

Issue Tracking User Guide

October, 2025

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Getting started

Target audience


- Teachers
- Administration staff

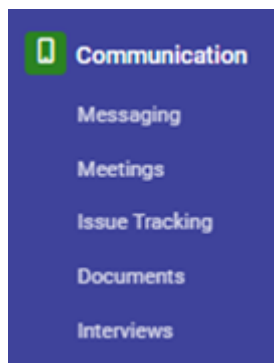
Content

The topics in this section cover:

- Navigating to Issue Tracking
- Creating an issue/task
- Editing tasks
- Closing tasks
- Reports.

Access

1. Select the Sentral menu icon  and then under Communication, select **Issue Tracking**.



The Issue Tracking Home screen displays.

From this screen you can add issues to be tracked, view My Assigned Tasks, Open Tasks, and Task Statistics.


View task statistics

Overview

Task Statistics gives you an overview of the number of tasks you have allocated to you, including overdue tasks.

Green represents the total number of tasks. Red represents overdue tasks.

Steps

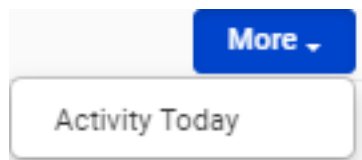
1. Select the Sentral menu icon  and then under Student Admin, select **Issue Tracking**.
The Issue Tracking home screen displays.
2. To view any of the tasks listed, click the hyperlinked number.


Task Statistics		
School Incident	<div><div></div></div>	1 • 0
IT	<div><div></div></div>	8 • 4
General	<div><div></div></div>	2 • 2
WHS	<div><div></div></div>	11 • 3
Executive	<div><div></div></div>	2 • 0
Repairs	<div><div></div></div>	1 • 0
GA	<div><div></div></div>	2 • 1
Lost Property	<div><div></div></div>	1 • 0
IT Support	<div><div></div></div>	0 • 0
Staff Incident	<div><div></div></div>	3 • 0
Daily Database	<div><div></div></div>	0 • 0
Lib	<div><div></div></div>	0 • 0

 Total Tasks  Overdue Tasks


A summary of the tasks is listed.

3. View information on the Open, Closed, All and Overdue tabs.
4. To filter for today's tasks matching the currently selected tab, select **More** and choose **Activity Today**.



5. To print a list of your tasks, choose a task tab and select  Print .

6. To perform a more refined search:

- a. Select  **Search** on a selected task summary tab.


Search Work Health and Safety

Run Search

Cancel

Summary:	<input type="text"/>
Location:	All School <input type="button" value="v"/>
Priority:	High <input type="button" value="v"/>
Reported By:	Jay Bellchambers <input type="button" value="v"/>
Assigned To:	Adam McEwen <input type="button" value="v"/>
Item/Machine No:	<input type="text"/>
Serial No.:	<input type="text"/>
Reported:	8/12/2024 <input type="button" value="calendar"/> to 8/12/2024 <input type="button" value="calendar"/>
Deadline:	<input type="button" value="calendar"/> to <input type="button" value="calendar"/>

☒ Show only open tasks ☐ Include closed tasks


- b. Enter search criteria and select 

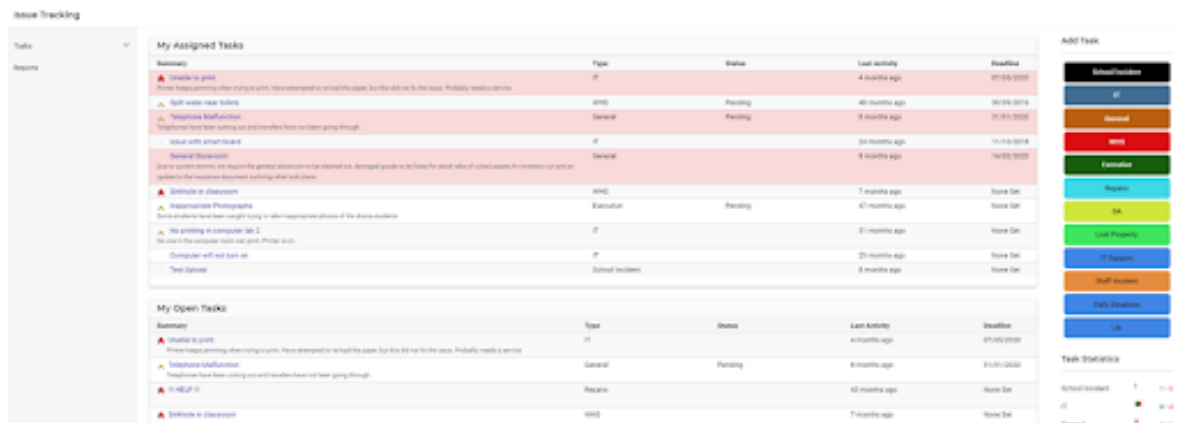
Create an issue or task

Overview

Issue Tracker enables staff to create tasks or issues to be fixed around the school. These issues can be repairs, work, health and safety, executive specific, incidents, or even catering for school events.

Steps

1. Select the Sentral menu icon  and then under Student Admin, select **Issue Tracking**.
The Issue Tracking home screen displays.



Issue Tracking

My Assigned Tasks

Summary	Type	Status	Last Activity	Deadline
Unable to print Printer has stopped printing. Have attempted to restart the printer. Has this did not fix the issue. Probably needs a service	IT	Pending	4 months ago	07/05/2020
Light water near toilet Light water near toilet	WHS	Pending	40 months ago	02/05/2019
Telephone malfunction Telephone has been cutting out and transfer have not been going through	General	Pending	6 months ago	20/05/2020
Issue with smartboard Issue with smartboard	IT	Pending	66 months ago	11/05/2018
General classroom One to seven items are missing from the general classroom to be checked out. Damaged goods to be fixed for most of the items. No money out and an update to the classroom equipment settings when not done	General	Pending	8 months ago	14/05/2020
Belted in classroom Belted in classroom	WHS	Pending	7 months ago	None Set
Inappropriate Photographs Belted in classroom have been caught using in inappropriate photos of the class students	Education	Pending	47 months ago	None Set
No printing in computer lab 2 No one in the computer lab can print. Printer issue	IT	Pending	21 months ago	None Set
Computer will not turn on Computer will not turn on	IT	Pending	23 months ago	None Set
Text display Text display	School Incident	Pending	8 months ago	None Set

My Open Tasks

Summary	Type	Status	Last Activity	Deadline
Unable to print Printer has stopped printing. Have attempted to restart the printer. Has this did not fix the issue. Probably needs a service	IT	Pending	4 months ago	07/05/2020
Telephone malfunction Telephone has been cutting out and transfer have not been going through	General	Pending	6 months ago	20/05/2020
IT HELP IT IT HELP IT	Repairs	Pending	42 months ago	None Set
Belted in classroom Belted in classroom	WHS	Pending	7 months ago	None Set

Add Task

Task Statistics

School Incident: 11/18
IT: 12/14
General: 8/14

- Under Add Task in the right pane, select a task category.

The detail within each category may vary - as shown in the table below.

Details	General	WHS	IT	Executive	School Incident
Issue Summary	x	x	x	x	x
Reported By	x	x	x	x	x
Location	x	x	x	x	x
Priority	x	x	x	x	x
Item/Machine no.	x	x	x		
Serial No.	x	x	x		
Deadline	x	x	x	x	
Assigned To	x	x	x	x	x
Additional Information	x	x	x	x	x
Attachment	x	x	x	x	x
Student		x			
What is the risk		x			
Who is the risk		x			
What action was taken		x			
The problem has been referred to		x			
Type of problem		x			
Corrective Action		x			
Short Term action		x			
Long Term action		x			
Review Date		x			
Are the review controls effective?		x			
Issue					x
Date of Incident					x
Description of Incident					x
Cause of Incident					x
Was the school fully evacuated?					x

Details	General	WHS	IT	Executive	School Incident
Was the school partially evacuated?					X
Was the school partially or fully locked down?					X
Was any plant being used at the time?(include what it was in additional information)					X
This incident has been classified as a Critical incident:					X
Injured Person					X
PCBU Details (Person Conducting a Business or Undertaking)					X

Example

Example:

Select the **WHS** button from the options in the right pane. The following screen displays.



Add A New Work Health and Safety

Issue Summary: Cancel Save

Provide a short summary of the issue – e.g. Playground under childproof has exposed wiring.

Reported By: an administrator user

Location: a school location

Item/Equipment No:

Serial No.:

Deadline: in days

Student: Search

Assigned To: Choose a value Link issues

Type of Problem: ☒ Urgent ☐ Security ☐ Health & Safety Issue ☐ General Repair / Maintenance ☐ Report

What is the risk?

Who is at risk?

What action was taken?

This problem has been referred to: for further action

Additional Information:

Provide any additional information that may be relevant to this issue – e.g. more specific details of the issue.

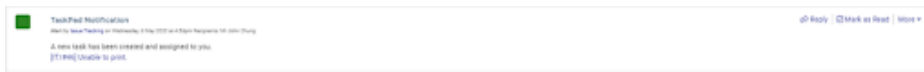
Attachments: Choose file No file chosen Remove Cancel Save

Complete online details and Save.

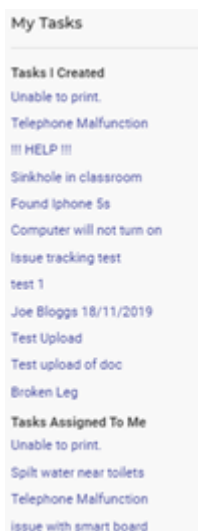
-
3. Complete issue/task details and select **Save** .

The task is listed in either My Assigned or My Open Tasks.

Depending on how notifications are configured for Issue Tracking at your school, a notification can be sent to those who opened or were assigned task. A Issue Tracking notification can also be sent when the tasks changes, a comment is added, or it is closed.



There is also a dashboard widget for Tasks that display those created by the Users and those assigned to Users.




Edit a task

Overview

Use the information in this topic to review or edit a task.

Steps

1. View the list of tasks/issues to find the one you want to edit.
2. Select the Sentral menu icon  and then under Student Admin, select **Issue Tracking**.
The Issue Tracking home screen displays.
3. Select tasks in the left menu and choose a Task type.

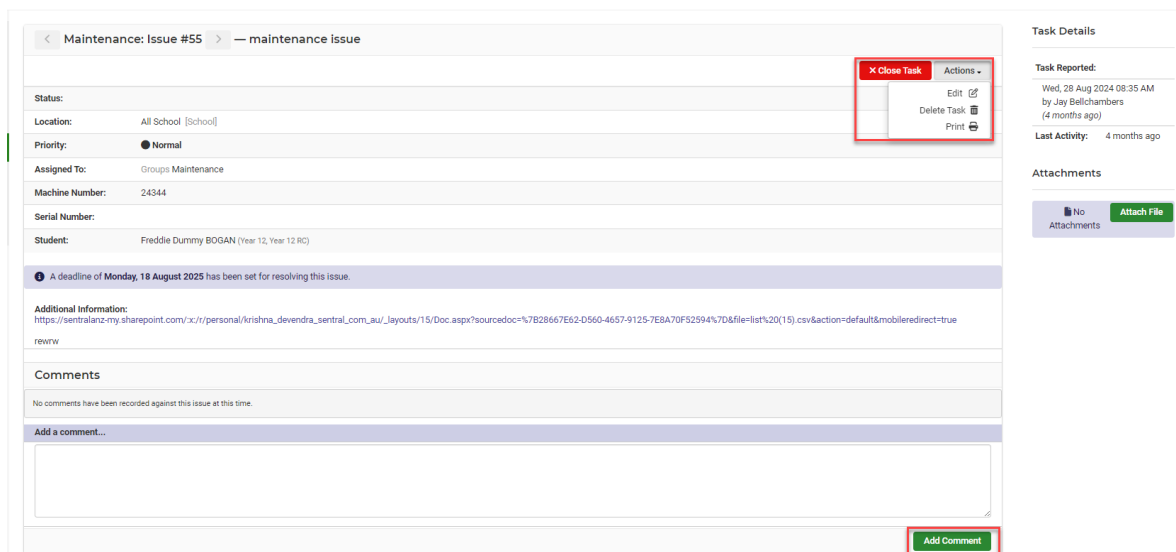




Tip: You can also select the hyperlinked number next a task type under Task Statistics.

4. View the list of tasks/issues to find the one you want to edit.
The arrow colours next to each task indicate its Priority.

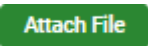

 **Lowest** **Low** **Normal** **High** **Highest**

5. Select the hyperlinked issue/task in the Summary column.
The issue/task details display.



6. To add a comment to the issue/task:
 - a. Enter information in the Comments box.
 - b. Select .
7. To edit the issue/task details:
 - a. Select Actions and choose **Edit**.
 - b. Update information and select .

8. To attach a file to the issue/task:

- a. Under Attachments in the right pane, select 
- b. In Upload File, enter a name for the attachment, browse too choose the file, and select 

Move content to appropriate topics.

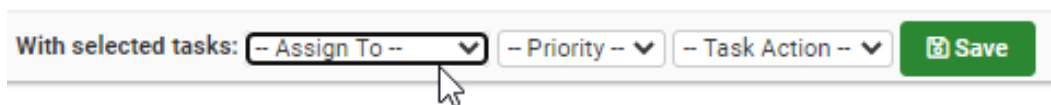
1. Staff can run searches.



The image shows a 'Search General Tasks' form. It has a header with 'Run Search' and 'Cancel' buttons. The form contains several input fields: 'Summary', 'Location', 'Priority', 'Reported By', 'Assigned To', 'Task/Resource No.', 'Serial No.', 'Property', and 'Created'. There are also checkboxes for 'Show only open tasks' and 'Include closed tasks'.

2. Staff can perform Bulk Task changes.

3. Tick all the Tasks to be altered, and select one of the following.



The image shows a 'With selected tasks:' section. It contains three dropdown menus: '-- Assign To --', '-- Priority --', and '-- Task Action --'. A green 'Save' button is located to the right of the dropdowns. A mouse cursor is pointing at the 'Assign To' dropdown.

Close a task




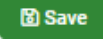
Overview

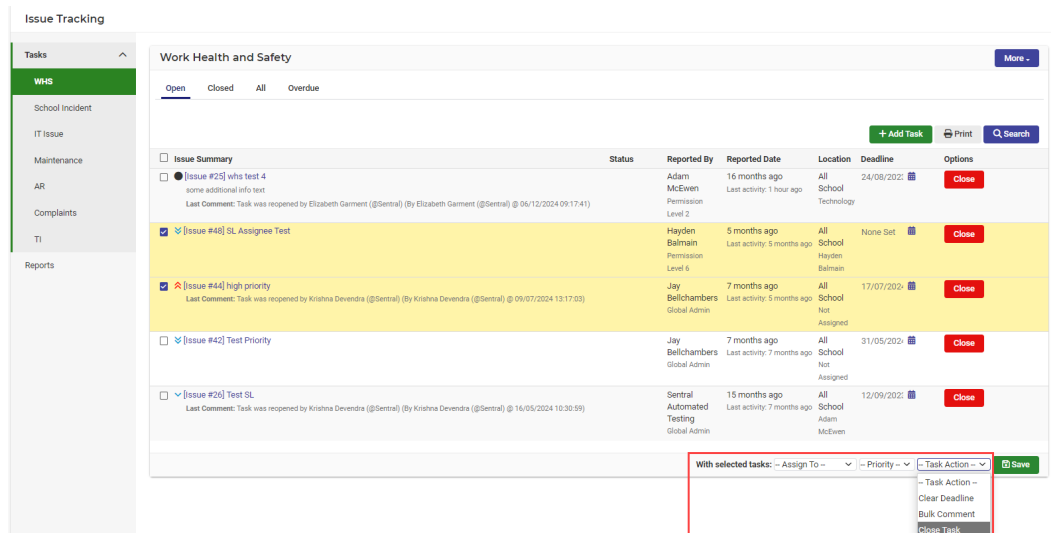
Use the information in this topic to close a task/issue once it is completed.



Note: When a task is completed, it can be closed by either the staff member who created it or the staff member who completed the issue.

Steps

1. Select the Sentral menu icon  and then under Student Admin, select **Issue Tracking**.
The Issue Tracking home screen displays.
2. Find the issue/task you want to close using one of the following methods:
 - View the list of issues/tasks listed under My Open Tasks.
 - Select Tasks in the left menu, choose a Task type, and then view the list of tasks/issues.
The list displays with the Open tab selected by default.
 - Select the hyperlinked number next a task type under Task Statistics.
The list displays with the Overdue tab selected. Search for the issue/task or use the tabs to browse and find it.
3. To close a single issue/task from a list of issues/tasks, tick the checkbox next to the task/issue and select .
4. To close a task/issue while viewing the task/issue, select .
5. To close multiple issues/tasks:
 - a. Select checkboxes next to the issues/tasks.
 - b. Next to **With selected tasks**, select the Task Action dropdown arrow, and choose **Close Task**.
 - c. Select .




The screenshot shows the 'Issue Tracking' interface. On the left is a sidebar with a 'Tasks' section containing 'WHS', 'School Incident', 'IT Issue', 'Maintenance', 'AR', 'Complaints', and 'TI'. The main area is titled 'Work Health and Safety' and has tabs for 'Open', 'Closed', 'All', and 'Overdue'. Below the tabs is a table of tasks. The first task is '[Issue #25] whs test 4' with status 'Open', reported by 'Adam McEwen', and a 'Close' button. The second task is '[Issue #46] SL Assignee Test' with status 'Open', reported by 'Hayden Balmain', and a 'Close' button. The third task is '[Issue #44] high priority' with status 'Open', reported by 'Jay Belchambers', and a 'Close' button. The fourth task is '[Issue #42] Test Priority' with status 'Open', reported by 'Jay Belchambers', and a 'Close' button. The fifth task is '[Issue #26] Test SL' with status 'Open', reported by 'Sentral Automated Testing', and a 'Close' button. At the bottom, there is a 'With selected tasks:' section with a dropdown menu for 'Assign To', a dropdown for 'Priority', and a dropdown for 'Task Action'. The 'Task Action' dropdown is open, showing options: 'Task Action', 'Clear Deadline', 'Bulk Comment', and 'Close Task'. A 'Save' button is also present.

Run reports

Overview

User the information in this topic to generate Task Reports based on selected criteria and print.

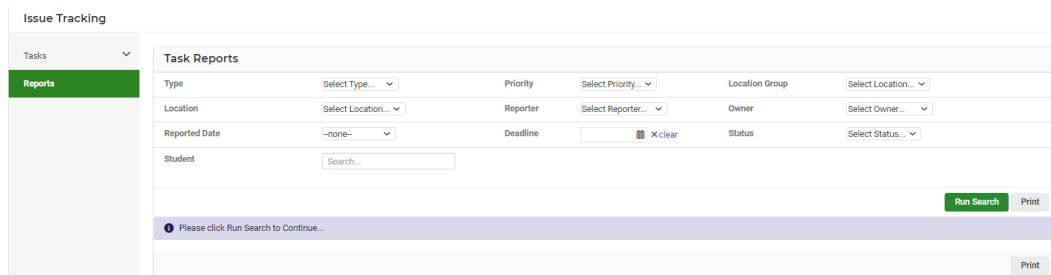
Steps

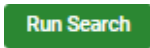
1. Select the Sentral menu icon  and then under Student Admin, select **Issue Tracking**.

The Issue Tracking home screen displays


2. Select Reports in the left menu.

The Task Reports screen displays.



3. Specify criteria for the report and select .

Results matching your search criteria are listed.


4. Select  to generate a PDF and download the report.

Perform bulk actions for tasks

Overview

Use the information in this topic to perform actions on multiple issues/tasks.

Steps

1. Select the Sentral menu icon  and then under Student Admin, select **Issue Tracking**.
The Issue Tracking home screen displays.
2. Use one of the following methods to view the Task Type list you want to action
 - via My Open Tasks
 - via the Tasks menu and relevant Task Type sub-menu
 - via Task Statistics
 - via Search available on any Task Type screen.
3. Select checkboxes next to issues/tasks.
4. Chose options next to **With selected Tasks**:
 - a. Assign to
 - b. Priority
 - c. Task Action - choose from Clear Deadline, Bulk Comment, Close Task.
5. Select **Save**.