



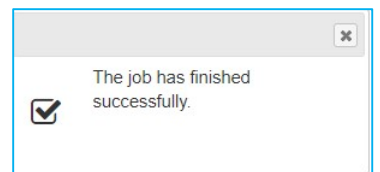
When Radius Records Do Not Transfer to Radius

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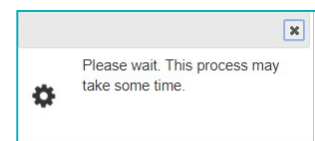
Why don't I see records in Radius if Ravenna message says the job finished successfully?

- Ravenna records are pushed to Radius via the task *Send 'Applicant admitted' message to connected products*. When the records are processed you will get a message box stating job has finished successfully.
- In Radius the “successful” records will appear in **Prospects | Approval**
- If you do not see a name as expected return to Radius and verify the integrity of the data. Data that is incomplete will not transfer. See [Common Data Issues](#).



Ravenna record won't transfer, task just spins.

- If the task process message box keeps spinning, verify that all required fields are complete. Check with your implementation specialist to be sure the integration between Ravenna and Ascendance is complete.



Common Data Issues

- Check any record where you edited or entered **required fields** manually
 - Leads and Inquiries are often missing required fields
 - Parents must update their profile through the Ravenna Hub
- Check that each parent listed has a relationship.
 - In instance below only the Father data was entered through the Hub. Admission counselor added the mother's name in Ravenna but you are not able to add relationship.
 - To resolve this, remove mother's info in Ravenna and add the details to record in Radius.

Household View Original

Name: <u>Mr. Justin Jay Q</u> (Father)	Name: <u>Mrs. Jay Q</u> 0
Email: <u>justin@communitybrands.com</u>	Email: <u></u>
Phones Cell: <u></u> Work: <u></u>	Phones Cell: <u></u> Work: <u></u>
Job Title/Employer (Occupation): <u>Lead</u> at <u>Community Brands (Implementations)</u>	Job Title/Employer (Occupation): <u></u> at <u></u> (<u></u>)
<input type="checkbox"/> Do Not Contact	<input type="checkbox"/> Do Not Contact
Address <u>1234 Main St</u>	

- Check the State, this must be the two-character postal code
 - In instance below the State was missing

Address
1234 Main St

Bellevue 98008
US
Phone 123-456-7890

- Check the applicant's Birthdate; it cannot be blank
- Check that each parent listed has an email

Minimum Required Fields in Ravenna

Applicant

First name

Last name

Gender

DOB

Application

Applying for grade

Parent(s)

First name

Last Name

Address: Street, City, State, Zip

Relationship: Mother, Father, Step-Father, Step-Mother, Parent, Step-Parent, Guardian

Email

Grade Mapping

When your school is initially set up in Radius there is an Admission Integration component that requires a one-to-one mapping of Ravenna grades to the Ascendance grade table set in System Administration. Changes in either the Ravenna Grade options or Ascendance Grade table require updates in Radius.

Example: A school takes advantage of new grade options in Ravenna. These changes are not automatically updated in Radius. Please contact Senior System to update the Radius grade Map.

2019: **Ravenna PS** is mapped to Radius/Ascendance Grade ECC2

2020: **Ravenna N2** is mapped to Radius/Ascendance ECC2

*The integration evaluates the Ravenna Parent Visible AG code, N2,
not the Ravenna “Label”, ECC2 to send a record to Radius.*
