

Monitoring & Reporting for Schools: FAQ

1. M&R training workshops

1.1 How do I book a place at a Monitoring & Reporting workshop?

To book a workshop place, contact the M&R helpdesk at mandr@seai.ie or 01-8082012. Workshops are held in education centres around the country and are open to all schools. Ideally, the person attending the workshop is the person with responsibility for completing the M&R online submission. Any representative that the school nominates can attend, e.g. Board of Management member, staff member or parent.

1.2 What do I need to bring to the Monitoring & Reporting workshop?

- M&R login details. **First time users must request login credentials before attending the course**, by emailing mandr@seai.ie, quoting the roll number.
- A copy of an electricity bill and a gas bill (if you use natural gas).
- If the school uses other energy types, such as oil, bring delivery dockets or a statement from your supplier with details of consumption covering the period from the start of 2013 to the end of last year.
- The school's Eircode (available at <https://finder.eircode.ie/#/>).
- Details of pupil and staff numbers from the start of 2013 to the end of last year.
- The floor area of the school in m² from the start of 2013 to the end of last year.
- Any available information on energy saving projects planned or completed by the school.
- You can bring a laptop or use one of the PCs available at the venue. (iPads or smart phones are not compatible with the M&R system.)

2. Logging in to the system

2.1 I can't login and I know my password and username are correct. What should I do?

Go to <https://psmr.seai.ie/Account/LogOn> using Chrome, Firefox or Internet Explorer (version 10+) and try logging in again by copying and pasting the password into the login fields, ensuring there are no spaces.

2.2 I can't remember my password. What should I do?

Please click the 'Forgot your password?' link on the system login screen. Then enter your username and click 'Send email'. Your username is the email address you used to register on the system; alternatively, you can use your roll number as the username. SEAI will email your password to you. Please check your spam folder if you do not receive a response.

2.3 The link I am receiving to reset my password is not working. What should I do?

Please ensure you copy and paste the full link into a new tab in Chrome, Firefox or Internet Explorer (version 10+).

2.4 I tried to log in to the system to complete the report but it was not working. What should I do?

From time to time, the system may be closed for maintenance. There will be a message on the login screen advising of system closures. You will need to wait until the system re-opens to log in. Thank you for your patience.

3. Change of contact and new users

3.1 How do I add a new user to the M&R system?

You can view information about all system users registered for the school and edit, delete and add users in *Tile 1, Your School, All System Users*. Please note that each user must be registered with a unique email address.

3.2 I am no longer the contact for M&R at the school. What should I do?

You or the principal can delete your details from the M&R system and change the primary contact by logging in to the system and editing details in *Tile 1, Your School, All System Users*. When this is done you will no longer receive correspondence in relation to M&R.

3.3 The primary M&R contact has left our school and I can't access the system. What should I do?

Please email mandr@seai.ie to request assistance in accessing the system. Please include all of the following with your request: the new primary user's name and email address, the name of the school and the school's roll number. You will find a range of supports to assist you with reporting, including tutorial videos and details of training workshops at <https://www.seai.ie/schoolsmandr/>.

3.4 I have entered our school's Eircode and the red exclamation mark still appears. What should I do?

If the Eircode is copied and pasted from the Eircode finder, it includes a space, for example K34 P253. Please remove the space, for example K34P253.

The Eircode finder is available at: <https://finder.eircode.ie/#/>.

4. Completing your report

You will find a range of supports to assist you with reporting, including tutorial videos and details of training workshops at <https://www.seai.ie/schoolsmandr/>

4.1 Our school opened after 2013 so we can't select a baseline year, what should we do?

Please contact the M&R helpdesk at mandr@seai.ie or 01-8082012 with your school roll number and the date (month and year) on which your school opened. You will be issued with a custom baseline.

4.2 What is TUFA?

You can find information on total useful floor area (TUFA) on the SEAI website [here](#).

4.3 How do I know when the report is complete? Is there a 'Submit' button?

There is no overall 'Submit' button on your report. To establish that your report is complete, scroll through each screen and look for red exclamation marks to see if information is missing. You should have a large green tick in *Tiles 1* and *3*. *Tile 2* will not have a large green tick until SEAI receives details of consumption from the electricity and gas meter operators later in the year.

4.4. When will the data on consumption from the meter operators be available to view in the system?

The M&R report is for each calendar year. Consumption data for the electricity/natural gas meters that you entered in the system will be retrieved from the meter operators by SEAI. This data is usually available in August of the following year. For example, 2018 meter data will be in the system by August 2019.