

**Issue: Teacher's name is missing from the Report Card**

A middle school Admin Secretary calls the Help Desk because the teacher's name is not showing in the 'TEACHER' field when printing the Intermediate report card. Instead, it shows in the 'ADDITIONAL TEACHERS' section. The teacher is set as the Primary teacher in the Schedule top tab. There are no additional teachers:

Master Schedule :: ATT--AM----12 - AM Attendance

Save | Cancel

Sections  
 > Details  
 Rebuild  
 Teachers  
 Roster

Matrix View

Classes

Schedules  
 Courses  
 Rooms

Master type: Class  
 Number: ATT--AM--  
 Section number: 12  
 Primary Staff > Name: Sapsford, Paul  
 Primary Room > Number: 10  
 Schedule Term > Code: FY  
 Schedule: 1(1)

Master Schedule :: ATT--AM----12 - AM Attendance

0 of 1 selected | All Records

Name	ScheduleTerm > Code	PrimTch?	Role	Schedule	GrdbkAcqs?
Sapsford, Paul	FY	Y		1(1)	Y

STUDENT NAME		GRADE	ATTENDANCE RECORD				
		06	Sep	Oct	Nov	Dec	Jan
DIV NUMBER	TEACHER	ABSENT	0	1	2	0	1
12							
ATTACHMENTS	STUDENT PEN	LATE	0	0	0	0	0
ADDITIONAL TEACHERS: Sapsford, Paul							

**Solution**

Homeroom: 12

Primary Homeroom Teacher:

Homeroom 2:

Department:

Status: Active

Go to the teacher's record on the Staff top tab. Ensure the checkbox for 'Primary Homeroom Teacher' is selected. Save the change"

Now when you run the report card, the teacher's name will show up in the correct place:

STUDENT NAME		GRADE
		06
DIV NUMBER	TEACHER	ABSENT
12	<b>Sapsford, Paul</b>	
ATTACHMENTS	STUDENT PEN	LATE