Troubleshooting Printing Progress Reports/Report Cards

If you notice that you are missing report cards for one, or a handful of, student(s) after you have printed report cards for your campus, try the following fixes below.

**Check the Report Card settings in the Entity Tab**

1. Go to the **Entity/Entity Info tab in the Student Profile** for the student.

2. Check to make sure the “Print Report Card” indicator is set to Yes.

3. If it is set to No then, click the “Edit” button in the top right corner.

4. Select Yes under the Print Report Card Option.

5. Lastly Click Save and then Back.

**Check the Report Card settings in the Family Tab**

1. Go to the **Family tab in the Student Profile** for the student.

2. Check to make sure that Family 1 has a check for both “Receive Report Cards” and “Print Hard Copy Report Cards.”
Check Assignment Due Dates in the Teacher’s Gradebook

The teachers’ assignments must have a “Due Date” **within the term** you are printing for.

Have the teacher check the “Due Dates” they used for the assignments and update them to prior to the end of the term for the Progress Reports or Report Cards and then the grades should post and print.

***NOTE: If the posting window has closed, the teacher will have to submit a Grade Change Request.***