

Request to change student ID numbers

If a customer calls and ask to have us change the student ID before we can do this we need the current student ID, the new student ID and the full name, and finally the district / school the student is registered at.

Once this information has been obtained advised the customer that we will investigate if we can change the student ID and someone will contact them when it's done or what their next action is.

Sometimes we can't change student ID's. Sometimes the registration information doesn't match so this has to be done by one of the R360 developers through the DB.

Please get the customer's contact information including name, email and phone number.

Escalate the ticket to L2 for R360.

Article ID: 4573

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Web Support -> Review 360 -> Request to change student ID numbers

<http://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4573>