

## The Student Health Check

The **Student Health Check** is a place where you can visibly see if you have all the information that you need for a client. The student health check will appear during the Re-enrolment process, but you can access it at any point by going to **Students** on the Main Menu and then **Health Check** on the sub-menu.

The **Student Health Check** isn't a physical health check, but rather a health check in regard to the data you hold against a client.

<a href="#">View Students</a>	Students with multiple addresses	None
<a href="#">View Students</a>	Students with incomplete address	10
<a href="#">View Students</a>	Students with missing email address or email permissions	None
<a href="#">View Students</a>	Students with missing mobile phone number or missing SMS permission	4
<a href="#">View Students</a>	Students with missing home phone number	2
<a href="#">View Students</a>	Students with missing work phone number	4
<a href="#">View Students</a>	Students with missing/incorrect gender	None
<a href="#">View Students</a>	Students with gender/title mismatch	None
<a href="#">View Students</a>	Students with age/role mismatch	None
<a href="#">View Students</a>	Students with missing date of birth	4
<a href="#">View Students</a>	Students with partial details	None
<a href="#">View Students</a>	Students without guardians	None
<a href="#">View Students</a>	Students with missing/invalid membership type	None

Ideally, you would want all the categories on the Health Check to be green, however, there are categories that are more important than others.

If any categories are displaying red, you will need to correct these as this means you will be limited in certain processes due to the lack of data.

The main categories to keep an eye on are as follows:

- **Students with missing email address or email permissions**

Lacking data in regard to this category will stop you from sending email communications to these students. The first thing to check when investigating this is the contact details listed against the adults in the family. Press the **View Students** button to the left of the category and then press the **CDS** button next to the student's name. Once in the **CDS**, go to the **Contact** section of an adult's **CDS** and check the email box has a valid email address and that the **Contact me via Email** box below is ticked. You will also need to check the **Correspondence** section of the child's **CDS** and ensure the adults are selected rather than the child.

- **Students with missing mobile phone number or missing SMS permission**

If you use the **SMS** messaging service within SwimSoft, you will need to have a valid mobile number to contact clients on. Press the **View Students** button next to the category in the Health Check and then press the **CDS** button next to a student. Head to the **Contact** section of an adult's **CDS** and ensure they have a valid **mobile** number, as before, ensure the **Contact me via SMS** box below is ticked.

- **Students without guardians**

If a student under the age of 16 does not have a guardian in their family, you will not be able to send any communications from the system. SwimSoft does not communicate with children and does not hold any contact information against them. You will need to go to the student's **CDS** and press the **Add Guardian** button in the top-left corner just under the student's name. Add the details of the guardian and press **store** once complete, ensure the **Correspondence** for the child is selected as the guardian.

- **Students with missing/invalid membership type**

Without a membership type, SwimSoft will not know what to charge a student when creating invoices and orders. Go to the client's **CDS** and press the **Membership** button at the bottom of the left-hand column, if there is no membership type you will need to input the relevant data from the dropdowns and press **Store** when complete. The system will flag an issue if there are two membership types against the student so ensure there is only one valid. Another issue that may occur is that the membership type is not valid for the location that the student is enrolled, look under the **All Locs** section of the membership type and check it says **Yes**.

	Membership	Status	Valid From	Valid To	Location	All Locs	
<b>Edit</b>	Standard	Current	21-Feb-2022		London	Yes	<b>Delete</b>

Once all the categories are green, you have all the data you need for all your students. You can come back to the Health Check at any point to keep up to date with client information.