

Troubleshooting FACTS Integration

From the CT side:

- **Check the User Unique ID Number in the Users Database.** The Unique ID number for each teacher in your Curriculum Trak account needs to match exactly the FACTS SIS Profile ID number.



1206174	Bacon	Tammy	Admin	Reviewer	Brown, Sandra (+3)	Brown, Sandra	Foundation Academy Foundation Admins Needs Access 2022	
1205443	Bailey	Susan	Admin	Reviewer	Arnold, Michael (+5)	Brown, Sandra	Foundation Academy Foundation Admins	✓
1203986	Banes	Stephanie	Viewer		Ussary, Becky		Foundation Academy People who need to login	
abeasley	Beasley	April	Editor	Reviewer	Alexander, Tricia	Arnold, Michael		✓
1207583	Bolyard	Stephanie	Editor	Reviewer	Alexander,	Brown,	Foundation	✓

- **Check the FACTS SIS Class Section in the CT Class Section Setup Area.** Teachers must manually connect their CT class sections with the corresponding FACTS SIS class section. This is required annually.
 1. First check the FACTS SIS Integration report to see if class sections are disconnected. (Find this report in the Reviewer Tools on the Lessons Menu.)

Lesson Plan Integration with FACTS SIS - Progress Report

Department	Course	Teacher	Section	FACTS SIS Section Selected	Sync Enabled?
Art and Design Education	Art K	Ellington, Julie	Doles K Art	*K5 ART - Doles	Y
Art and Design Education	Art K	Ellington, Julie	Riemenschneider K Art	*K5 ART - Riemenschneider	Y
Art and Design Education	Art K	Ellington, Julie	Stevenson K Art	*K5 ART - Stevenson	Y
Art and Design Education	Art K	Loveless, Catherine	Kindergarten Art	*K5 ART - 1	N
Art and Design	Art 1	Ellington, Julie	Doles 01 Art	01 ART - Adkins	Y

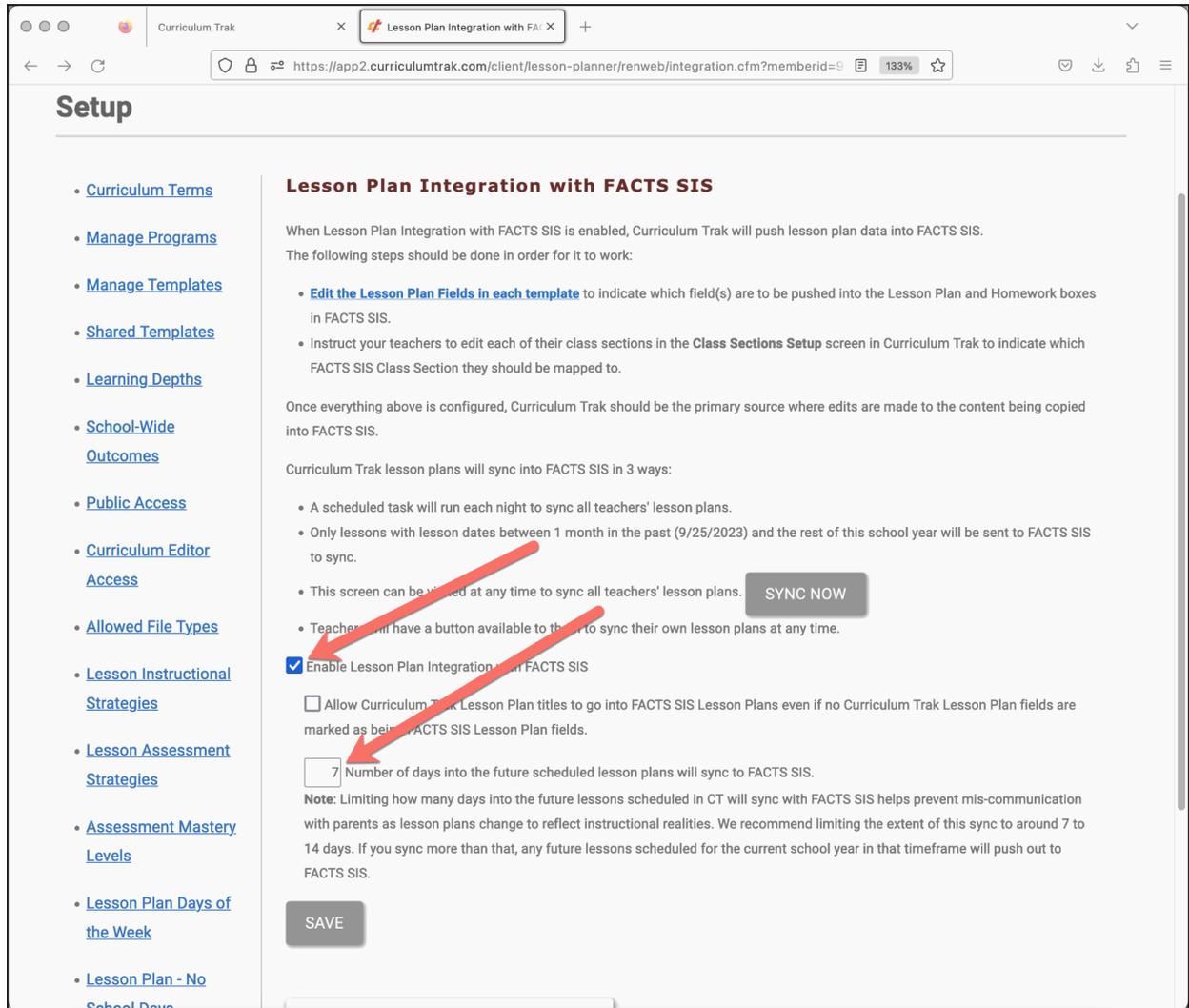
- Then check the class section field in the Class Section Setup area. Click on the edit pencil next to any class section containing the message, "**Class ID: XXXX (no longer in default school year in FACTS/SIS)**" and locate the **FACTS/SIS Class Section** dropdown and select the current title of the course in FACTS.

Class Section	Course	Status	FACTS SIS Class Section	Enable Sync to FACTS SIS	Rollover Dates				
					From Last Year	Move Up	Move Down	Edit	Delete
1st Period Bible 8	Bible 8	Inactive	Class ID: 10608 (no longer in default school year in FACTS SIS)	<input checked="" type="checkbox"/>			↓		
2nd Period Bible 7	Bible 7	Inactive	Class ID: 10597 (no longer in default school year in FACTS SIS)	<input checked="" type="checkbox"/>		↑	↓		
3rd Period Bible 8	Bible 8	Inactive	Class ID: 10609 (no longer in default school year in FACTS SIS)	<input checked="" type="checkbox"/>		↑	↓		
5th Period Bible 7	Bible 7	Inactive	Class ID: 11163 (no longer in default school year in FACTS SIS)	<input checked="" type="checkbox"/>		↑	↓		
6th Period Bible 8	Bible 8	Inactive	Class ID: 11167 (no longer in default school year in FACTS SIS)	<input checked="" type="checkbox"/>		↑	↓		

- Days Into the Future Lessons Sync to FACTS SIS.** Admins can define how many days into the future scheduled lessons on the CT side will push out to FACTS SIS. The default is 7 days. Review and

modify it as needed in *Admin > Setup > Lesson Plan Integration with FACTS SIS* and look for “Number of days into the future scheduled lesson plans will sync to FACTS SIS”.

- **Enable Lesson Plan Integration with FACTS SIS.** Confirm the checkbox in the *Setup Area (Admin > Setup > Lesson Plan Integration with FACTS SIS > Enable Lesson Plan Integration with FACTS SIS)* has been selected.



From the FACTS SIS Side

Once you've confirmed all is good on the CT side and it's still not syncing, check the following:

- **FACTS SIS Account in the Current School Year.** If the rollover from one school year to the next has not yet been completed in either CT or FACTS, then the two accounts are not looking at the same data sets. Ensure that your FACTS SIS account is in the current school year.
- **Teacher Not Listed as Primary.** If a teacher is connected to a class section in FACTS SIS as anything other than the “Primary” teacher, their lessons from CT will not sync with that section in FACTS. Review the teacher’s settings in each FACTS SIS section to which they are currently assigned.
- **FACT SIS Sections not “Active.”** Only class sections in FACTS SIS marked “Active” can receive lessons from CT. Review class sections in FACTS SIS to ensure that they are active for this year.