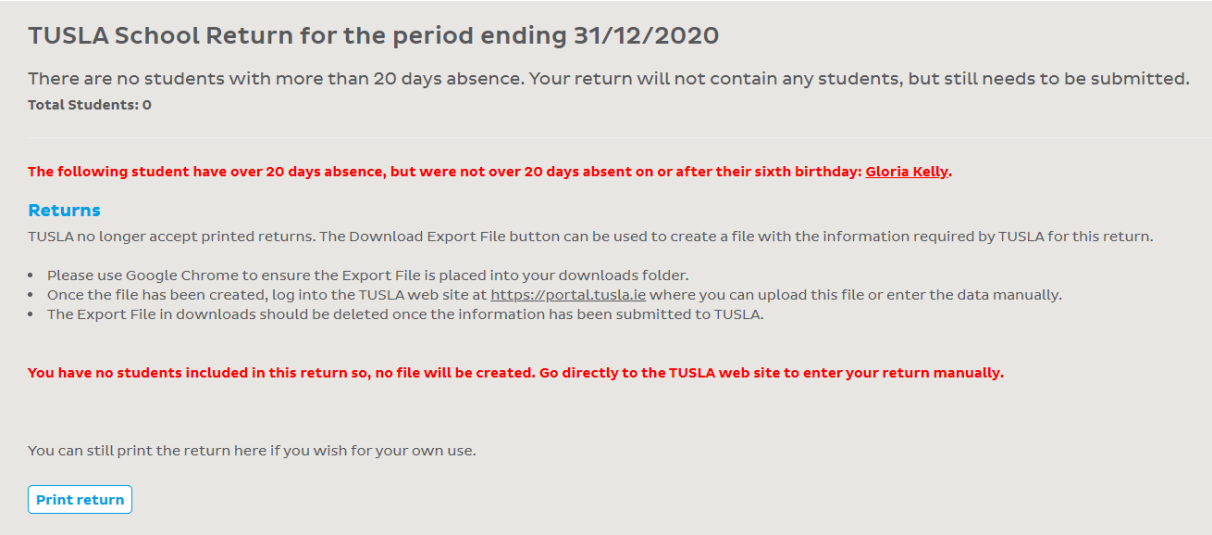
A warning message will appear letting you know that his file is going to be saved in your computer's downloads folder, please ensure that it is safe to do so. (You should also delete the file from your downloads folder once you have uploaded it to TUSLA).



Once you click **OK**, the file will download into your downloads folder. This information has **not** yet been submitted to TUSLA. You must now log in to the TUSLA website and upload your file, or you can enter the information manually. There is a link to log into the TUSLA portal on the page.



Note: After you have uploaded your file to TUSLA, the export file in your downloads folder should be deleted. You may also need to make sure that the file is deleted from your Recycle Bin.
If you edit the file before uploading it to TUSLA, please do not save it as an excel file.
You can print out the return if you wish for your own records.
Please note that if you do not have any students with 20 days of absence or over, the **Download Export File** button will not appear when you generate the return, as shown below.



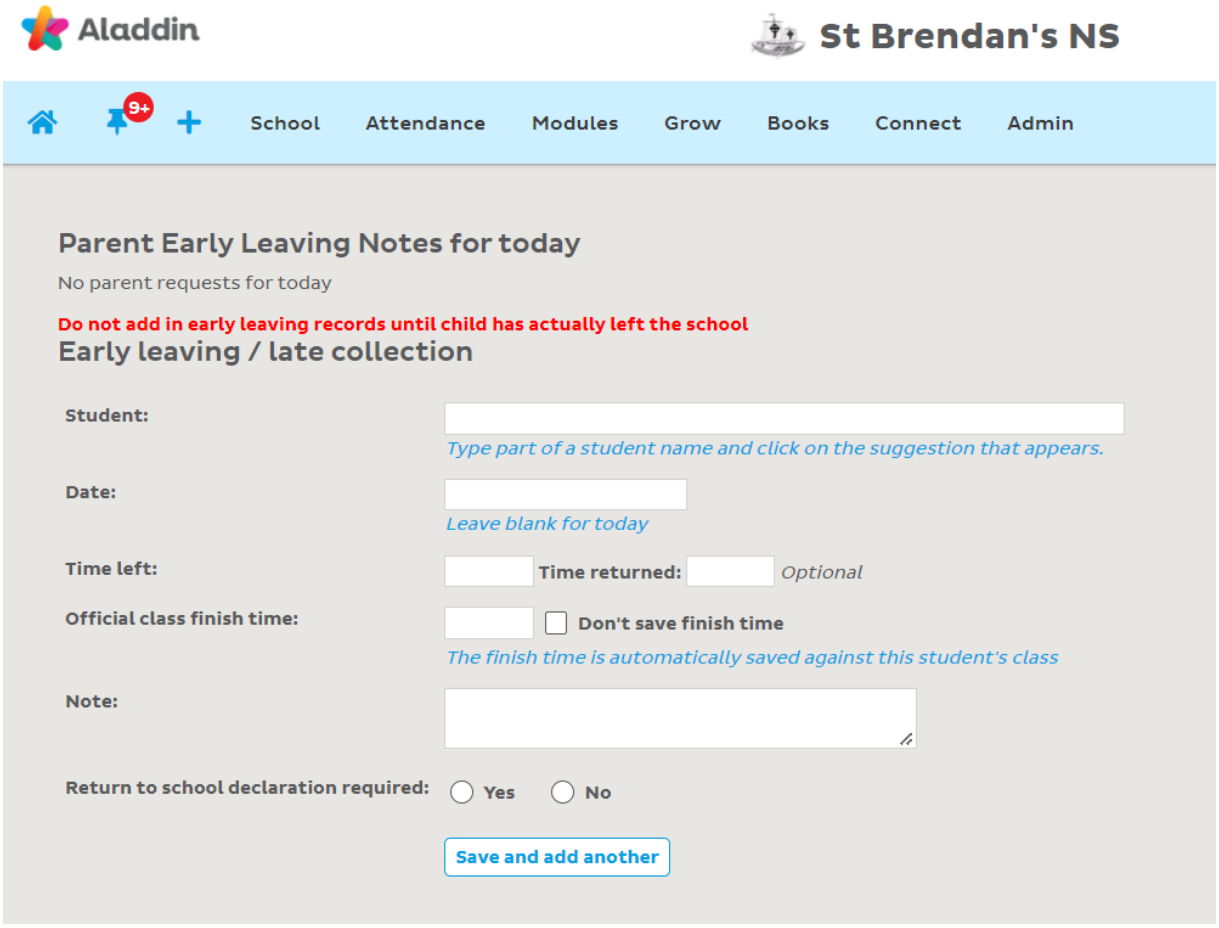
In this case, no file will be created. You can go directly to the TUSLA website and enter your return manually. You can print out the report if you wish and retain it for your own use.
Please note: If you wish to bring a student who does not appear on the TUSLA return to the attention of TUSLA, you can use the TUSLA referral form available in the Aladdin Documents Gallery.

Early leaving and late arrivals can also be tracked through Aladdin.

7.4 Early Leaving

The early leaving function in Aladdin is available to keep track of class time a student has missed due to leaving the school before class has ended. To enter in an early leaving entry, from the Quick add menu +, click the Early Leaving option. Type part of the student's name and choose the correct entry that appears. Enter the date, the time the student left, the time class officially finished at on that date, a return time should the student have returned, and a note if needed. Click on the Save option.

This entry will now appear under the student's profile page, under their Attendance tab. To edit this entry to put in e.g., a return time or to delete an entry, just click on the early leaving record, edit/delete and save. All these entries will be taken into account to calculate total time missed per student due to leaving early or arriving late, in the "late/early leaving report" which is located under the **Attendance - Statistics** option, under "Attendance Reports".

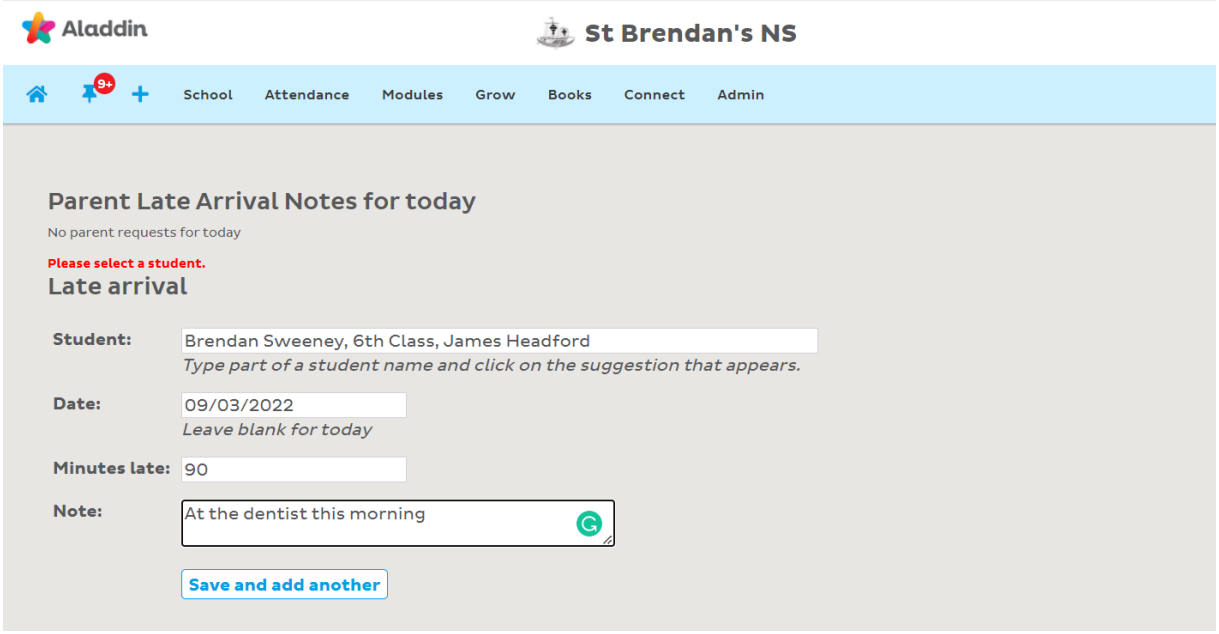


7.5 Late option

The Late option can be used in 2 ways, "late and present" or "late and absent". To choose which is applicable to your school go to the **Admin** menu, choose "Settings" and then "Attendance" - check the box "use late" and in the drop-down menu late is - choose the option for you.

The late option is also available within the Quick add + menu.

If child is late before attendance has been taken, then enter late as normal on the roll book. If child arrives in late after attendance has been taken, go to the quick add icon, choose late arrival, enter time, date, reason etc, and save. Attendance will now change to a dark green x for absent but arrived late. Should you wish to change this to present but arrived late, click the change attendance option for that class and change as appropriate. If the Quick add late option is entered before attendance has been taken for the class, e.g., if an administrator wishes to enter this before the teacher has taken the roll, then when the teacher goes to take attendance for the day, they will see the late option already filled in for that student.



Entering the minutes option when recording that a student has arrived late, will enable these entries to be taken into account to calculate total time missed per student due to leaving early or arriving late, in the “late/early leaving report” which is located under the **Attendance - Statistics** option, under “Attendance Reports”.

7 Staff access

Under the Admin menu, choose "Staff list" and from here you can check that all administrative staff and teaching staff are listed.

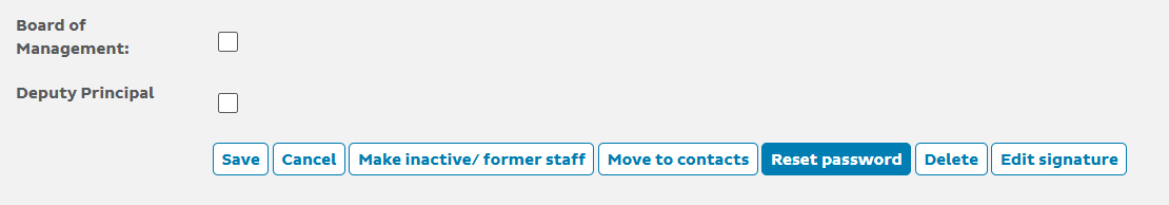
Add a new staff member

To add a new staff member, just click on the "New" – "Staff Member" option. To create a password handout for all the staff, tick the box to the left of "Staff" to choose all the staff, and then click the "Create password handout" option. There is an option here to print the password handouts. If you choose to print the handouts, please keep them in a secure place until they are distributed, and then instruct staff store their password handout securely until used.

When you first set up Aladdin or set up a new staff member, a temporary password will be assigned to each staff member, and they will be prompted when they sign in for the first time to change this to something they will remember. They will also be prompted to enter an email address so that they can reset their password if they forget it.

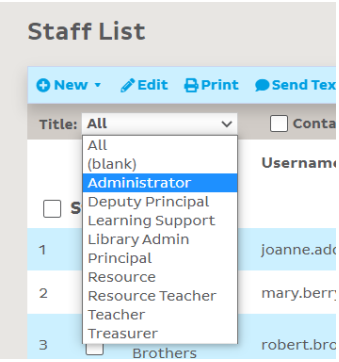
Please ask staff to keep their password secret and not to share it with other staff.

If a staff member forgets their password and did not enter an email address during sign up, you can create a new temporary password for them by clicking on their name in the staff list, scrolling to the bottom of their profile, and clicking on the Reset Password button.



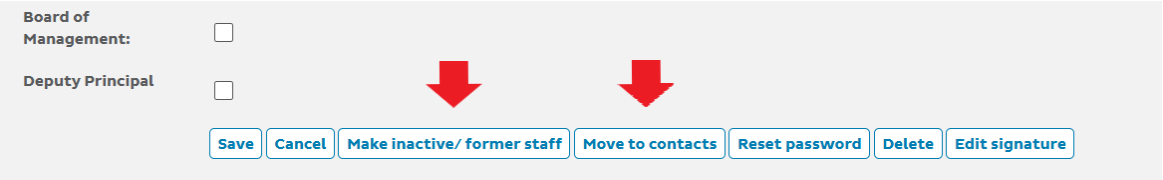
It is also possible to filter what appears on the Staff List screen by ticking the "Contacts", "Inactive / former staff" members,"Former contacts", "Board of Management" and "Former Board of Management" tick boxes along the top of the screen. Ticking on these boxes will display the contacts, inactive / former staff members, former contacts, Board of Management, Former Board of Management, etc., members.

You can also search for staff members with the same Title by selecting the title from the **Title** drop-down box. A list of staff members that have that title will appear on the Staff List screen.



What to do when a staff member leaves the school / goes on leave of absence

When a member of staff leaves the school, Aladdin recommends schools move this member of staff to either an "inactive / former staff" member or to a "contact". To do this, click on **Admin - Staff list**, and then on the staff member's underlined name. At the bottom of this page click on either the "Make inactive / former staff" button, or the "Move to contacts" button.

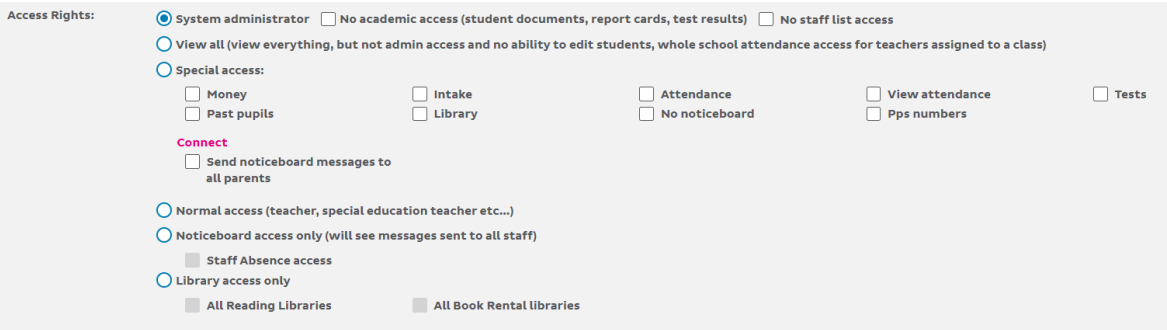


Once a user has been moved from the main staff list, they will no longer have access to your Aladdin system. In the event that this staff member returns to the school you can move them back into the staff list by clicking on their underlined name to open their staff profile, and then either the 'Move to staff list' or 'Return to staff list' button at the bottom of the page.

Access rights in Aladdin

Aladdin has a number of different access rights. They are set per staff member from their individual profile pages. From the staff list (**Admin – Staff list**), click on a staff member's name to bring up their profile page, and towards the end of this screen you will see a section on "Access Rights".

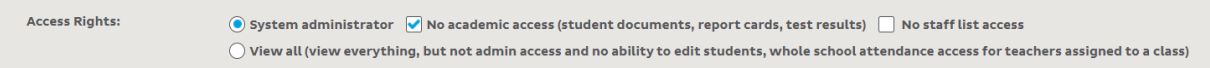
System Administrator:



Granting **System administrator** rights, means that the user has access to the entire Aladdin system, they can view and edit all information. Aladdin firmly recommend that Administrator access rights are limited only to those staff members who absolutely need it.

We firmly recommend that System administrator rights are reserved solely for the **Principal, Deputy Principal and your school Administrator (Secretary)**. Adhering firmly to this policy will assist you in maintaining the highest levels of security and data protection when assigning and administering access rights to Aladdin users in your school.

System Administrator with "No academic access":



Selecting the "No academic access" option would mean the user while having access to all students in the school to view/edit etc, they would not have access to any documents, report

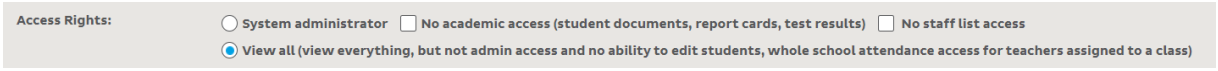
cards, or test results associated with the students. The exception to this would be that the user would have access to view/edit any student document that they themselves created.

System Administrator with "No staff list access":



Selecting the "No staff list access" option means that the user has access to the entire Aladdin system, they can view and edit all information, but they cannot access the staff list. The user will not have the "staff list" option in the Admin menu.

View All :



Granting "View all" rights means that the user can view all information associated with the students in the school, but they cannot edit any of the information. (However, they can edit report cards and test results for classes / students they have access to.) Teachers who are assigned to a class will be able to see attendance for the whole school. Users with View All access have no access to the Administration section (Admin menu: Settings etc...) of Aladdin.

Special Access:

Within special access we have options for - Money or Intake, Attendance, View Attendance, Tests, Past Pupils, Library, No Noticeboard, and PPS numbers.

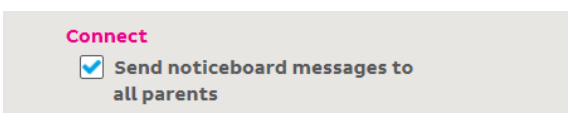
One or more of these special access options can be selected, and will be added to "Normal" access should a staff member be allocated a class or students or can be added to "No academic access", "No staff list" or "View all" access.



These special access rights can be granted in addition to the user's existing rights. For example, if a teacher has "Normal" access but also deals with the intake list, they can be granted "Intake" special access to have additional access only to the intake lists, which they will now be able to view and edit. They would not have access to any other part of Aladdin.

Similarly, should your school have a person who deals only with money, by assigning them "Normal" access and choosing special access "Money" they can be granted access to Aladdin but **only to the money collections** (and to Money reports, etc).

If your school has Aladdin Connect, you will see an option under special access to "Send noticeboard messages to all parents". This can be ticked to allow the staff member with normal access to send noticeboard messages to all parents in the school.



Normal Access:

This is the standard access rights normally granted to class teachers and special education teachers. This grants the teachers access only to the students in their class, or those with SET hours with them. They can view all information associated with their students, take and view the roll, create documents, test results, report cards, create groups, money collections etc. They cannot however edit the students' profile information such as date of birth, address etc.

Noticeboard access only:

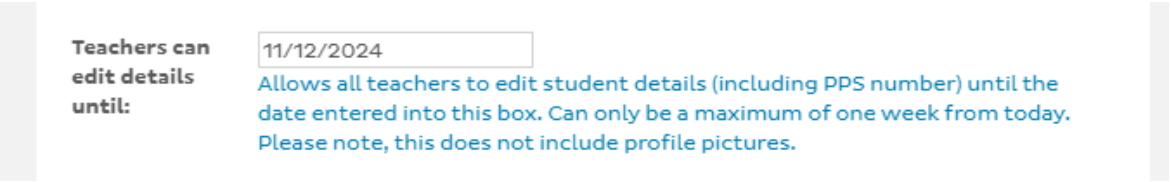
This access level only gives access to the Noticeboard only. Staff members with this access level will see messages sent to "All staff". If you wish users with "Noticeboard access only" to have access to staff absences (Grow), you need to tick the "Staff absences access" tick box alongside the "Noticeboard access only" option in the access rights section of the staff profile to allow this.

Library Access Only:

This is for a user who needs sole access to the Library and no other sections of Aladdin. This is useful for schools who have purchased Aladdin's Library upgrade. Using this access you can set up a Librarian / Library Helper who can check in / out books for the students without being able to view any student or school data. Library Access Only users can also be given access to the Book Rental Library.

Allowing teachers to edit student information

Should it be necessary, you can allow teachers with normal access to edit student profile pages (to help with POD data entry, for example). To enable this feature, go to **Admin - Settings**, and choose the tab entitled 'General'. In the middle of the "General" tabbed page, there is an option for 'Teachers can edit details until'. Entering a date here will allow teachers to edit student details (including PPS numbers) until the date entered into this box.



You can only allow a maximum of one week from today's date; however, you can return to this page and reactivate this feature should your teachers need additional time. This feature will automatically disable when the date entered has been reached.

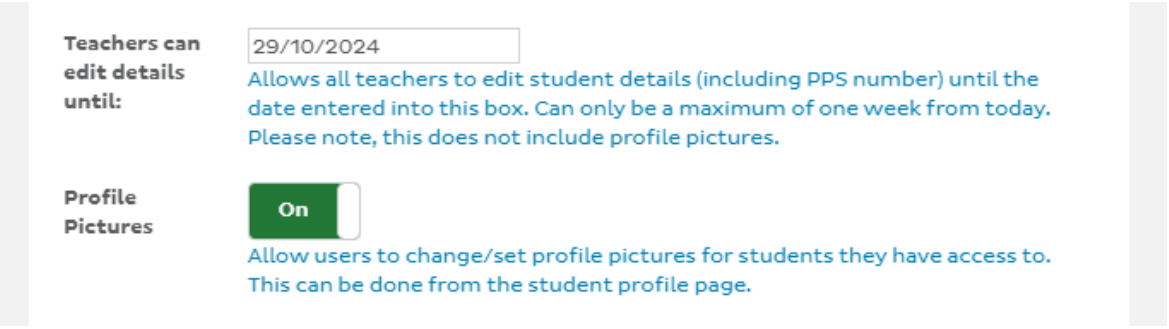
Please note that enabling this feature will give **ALL** teachers access to edit the details of any pupil they currently have access to. This will include special education teachers who have students allocated to them.

Allowing teachers to edit profile pictures

For teachers to be able to change the profile pictures of students in their class, an Aladdin administrator will need to allow this as follows:

Go to **Admin - Settings** and click on the "General" tab. Scroll down on this page and the second last setting is "Profile Pictures". You need to turn this "**On**". and click Save.

Teachers will now be able to edit their students' profile pictures.



Please note that if your school has **Aladdin Frame** you will not see this option - this is because teachers can add profile pictures directly via the app with Aladdin Frame.

Recommended process for giving substitute teachers access to Aladdin

Aladdin does not recommend sharing passwords with any member of staff, therefore when giving access to a substitute teacher, schools should create access for this teacher by creating a new staff member entry for them with their first and last name.

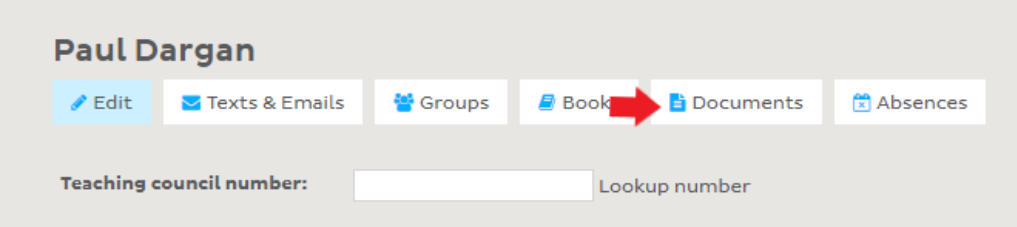
Once their account has been created, click on **School** from the top menu and then select "Classes". This will bring you to a list of classes in the school. Click on the class that you wish to assign the teacher to. Then click on the underlined 'Edit' button beside the class name, assign the substitute teacher as a class teacher using the drop-down box, and click 'Save'.
When the substitute teacher has left the school, **Aladdin would recommend you move them from the staff list to either inactive / former staff or as a contact**. This will ensure that they no longer have access to your school's Aladdin system.

Top tips

We encourage you to roll out Aladdin to your staff at your earliest convenience so that you get the most out of your Aladdin system. The videos and user guides in the help section are useful for training staff in how to use Aladdin and they can be asked to watch these at their convenience or you can show them at a staff meeting. We also run regular webinars and it is possible to sign up for these on the "Webinars" page in the Aladdin Help section. You can also watch recordings of all our previous webinars from that page by scrolling down to the "On-Demand Webinars" section.

Staff Documents

It is possible to add staff documents such as Garda vetting documents, certificates, CPD application forms, and so on, to the staff profile.
Please note that only Aladdin system administrators who have access to the staff list can add staff documents.
To add a staff document, go to **Admin - Staff list**, click on the staff member's name to open their staff profile and then click on the "Documents" tab at the top of the screen.



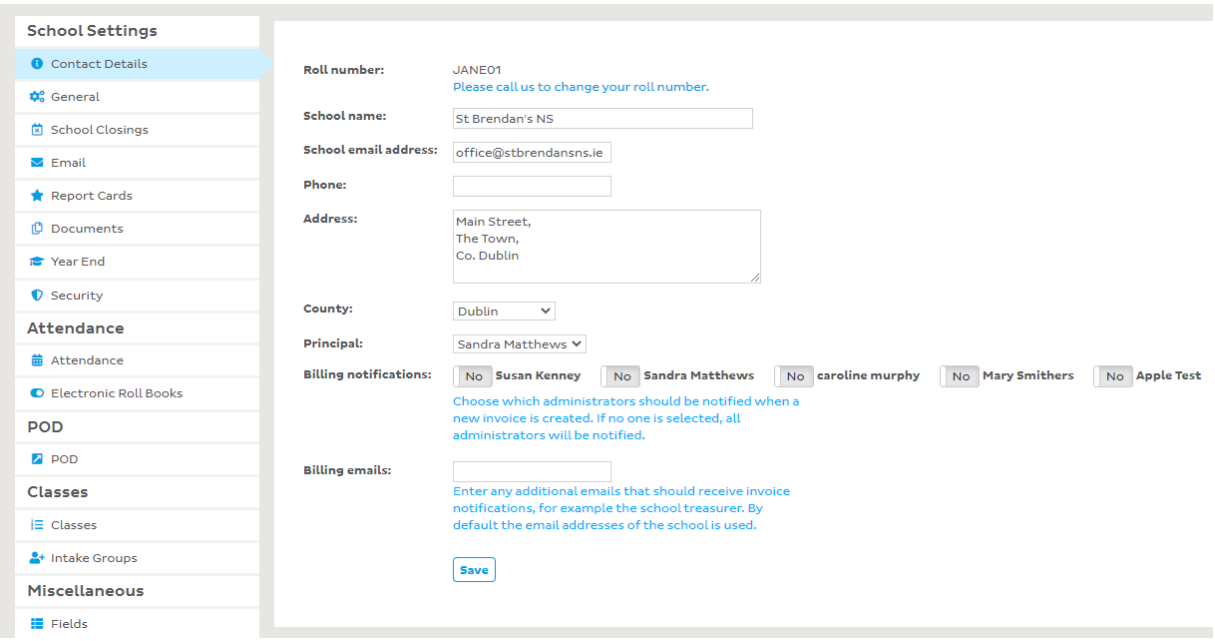
Click on "New document" to create a new document. Choose a staff document type and give your document a name. (If necessary, you can create new staff document types by going to **Admin – Settings,** "Documents" and clicking on the "Staff Documents" tab.) You can either type the document directly or attach a file (such as a scanned document, PDF, or Word document, etc.). Click **Save** to save your document.

8 School Settings (Admin – Settings)

Please take a look through all school settings, which are located under the **Admin - Settings** menu.

The "Contact Details" tab

Ensure you have your principal and all the school details set correctly. You can choose which administrators should be notified when a new invoice is created. If no-one is selected, all administrators will be notified. You can also enter additional emails that should receive invoice notifications, for example the school treasurer. By default, the email address of the school is used.



The "General" tab

Next take a look at the "General" tab. Ensure you read all settings and change as applicable for your school. Boxes such as the intake admission stages, document type, intake application categories etc can all be edited/added to as required.

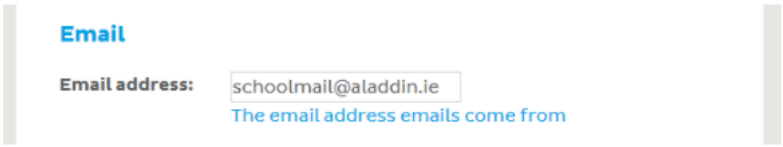
You can decide how many days in advance you would like notification of students' birthdays, how to order the roll book etc. If you are unsure or would like more information on any setting, please contact our support team.

The "School Closings" tab

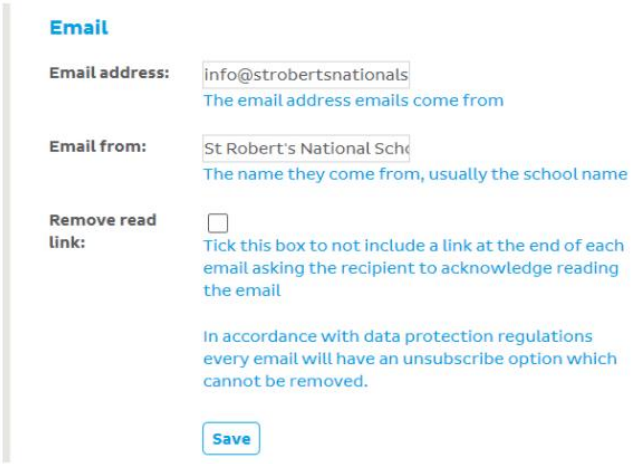
The next tab is the "School Closings" tab. School closings, including partial closings are covered in Section 6 above.

The "Emails" tab

On the "Email" tab, you can set up emailing via Aladdin if you wish to do so.
From this tab, if you want to start sending emails via Aladdin you can set this up as follows:
On the Emails screen, you can leave the email address as schoolmail@aladdin.ie. In this case, parents **will not** be able to reply to your email.



If you want parents to be able to reply to your email you can enter your school email address in the "Email address" field.



You also need to enter the name of your school in the "Email from" field so that parents know who the email is from.
When you click **Save**, if you have entered your school email address, a verification email will be sent to this email address. You will need to open this email and click the link before you can start emailing via Aladdin.
You are now ready to send emails via Aladdin!

There is no need to fill in the Optional Advanced Settings unless you are encountering recurring issues with emails not being received. (e.g., some email providers may block emails from certain addresses). If this is the case then you will need to fill in your SMTP server in the Optional Advanced Settings and you can find out how to do this in the Aladdin Help section.

A few things to note about the emails:

- When you email more than one recipient, such as a group or even the whole school, an individual email goes to each recipient so **no recipient can see** the names or email addresses of other recipients.
- You can check the status of a sent email by going to **Modules - Text & Emails** and click the **Sent emails** tab. Click the date for the email you would like to check and you can see the email recipients and their email status listed.

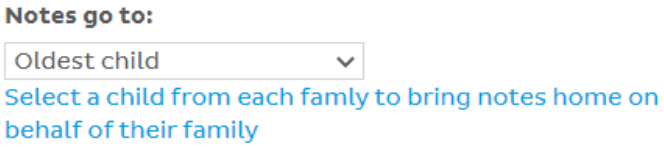
- Emails are sent to **both** parents' email addresses once they have been entered for a student. So, if there are email addresses entered for 2 parents, they will both receive the email. Any additional parents will also receive the email once you have entered their email address and ticked the "Receives correspondence and texts" tick box.

The "Report Cards" tab

You will find more information on how to set up report cards in Aladdin in the **Report Cards** User Guide located in the Aladdin Help section. We also have a dedicated section of the Help for assistance with setting up report cards. We also have videos and webinar recordings available to assist you with setting up your report cards as well as FAQs.

The "Documents" tab

Some schools like to save on printing/photocopying by sending only one note home in the schoolbag to each family. The "Note Count" indicates the number of paper notes that need to be printed / distributed to each class teacher. (You will see the note count when you go to **School – Classes**.) Some schools send the note home with the oldest child/some send the note home with the youngest child. You can control this from the "Documents" tab. Scroll down the screen until you see the option "Notes go to:" Select your preference for "Oldest Child" or "Youngest child" from the dropdown. Click on **Save**.



You will find more information about Documents in Aladdin in the **Documents** User Guide located in the Aladdin Help section. We also have videos and webinar recordings available as well as FAQs.

The "Year End" tab

You will find more information about the Year End process in the **Guide to the end of year / class rollover process** User Guide located in the Aladdin Help section. We also have videos and webinar recordings available as well as FAQs.

The "Attendance" tab

On the "Attendance" tab, you can decide if the school is going to track students who are late and decide if late will mean an absent or present mark on the roll book. The notification days here can be set up so that when a student reaches a number of cumulative and / or consecutive absent days, a notice can be sent via the Aladdin noticeboard to inform specified member(s) of staff. You can also decide within this section if you would like a text to be sent to a student's parents/guardians when they reach a certain number of absent days, and there is also an option

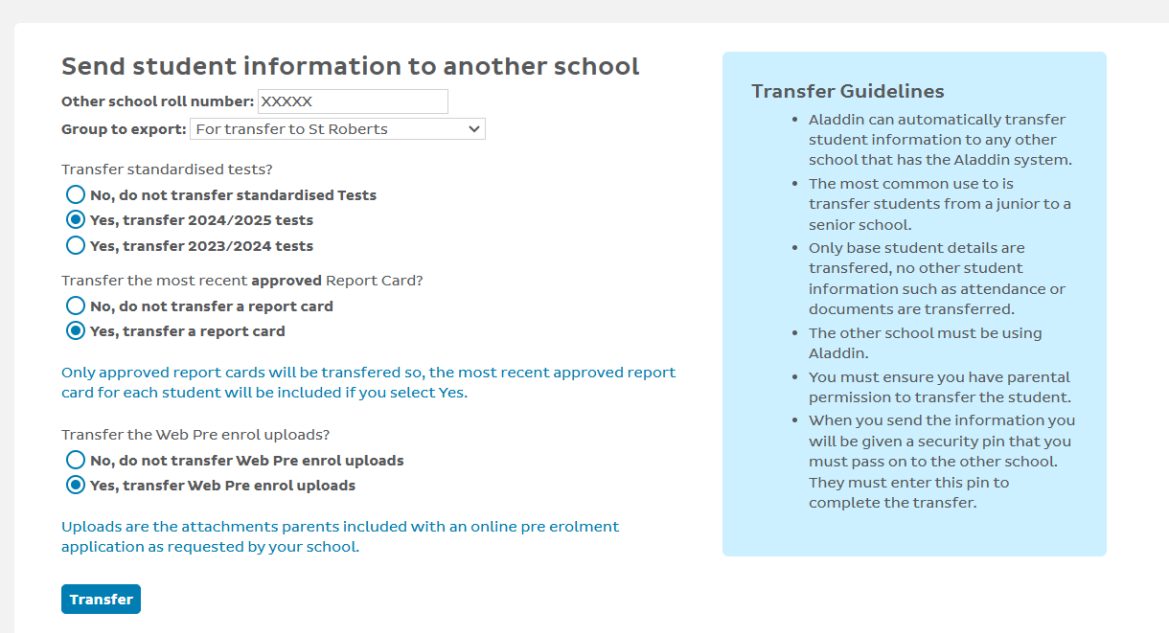
here to send an automatic absence text. The school would need to have activated and purchased text credits within Aladdin for this function to be operational.
For further information about the other tabs under Admin – Settings please see the relevant user guide in the Aladdin Help section. We also have videos, webinars, and FAQs in the Help section for all aspects of Aladdin and Aladdin Connect.

The "Transfer Students" tab – How to transfer students to and from other schools
It is possible to transfer student information to and from another school that uses Aladdin, along with each student's recent standardised test results, web pre-enrolment documents, and their most recently approved report card. This process is possible using the **Transfer students** tab via the **Admin – Settings** menu.

To transfer students to another school:

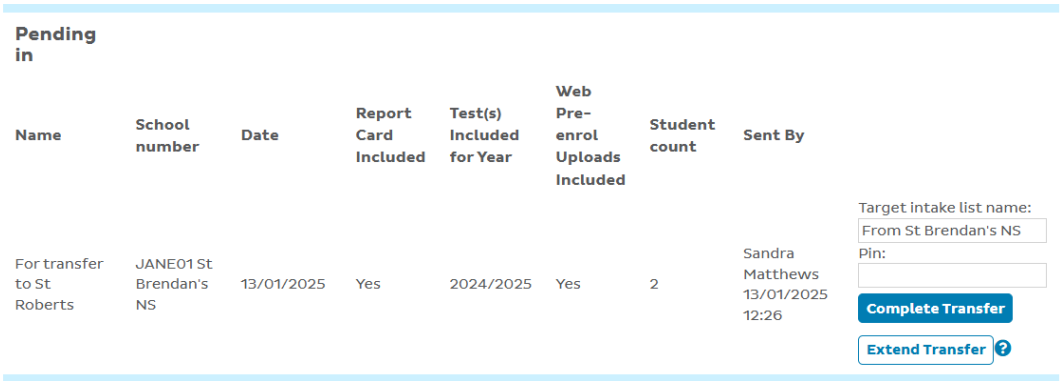
Before you begin you need for first create a group of students you wish to transfer to another Aladdin school. When ready to transfer, return to the **Admin - Settings** page and select the "Transfer students" tab. Enter the other school's roll number, the group you have created and choose yes/no for transferring standardised tests and also the test year you wish to transfer. You can also choose to transfer the most recent approved report card and Web Pre-enrolment documents that have been uploaded.

When you are ready, click the "Transfer" button. You will see a PIN number - you can now contact the school and give them the PIN number required on their end to complete this transfer into their school. **Please note that it is a copy of the student information that is transferred. The student information will still remain on your Aladdin account.**



To complete a transfer of students that have been transferred to your school:

To accept a transfer of students into your school from another school, go to **Admin – Settings** and "Transfer Students". Under the list of transfers "Pending in" you can click the **Complete Transfer** button to complete the transfer.



There is an option for "**Extend Transfer**" that you can use if you are repeating a transfer of students into your school. This will check for duplicate students (based on the student POD ID) and prevent duplicate students from being created.

Extend Transfer option checks each student to see if there is already a student with a matching POD ID. If there is a match then a new student will not be created, but depending on the options selected by the sending school test results, report cards and web pre enrol uploads will be copied onto the existing student.

Sending report cards and web pre enrol documents twice can cause duplicates.
Typical use for this would be for a junior school to send basic student details to a senior school early in the year. Then later once the senior school enrolment list is finalised and report cards and test results are completed then the "Extend Transfer" option can be used to copy over report cards, test results and web pre enrol documents.

9 Gaelscoileanna

Enter student names in Irish

If you would like to enter students' names in Irish, go to "Fields" within the **Settings** option under the **Admin** menu. In the middle of the screen, you will see an option to "use Irish names".

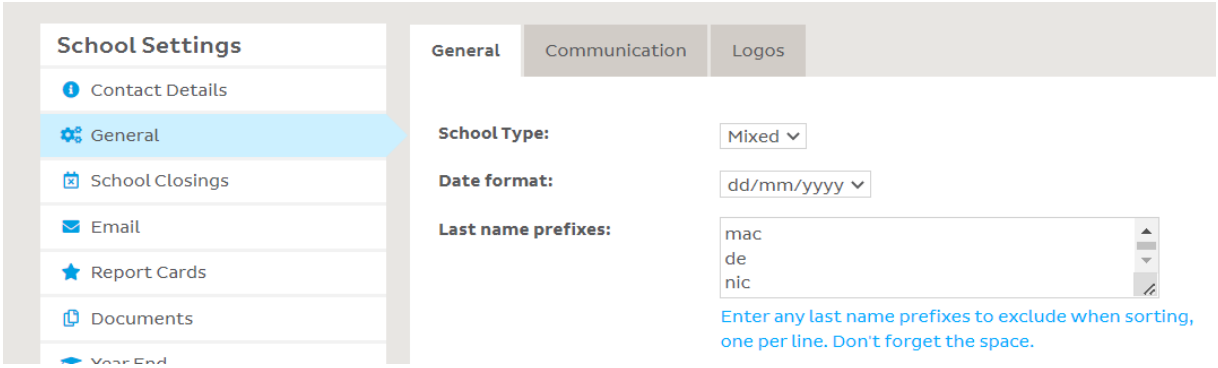


If you tick this box and press Save, you will have the option of adding an Irish name to each students' profile. Once this option is ticked, and Irish names have been entered, you will see both Irish and English names appear on the student list.

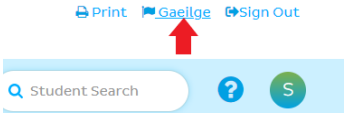
For the physical roll book, names will appear in Irish automatically when entered. The English name will still appear as default on the roll book page for taking attendance, however should you wish to change this to Irish, within the roll book page while taking attendance you will see an

option to “use Irish names”. If you click this your roll list will appear with the Irish names when entered.

To improve the sorting of Irish names e.g., De Paor (Power) should be sorted under P not D, set the prefix for Irish names under **Admin – Settings**, "General" "Last Name prefixes" e.g., in this case put De<space> on the prefix list. Make sure to add the space after each of your entries.

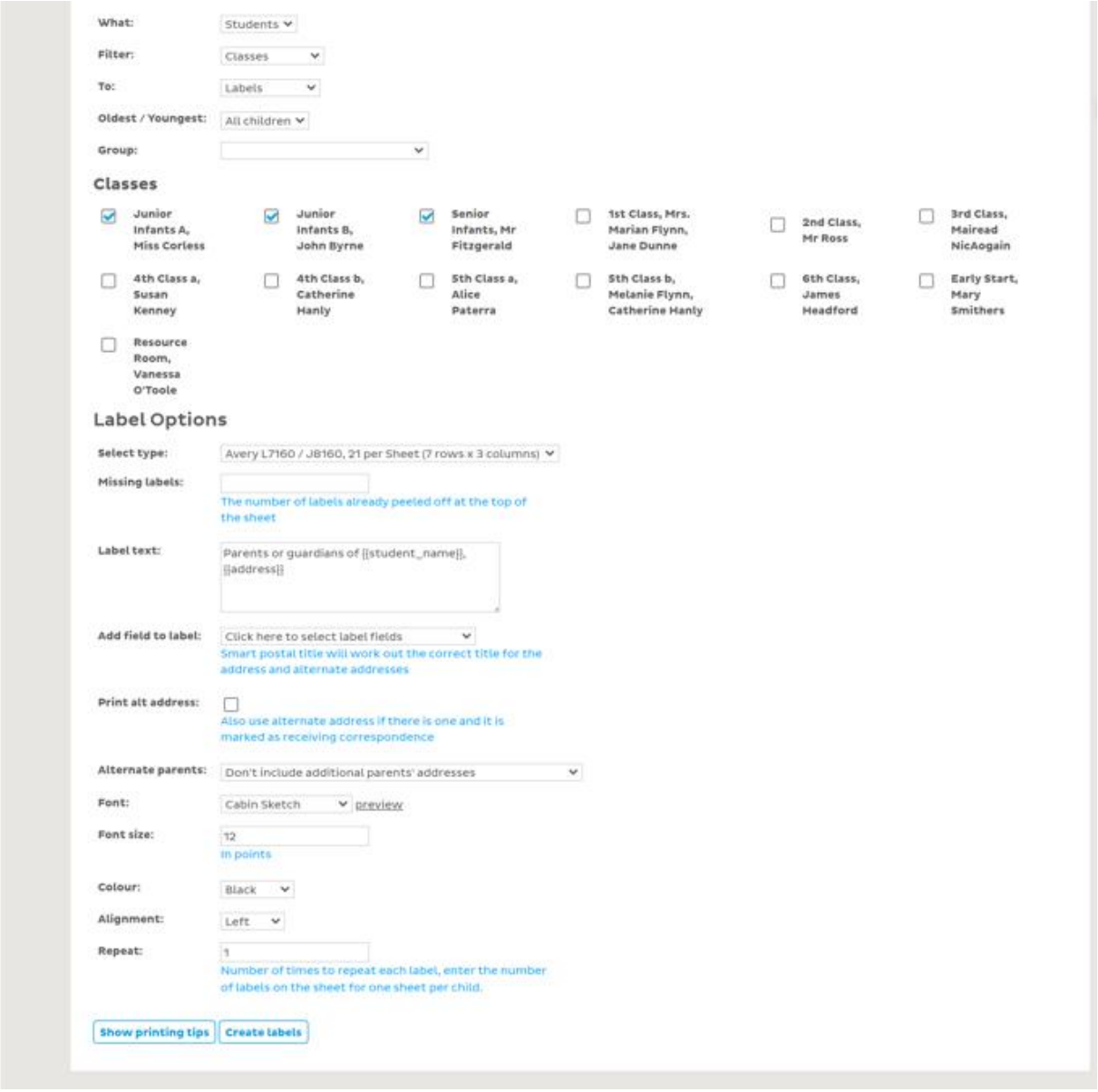


You can add Irish entries / translate any of the options under **Admin – Settings**, "General". If you click on the word “Gaeilge” on the top right of your screen, beside where you would sign out, your Aladdin main menus will appear as Gaeilge.

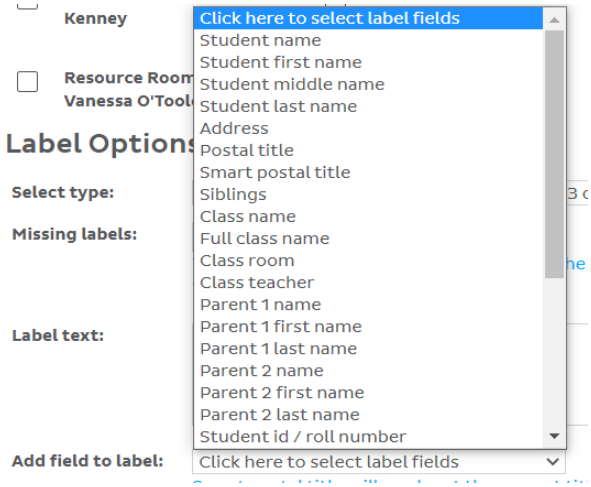


Mailing Labels

You can print out mailing labels for students and families. The Mailing labels section is located under the **Admin – Mailing labels**. To print out mailing labels, you need to select the appropriate option for your labels from the drop-down menus provided, select your label type, and then in the label text decide what you want on the label. You can set the Alignment, Font size, colour, and the number of times to repeat each label.



In the example above, mailing labels are to be created for all students in Junior and Senior Infants with the text to read – "Parent or Guardians of:" and the student's name and address. Anything within the label text that is surrounded by {{ }} will be automatically filled in by Aladdin for each student. To edit the label text place your cursor into the text box and edit as required. Should you want to add a field into this text box for Aladdin to automatically fill in for you, just the "Add field to label" drop down box, and select from here as needed.



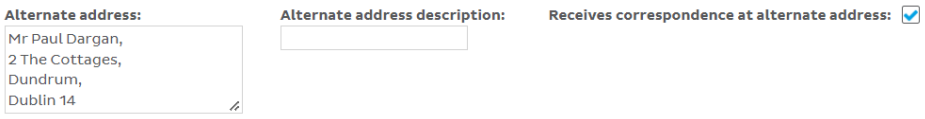
Should you require alternate parent or guardian names to appear on a label, please use the "smart_postal_title" field as shown in the example below:

{{smart_postal_title}}
{{address}}

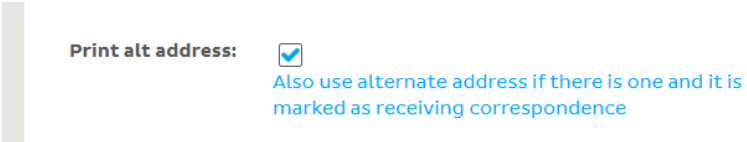
The smart postal title works as follows:

- For **Mother/Father** the smart postal title checks postal title first. If the postal title is filled in in the student's profile in Aladdin, it uses that. If there is no postal title, Aladdin will use the parents' names e.g., Ms Sinead Byrne & Mr James O'Dwyer, if the surname is the same for both parents, the smart postal title uses the one surname e.g., Fiona & John Kelly.

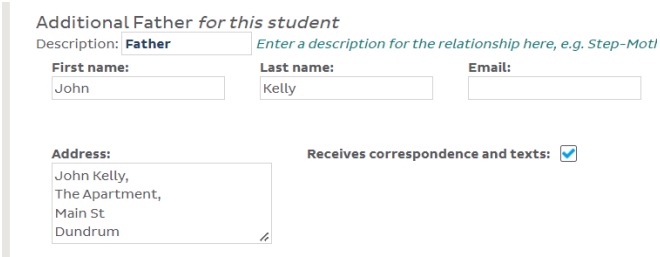
- For parents/guardians with an alternate address, the smart postal title will be blank by default. You will need to enter addressee name in the alternate address field of the student's profile for a name to appear.



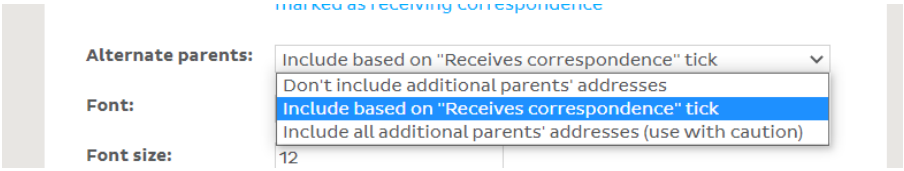
Note: To print mailing labels for parents with alternate addresses, you will need to tick the "Print alt address" tick box when creating the mailing labels.



- For alternate parents - The smart postal title will insert the name from the alternate parent's name field. Should you require an additional name to appear with this address, if you enter this above the address in the address field, Aladdin will know not to insert two addressees.



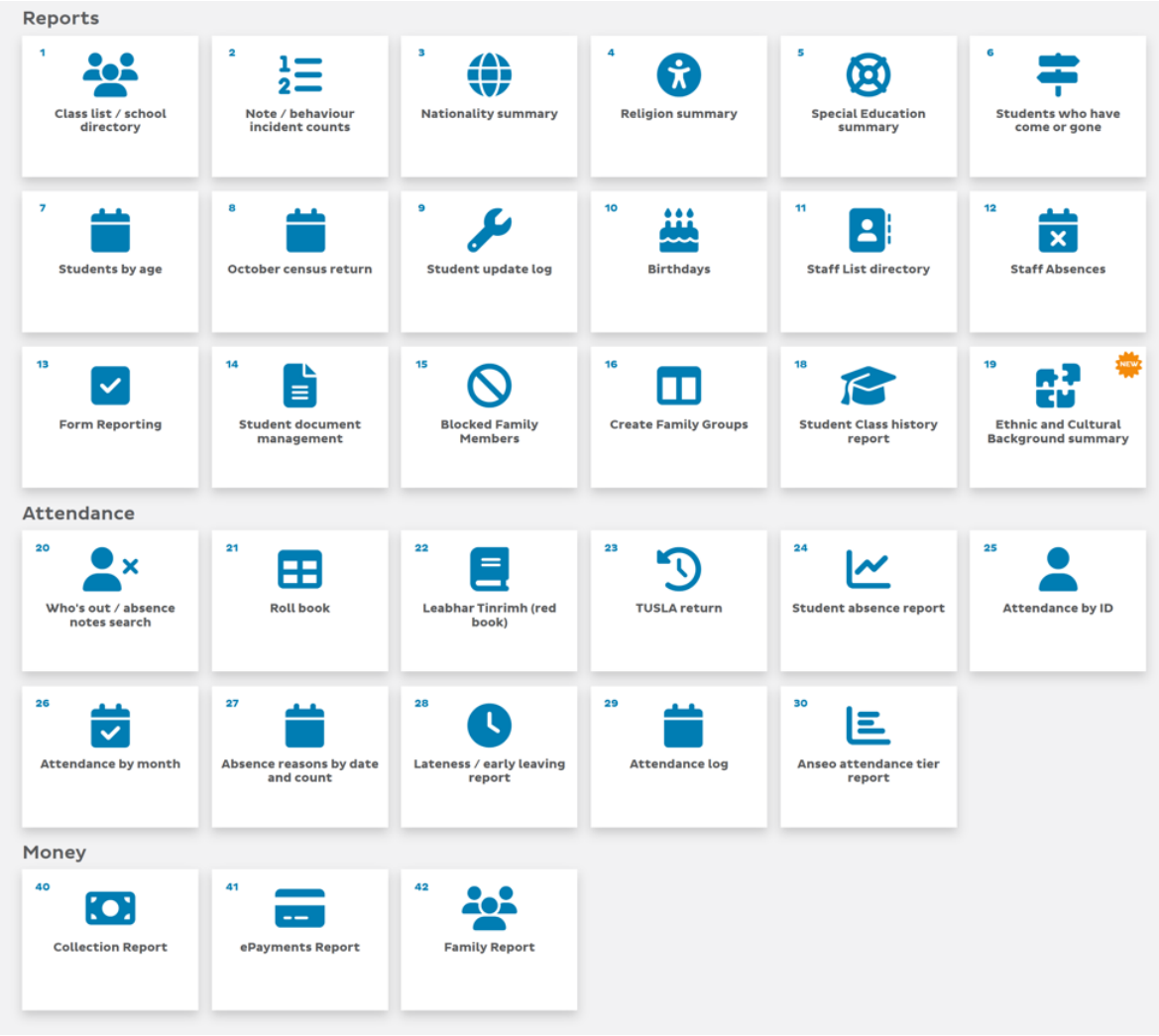
To print mailing labels for additional parents / guardians, you will need to select an option from the “Alternate parents” drop-down.



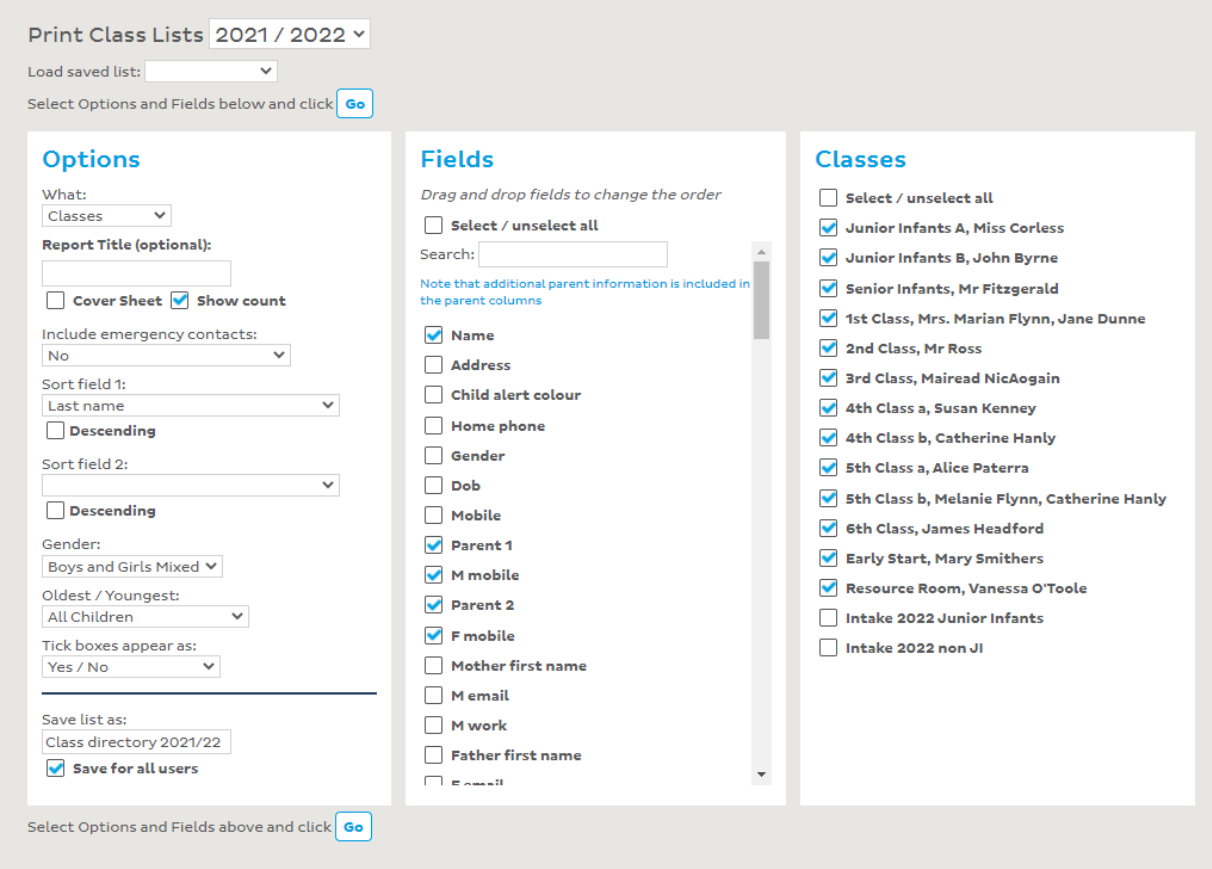
Click on **Create labels** to create your mailing labels.

10 Reports

Aladdin can generate almost any required report based on the information entered. These reports include nationality and religion summaries, ethnic and cultural background summary, students by age, attendance reports etc.
To see a full list of all reports available, click “Reports” under the Admin menu.

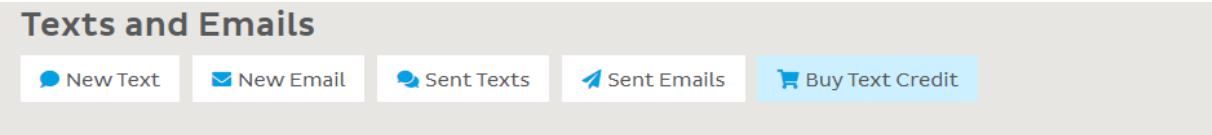


A very versatile report is the “**Class list / school directory**” report (Report no. 1), and this can be used to generate a report containing student information. You can view the whole school, classes or group membership and you can choose and sort the fields you wish to display. Choose the options from the drop-down menus provided, selecting the fields, classes, groups required. Press the “Go” button to generate your required report. The option to export your data to Excel, to create a document from the list, email the list and print the report will be available once the report has been run.



11 Texting from Aladdin

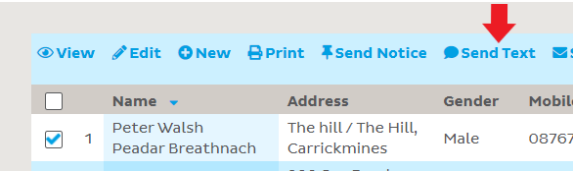
Setting up texting on Aladdin is just a click away. You can send text messages via Aladdin for 6.5c per text when you sign up for direct debit, otherwise text messages are 7c per text.
To set up text messaging for your school and to purchase text credit, click on **Modules** and select 'Texts & emails' on the drop-down menu. Next, click on the last tab 'Buy Text Credit'.



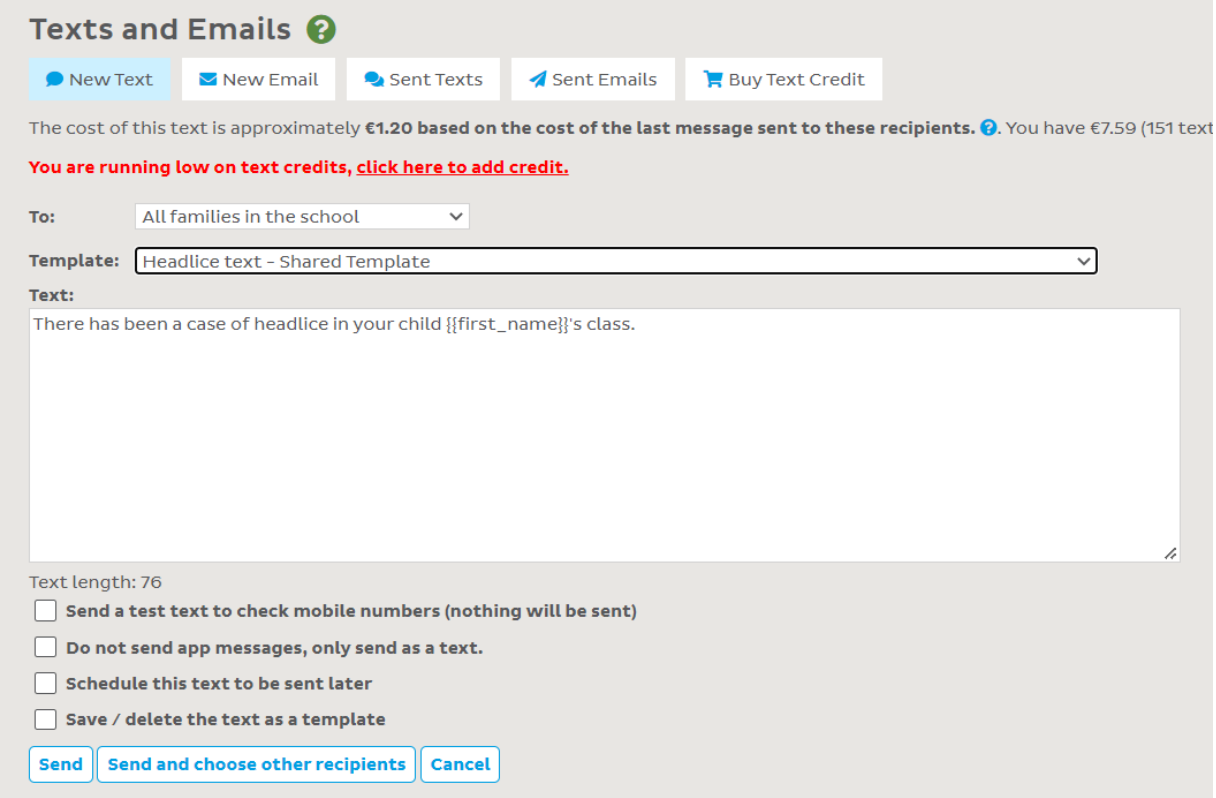
Under the **Start** section **Text credit** select the amount you wish to top up by, select the box and scroll down to click the button 'Purchase' at the end of the page. You will also need to enter a "text from field" - this is the name of your school that your text message comes from, it can be up to 11 letters or numbers long with no spaces or fadas.
Aladdin will add the credits and you can use them **straight away**. Aladdin will also automatically generate an invoice for the amount credited for which you can then pay by cheque or EFT. If you've already signed up for Direct Debit you can just keep this invoice as a reference.

Texts will go to the number(s) entered on the “Mobile text number(s)” field in a student’s profile. If this field is empty, it will next try the mothers, then father’s mobile name and text to the first number that it finds.

A text can be sent to a student(s) by ticking the box to the left of their name from the class / student / group list and then clicking the option to send text.



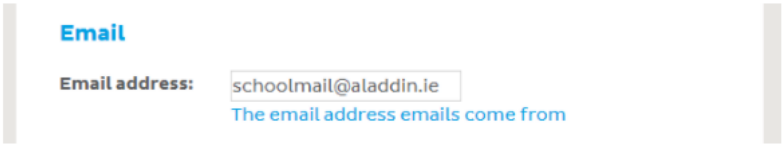
Alternatively, texts can be sent to all families, all students, etc. via the “New Text” tab under the **Modules – Text & emails** menu. You can choose to schedule a text for a later date, create a template for future use etc. If you want to send the text to additional recipients you can do so by clicking on the Send and choose other recipients which allows you to select more recipients from the **To** field.



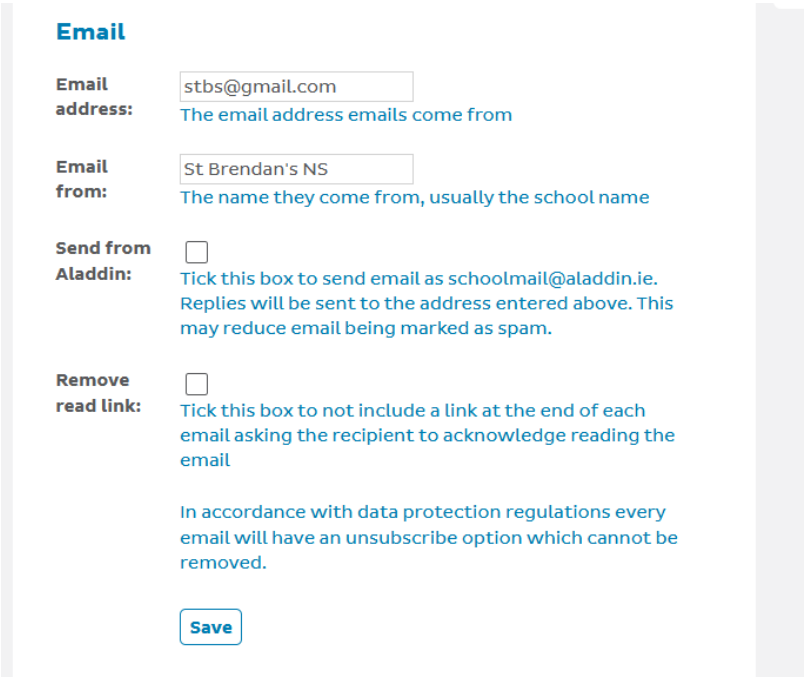
12 Emailing

Setting up emailing on Aladdin is also easy. Under the **Admin** menu, choose the **Settings** option, and then click on the “Email” tab.

On this screen, you can leave the email address as schoolmail@aladdin.ie. In this case, parents **will not** be able to reply to your email.



If you want parents to be able to reply to your email you can enter your **school email address** in the “Email address” field.



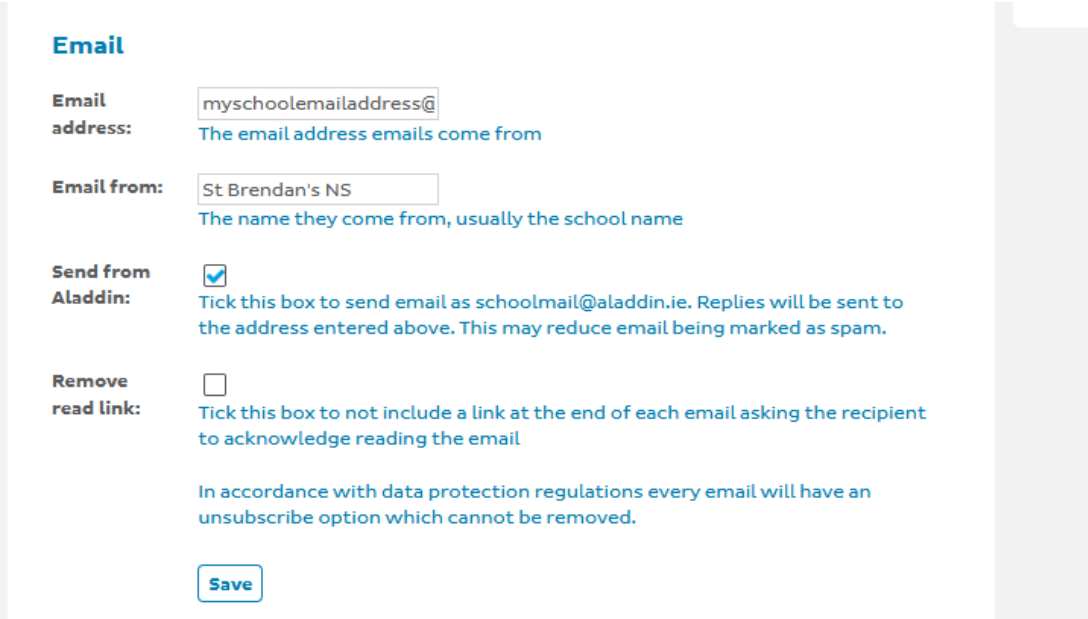
You also need to enter the name of your school in the “Email from” field so that parents know who the email is from.
When you click **Save**, if you have entered your school email address, a verification email will be sent to this email address. You will need to open this email and click the link before you can start emailing via Aladdin.
You are now ready to send emails via Aladdin!

We have had a small number of reports from schools that some recent changes made by Google have led to emails sent through Aladdin being delivered to the parents' Spam or Junk folders.

You can adjust your Aladdin email settings to help prevent this and still allow parents to send replies to your emails as follows:

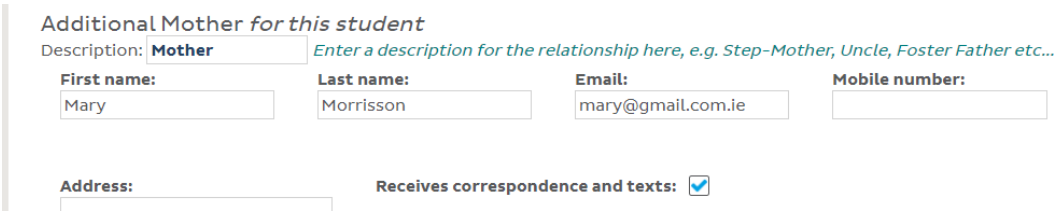
Hover over “Admin”, and select “Settings” and then click on the "Email" tab on the left-hand side.

From here you can enter your school email address in the email address field and if you tick the box beside ‘Send from Aladdin:’, this will allow the emails to be sent from the schoolmail@aladdin.ie email address and all replies will come to your school email address. This will help reduce the emails you send being placed in parents' Spam or Junk folders. Click **Save** at the bottom.



A few things to note about the emails:

- When you email more than one recipient, such as a group or even the whole school, an individual email goes to each recipient so **no recipient can see** the names or email addresses of other recipients.
- You can check the status of a sent email by going to **Modules - Text & Emails** and click the **Sent emails** tab. Click the date for the email you would like to check and you can see the email recipients and their email status listed.
- Emails are sent to **both** parents' email addresses once they have been entered for a student. So, if there are email addresses entered for 2 parents, they will both receive the email. Any additional parents will also receive the email once you have entered their email address and ticked the "Receives correspondence and texts" tick box.



Note: There is no need to fill in the Optional Advanced Settings unless you are encountering recurring issues with emails not being received. (e.g., some email providers may block emails from certain addresses). If this is the case then you will need to fill in your SMTP server in the Optional Advanced Settings and you can find out how to do this in the Aladdin Help section.

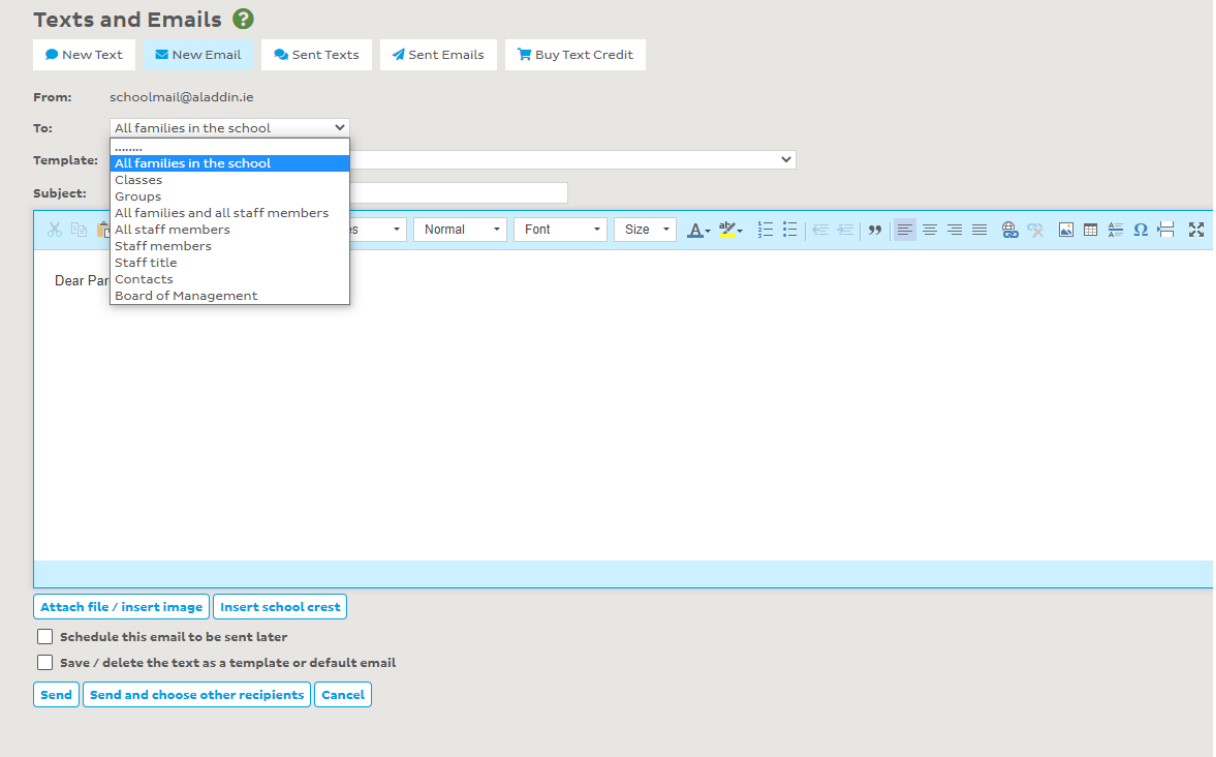
How to send an email

To send an email, click on the **Texts & emails** option from the **Modules** menu. Click on the tab entitled "New Email".

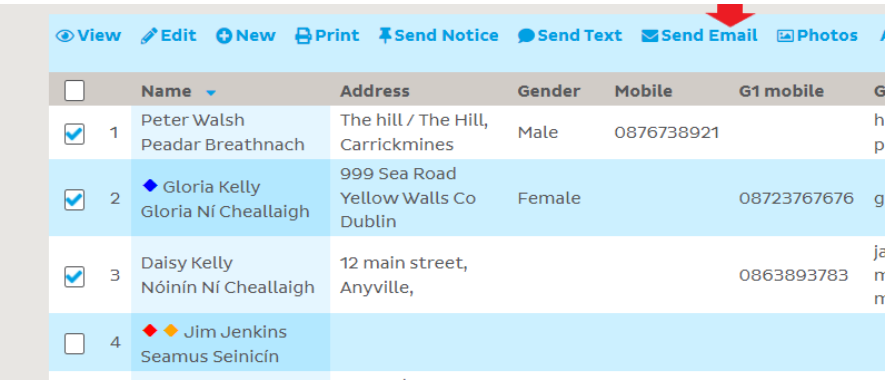
You will notice that the **From** field will contain the school's email address you set up.

The **To** field will show you a drop-down list of recipients to choose from. You can select to send an email to Families, Classes, or Groups. You can also send to Staff, Contacts or BOM in this case emails will go to the email addresses of the recipients as entered on the Staff List, Contacts or

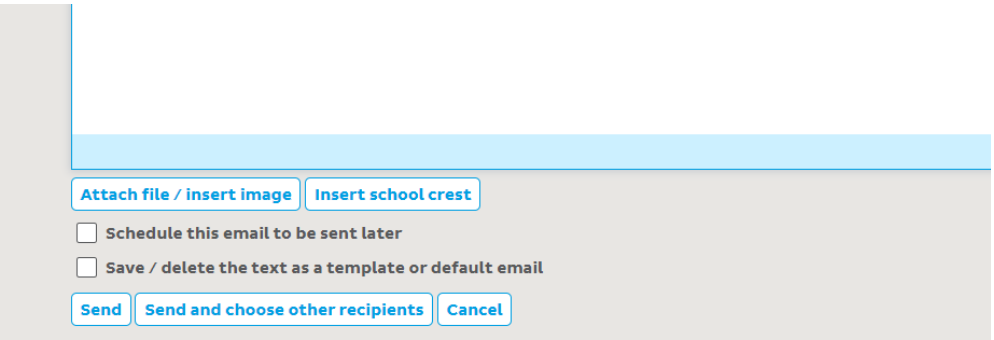
BOM profiles. You can also send to both students and staff by choosing the All families and all staff members option from the drop-down **To** field.



An email can be sent to a student(s) by ticking the box to the left of their name from the class / student / group list and then clicking on the "Send Email" option.



When sending an email, you have the option to add an attachment by clicking on the Attach file(s) button and selecting the file from here. You can also choose to send the email at a later date or you can set up an email as a Template and save this without sending it.



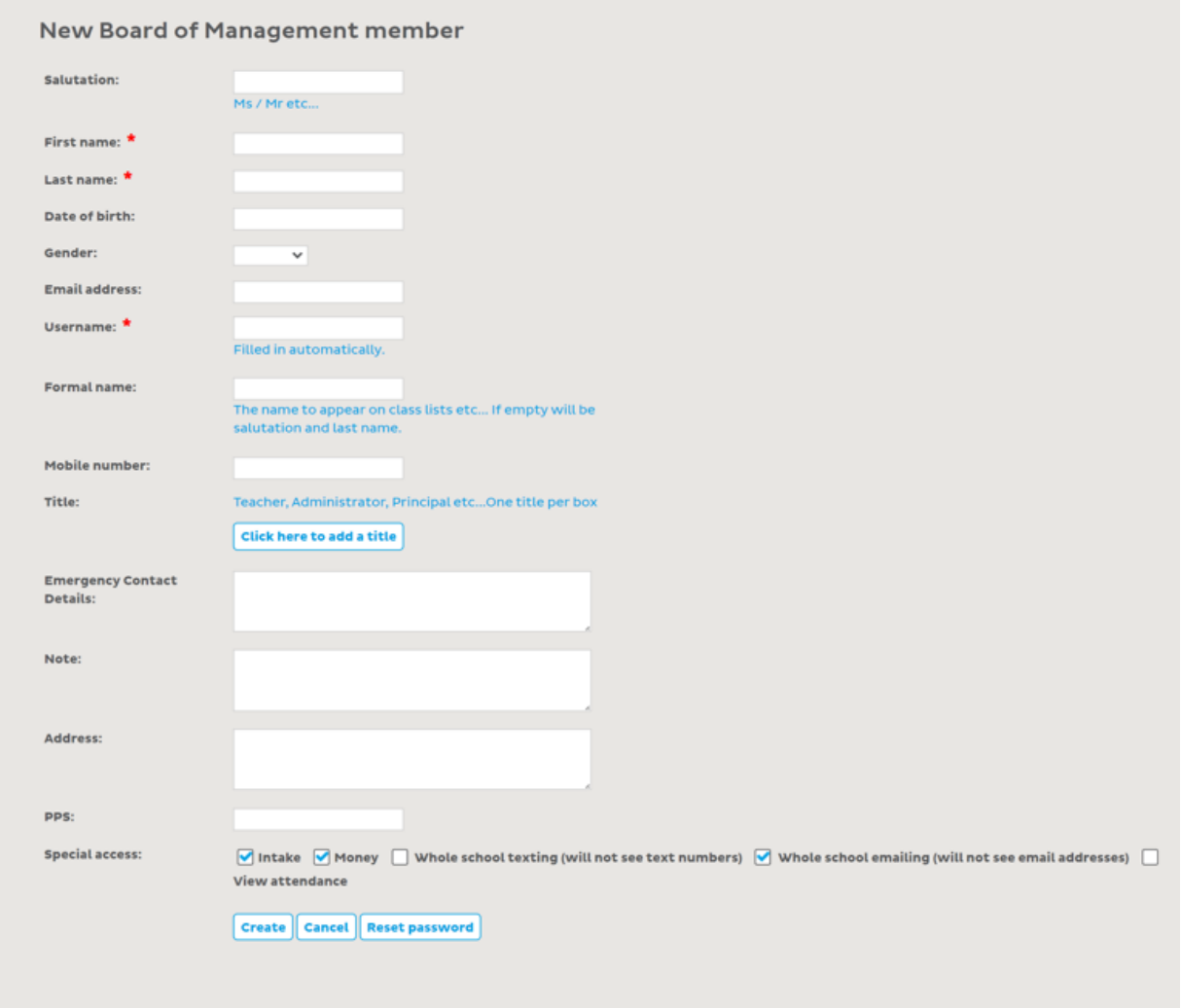
You can for example set up a principal's title and name to be included on the email template by typing in the details to appear at the end of the email and saving it.
This template will be available in the "Template" drop-down once you have saved it.
If you want to send the email immediately just click Send.
If you want to send the email to additional recipients you can do so by clicking on the Send and choose other recipients which allows you to select more recipients from the **To** field.

13 Board of Management Drop-box

You can allow Board of Management members access to Aladdin; however, they will have access limited to view items on the noticeboard created specifically for them, documents created and shared specifically with them, and access to send texts and emails to just the Board of Management themselves.

To grant access to a board of management member, click on the **Staff list** from the **Admin** menu, click the option "New" and then "Board of Management". Enter in their details as required.

As a Board of Management member may be involved in the intake process, or need access to money collected in the school, may need to send text messages or email messages to the whole school, or view attendance, these additional special access options are available to add to a specific Board of Management member on a case-by-case basis.



You can create password handout for Board of Management members as usual, however you may wish to change the wording of the message, which can be done using the "edit handout message" which you will see after clicking the "**Create password handout**" button.

To create and share a document with BOM, create your document as normal or edit an existing document. Towards the end of the screen, you will see a "Share with" option. From here you can choose to share this document with Groups: Board of Management by ticking the box provided. You may also choose to allow read only access, and to create a notice on the noticeboard indicating that this document is now available for the BOM members.

14 Recommended web browser

Data transfer to/from Aladdin is encrypted so your school information can be securely accessed from your PC or any internet device e.g. Smartphone/iPad/iPhone. All modern web browsers are supported, however as it has proven to be the fastest, we recommend that you use **Google Chrome** to access Aladdin from your PC on a daily basis. Google Chrome is available for download from www.google.com/chrome.

15 Tips

Throughout the Aladdin system, we have included tip buttons  where needed. Press the question mark symbol as seen above when seen to view the tips for that section.

16 Help

The Aladdin Help Icon  is located on the top right-hand corner of your Aladdin screen. Within the help menu you will find a help search facility where you can enter in a key word to search o. You can find more product **Manuals** on the more advanced aspects of Aladdin e.g. Money, Report Cards, creating and sharing documents, creating awards, and groups.
You will also find product tutorial **Videos** under the Help menu, and an **FAQ** section listing regular questions and answers. To search for an answer to a particular question you may have, enter a keyword such as e.g. "report cards" into the search help box under the sign out button, and press return. You can also view questions per category by selecting the appropriate name from the drop-down box provided.
You can also discover the latest changes in Aladdin by clicking on the **What's New?** in the help menu.
You can also get access to our **Webinars** section which shows all upcoming Training Webinars along with previous Webinars.

Should you require further help, or prefer to contact Aladdin directly please email Aladdin on support@aladdin.ie or speak with Aladdin support by calling us on **(01) 254-2277**.

For additional information on topics such as Money, Report cards, creating and sharing documents, creating awards and groups, please see the relevant user guides under the Help menu.

This User guide was last updated on 30/01/2026