

Compassionate Discipline

Report a problem



<http://prod.cdschool.co.za>

Please note that Chrome is the CDS preferred browser on pc, tablet and smart phone.

Content

1. Do not how to use the CDS system – p 3

**2. Do not know which demerit category to use
– p 6**

**3. System shows error message instead of
success message – p 8**

**Wenk: Stel 'n webboekmerk vir
<http://prod.kddschooll.co.za>
om terug te kom na die webbladsy.**

1. Do not how to use the CDS system

Step 1.1: Select “View” on CDS Manuals panel.

The screenshot displays the CDS system interface. On the left, a blue header contains the text "CDS". Below it, a green sidebar features a "CDS Manuals" panel with a "View" button and a document icon. A yellow arrow points from this "View" button to the "LEARNER DASHBOARD" section. The top navigation bar includes a "Sign out" button, a calendar icon with a red "3", a warning icon with a red "1", the user name "Margaretha Mauer", and the institution "LS KDDS". A "Sign in success" message is visible in a light blue box. The "LEARNER DASHBOARD" section contains a search bar with the text "Learner Name" and a yellow "Search" button. Below this, a green banner displays "MARGARETHA MAUER DASHBOARD". At the bottom left, a small graphic reads "Kweek Disziplin met Deernis" with leaf illustrations.

1.2 Select Guide

CDS MANUALS

CDS Manual 1 – Managing your password

CDS Manual 2 – CDS Overview

CDS Manual 3 – Character Awards

CDS Manual 4 – Demerits



CDS Manual 5 – Learner Reports

CDS Manual 6 – Rewards and Action Plans

CDS Manual 7 – Incomplete Plans

1.3 Read Guide

PowerPoint Presentation

1 / 25



Compassionate Discipline

Demerits



<http://prod.cdschool.co.za>

Please note that Chrome is the CDS preferred browser on pc, tablet and smart phone.



2. Do not know which demerit category to select.

Step 2.1: Read CDS Guide 4 – Demerits (as shown in step 1.1)

Attention Seeking



Irresponsibility



Manipulation



Abnormal behaviour



Inability and
Accidents



Emotional
Immaturity



Willful Disobedience
and Defiance



Misbehaviour
towards others



2.2 Contact your consultant

Email your consultant by using the email link on the school dashboard.

LS KDDS PANEELBORD

U KDDS Konsultant is:

Margaretha Mauer 
margaretha@mauer.co.za

Vertoon Limietlys

Alle Onvoltooide Planne

Vertoon Skoolbeleide

Skoolaktiwiteitsverslag

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Leerderbelonings
agterstallig

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Ouervergaderings
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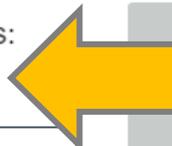
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3. System shows error message instead of success message

Step 3.1: Select “Report Problem” at the bottom of page.

[About CDS](#)

[Report Problem](#)

[Request new password](#)



3.2 Complete problem information and select “Save”

REPORT CDS PROBLEM

Report only problems with this form. Contact your consultant direct via email for queries after you have read the applicable guide. If you report problem, the problem will be mailed to yourself and consultant. The consultant will enter a solution on the system. Please accept if you are satisfied.

Mev Lorraine Steyn [✉ christengesinne@gmail.com](mailto:christengesinne@gmail.com)

What exactly is the problem?

Error message was shown instead of report problem screen.

What was the actions you took leading up to the problem?

Selected "Report Problem"

What should have been the outcome?

Report problem screen

What was the actual outcome?

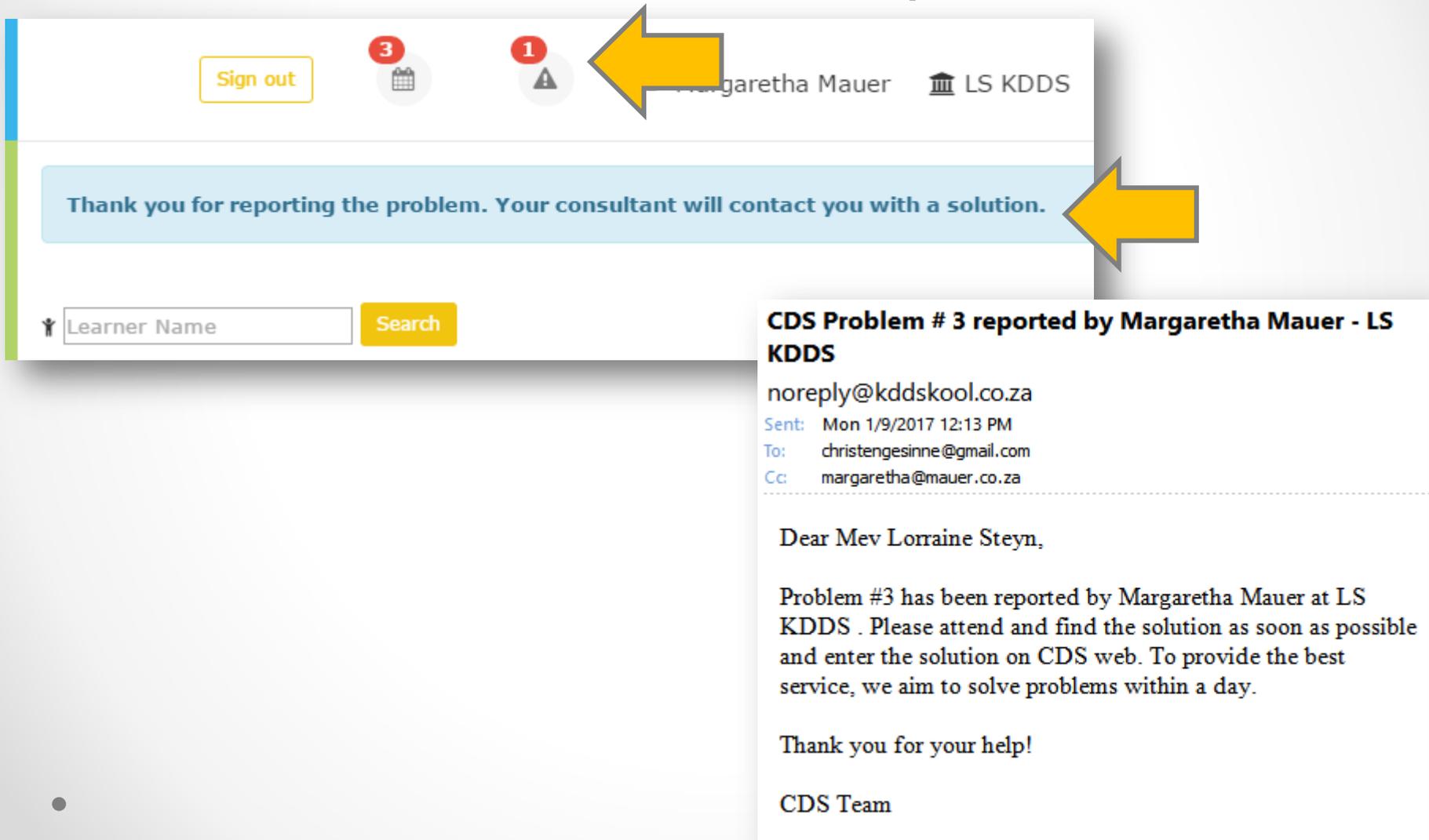
Error message: Page does not exist

Did you see the message: 'sorry there seems to be a problem'?

Save

Step 3.3: Success message

Success message is shown and email is sent to you and consultant.
Problem icon shows unresolved problems.



The image shows a screenshot of a web application interface. At the top, there is a navigation bar with a "Sign out" button, a calendar icon with a red circle containing the number "3", and a warning icon with a red circle containing the number "1". A yellow arrow points to the warning icon. Below the navigation bar, a light blue banner displays the message: "Thank you for reporting the problem. Your consultant will contact you with a solution." A second yellow arrow points to this banner. At the bottom left, there is a search bar with the placeholder text "Learner Name" and a yellow "Search" button. On the right side, an email notification is shown with the following content:

CDS Problem # 3 reported by Margaretha Mauer - LS KDDS
noreply@kddskool.co.za
Sent: Mon 1/9/2017 12:13 PM
To: christengesinne@gmail.com
Cc: margaretha@mauer.co.za

Dear Mev Lorraine Steyn,

Problem #3 has been reported by Margaretha Mauer at LS KDDS . Please attend and find the solution as soon as possible and enter the solution on CDS web. To provide the best service, we aim to solve problems within a day.

Thank you for your help!

CDS Team

Step 3.4: Problem List

Select “Unresolved Problems” on teacher dashboard.

The screenshot shows a teacher dashboard for MARGARETHA MAUER. On the left, there is a vertical stack of buttons: View Reminders, Mass Homework Demerit, Mass Late Demerit, New Learner, Grade Reports, Look up CD Topics, CDS Manuals, and Unresolved Problems (which is highlighted in dark blue and has a mouse cursor over it). To the right, there is a list of three unresolved problems, each with a red 'Close' button. The first problem is dated 2016-12-07 and describes a parent signed an acknowledgement letter about deliberate school damage. The second is dated 2017-01-04 and describes a parent signed an acknowledgement letter about an offended person. The third is dated 2017-01-04 and is labeled 'asdf'. Below the list, there is a filter for 'Due date' with dropdowns for '9', 'January', and '2017'. A tooltip above the date dropdowns reads 'Problems reported by you that is not resolved'. Below the date filter is a 'Description' label and a large empty text input field. At the bottom left, there is a 'New Reminder' button.

MARGARETHA MAUER DASHBOARD

View Reminders

Mass Homework Demerit

Mass Late Demerit

New Learner

Grade Reports

Look up CD Topics

CDS Manuals

Unresolved Problems

Close 2016-12-07 John Deer: Parent signed acknowledgement letter about deliberate school damage is due.

Close 2017-01-04 Toets Leerder 1: Parent signed acknowledgement letter about offended person is due

Close 2017-01-04 asdf

Due date: 9 ▾ January ▾ 2017 ▾

Problems reported by you that is not resolved

Description

New Reminder

Step 3.5: Check if solution works

Try solution and test if it is working.
If you are satisfied, select “Accept Solution”.
Problem is removed from your list.

UNRESOLVED PROBLEMS

Consultant: Mev Lorraine Steyn
christengesinne@gmail.com

3 ERROR MESSAGE WAS SHOWN INSTEAD OF REPORT PROBLEM SCREEN.

Date Reported: 09 01 2017 10:10:03

Leading to problem: Selected "Report Problem"

Expected result: Report problem screen

Actual result: Error message: Page does not exist

Date Resolved:

Solution: Consultant was not loaded correctly but the data is now fixed. Please try again.

Step 3.5 alt: Check if solution works

Try solution and test if it is working.
If you are satisfied, select “Reject Solution”.
Email is sent to consultant with message to contact you.
Repeat step 3.5

UNRESOLVED PROBLEMS

Consultant: Mev Lorraine Steyn

✉ christengesinne@gmail.com

3 ERROR MESSAGE WAS SHOWN INSTEAD OF REPORT PROBLE

Date Reported: 09 01 2017 10:10:03

Leading to problem: Selected "Report Problem"

Expected result: Report problem screen

Actual result: Error message: Page does not exist

Date Resolved:

Solution: Consultant was not loaded correctly but the data is now fixed. Please try again.

Accept Solution

Reject Solution

CDS Problem # 3 solution rejected byMargaretha Mauer

noreply@kddskool.co.za

Sent: Mon 1/9/2017 12:22 PM

To: christengesinne@gmail.com

Cc: margaretha@mauer.co.za

Dear Mev Lorraine Steyn,

Problem #3 solution was not accepted by Margaretha Mauer at LS KDDS as it is not working. Please contact teacher to provide assistance in this matter.

Thank you

CDS Team