A&T Back Office Offer Day Preparation

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Contents

01 | Document Change Control

Date	Release	Description
Feb 2020		Details updated for 2020
Feb 2019		This document has been created to merge together some of the documents previously issued in the Offer Day zip file, to make it easier to access the information.

02 | Introduction

This document contains the Offer Day Checklist and Email Checklist. Where further details are referenced, they are either contained within a chapter of this document, or another document. All documents required are available in the zip file.

03 | Offer Day Checklist

Pre-Offer Processing Checklist

1. Check that you are receiving copies of automatically sent emails

Process	Complete	Reference Documents
a. Ensure that your BCC account and email settings are set via the v4 application server's CCS Server Config Utility.	☐	■ Deploying and Setting Up CCS v4 Online AnT Technical Guide (in zip file):
b. Ensure that your SMTP server settings allow for external emails.	☐	■ Section 3: Configuring Online v4 AnT
c. Ensure that the **From** and **BCC** addresses listed in your email settings are different.	☐	■ Section 6

2. Complete the pre-offer checks

Process	Complete	Reference Documents
a. Ensure that all Home applications that have an 'E' in the application reference number have active preferences.	☐	None
b. Ensure that all Home OAA schools have ranks added to their relevant preferences, either through ASL import or manual ranking.	☐	
c. Check that Home Receiver and (where used) Band PANs have been added and are correct.	☐	
d. Check that any sub group marked as **Do Not Include in Offer Processing** contains only schools that must not be included in the **Make Offers** and **Resolve Offers**. This includes **Other LA** schools as well as **Home LA** schools. *Deselect **Do Not Include in Offer Processing** for any Home LA subgroups after running the **Make Offers** process in order to include those groups in the **Resolve Offers** process.*	☐	

3. Ensure that the integration service is installed and started

Process	Complete	Reference Documents
Check that the integration service setup is completed.	☐	■ Installing and Configuring One v4 Core Components Technical Guide (in zip file): ■ Section 8: Installing and Configuring the Integration Service ■ Advice within KB119023 regarding resetting the Integration Service after a cold Oracle backup.

Offer Processing Checks

4. Complete the allocation process

Process	Complete	Reference Documents
a. Ensure that all preferences that require an offer response on Secondary Offer Day/ Primary Offer Day have been processed via the **Make Offers**, **Resolve Offers** and optionally **Final Allocation** routines, including any alternative offers completed through **Bases | Receivers**.	☐	None
b. Review applications with offered preferences for the **No Offer** base and the **No Application** base to ensure that all Home LA students have been offered a place.	☐	

Pre-Offer Publication Checks

5. Confirm that the Publicise Date is set correctly

Process	Complete	Reference Documents
Confirm that the **Publicise Date** is set to the appropriate offer day for this year in the **Process | Transfer Group | E-App Settings | Publicise Date** screen..	☐	■ See A&T Online: Turning on/off Emails Sent From within the Test Environment on page 19.

6. Check the email technical settings *(also see Setting up to Send Emails on page 13)*

Process	Complete	Reference Documents
a. Complete the processes detailed in the technical guide in referenced documents	☐	■ Deploying and Setting Up CCS v4 Online AnT (in zip file): ■ Section 3: Configuring Online v4 AnT
b. Confirm that the v4 email and queue processor scheduled tasks are set up.	☐	■ V4 Scheduled Tasks Technical Guide (in zip file): ■ Scheduled Tasks in A&T
c. If the Email Queue Processor task is not currently scheduled, then run the *EmailQueueCheckReport.rpt* Crystal report (included as part of the Offer Day bundle) before switching the task on. *This report checks for any existing items that are already in the queue. See the* **On offer day** *section for more information on EmailQueueCheckReport.rpt.*	☐	■ Email Queue Check Report on page 13
d. Check that the SMTP server settings allow for external emails. To test the email setup, refer to reference document. *Extreme care should be taken when sending emails from a test environment to ensure that no emails are sent to live email addresses. Please ensure that you disable the sending of emails from your test environment prior to offer day.*	☐	■ A&T Online: Turning on/off Emails Sent From within the Test Environment on page 19.
e. Check that the email service is installed and set up correctly.	☐	■ Installing the One Email Service Technical Guide (in zip file)

Process	Complete	Reference Documents
f. Check A&T Email Settings Complete the processes detailed in the technical guide in referenced documents. *Days after Publicise Date for Offer Email - This setting determines the number of days after the publicise date that any remaining offer emails are sent. If some of the scheduled offer emails are not sent due to an interruption, this field enables you to specify when you wish the email scheduler to restart. Enter the number of days after the original publicise date that you wish to restart the scheduler. The scheduler restarts from the last sent email.* ***NOTE:*** *This setting must be set to 0 at the start of the process in order to ensure that the offer emails are sent on the publicise date. If you need to change Days after Publicise Date for Offer Email, you must ensure that it is set back to 0 for each offer round (e.g. Primary and Secondary).*	☐	■ Preparing Offer Day Emails on page 25.

7. Check offer-related email settings

Process	Complete	Reference Documents
a. Ensure that the offer memo text reflects this year's requirements via **Process | Transfer Group | E-App Settings | Online Text | Offer Information**. The text from this memo is included in every offer email (directly above the preferences list), as well as on every online offer page.	☐	■ Checklist for Setting Up Online for v4 on page 19. ■ Setting Up A&T Online (in zip file)
b. Select **A&T Back Office | Administration | Applications | Online Parameters | Reminder Email Scheduling** and ensure that the following settings meet your requirements: ■ Application Submission Reminder Days ■ Days after Publicise Date for Offer Email (leave set as 0 - see end note for more details.) ■ Parent / Carer Response Reminder Days		

Process	Complete	Reference Documents
c. If you wish to enable parents to respond to offers online, check the transfer group's **Reminder to Respond** settings: i. Ensure that the Process | Transfer Group | E-App Settings | Basic Details | Enable Parent / Carer Response Online check box is selected. ii. Set the Response Closing Date and Time and the Import Response Date. Note that the import of online offer responses occurs only after the Response Closing Date has passed.		

8. Run the Publish Offer Information Online process

Process	Complete	Reference Documents
Navigate to **Process | Transfer Group | Students | Offer Processing** and click the **Publish Offer Information Online** button. *The **Publish Offer Information Online** button is only available after **Resolve Offers** has been run. It publishes the offer status for all preferences to the AT_APPLICATION_TRANSFER online table, supporting the offer email generation process and the publishing of offers to the public-facing part of A&T Online.* *The data in this online table is required for the DfE's School Preferences Data Collection, and also for LAs that are using an alternative online solution to support the creation of the ALT for Online file.* *This process can be run at any time after the allocation process is complete but must be run at least 24 hours before the offer day.*	☐	■ Publish Office Information Online on page 26.

9. Ensure that data is in a suitable state for emails to go out *(also see Troubleshooting Email Issues on page 13)*

Process	Complete	Reference Documents
Ensure that the online tables are populated with data and that all other data is in a suitable state for emails to go out. Run the *OfferEmailsStatus.rpt* and *OfferEmailsDataCheckv2a.rpt* checking reports to confirm the status of your data.	☐	■ OfferEmailsStatus.rpt (in zip file) ■ OfferEmailsDataCheckv2a.rpt (in zip file)

10. Run the School Preferences Data Collection return (English LAs only)

Process	Complete	Reference Documents
Capita issues a stand-alone utility offering Crystal reports that support English LAs when generating the DfE's School Preferences Data Collection return. These reports can be run once data is published to the online tables. The utility details can be found on KB0011072.	☐	

Notes

Setting up to Send Emails

In order to send emails:

- The firewall must be configured to allow a connection between the v4 application server and the SMTP server (typically over port 25), and a connection between the web server and the application server on port 443.

- The web server must have a valid SSL certificate and be set up to publish pages on port 443.

- The SMTP server must allow the email service to act as a relay (thereby allowing emails to be sent to external addresses), and should be set up to allow large volumes of email. This step is necessary because the email service attempts to send a large number of emails to the SMTP server in a short space of time. Some SMTP servers perceive this as a spam attack, either blocking further emails from the sender's IP address, or slowing down responses ("tarpitting") to limit the flow of mail traffic.

Once these prerequisites have been met, the LA must then:

1. Add the SMTP details to the v4 application server configuration.
2. Send the application and session server URLs to One Technical Services. This is usually done at the point at which the online web server was initially configured.
3. Set up a scheduled task via the v4 Client. See the *Deployment and Setup Online (v4) AnT - for Local Authorities* technical guide for further information.
4. Add URLs to the v4 application server config in the required sections.

> **NOTE:** For the One Summer 2015 Release Service Pack 1 (3.57.100) and later versions, the term "email service" refers to the server that the email service is installed on. For earlier versions, the term refers to the application server.

Email Queue Check Report

The *EmailQueueCheckReport.rpt* report lists the total number of emails that are currently waiting in the queue and shows summary details of the five oldest and most recent emails in the queue.

If the Application Server Event Log highlights an issue with email sending, please run the *EmailQueueCheckReport.rpt* report and send the details to Capita. You can run this report periodically during the time when the offer emails are scheduled to send, enabling you to monitor whether the queue is progressing or empty.

Troubleshooting Email Issues

The following list details some scenarios that could affect the sending of offer emails:

- The network firewall could assess that it is under a spam attack while the sending process is running, due to a high number of requests. In this scenario, the firewall might block the communication between the email and SMTP servers.

- A network connection failure during the time when One is trying to send emails would likely prevent emails from being sent.

- An email sent to an 'invalid' email address would not be received. One validates for correctly formed email addresses during registration. However, invalid addresses can occur if a mistake is made when updating the email address directly in the database. This is an unlikely scenario.

> If any of these issues are encountered, One changes the way it processes emails. Emails are saved to the email queue, but are sent by the email service instead of the scheduled task.

04 | **Email Checklist**

This is a list of all the items that should be checked prior to sending automated emails on offer day, along with some troubleshooting advice. Please note that some items are external to One, and may therefore need to be confirmed with the relevant server administrators.
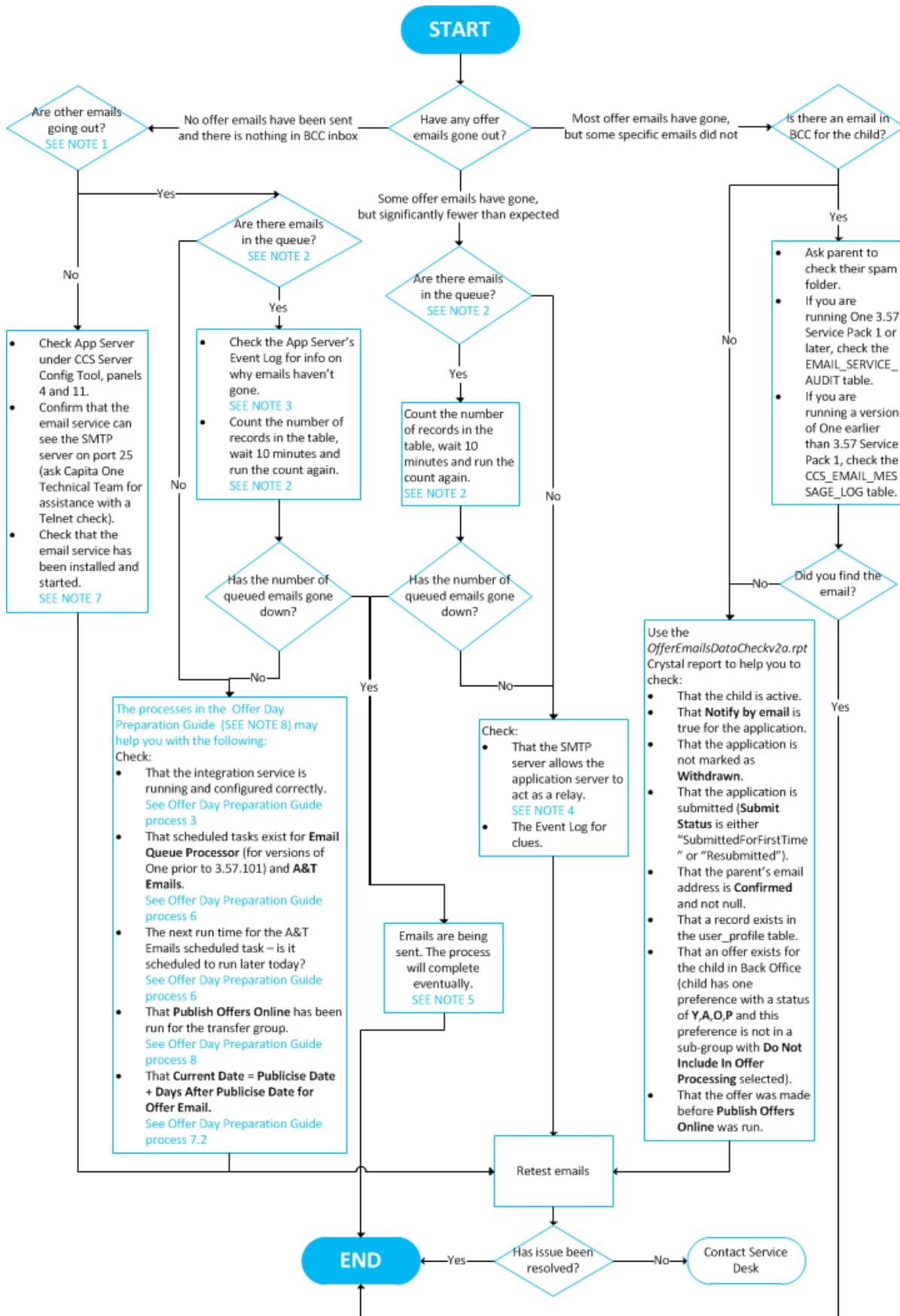
In this document, the term "email service" might refer to the email service released with One Summer 2015 Service Pack 1 (3.57.100), the server it is installed on, or the application server (if using a version of One prior to 3.57.100).

Category	Owner/Location	Condition	Checked
All emails	Please check with your network / firewall administration team	The server must be able to see SMTP server through any firewalls on port 25 – confirm by generating an email to a test address. If you encounter problems, check with your network team or try to telnet SMTP server on port 25 from the application server.	☐
All emails	Application Server | CCS Server Config Tool | Application Server | Panels 4 & 11	The SMTP server address, port and username/password (if applicable) must be configured for the application server in panel 4. For emails other than A&T, a From email address must also be entered in panel 4. For A&T emails, a From email address must be entered in panel 11. We also strongly recommend adding a BCC address in panel 11.	☐
All emails	Email Service	The email service must be installed and configured. For information on this process, see the Installing the One Email Service technical guide (in the zip file). The setup process includes the creation of a user within One. We recommend that this user has their password set to Never Expire.	☐
All external emails	SMTP Server Admin	The SMTP server must be configured to allow the application server to act as a relay. If this is not the case, it is likely that internal emails to the BCC address and to parents whose email addresses are within the LA will be sent, but external emails will not. This can be tested by attempting to generate an email to an internal address and then repeating for an external address.	☐
All bulk emails (e.g. A&T Offers & Reminders)	Application Server | Windows Services	Integration service must be running. This should be checked on the day before a bulk email run is scheduled.	☐
All bulk emails (e.g. A&T Offers & Reminders)	v4 Client | Tools | Administration | Schedule Tasks	A scheduled task with an action of A&T Emails must exist. This task is usually set to run once a day. The task's next run time must be set to a point in the future. For each scheduled task, check that the Application Server field is populated and corresponds to a valid application server URL in the v3 client via System Administration | LA Defaults – check the parameters named APP_SRVR_1 through to APP_SRVR_4.	☐

Category	Owner/Location	Condition	Checked
All bulk emails (e.g. A&T Offers & Reminders)	SMTP Server Admin	The SMTP server must be configured to allow the application server to send large quantities of emails in a short timeframe.	☐
All bulk A&T offer emails for a specific transfer group	A&T v4 Back Office | Process | Transfer Groups | <select group> | Students | Offers Processing	Publish Offers Online must have been run for the transfer group. Publish Offers Online is only available once Resolve Offers has been run on the transfer group. Resolve Offers is only available once Make Offers has been run for the transfer group.	☐
All bulk A&T offer emails for a specific transfer group	A&T v4 BO | Process | Transfer Groups | <select group> | E-App Settings AND Administration | Applications | Reminder Email Scheduling	Publicise Date + Days After Publicise Date for Offer Email = the current date. We recommend setting Days After to 0 and Publicise Date to the offer date. This is checked in the OfferEmailsDataCheckv3.rpt report.	☐
Individual Offer Email (sent as part of the bulk process)	Checked in the report OfferEmailsDataCheckv3 Field: student.active = 'T'	Student must be active.	☐
Individual Offer Email (sent as part of the bulk process)	Checked in the report OfferEmailsDataCheckv3 Field: at_application_form. alloc_email_notify = 'T'	Online application must have the Notify by email check box selected.	☐
Individual Offer Email (sent as part of the bulk process)	Checked in the reportOfferEmailsDataCheckv3 Field: at_application_form. email_sent = 'F'	Email sent flag for the application must be 'F'.	☐
Individual Offer Email (sent as part of the bulk process)	Checked in the report OfferEmailsDataCheckv3 Field: transfers.withdrawn = 'F'	The back-office application must not be marked as Withdrawn.	☐
Individual Offer Email (sent as part of the bulk process)	Checked in the report OfferEmailsDataCheckv3 Field: at_application_form. submit_status	Online application must have a submission status of SubmittedForFirstTime or Resubmitted.	☐
Individual Offer Email (sent as part of the bulk process)	Checked in the report OfferEmailsDataCheckv3 Field: public_users.email_address & public_users. is_email_confirmed	Email Address must be confirmed and not null.	☐

Category	Owner/Location	Condition	Checked
Individual Offer Email (sent as part of the bulk process)	Checked in the report OfferEmailsDataCheckv3 Field: choices.allocate_flag	There must be an offer (YAOP – Allocated, Accepted, Offered or Provisionally Allocated) for a base other than the No Application or No Offer base in Back Office.	☐
Individual Offer Email (sent as part of the bulk process)	Checked in the report OfferEmailsDataCheckv3 Applications that do not meet this criteria will not appear on the report.	The child must exist in GP_STUDENT. This is implicit if an online application exists and has been matched.	☐
Individual Offer Email (sent as part of the bulk process)	Checked in the report OfferEmailsDataCheckv3 Children not in GP_STUDENT will not appear on the report. Field: GP_STUDENT.MAPPED_STUD_ID	A record for the applicant must exist in both public_users and in user_profile. This is implicit if an online application has been made.	☐
Individual Offer Email (sent as part of the bulk process)	Checked in the reportOfferEmailsDataCheckv3 Field: at_application_form.inactive = 'F'	The child's online application must be active.	☐

If some or all offer emails do not send

START

Are other emails going out? SEE NOTE 1 — No offer emails have been sent and there is nothing in BCC inbox — Have any offer emails gone out? — Most offer emails have gone, but some specific emails did not — Is there an email in BCC for the child?

Yes

No

Some offer emails have gone, but significantly fewer than expected

- Check App Server under CCS Server Config Tool, panels 4 and 11.
- Confirm that the email service can see the SMTP server on port 25 (ask Capita One Technical Team for assistance with a Telnet check).
- Check that the email service has been installed and started. SEE NOTE 7

Are there emails in the queue? SEE NOTE 2

Yes

- Check the App Server's Event Log for info on why emails haven't gone. SEE NOTE 3
- Count the number of records in the table, wait 10 minutes and run the count again. SEE NOTE 2

No

Are there emails in the queue? SEE NOTE 2

Yes

Count the number of records in the table, wait 10 minutes and run the count again. SEE NOTE 2

No

Yes

- Ask parent to check their spam folder.
- If you are running One 3.57 Service Pack 1 or later, check the EMAIL_SERVICE_AUDIT table.
- If you are running a version of One earlier than 3.57 Service Pack 1, check the CCS_EMAIL_MESSAGE_LOG table.

No

Has the number of queued emails gone down?

No

Has the number of queued emails gone down?

No

Did you find the email?

No

Yes

The processes in the Offer Day Preparation Guide (SEE NOTE 8) may help you with the following:
Check:
- That the integration service is running and configured correctly. See Offer Day Preparation Guide process 3
- That scheduled tasks exist for **Email Queue Processor** (for versions of One prior to 3.57.101) and **A&T Emails**. See Offer Day Preparation Guide process 6
- The next run time for the A&T Emails scheduled task – is it scheduled to run later today? See Offer Day Preparation Guide process 6
- That **Publish Offers Online** has been run for the transfer group. See Offer Day Preparation Guide process 8
- That **Current Date = Publicise Date + Days After Publicise Date for Offer Email.** See Offer Day Preparation Guide process 7.2

Yes

Check:
- That the SMTP server allows the application server to act as a relay. SEE NOTE 4
- The Event Log for clues.

Emails are being sent. The process will complete eventually. SEE NOTE 5

Use the *OfferEmailsDataCheckv2a.rpt* Crystal report to help you to check:
- That the child is active.
- That **Notify by email** is true for the application.
- That the application is not marked as **Withdrawn.**
- That the application is submitted (**Submit Status** is either "SubmittedForFirstTime" or "Resubmitted").
- That the parent's email address is **Confirmed** and not null.
- That a record exists in the user_profile table.
- That an offer exists for the child in Back Office (child has one preference with a status of Y,A,O,P and this preference is not in a sub-group with **Do Not Include In Offer Processing** selected).
- That the offer was made before **Publish Offers Online** was run.

Retest emails

END — Yes — Has issue been resolved? — No — Contact Service Desk

Notes:

1. Try to generate a Registration Confirmation or Password Reminder email to confirm whether emails are sending.
2. Check the email address for in the first record in the queue - the EmailQueueCheck Crystal report can help with this.
3. Possible causes include a dropped connection between the application and email servers, or having three or more malformed destination email addresses.
4. Without this setting, emails are only sent to internal addresses within the LA.
5. If the number of emails in the queue is going down slowly, check that the SMTP server is not set to slow down in response to a perceived spam attack ("tarpitting").
6. Contact the One Service Desk if you have problems following any of the steps detailed in this process flow.
7. For more information on this process, see the Installing the Email Service technical guide.

05 | **A&T Online: Turning on/off Emails Sent From within the Test Environment**

It is important that emails are not sent to 'real' user email accounts from the test environment. This document explains how to ensure that the online processes do not send out emails, even if your test environment uses real email addresses. This information is particularly important when testing application reminders (primary and junior) and offer / response reminder emails.

There is no purpose built way to stop allocation emails being sent. However, there are three workaround options:

■ **Option 1 – Individual emails are still sent, but bulk emails are not**
Remove the PROCESS_ANT_EMAILS (may have another name as created by your local authority)scheduled task from the ScheduledTasks list. To do so, select Tools | Administration | Schedule Task in the v4 Client, search for the task, and then delete it.

  ■ **Impact**
  This option prevents the LA from testing any processes that involve bulk emails (e.g. the reminder and offer email processes).

■ **Option 2 – No emails are sent**
Remove the SMTP Server, Port No., User, and Password from the application server CCS Config Tool's Email Settings panel.

  ■ **Impact**
  This option prevents One from sending any emails at all. It is not possible to test any processes that use emails while the SMTP settings are removed.

■ **Option 3 – End to End testing**
End to end testing with the individual and bulk emails that are to be generated
Sanitize the data held in the test environment using the script provided in KB475760.

  ■ **Impact**
  There is no real negative impact when using this method. Using this script means that LAs can test all processes, including those that involve sending emails. This method enables you to ensure that emails will only be received by those addresses that you wish to receive email.

06 | Checklist for Setting Up Online for v4

Checklist for Online Parameters, Transfer Groups Subgroups and Emails.

Also see Setting Up A&T Online Reference Guide (in zip file)

Administration | Online Parameters

One Home	Students	Process	Bases	Reports	Administration
Applications	GIS		Bases		

Administration - Applications

Online Parameters	Special Reasons	Permitted Websites

Route	Detail
Website Text	Check Memos – (See appendix A for layout examples) ■ Welcome Memo ■ Application Information Memo ■ Contact Us ■ Data Protection ■ Preference Memo ■ Privacy Statement ■ Public Care Question ■ Service Family Supporting Text ■ Terms and Conditions Memo Editor – Hyperlinks Arial ▾ 9 ▾ A⁺ A⁻ **B** *I* U ⊘ ☰ ☰ ✂ 🔲 📋 ✏️▾ A▾ Admissions for this school are controlled by the board of Governors. We will forward you application on after the closing date. However th supplementary form that you must complete please follow this link to access a copy, or refer to the back of your guide. Cancel / **Save** TIP: Crtl C and Crtl V to copy and paste **Admissions** for this school are controlled by the board of Governors. We will forward you application on after the c supplementary form that you must complete please follow this link to access a copy, or refer to the back of your g **Insert Hyperlink** x Text to display: Admissions Target frame: New window ▾ Link to: ⊙ Existing file or web page ○ Place in the document Address: OK Cancel

URLS	These are used on all footers on the public pages.
Data Processing Rules	View and check rules
Define Version	V3 is the default – once you change to V4 there is no going back. If a daily import time is entered via Administration | Applications | Online Parameters | Schedule and Log Import of Online Applications, then the system will use the V4 Import process even if V3 is defined here.
Schedule	For V4 import only the time the imports will run and if the Scheduler is running.
Public Access	Check that the Site is open and the closing date is either set to a date a long way in the future or at the very last date you allow parents in to make applications and log acceptance.
Reminder Email	The Application Submission Reminder Days = the days BEFORE closing to start emailing reminders for parents to re-submit. ▼ **Reminder Email Scheduling** ✎ Edit Application Submission Reminder Days: `14` Days After Publicise Date For Offer Email: `0` Parent/Carer Response Reminder Days: `3` Days After Publicise Date for Offer Email – ZERO is the default NOTE: Scheduled emails are controlled by the System Administrator in the V4 Rich Client – Scheduled Tasks
Display Options	Postcode Search, names with emails and In-Year Online ▼ **Display and Email Options** ✎ Edit Display Postcode Search: Yes Include Student Name & DOB In Emails: Yes You can opt to exclude LA's and Countries from the UK Bases search via the 'Preference Schools to Display Online'. Preference Schools To Display Online Display All Schools Except Those From ▼ England / Wales / Northern Ireland / _LK - 0106-TABLE_ID / 5. - 5. Belfast Library Board / 301 - Barking / 302 - Barnet / 370 - Barnsley / 800 - Bath & NE Somerset / 303 - Bexley Scotland

Process | E-App Settings

Basic Details	Opening and Closing dates
	▼ **Basic Details** ✏ Edit **Online Label for Transfer Group:** Starting School - September 2013 **Starting Date:** 05/11/2012 **Closing Date:** 16/01/2013 16:30 **Publicise Date:** 16/04/2013 **Enable Parent/Carer Response Online:** Yes **Response Closing Date:** 06/05/2013 23:59 **Import Response Date:** - **Maximum Preferences Allowed Per Application:** 3 **Prompt For Entry Of UID In Online Form:** Yes **Ask Parent For Moving Address & Date:** Yes **Request Council Tax Reference Online:** No Note if you are importing responses this will only occur once the Response Closing Date has passed and the Import Response Date has been met. Responses will not be imported if there is a conflicting offer/response for the matching preference in the Back Office.
Online Text	■ Moving ■ Sibling ■ Home Address ■ Offer Information ■ Offer Responses Confirmation ■ Reminder to Respond to Offer ■ Reminder to Submit Application ■ Resubmission Reminder ■ Resubmitted Application Confirmation ■ Submission Confirmation NOTE: Offer text goes with ALL offer emails directly above the Preference list

Process | Subgroups

NOTE : You can have alternative text at subgroup level for the sibling question

View Details |Additional Online Parameters	Text for subgroup and question options
Special Reasons	You can have 3 extra questions online at the subgroup level NOTE: Codes have to be linked – then you can add the Online text

Emails

Emails are controlled via the V4 Rich Client via 'Scheduled Tasks' (not to be confused with the Import schedule for importing applications)

Your One Coordinator should have migrated the tasks into the V4 Rich client from the ScheduledTask list

V4 Client

Tools | Administration | Schedule Task

Admissions uses the following task in this schedule –

* PROCESS_ANT_EMAILS – Bulk emails, like offers and reminders to resubmit (the name of this task may vary, as is created by each local authority). If the task can't be found, check the Inactive tasks as it may not be enabled. If it doesn't exist, then your One Coordinator needs to refer to the v4 Scheduled Tasks Technical Guide (in the zip file).

The trigger needs to be set as below and the Start Date/Time must be in the future, even if it has already been running in the past.

07 | **Preparing Offer Day Emails**

It is important to check that A&T offer emails are correctly configured before offer day, as these emails may not otherwise be sent to applicants. There are two areas you need to check: A&T's own email settings, and the scheduled task that checks One for bulk email tasks.

Check A&T Email Settings

A&T's **Days After Publicise Date For Offer Email** setting must be set to zero in order for the scheduler to send out offer emails

on the publicise date. If this setting is not set to zero, the emails will be sent after the publicise date has passed.

1. Open A&T v4 Online and navigate to Administration | Applications | Online Parameters.
2. Open the Reminder Email Scheduling section and check that Days After Publicise Date For Offer Email is set to 0.
3. If Days After Publicise Date For Offer Email is not set to 0:
   a. Click the **Edit** link to enable editing.
   b. Enter 0 into the **Days After Publicise Date For Offer Email** field and then click the **Save** button.

Check Scheduled Task

Next, check that the scheduler is configured to look for daily bulk email jobs from One.

1. Open the v4 Client and navigate to **Tools | Administration | Schedule Task**. The **Schedule task Search** dialog is displayed.
2. Click **Search** to view a current list of scheduled tasks.
3. Look for the PROCESS_ANT_EMAILS task. If it is not found, untick Enabled, to see if it is inactive. If this task is still not listed, refer to the v4 Scheduled Tasks technical guide (in the zip file) for information on creating a task.

> **NOTE:** The **Task Name** of the PROCESS_ANT_EMAILS task may vary. However, the task action for the email scheduler task (viewable by double clicking the task, then clicking the **03. Actions** button) is always set to "A&T Emails".

08 | Publish Offers Information Online

The **Publish Offer Information Online** process enables you to inform applicants of the school places offered to their children.

This process feeds offer status information to all automatic offer emails and users of the Admissions & Transfers Online module.

When the **Publish Offer Information Online** button is clicked:

- all active student applications, along with their offer status information for preferences, are exported to the AT_APPLICATION_TRANSFER table. Withdrawn or inactive applications are not exported.

- system generated preferences (i.e. those preferences with a preference number equal to or greater than the **Transfer Group Process Start Number**) are exported if they have an offer status of **O** (Offer), **Y** (Allocated), **A** (Accepted by Parent) or **P** (Provisional).

The **Publish Offer Information Online** button is only displayed after the **Resolve Offers** routine has been run for the transfer group

Running the Process

1. Ensure that the **Resolve Offers** routine has been run for the transfer group whose information you wish to publish. For more information on **Resolve Offers**, see the **Resolve Offers** topic of the Admissions and Transfers Back Office Help.

2. Select a transfer group:

   a. Select **Process | Transfer Groups** to display the **Transfer Groups** search panel.

   b. Enter the code, description or year of the transfer group you wish to publish into the search field and then click the **Search** button. A list of the transfer groups that match your search criteria is displayed.

   c. Highlight a transfer group to select it.

3. Publish the information online:

   a. Select the **Students** tab and expand the **Offers Processing** section. The **Offers Processing** menu is displayed.

   b. Click the **Publish Offer Information Online** button to start the publication process for the selected transfer group. A publication status message appears below the button.

NOTES: The **Publish Offer Information Online** status message refreshes every five seconds. If, after two minutes, the message is still indicating that the routine has not started, check with your System Administrator to verify it the integration service is still running.

Publish Offer Information Online can only be run once for a specific transfer group, because online offer information should always match the offer letter sent to applicants on the offer date. It is not necessary to re-run the routine, even if subsequent offer status changes are made as part of the appeals process.