

Why are student Alerts missing?

Check the Expiration Date. Alerts will not display past the expiration date entered in the Alert. At the beginning of each school year the Expiration Date may need to be adjusted to push the year out for the new school year or to the year the student graduates. The Alert Report can be used to find all Active and Expired Alerts. Go to Alerts System > Reports " Alerts. Depending upon what you want in the report, select Status = Active, Inactive or Both and Expiration = Active, Expired or Both.

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<http://www.imgsoftware.com/kb/entry/639/>