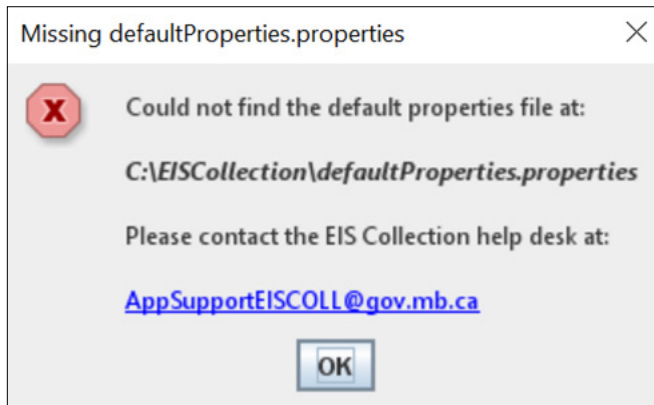# EIS Collection

Frequently Asked Questions

Manitoba

EIS Collection Frequently Asked Questions

Installation

1. **I was able to download the 2023 EIS software; however, I am unable to run the program, as it is stating that I am missing the default programs.**


The error is caused by an issue that occurred during installation.
The result is because the defaultproperties.properties file is missing from the C:\EISCollection folder.

To fix this error:

- Uninstall the EIS software and then reinstall it. Please follow instructions found in the Installation Guide and Uninstallation Guide.

- Alternatively, send an email to the EIS Collection Technical Support Team at AppSupportEISCOLL@gov.mb.ca to request the defaultproperties.properties file.

2. **Why am I seeing this message?**
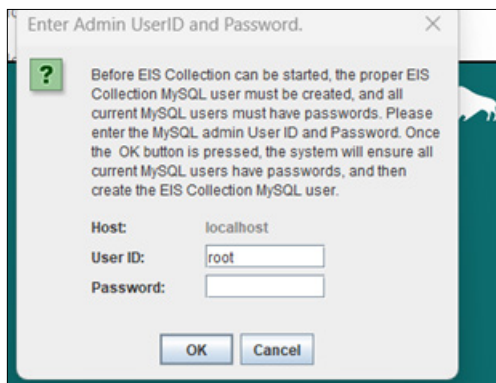
The reason you are seeing this message is because you did not select *Skip Sign-Up*, as shown in step 8 of the **Installation Guide**. To fix this, uninstall the application and then re-install. Please follow instructions found in the Installation Guide and Uninstallation Guide.

Enrolment Code

3. I am getting an error when I enter enrolment code 300.

Many data elements on the enrolment tab are not applicable when the enrolment code 300 is entered. An error message will be generated to flag that these data elements are not to be filled.

For EIS purposes, code 300 is a placeholder designed only to hold the following data elements: student name, birth date, gender, student number, school, grade, postal code, and resident division. Other data elements associated with the enrolment tab, such as previous surname, Indigenous identity, transportation, newcomer, attendance (eligible %), diploma, and homeroom, are not required and information entered into these fields will result in an error message.

Settings

4. How do I set my default setting to my school or division?

Step 1: Click on *Options*.

Step 2: Select *Default Settings*.

Step 3: In the *EIS to be used at* drop-down menu, specify whether you are a school division, public school, independent school, Adult Learning Centre, or First Nations school.
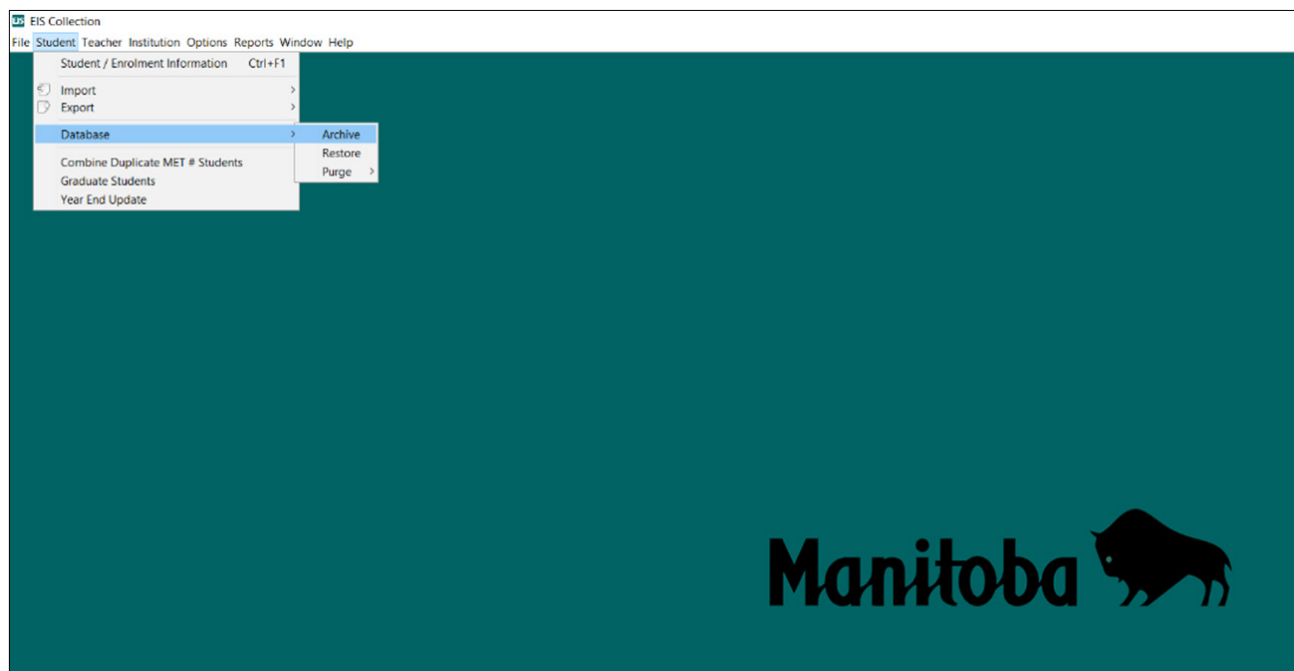
Step 4: In the drop-down menu below the *EIS to be used at* field, specify which division or school you represent by selecting the correct name.
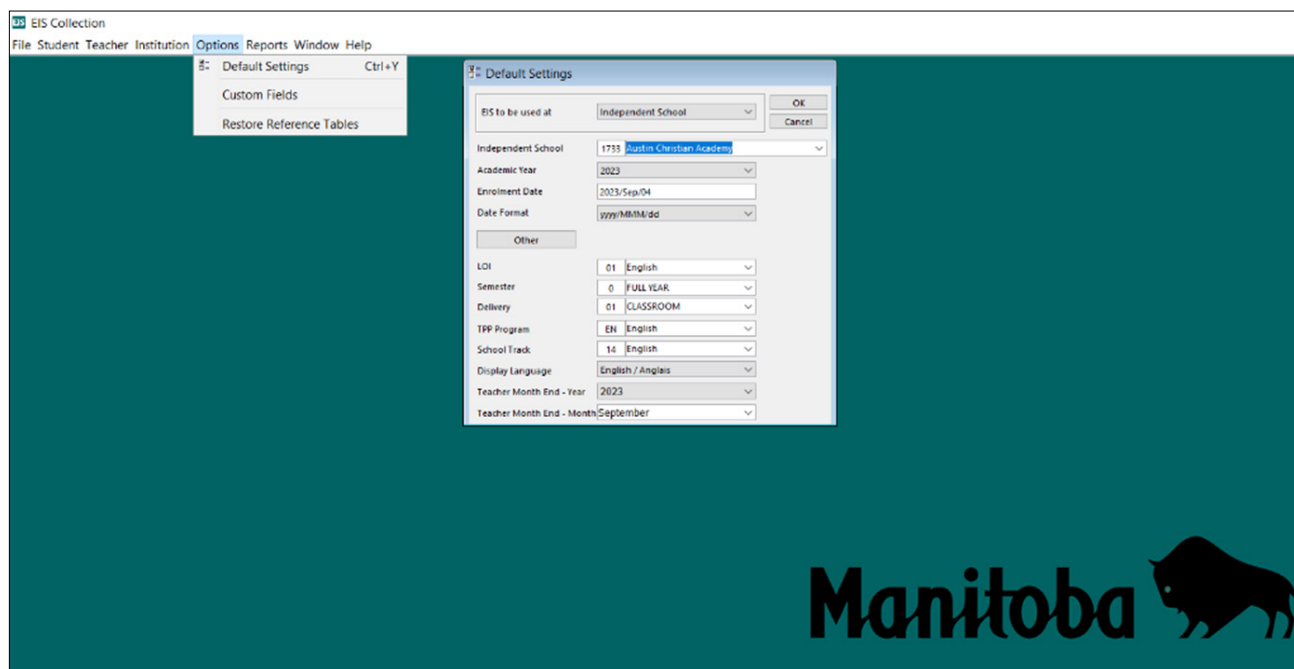
5. How do I create a student archive file?

To create a student archive file, please follow the steps below:
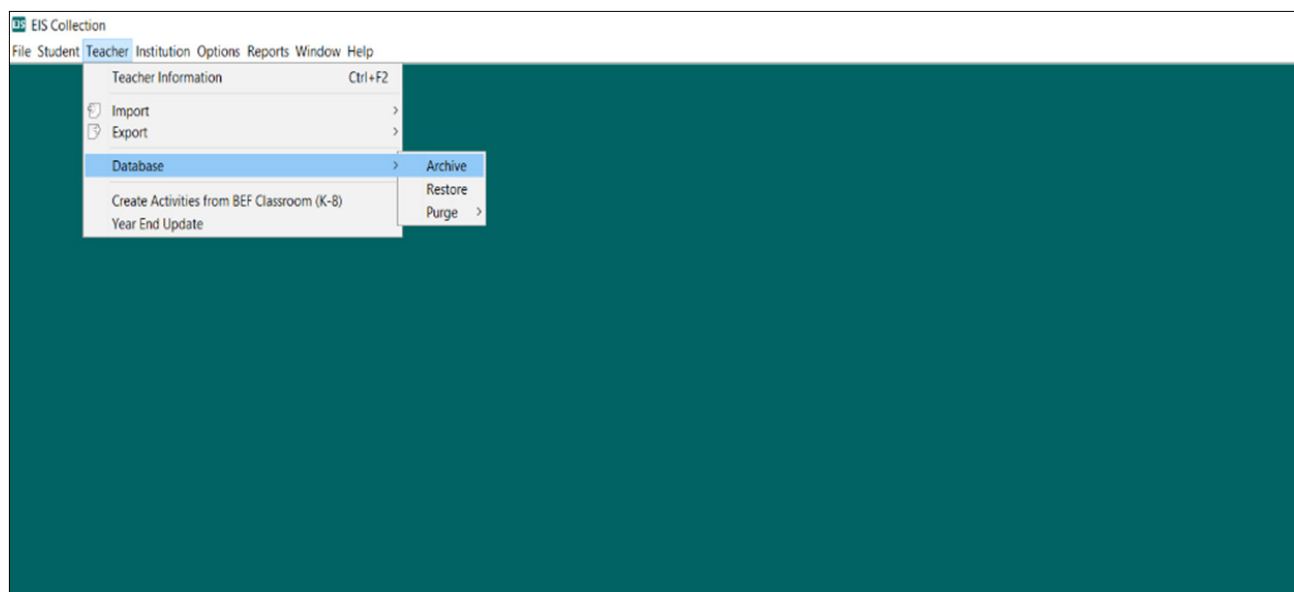
Click on *Student* > Select *Database* > Click on *Archive*.
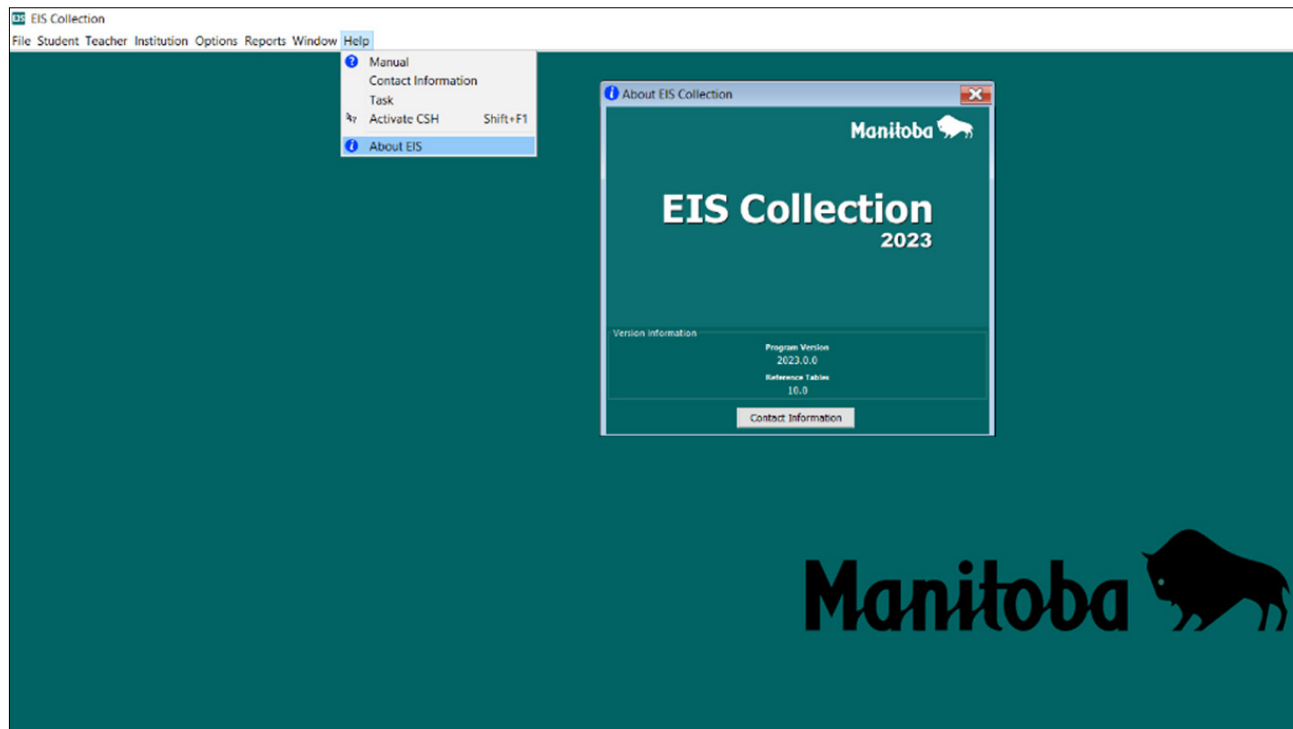

6. How do I create a teacher archive file?

To create a teacher archive file, please follow the steps below:

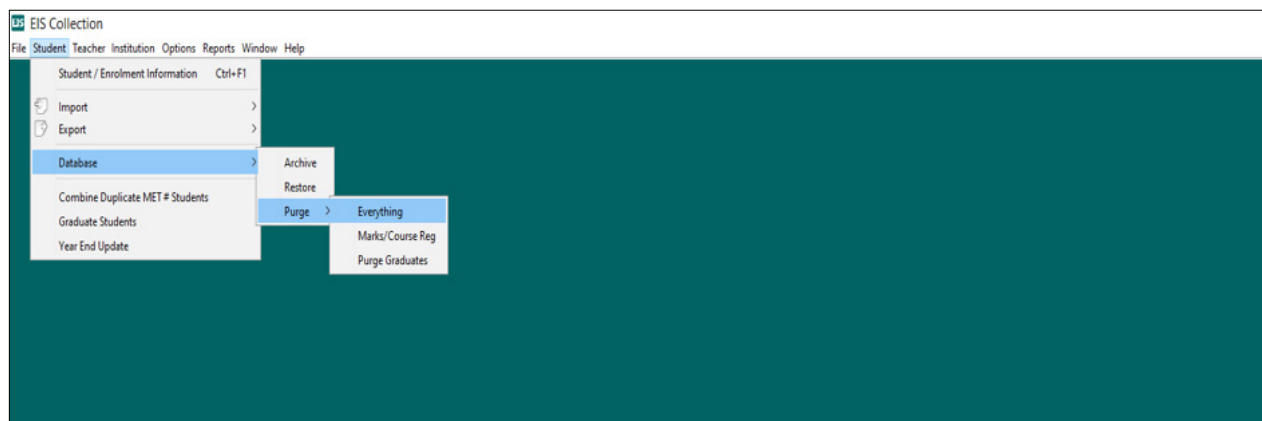Click on *Teacher* > Select *Database* > Click on *Archive*.

7. **How do I know which version of EIS I have installed on my computer?**

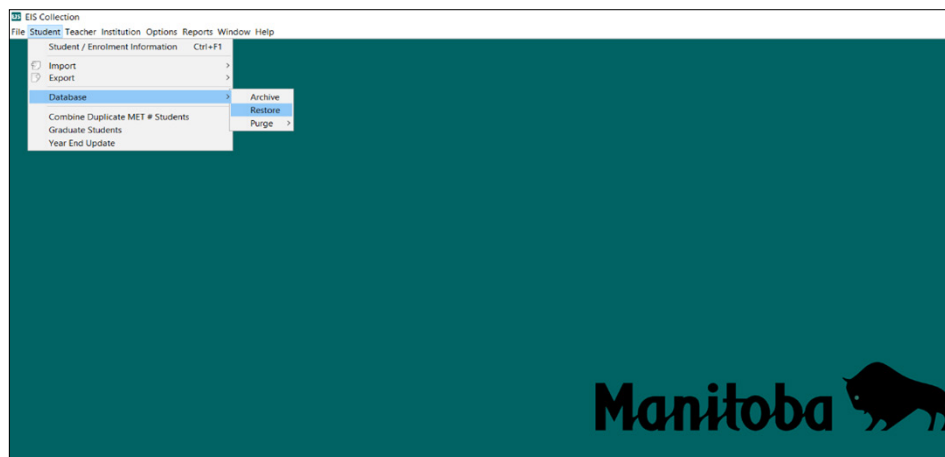Launch the EIS Application > Click on *Help* > Select *About EIS*.

8. **How do I purge my data?**

Launch the EIS Application > Click on *Student* > Select *Database* > Click on *Purge* > Click on *Everything*.

9. **How do I restore my purged data?**

Launch the EIS Application > Click on *Student* > Select *Database* > Click on *Restore*.

Reference Table

10. **How do I update my reference table?**

Step 1: Download the updated reference table from the EIS Collection website.

Step 2: Open the EIS Collection application.

Step 3: Click on *Option*.

Step 4: Select *Restore Reference Table*.

11. **EIS has stopped saving my data.**

This is a manual data entry issue. To fix this issue, please follow the steps below.

Note: By following these steps, EIS will no longer have information from previous academic years saved in the system. If this is a problem, please reach out to AppSupportEISCOLL@gov.mb.ca prior to completing the following steps:

Step 1: Create a student archive file (Click on *Student* > Select *Database* > Click on *Archive*). This is for back up purposes.

Step 2: Export the data. On the Export screen, ensure that the *Perform Validation* and *Create Encrypted ZIP File* boxes are un-checked.

Tip: make note of where the file is being saved because you are going to have to import it back in. Our recommendation is to save the file to your desktop for easy retrieval.
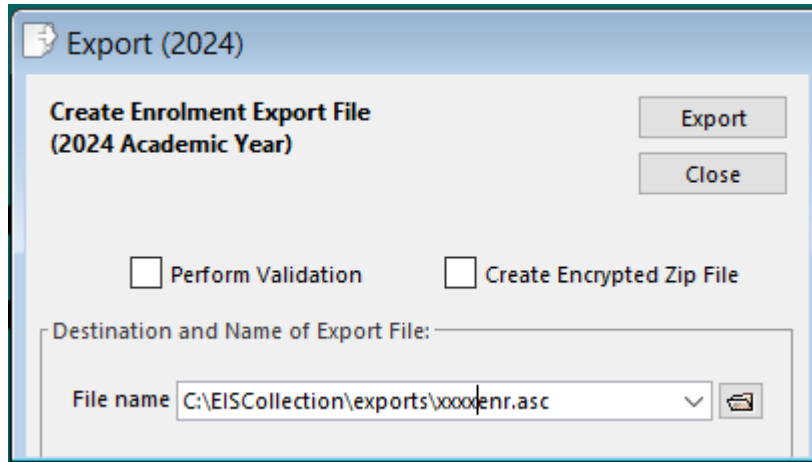
Step 3: Purge all of the student data (Click on *Student* > Select *Database* > Click on *Purge* > Click on *Everything* > Select *Yes* to purge the data).

Step 4: Import back into EIS Application the marks data file you created in step 2.