OFFICIAL OPERATIONAL HANDBOOK

Haik City Education Department Multi-School Management System

Complete User Manual for Department Super Admins, School Administrators, Teachers, Accountants, Librarians, Students, and Parents.

PORTAL DOMAIN	SCHOOL COVERAGE	SYSTEM VERSION
bhdigitalsolutions.com.et	**Gov & Private (1–12)**	**v8.0 Production (AM / EN)**

Contents

1. System Overview, Roles & Profile Setup 2
2. Super Admin & Education Department Guide 3
3. School Administration Guide (Classes, Students, Staff) 3
4. Academic Management, Grading & Class Ranking 4
5. Finance, Library, Student & Parent Portals 5
6. Security, Weekly Backups & Troubleshooting 6

Bilingual Interface & Mobile Access

Every page supports instant switching between **Amharic** and **English** using the top-bar toggle (`AM / EN`). All dashboards, attendance sheets, and report cards work on desktop computers and mobile phones.

1. System Overview, Roles & Profile Setup

The Haik City Education Department Multi-School Management System unifies all Government and Private Primary and Secondary schools (Grades 1–12) under one central database while strictly isolating each school's operational data by `school_id`.

LEVEL 1
Department
Super Admin & Department Staff oversee all schools, policies, and city reports.

LEVEL 2
School Admin
Principals, Registrars, Accountants, and Librarians manage their own school.

LEVEL 3
Teachers
Record daily attendance, post homework, enter exam marks, and print report cards.

LEVEL 4
Portals
Students and Parents view results, class rank, attendance, homework, and fees.

Role-Based Access Control (12 Roles)

Role	Scope	Primary Responsibilities
Super Admin	Department	Full control of all schools, users, RBAC permissions, public website, and SQL backups.
Department Staff	Department	Register/edit schools, manage academic years and policies, view city-wide reports.
School Admin	Single School	Manage school classes, students, teachers, staff, finance, library, and announcements.
Principal / Vice	Single School	Monitor school academic performance, students, teachers, attendance, and exam results.
Registrar	Single School	Enroll students, manage transfers/graduations, link parents, and export student lists.
Teacher	Single School	Record daily attendance, assign homework, enter subject marks, and view timetables.
Accountant	Single School	Create fee structures, record ETB payments, print official receipts, and track expenses.
Librarian	Single School	Catalog library books, issue loans to students/teachers, and track book returns.
Student	Own Record	View personal marks, total/average, class rank, timetable, homework, and attendance.
Parent	Linked Children	Switch between multiple children under one login to monitor results, attendance, and fees.

Signing In, Profile Photo & Responsibility

Open the Public Website and click **Login Portal**, then enter your username or email and password. After signing in, click your circular avatar in the top-right bar to open **My Profile**, where you can upload a profile photo (JPG, PNG, or WEBP up to 2 MB), update your full name, set your job responsibility, and update your phone number. Click the key icon in the top bar anytime to change your password.

2. Super Admin & Education Department Guide

Super Admins and Department Staff land on the City Dashboard, which tracks total active and inactive schools, Government versus Private counts, student and teacher totals, and recent audit activity.

1. **Registering & Managing Schools:** Open **Schools** and click **Register New School**. Enter a unique School Code (for example `HAIK-001`), Amharic and English names, School Type (Government or Private), Education Level (Primary 1–8, Secondary 9–12, or Combined 1–12), Kebele, and Principal name. Use the Edit button or Activate/Deactivate toggle to update status anytime.
2. **Assigning a School Admin & Opening a School Portal:** Click **View Dashboard** on any school row. Click **Assign School Admin** to create that school's dedicated administrator account, or click **Open School Portal** to enter that school's workspace directly in Super Admin School Mode (click **Return to Department** in the top banner when finished).
3. **Department Info, Academic Years & Policies:** Under **Department Info**, update Haik City Education Department contact details and activate the current Academic Year. Under **Policies & Grades**, publish city education directives and set the official pass mark (default `50.0`) for Grades 1–12.
4. **Global Reports, Performance & Public Website:** Open **Reports & Analytics** or **School Performance** to compare schools by enrollment, attendance rate, and average score, then click **Export Excel (CSV)** or **Print / PDF Report**. Under **Public News & Inquiries**, publish bilingual announcements to the public homepage and review messages submitted through Contact Us.

3. School Administration Guide

Every School Admin sees only records belonging to their assigned school. Follow this one-time setup order when onboarding a new school:

1. **Generate Classes & Sections:** Open **Classes & Sections** and click **Auto-Generate Default Grades**. The system creates Grades 1–8, 9–12, or 1–12 matching the school's level plus Section A. Use **Add Section** to add Sections B, C, and custom capacities.
2. **Register Teachers & School Staff:** Open **Teachers** and **School Staff** to record employee details. Check **Also create Portal Login account** and set an 8+ character password so

teachers, registrars, accountants, and librarians can sign in immediately.

3. **Register & Enroll Students:** Open **Students** and click **Register Student**. Enter Student ID, Amharic and English names, gender, date of birth, and Class/Section. Optionally create a Student Portal login. Update student status (Active, Transferred, Graduated, Withdrawn) or export the roster to CSV anytime.
4. **Register Parents & Link Multiple Children:** Open **Parents** and click **Register Parent**. Select one or more students to link to that parent account—or use the inline **+** selector on any parent row later to link additional siblings.

4. Academic Management, Grading & Class Ranking

School Admins and Teachers manage daily classroom operations through six connected modules:

- **Subjects:** Open **Subjects** and click **Load Standard Ethiopian Subjects** to populate 12 core curriculum subjects (Amharic, English, Mathematics, General Science, Physics, Chemistry, Biology, Geography, History, Citizenship, ICT, and HPE) in one click, or add custom subjects.
- **Daily Attendance:** Open **Attendance**, select a Class and Date, tap **Mark All Present**, adjust any Absent/Late/Excused students, and click **Save Attendance**.
- **Weekly Timetable:** Open **Timetable**, select a Class, add Monday–Saturday period slots with Subject and Teacher, and print the schedule.
- **Examinations & Bulk Marks Entry:** Create an exam under **Examinations** (e.g., Semester 1 Final Exam), then open **Enter Marks**, choose Exam, Class, and Subject, enter scores for all enrolled students, and click **Save Marks**.

> **Official Grading Formula & Tie-Aware Class Ranking**
>
> **Total** = sum of all subject scores taken by the student. **Average** = Total ÷ Number of Subjects (rounded to 2 decimal places). Students are ranked by highest Average and Total using standard competition ranking: tied students share the same rank, and the next rank skips accordingly (e.g., 1, 2, 2, 4). Pass/Fail compares the Average against the Grade pass mark (default 50.0).

Worked Ranking Example (Grade 9A — 6 Subjects)

Rank	Student Example	Subjects	Total	Average	Result
#1	Student A (90, 88, 95, 92, 89, 86)	6	540.00	**90.00**	Pass
#2	Student B (85, 84, 82, 80, 83, 84)	6	498.00	**83.00**	Pass

Rank	Student Example	Subjects	Total	Average	Result
#2	Student C (84, 86, 80, 82, 83, 83)	6	498.00	**83.00**	Pass (Tie)
#4	Student D (78, 76, 74, 72, 75, 75)	6	450.00	**75.00**	Pass
#5	Student E (45, 48, 42, 40, 44, 45)	6	264.00	**44.00**	Fail

Under **Results & Report Cards**, select the Exam and Class to view the ranked class sheet, export it to CSV, or click **Report Card** beside any student to print or save a bilingual PDF report card with signature lines.

5. Finance, Library, Student & Parent Portals

Finance Management (Accountant & School Admin)

- **Student Fees:** Define fee structures in ETB (tuition, registration, lab, or exam fees) with due dates under **Student Fees**.
- **Payments & Official Receipts:** Record student payments under **Payments & Receipts**. Each payment generates a unique receipt number (`RCP-YYYYMMDD-...`) with a 1-click **Print Receipt** button.
- **Financial Reports:** Track school expenses (stationery, utilities, maintenance, salaries) under **Financial Reports** to view live Total Collected, Total Expenses, Net Balance, Chart.js graphs, and CSV export.

Library Management (Librarian & School Admin)

Open **Library** to register books with Book Code, Title, Author, Category, and Total Copies. Click **Issue Book** to lend a copy to any student or teacher (available copies decrease automatically) and click **Mark Returned** when the book comes back.

Student Portal, Parent Portal & Public Website

- **Student Portal:** Displays the student's Total, Average, Class Rank, Attendance Rate, subject-by-subject scores, assigned homework, weekly timetable, and school announcements.
- **Parent Portal:** Parents with multiple children see child-switcher buttons at the top of the dashboard to view each child's results, class rank, attendance history, fee receipts, and announcements from one account.
- **Public Website:** Citizens can browse the Haik City Education Department homepage, filter active schools in the **Schools Directory**, view any school's public profile, check the Academic Calendar, and submit Contact Us inquiries.

6. Security, Weekly Backups & Troubleshooting

The system protects student and staff records with bcrypt password hashing, PDO prepared statements, CSRF tokens on every form, brute-force lockout (5 failed attempts triggers a 15-minute lock), 30-minute session inactivity timeout, and full audit logging.

Routine Super Admin Maintenance

1. **Clean Up Setup Scripts:** Open **System Health & Backup** and click **Clean Up Setup Scripts** to delete any leftover `install.php` or `upgrade_*.php` files from the server.
2. **Download Weekly SQL Backups:** Click **Download Database Backup (.sql)** in **System Health & Backup** once per week. The exporter backs up only the 33 `ced_*` tables without touching other projects in your shared MySQL database.
3. **Audit Review:** Periodically check **Audit Logs** to monitor logins, failed attempts, school status changes, and user updates.

Quick Troubleshooting Reference

Symptom	Resolution
"No School Assigned" screen	Sign out, log in as Super Admin, open **Users**, select the user's school in the Assigned School dropdown, and click **OK**.
Login locked for 15 minutes	Triggered after 5 wrong passwords. Wait 15 minutes or verify the username/password with Super Admin.
No students appear in Attendance or Marks	Confirm the students are enrolled in that Class for the active Academic Year under **Students**.
Parent sees no children	Open **Parents** as School Admin and link one or more students to that parent using the **+** button.
Excel shows garbled Amharic in CSV	All CSV exports include a UTF-8 BOM. Open directly in modern Excel or Google Sheets without re-encoding.