

- **Does CRC Intake work with all Reading Cloud library management systems?**
 - CRC Intake works with all web hosted library systems, these are Reading Cloud Plus & Premium, both junior and senior versions (these are sometimes known as Junior Librarian and Eclipse). CRC Intake does not work with any of our legacy local software, these are Eclipse.NET Local, Eclipse Pro, Eclipse2 or Junior3.
- **Which management information systems does CRC Intake work with?**
 - CRC Intake is fully compatible with all UK school management information systems with the exception of Scottish SEEMIS currently.
- **What type of data will be synchronised from my school management system to my library management system?**
 - You have complete control over the data you share to your library system but as a minimum you would need to allow a student's first name, surname, their management system ID, year group and their tutor group to sync. There are other fields that can be imported, but these are optional.
- **Can I change the data we synchronise to our library system after the initial set up?**
 - Yes, the sync is fully customisable at any time.
- **How do I set CRC Intake up?**
 - CRC Intake is a fully managed service, so we do that for you with our colleagues at Wonde.
- **How long does the set up take?**
 - Schools with Wonde already installed are usually up and running within 2-3 days and for schools without Wonde, set up takes just a little longer.
- **With CRC Intake are we supported directly by Wonde or do we come to you for support?**
 - We are here to fully support you with any queries regarding CRC Intake, you can contact us at ess-readingcloud.co.uk/contact-us. If you have any questions regarding your data integration with Wonde they will support and advise you on those directly support@wonde.com.

- **What about my existing data import process?**
 - If you already have an automated service between your school MIS and Capita Reading cloud, we will take care of disabling it and setting up the new one for you.
- **We have a subscription for Connect. Can we move over to CRC Intake?**
 - Yes, you can. The annual subscription price is the same for each solution at £87.50 for Connect and CRC-Intake. If you have time left on your Connect subscription this will be transferred to your new CRC Intake subscription.
- **This new process will involve exporting school data. Is that secure?**
 - Yes, the system is fully GDPR compliant.
- **How much does CRC Intake cost?**
 - It costs £87.50 for a 12-month subscription.
- **How do I know the import is working?**
 - Wonde will notify you via your Wonde School Portal to let you know when the synchronisation is live.
- **How often is my data synchronised, and when?**
 - The data is synchronised daily between 2 and 7am, so any changes to your management system will be updated in your library system the day after the changes are made.
- **What happens if the information in our MIS doesn't match my student records?**
 - Your library system comes with features that allow you to identify and match up any duplications. Once done this will prevent the issue from occurring a second time.
- **How does the system manage leavers?**
 - It removes them for you automatically, so you don't have to spend any time on those.
- **Does this synchronise staff data as well?**
 - Currently there is no ability for the system to import staff data, but we are developing that functionality at the moment and we'll keep you updated.