

# SAMS Tips and Tricks

## SUPPORT PHONE NUMBERS AND EMAIL CONTACT

**SAMS first line of support**                      **8999 3531**  
or email    **sams.det@nt.gov.au**  
SAMS Team

**CSG**    **1800 756 657**  
(for computer problems  
eg getting users out of SAMS to do a backup)

## USERS

The user name SCHADM is the school's system administrator user name, the user name ADMIN is used by RM Asia-Pacific for support purposes, and the user name DEET is used by DET for support purposes.

**These should not be edited or made inactive.**

## SHARED WORKSPACE

If you work in a shared workspace and have to leave your workstation, use Ctrl U to change user in SAMS.

This keeps SAMS open and ready for someone else to use and keeps the audit log correct.

## ENTRY OF A DATE

SAMS is smart, when you are entering a date you do not have to put the whole date in.

- If you want to use today's date (29 Sep 2009), just enter the day number, 29 and Tab. SAMS knows you want this month and this year and will complete it for you.
- If you want a day in another month in this year, enter the day number, the month number and Tab e.g. if you typed 2908 and then Tab, SAMS will give you 29 AUG 2009. Use the leading zeros if you have a single digit e.g. 0102 for 1 FEB 2009.
- If you want a day in another month in another year you only need to type as ddmmyy e.g. 290909 (if you are going back to the 1900s add the whole year in). You do not need any full stops or/ between them.

## MEDICAL FORMS

**Where to find medical forms**  
(asthma, diabetes, epilepsy, EpiPen, etc)

<http://www.det.nt.gov.au/about-us/policies/documents/schools/administration-of-medications-to-students-with-notified-medical-conditions>

**TIP - Once you have opened the website add it to your favourites**

## SAMS ADMINISTRATORS MUST HAVE READ/WRITE/DELETE ACCESS TO THE W DRIVE (SAMS)

To enable SAMS Administrators to do certain tasks in SAMS (e.g. backups or the Enrolment and Attendance Return) they must have read/write/delete access to the W Drive. This access is given through the ntschools ePass system by being added to the SAMS Admin group under Roles and Responsibilities.

Any user can go to the ntschools ePass site <http://epass.ntschoools.net> to request a new or modified account. See attached procedure sheet NTSchools ePass – How to change Roles and Responsibilities.

# WHERE TO FIND FACT SHEETS AND MANUALS

## SAMS Team website for fact sheets

<http://www.ict.schools.nt.gov.au/sams/index.shtml>

## SAMS for manuals

Open SAMS > Main Menu Bar > Help > Help contents and Index

Select the manual you require and it will open as a PDF. You can search on screen, save or print.  
(Careful, some of these manuals are 400+ pages)

## RM Asia-Pacific website for manuals

<https://www3.rmaust.com.au/nt>

When the Security Certificate screen comes up, select the option 'continue to this website (not recommended)'

When the next screen comes up (The server www3.rmaust.com.au at www3.rmaust.com.au requires a username and password) the log on name is school and the password is help.

Select the manual you require and it will open as a PDF. You can search on screen, save or print  
(Careful, some of these manuals are 400+ pages)

**TIP - Once you have opened these websites add them to your favourites**

## STUDENT RECORD FOLDERS

### Where to request a supply

Student Record Folders can be requested from the department's Financial Services area. Send an email to [pushpa.perera@nt.gov.au](mailto:pushpa.perera@nt.gov.au) or phone 89014942.

## TRANSFER OF STUDENT RECORD FOLDERS

The Student Record Folder can only be transferred to another NT government school. They cannot be transferred to a private or interstate school. Refer to the DET Policy (CM-04.2.2) in the Schools Management Handbook.  
[http://www.det.nt.gov.au/\\_data/assets/pdf\\_file/0016/475/cm-04.2.pdf](http://www.det.nt.gov.au/_data/assets/pdf_file/0016/475/cm-04.2.pdf) (copy attached).

## STUDENT TRANSFER REQUEST

Why not set up a Student Transfer Request as a .kst document so that once you have added/imported a new student you only have to press the 'send letter' icon and select the template. It will not only print the Student Transfer Request with all fields filled out but will also add a note in the student activity record in SAMS so that you know when it was sent. You can also reprint it if need be.

Contact the SAMS Team if you would like help with this.

## INTERSTATE STUDENT DATA TRANSFER NOTE AND PROTOCOL Where to find forms and information

<http://www.mceecdya.edu.au/mceecdya/default.asp?id=13069>

**TIP - Once you have opened the website add it to your favourites**

## EXITING SAMS

Always use the following procedure to exit the system when you have finished using SAMS

- Click on the File menu in the top left hand corner of the window
- Click on the Exit option. The system displays a message asking if you are sure.
- Confirm your choice.

## DEFAULT BUTTON CHOICE

In SAMS if you are given a choice of buttons e.g. print or cancel you will notice that the border of one of the buttons will be slightly darker or have a different pattern. This is the default button.



SAMS defaults to the choice that would be the most used. If the default is the option you want you can press one of the keyboard Enter keys instead of moving the mouse to the button and clicking.

## WHAT TO DO IF SAMS OPENS WITH NO SIDEBARS

Every so often SAMS will open with no sidebars showing. This can be due to SAMS being minimised before it has finished loading. Rather than exit out of the system and then restarting, it is much quicker to go to File > Change User (or Ctrl U) and log back in.

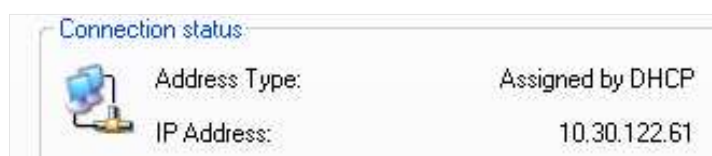
## WHAT DOES THE ACROYNM SAMS STAND FOR?

SAMS is an acronym for Student Administration and Management System.


## Before you phone the SAMS Team for help have your IP address at the ready



1. Right-Click on My Network Places icon (on your computer desktop)
2. Select Properties
3. Double-click on Local Area Connection icon
4. Select the Support Tab



## FLAGGING A STUDENT'S MEDICAL CONDITION

Don't forget to tick the field 'Medical condition flagged on status bar' when adding a new medical condition to a student if you want it to show in the status bar at the bottom of the student's record. . Clicking this icon will show the student's medical information.


### Something to think about

If a parent thinks it is important enough to flag with the school should it be flagged in SAMS?

## LBOTE (Language Background Other Than English) FLAG

Don't forget to tick the LBOTE field on the Miscellaneous Tab in Student Details when a student's record shows any language apart from English in the 'Main Language Other Than English Spoken at Home' field on the Additional Tab.


This field is extracted by the data warehouse and used for statistics and NAPLAN recording.

Selecting this field will show a LBOTE icon  in the status bar at the bottom of the student's record.

## DROP DOWN LISTS IN SAMS


To avoid scrolling through a long list in a drop down menu, e.g. Language or Country of Birth, start typing the name of the field you require. This will take you directly to that item in the list.



## STUDENT PHOTOS


If you have your student photos loaded in SAMS, click the camera icon at the bottom of the student's record  to bring the student's photo to screen.

See separate fact sheet on how to load the student photos and how to print.

## ACCESS RESTRICTIONS

If there is a legal Access Restriction for a student, don't forget to tick the Access Restriction field in the Additional Tab in Student Details so that an icon will show in the status bar at the bottom of the student's record. 

If you use this field remember to also click on the notepad next to the field  and add the relevant information. This information will be quickly available if necessary, by clicking on the icon  in the status bar.

Do not use the Access Restriction note field for adding general notes for the student. Use the general Notes area for these. The note icon will show in the status bar at the bottom of the student's record  and the note can be read by clicking on the icon.

## ENVELOPES

### Did you know that you can set an envelope up as a .kst template?

If your school mails letters to parents or hands out the student reports in an envelope you can set up a .kst template/s for the correct envelope size and with the fields you want to show on the envelope. You then only need to find your student/s in SAMS Student Details, press the 'send letter' icon, select the required template, and print: quick and neat with no chance of error. You will need a printer that can print envelopes.

If you would like a .kst template for a DL (1/3 of A4) or C5 (1/2 of A4) size envelope or if you would like help with this, contact the SAMS Team.

## STUDENT TRACKER

Where to find the website and an application for request for access

Student Tracker website

<http://studenttracker.ntschoools.net>

Application for request for access

[http://www.ict.schools.nt.gov.au/sams/forms\\_factsheets/forms/F\\_StudentTracker-ApplicationForm.pdf](http://www.ict.schools.nt.gov.au/sams/forms_factsheets/forms/F_StudentTracker-ApplicationForm.pdf)

## KEYBOARD SHORTCUTS

In SAMS

F7 key will take you to General>Control

F3 key will take you to Student Details

**General keyboard shortcuts**

Ctrl A – to select all

Ctrl C – to copy selection

Ctrl X – to cut selection

Ctrl V – to paste

Ctrl S – to save

Ctrl P – to print

## USEFUL LINKS ON THE NTSCHOOLS INTRANET



- **DET Directory**

This is where you can find contact information (address, phone, fax, email) for all Northern Territory Schools and DET offices. Click on the DET Directory link in the green menu bar, when the next screen comes up, press on an option in the blue menu bar and make a selection.

- **DET Staff Site**

The DET Staff Site has a vast range of information that is useful for school personnel

- you can find the phone number for all NT Government office based personnel (top right-hand-side)
- under the 'Quick find' menu > Procedures, forms and templates > Schools > Administration you can find policies, forms and information
- under the 'Links' menu, you can find the NT Government Intranet. This site has further links to:
  - Government Directory
  - Training and Development – Calendar and Course Outlines (Department Business and Employment)
  - The Staff Noticeboard (used as a For Sale, Give Away, Lost & Found etc)

- **ntschoools ePass**

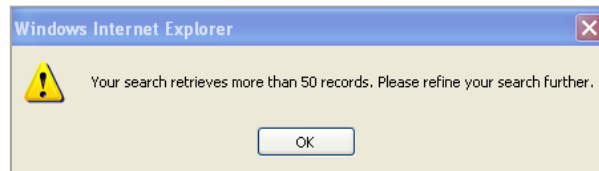
This is an online system that provides NT Schools users with an electronic identity that is used to access all ICT systems (except SAMS). The identity created stays with the user throughout their time in the ntschoools environment. It is self service and provides the following services: request new account, change passwords, delegate approvals, change/update roles and responsibilities, move an account to another school, enable/disable an account, unlock an account.

New SAMS Administrators must go here to request to have their roles and responsibilities changed to have the SAMS Admin group added. If they are not in this group they will not have read/write/delete access to the W Drive and will be unable to complete all tasks.

## HOW TO GET THE BEST RESULT FROM YOUR STUDENT TRACKER SEARCH

When searching for a student on Student Tracker only put the first few letters of their Surname and First name into the fields. This it will give you a list of names and possible variation of the spelling or date of birth.

If the search comes up with **“your search retrieves more than 50 records”** just add another letter to the name field. Searching this way allows for possible errors being discovered.

A screenshot of the Student Tracker web application interface. The top navigation bar includes the IRM logo, the text "Student Tracker", and buttons for "Password", "Download Area", "Logout", and "Help". The main search area on the left contains several input fields: "Surname" (with "smi" entered), "First Name" (with "ke" entered), "Date of Birth", "All Names", "Address Contains", "EDHO Number", "UPN", "SSABSA Number", "Preferred", "Skin Name", "Tribal Group", "Previous", "2nd Name", and "3rd Name". On the right side, there is a "Student Tracking" header with a person icon, followed by instructions: "Enter as much information as possible in the left panes", "Once you have entered your information, please select 'Search Now' to view possible matches", "Use the Fuzzy Matching option to broaden your search criteria", and "To view previously saved search results please select the 'Download Area' option". There is a checked checkbox for "Enable 'Fuzzy' Matching on Name fields" and a "Search Now" button at the bottom right.

## HOW TO CLEAR THE DOWNLOAD AREA ON STUDENT TRACKER

To clear the Download Area on Student tracker:

- Go to the Download Area
- Click on the **select all** button at the bottom of the download area
- Click on the **red cross** in the far left corner

This will delete all students in the download area and allow you to add more.



**Tip:** Doing this procedure regularly when you are continually adding students to the download area makes for good housekeeping.