**Back to School Management Platform Q & A Manual**

1. Q: Didn't arrange to go back to school?

Answer: Due to the epidemic situation, the school decided to go back to school at the wrong peak. Please be patient.

2. Q: How to modify the mobile phone number?

Answer: The mobile phone number can be modified in the Mobile Jiaotong University app.

3. Q: Can't receive the verification code after modifying the mobile phone number?

answer: <http://m.xjtu.edu.cn/>, Scan the code to install the latest version of the Mobile Communications University app.

4. Q: Is the phone number in the back-to-school system different from the one in the Mobile Jiaotong University app?

A: The mobile phone number needs to be modified in the Mobile Jiaotong University app. After the mobile phone is modified, the data synchronization to the back-to-school system requires at least 3

Hours, please be patient after modification.

5. Q: Can't find the travel itinerary by SMS query?

Answer: Consult the operator corresponding to the mobile phone number, and the operator's APP can also be queried.

6. Q: After saving, the information cannot be modified, the personal information is not filled in, and it is stuck when it is clicked.

Can't pass it, the bulk upload button is gray?

Answer: Click on the three books and one single page to apply to return to school.

7. Q: How long does the counselor take effect after modifying the health daily information?

Answer: It takes 2 hours to synchronize the time.

8. Q: Why is the campus code red?

A: The data of Jiaotong University campus code comes from the health daily report filled out by everyone. If it is a red code, it may be your health daily

There are the following situations in the newspaper:

1) The current status of "One Code Pass" in the student's location is red or yellow;

2) Those who have not lifted the movement ban according to the regulations of the local prevention and control department (fill in the home isolation or medical isolation in the health daily report)

from);

3) 14 days before returning to school, there is an overseas situation in the health daily report;

4) Students report daily abnormalities such as fever and respiratory symptoms within 14 days before returning to school.

(The campus code rules of Jiaotong University come from the school hospital)

If you have questions about the red code:

1) Students search for their fill-in record pairs in the teacher-student comprehensive service hall-service center-search "personal records"

Look for the reason according to the rules;

2) When you cannot find the reason, contact the counselor to check the reason of the student ’s red code in the back-to-school system;

3) If the reason is that the data of the student health daily report is incorrectly filled, the counselor needs to be in the teacher-student comprehensive service hall—

Personal Center—Share the question data that I found wrong with the students, and modify accordingly.

4) If the temperature is incorrect, please ask the counselor to change the temperature to 30 degrees; if the other information is incorrect, please ask the counselor according to the actual situation

Judging the situation to modify the data of the Student Health Daily.

Note: After the counselor completes the modification of the student question data in the teacher-student comprehensive service hall, the data will be synchronized to the return after 2 hours

School system.

9. Q: What should I do if the temperature is incorrect?

Answer: 1). If the student ’s temperature is missing or incorrectly filled, I will write a written statement explaining the situation and signed by parents. Take a picture and upload it to the health certificate of eps back to school system.

2) If it is true that you have a fever within 14 days, it is recommended to suspend the return to school and wait for the body temperature to return to school within 14 days.

10. Q: How does the instructor confirm the operation?

A: The tutor needs to log in to log in to the back-to-school management platform, http://eps.xjtu.edu.cn/ (or log in Back to school management platform application), click on the "back to school epidemic management" application to enter the instructor confirmation page. As shown below.

If the instructor cannot see the application on the homepage, search for "Back to School" in the search box.

11. Q: What should I do if my mobile phone number is not registered by my ID card?

Answer: Please contact the counselor.

12. Q: How can I upload the information about the homestay by SMS?

A: You can check the mobile records within one month by sending a text message with the mobile phone number registered with your ID card, and send this screenshot Go up.

13. Q: The options under the residence information cannot be modified?

Answer: It is automatically generated based on the health daily report and cannot be modified.

14. Q: When is the application completion time?

A: The first batch of applications for returning to school on the 6th is from April 28 to May 4; the first batch of applications for returning to school on the 7th is in April 28 to May 5; the first batch of applications for returning to school on 8/9 is from April 28 to May 6, and you can apply within the specified time.

15. Q: Can I return to Xi'an in advance and return to the school by the date of returning to school?

Answer: Confirm with the counselor.

16. Q: Can the date of returning to school be later than the date of application?

Answer: Confirm with the counselor.

17. Q: What if I want to postpone my application after submitting it?

Answer: Ask the counselor to return.

18. Q: The student login prompt has no role, the tutor login prompt has no role?

Answer: Please contact the technical support staff in QQ for solution.

19. Q: No application after the student logs in?

Answer: It may not be in the back-to-school batch, please contact the administrator to confirm.

20. Q: The result of inquiries about residence travel information and SMS is inconsistent?

Answer: Does not affect the process of applying for returning to school.

21. Q: Is there any difference between the information filled in the Health Daily and the place of residence?

Answer: Does not affect the process of applying for returning to school.

22. Q: Can't receive the verification code on the back-to-school platform?

A: Contact the "Consultation on Mobile Phone & Verification Code Questions" in the group.

23. Q: The information of the student's class is wrong?

Answer: Class information does not affect the application for returning to school, nor does it affect the generation of campus codes.

24. Q: Why has the application been successful, and the QR code has become yellow or red again?

A: Please check the data filled in the health daily report, even after the application is successful, the QR code will be updated according to the health daily report.