

FAQ

- [Frequently Asked Questions \(Faq\) About Administration](#)
- [Frequently Asked Questions \(Faq\) About Subscription](#)

Frequently Asked Questions (Faq) About Administration

What is the difference between School Calendar and Marking Periods?

When you sign up for CrownSIS, a school start date (of the current school year) is collected and the system creates a default 365-day calendar. This school calendar is connected to student enrollment records and also a course section and is used for attendance. A Marking Period is a division of a school year and is used for grading. Schools do not wait for the whole year to grade students and it is a common practice to break down the school year into Semesters, Quarters, or Trimesters.

Why can't I extend or change marking period dates?

A marking period's begin and end dates cannot be changed once it is associated with a course section and transactions like scheduling, attendance, and grades are recorded using that course section. The system uses data associations to determine scheduling conflicts and resource availabilities. Allowing date changes will cause the algorithm to generate incorrect results.

How can I extend the default calendar's end date and make it a multi-year school?

Under the School menu click on Calendars. Then edit the calendar by clicking on the pencil icon. When the calendar dates open, change the end date to a date that is far in the future and save the calendar by clicking on the update button.

How can I temporarily turn off portal access for a student?

Open a Student's record and click Edit Information. Scroll down to the Access Information section and turn off the Portal Access switch. Update the record. The student will be active in the system but will not have the portal access.

Note: If you check the disable student switch and update the record, then the student will become disabled and you will not find the student for transactions under the active student list.

Frequently Asked Questions (Faq) About Subscription

What happens after the trial expires?

At the end of the trial you get to choose from the available paid tiers for continuation.

Can I switch to another plan after purchase?

Yes, you can switch to another plan from your My Account page inside CrownSIS.

Can CrownSIS be customized for my institution?

Yes, you can contact sales to discuss customization requirements. We will give our best effort to accommodate your request.

Can I switch from another SIS to CrownSIS?

Yes, you can easily switch to CrownSIS from another SIS. You can import data yourself or contact us for assistance.

What are the payment options available for purchasing any plan?

You can pay via credit card, check (within USA only), ACH or wire transfer.

Can I get a refund after I pay for the subscription?

No refunds are provided for subscriptions you have paid for. You can use the 15-day trial to test the Services and once you decide to subscribe, that subscription payment is final.

What integrations can I choose from?

You can browse through the options on the integration page. If you don't find what you are looking for, contact us.

Does CrownSIS provide after-sale support and services?

Yes, you get multichannel support which includes self-service, email, telephone, and social media support. We also provide extensive training.

Does CrownSIS do data backup?

Yes, CrownSIS backs up all data automatically.

Can I export my data from CrownSIS?

Yes, an account user with super administrative rights within the system can export data in Excel format from the Tools menu. Only master data can be exported.