



Frequently Asked Questions Junior Cycle Certificate of Completion 2021

PPOD Schools

- Q. Do I have to resubmit my Logo, Principal Signature and Year head Signature if I submitted them during 2019?
- A. No, the Certificate of Completion 2021 which will replace the JCPA for the Junior Cycle class 2020/21 following the cancellation of the State examinations will not include the school logo, principal and/or year head signatures on this occasion.
- Q. I cannot find a Certificate of Completion for downloading on ESINET for one of my students, what do I do?
- A. Contact the Department on jcpa@education.gov.ie with the following details:
1. Student's ID/DPIN Number
 2. School Roll Number
 3. Telephone number should we need to contact you directly for further information.
- Q. I amended personal data (student's name and/or date of birth) as it was incorrect on the Post Primary On-line Database (PPOD) for one of my students, I waited overnight but the information is not appearing on the Certificate of Completion. What did I do wrong?
- A. The system has been updated to automatically regenerate the Certificates following updates made by the school authorities. If you continue to have issues please contact jcpa@education.gov.ie
- Q. I have a student who transferred between schools and has two DPIN numbers, what do I do?
- A. Please contact the Department at PPODHelpdesk@education.gov.ie with the following details:-
1. The two DPIN numbers
 2. Current school roll number
 3. Phone number and contact details should we need to contact you directly for further information.

Q. I have downloaded the Certificates but when I click on the file I get an error message and cannot open it?

A. This is more than likely a compatibility error with the pdf viewer of your web browser.

To fix this, after downloading the Certificates on chrome, instead of left clicking on the file to open it, right click and select "Open with " this should open a window and allow you to navigate through your file system to find the program you wish to use to open and view the file, in this case Adobe. Open the file with that program and your problem should be resolved.

If you have downloaded the Certificates using internet explorer, you can click on settings on the top right corner of your page, usually represented by cog icon, select "View Downloads" here you should see the downloaded Certificates click on the dropdown menu (the downward arrow attached to "Open") to find the option "Open With" then again select Adobe if it appears. If adobe does not appear at this stage select "look for another app on this computer". Again this will open a window and simply navigate through your file system to find the Adobe program and open with that.

Once opened you can save anywhere on your computer and it will automatically open with Adobe next time.

If you are unable to resolve this issue please contact the Certificate of Completion Team at jcpa@education.gov.ie with the following information:-

1. School Roll Number
2. Telephone number should we need to contact you directly for further information.

Q. I need to add, amend or remove information pertaining to subject, a short course, and/or PLU recorded for a student in PPOD?

A. In order to check or amend a subject, short course and/or PLU you have to go into each pupil individually and click on:

- History tab
- Academic Year 2021
- View enrolment details

Subject, Short courses, and PLU's can be added to and deleted in this screen

Please contact the Post Primary On-line Database Section at PPODHelpdesk@education.gov.ie for further assistance

Any changes made in PPOD will automatically trigger the regeneration of the certificate overnight. The Certificate will be available to download the following day.

If you have any issues with the regeneration process please contact jcpa@education.gov.ie with the following information:

1. School Roll Number
2. Outline of issues
3. Telephone number should we need to contact you directly for further information

Q. I recorded the wellbeing short courses (CSPE, SPHE and PE) for my students and the short courses are not on the Certificate of Completion.

A. The wellbeing short courses will not appear on the 2021 cert. Please see Circular 0059/2021 for further reference which is linked here for you.
<https://www.gov.ie/en/circular/ba2a3-arrangements-for-the-implementation-of-the-framework-for-junior-cycle-with-particular-reference-to-the-school-year-202122/>

Esinet – JCAD

Q. Do I have to resubmit my Logo, Principal Signature or Co-ordinator Signature if I submitted them last year?

A. No, the Certificate of Completion 2021 which will replace the JCPA for the junior cycle class 2020/21 following the cancellation of the State examinations will be signed by the Minister, therefore there will be no requirement to submit Logo, Principal and Year head signatures on this occasion.

Q. I amended personal data (student's name and/or date of birth) as it was incorrectly recorded in JCAD for one of my students, I waited overnight but the information is not appearing on the Certificate of Completion. What did I do wrong?

A. The system has been updated to automatically regenerate the Certificates following updates made by the school authorities. If you continue to have issues please contact jcpa@education.gov.ie with the following information:

1. Roll Number/Centre Number
2. Telephone number should we need to contact you directly for further information

Q. I have downloaded the Certificates but when I click on the file I get an error message and cannot open it?

A. This is more than likely a compatibility error with the pdf viewer of your web browser.

To fix this, after downloading the Certificates on chrome, instead of left clicking on the file to open it, right click and select "Open with " this should open a window and allow you to navigate through your file system to find the program you wish to use to open and view the file, in this case Adobe. Open the file with that program and your problem should be resolved.

If you have downloaded the Certificates using internet explorer, you can click on settings on the top right corner of your page, usually represented by cog icon, select "View Downloads" here you should see the downloaded Certificates click on the dropdown menu (the downward arrow attached to "Open") to find the option " Open With" then again select Adobe if it appears. If adobe does not appear at this stage select "look for another app on this computer ". Again this will open a window and simply navigate through your file system to find the Adobe program and open with that.

Once opened you can save anywhere on your computer and it will automatically open with Adobe next time.

If you are unable to resolve this issue please contact the Department Team at jcpa@education.gov.ie with the following information:-

1. School Roll Number
2. Phone number and contact details should we need to contact you directly for further information.

Q. We are a Special School, a number of our students were registered to sit their exams in an Examination Centre in our neighbouring Post Primary School, how do I locate the Certificates in order to produce them for our students?

A. Please contact the Department at jcpa@education.gov.ie with the following details:-

1. Your School name and roll number
2. School name and roll number of the post primary school
3. Student name(s)
4. Student ID and/or examination numbers
5. Phone number and contact details should we need to contact you directly for further information

Q. I updated information on JCAD for my students pertaining to a short course and/or plu. I waited overnight but the information is still incorrect on the Cert. What did I do wrong?

A. The system has been updated to automatically regenerate the Certificates following updates made by the school authorities. If you continue to have issues please refer to the User Guide or contact jcpa@education.gov.ie