Absent Message Resolution Process

When you have received a problem message of “Attendance Marked Absent on this date,” in the service log in ecWeb, please use the following steps to resolve the message:

• Go to the service log referenced in the problem message.

• Click on the date of service to pull up the service details.

• Click on the blue problem message in the child’s Service Log. This link will take you directly to the Attendance Page for the site, day and time of the class for which the absence was flagged.

• Here you can go to the child’s Contact Log to confirm whether the child was indeed absent on the date of service.

To correct student attendance information:

• Locate the student

• Click on the dropdown list directly to the right of the student’s name, and make the appropriate correction.

• Once corrected, the problem message will resolve and the message will disappear from the Service Log. You can confirm this by refreshing the Service Log and checking the date of service.

Please note: the system will only flag absences for the following service procedure codes: T1018- Direct service

92508- Speech therapy group 97150- PT/OT activities, group