

Contacting us and getting help

This guide is designed to be used alongside the Admin and Application Guides which give full details of how to use 4Matrix. These can be accessed via the Help tab in 4Matrix or via our website.

News and Known Issues: Our Latest News Page is accessible via the **Help** tab in 4Matrix and at <https://www.4Matrix.com/news>

Knowledgebase: <https://help.4Matrix.com>

Getting Support: Log a support ticket at <https://help.4Matrix.com> Include details of the problem, attach screenshot(s) of any error messages, and include your 4Matrix version number. To check which version of 4Matrix you are using, go to the **Help** tab in 4Matrix and select **About 4Matrix**.

4Matrix Live Chat: <https://www.4Matrix.com> (use the green chat box)

We will prioritise and respond to all live chats and tickets as quickly as possible. Please try to avoid telephoning us unless you have a serious technical issue and/or cannot access 4Matrix.

On results days, our live chat and ticket support services will be available from:

- **8am – 5pm Wednesday 21st August (GCSE Results)**
- **8am – 5pm Thursday 22nd August (GCSE Results)**

Except for the above and KS5 results week, our support services will be available 9am – 3pm for the holiday period.

Useful Links

Results Day Resources, including import help: <https://www.4Matrix.com/resultsdays>

Share and Compare information: <https://www.4Matrix.com/share>

JCQ Guidance: [Notice to Centres](#)

Share and Compare Data Collaboration 2024

Share and Compare is now **open for registration**. In 4Matrix, go to *Admin > Share and Compare* and follow the **Register** link. See <https://www.4Matrix.com/share> for more information.

We aim to publish a set of Attainment 8 Estimates in August for schools to use well in advance of the DfE's provisional set.

Preparation

We strongly recommend that schools **launch 4Matrix the week prior to results days to allow any pending updates to apply**. If 4Matrix is not updating, please follow the process detailed in the [Update Help](#) guide to resolve the issue.

It is important that users familiarise themselves with the import process prior to results days. We will be unable to provide support for basic training on these days.

Users should also complete our Pre-Results Day Checks at <https://www.4Matrix.com/resultsdays>

If your school uses Arbor, Bromcom or SIMS we recommend that you check that the **MIS Extract Tool** is functioning correctly by carrying out a complete import of last year's results data.

For SIMS users, exam results extraction will only work if SIMS is managed on site at the school. Hosted SIMS users should refer to www.4Matrix.com/simsreports for more information.

For other MIS users, you can import pupil information using our **Wonde** data extraction wizard, but exam results will need to be imported using spreadsheets. [Find out more](#).

Subject Mappings

Please ensure that subjects are mapped to the correct awards in advance of results days by following the guidance in the *Pre Results Day Checklist*: <https://www.4Matrix.com/resultsdays>
We will not be able to process Missing Qualification requests on the morning of results days.

Embargoing your exam results

It is important to check the Visibility setting for all series in 4Matrix Desktop that contain results.

If you are not familiar with how the Series Visibility options work, please refer to our more detailed guidance in the *Part 1: Pre Results Day Checklist* at <https://www.4matrix.com/resultsdays>

We recommend setting your results series to Admin and SLT only on embargo days. Check prior to results day that users with Admin and SLT user roles have been granted early access to exam results by your Head of Centre. The visibility can then be switched to all staff on results days after the candidates have received their results, in line with [JCQ regulations](#).

Importing your exam results from Arbor/Bromcom/SIMS

Exam results stored in the exams area of your MIS will be picked up in the 4Matrix MIS Extract. If **all** results have been imported into the MIS, there is no need to import a spreadsheet separately.

To import your exam results from your MIS:

Choose **Admin > MIS > MIS Name**

- Select *Year 11 2023 - 2024*
- In the Series Name, click [+] and select **Actual Results**, or scroll down to the bottom, select **Other**, and call the series '*Summer Results 2024*' or similar.
- Under **Discounting** make sure that for official reporting it is set to **Use First Entry (All Subjects)**
- Ensure that **Series Visibility** is set to include Admin and SLT (or other appropriate groups) on restricted results days.
- In Step 2, choose **Run**.
- Choose a location to **Save** the extract to (e.g. *My Documents\4Matrix MIS Extracts*)
- Choose **Run Extract**

See the full Admin guide for help with additional steps (in 4Matrix, select *Help > Admin Guide*)

Importing your exam results from Arbor/Bromcom/SIMS Cont./**When running the MIS extract:**

Please consider the **effective date** of the extract. **This should not be the current date**, as the extract will pick up contextual data and pupils on roll that day and leavers will not be included. Choose an appropriate date - **school census date 18th January 2024** may be the most suitable.

How subjects are handled:

The MIS extract will import the **exam element title from your MIS Exams set up** - this will not match existing subject titles in 4Matrix. **Users will need to map to existing 4Matrix subjects**, otherwise a new (duplicate) subject will be created and tools which compare subjects between series, e.g. Series Comparison, will not work as expected. Subjects can be easily merged later using *Admin > Edit Subjects*.

Notes on split-level subjects:

Depending on setup, the MIS Extract may import **separate columns for split-level subjects** e.g. Maths Foundation and Maths Higher. Both columns can be mapped to the same subject. However, if a pupil has a grade in both columns the grade from the last column will be imported.

If your school offers multiple Art, Performing Arts or Design Technology pathways:

Some qualifications have multiple pathways, the most common being Art and Design (Fine Art, Textiles, Graphics, etc) and Performing Arts (Dance and Production).

If your school offers more than 1 pathway in any QAN, please be aware that all results for these subjects will show in the Arbor MIS import in 4Matrix under 1 column (e.g. Fine Art and Graphics results will all be in one column).

If you are affected by this, you will need to consider how you proceed with the import:

1. If you have 'tracked' these subjects under 1 subject in 4Matrix up to now and intend to keep them as one subject, proceed with the import as normal.
2. If you require each pathway to be handled as separate subjects e.g. as 2 subject columns, we recommend that at step 3 of the Arbor MIS import wizard changing the column type to 'Not Included' for these subjects. Complete the import for the remaining subjects and grades. The subjects that were marked as 'Not Included' should then be exported from Arbor in separate columns in a spreadsheet, which can then be imported using the 4Matrix spreadsheet import.

**MIS:
Multiple Entries**

If the MIS Extract produces multiple results for the same subject, or if you are adding results to a series containing early entries, you will see a prompt once the MIS extract has completed asking you to select which grades to use. Please refer to our [Multiple Entries knowledgebase article](#) for more information on this topic.

Importing your examination results from a spreadsheet

Examination Results can be imported from a spreadsheet for users of any MIS.

Create a Marksheet/spreadsheet from the MIS containing pupil information columns (UPN, Forename, Surname, Gender) followed by subject results. Export the marksheet into Excel.

Choose **Admin > Spreadsheet > Pupils/Results:**

- Select **Year 11 2023 – 2024**
- In Series Name, click [+] and select **Actual Results** or scroll down to the bottom, select **Other**, and call the series '*Summer Results 2024*' or similar.
- Under **Discounting** make sure that for official reporting it is set to **Use First Entry (All Subjects)**
- Ensure that **Series Visibility** is set to include Admin and SLT (or other appropriate groups) on restricted results days.
- In Step 2, copy and paste in your results from your spreadsheet.

You may also need to import pupil information, classes, and other contextual data.

Please see <https://www.4matrix.com/resultsdays> for more information.

Manually Adding or Adjusting Results

During the import, results can be adjusted in **Step 4: Validate Data**, by either selecting a grade and changing it manually, or using the Find and Replace tool. **If updating Science Trilogy grades** (e.g.: changing from 44 to 4-4), a bulk '**Hyphenate Columns Value**' option is available by right clicking a grade.

After the import, to manually edit or add missing results, please use **Admin > Edit Results**. If a subject is missing use the **Show Subject** option. If the subject is not in the list, you will need to use **Admin > Edit Subjects > Add Subject > KS4** to create it. Note that there is no "Save" button – all changes made in Edit Results take immediate effect.

You can also create a spreadsheet with the missing results and import via **Admin > Spreadsheet > Pupils/Results**. Instead of creating a new series at Step 1, select your existing results series and complete the import.

Early Entries & Pathway Discounting

Please refer to [DfE guidance](#) for more information on early entries and discounting, including pathway discounting.

Discounting subjects with the same discount code

Subject grades which are imported into 4Matrix from **Arbor** or **SIMS** MIS will be 'date stamped' with the date the exam took place. This will help 4Matrix to determine the 'first result' for discounting and pathway purposes at key stage 4. If this date is not available, it will use the date of the import.

The **Bromcom MIS** extract DOES NOT import the result date for each grade - it uses the SEASON data. This is significant because it means that 4Matrix may not be able to automatically apply correct discounting where a pupil has been entered more than once for the same qualification or has studied 2 subjects from the same 'family' (as defined by a subject's discount code) in the same season. If this date is not available, it will use the date of the import.

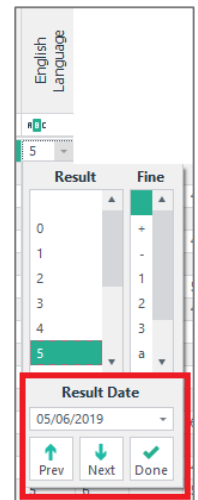
Ed:Gen and **Wonde MIS** extracts do not import exam results.

Series imported from a spreadsheet will be date stamped with the date of import. Once you have imported your series into 4Matrix, you should check how your qualifications are being handled and their discount codes.

Go to **Help > Support Tools > See Inclusion Status**. This will display a table of qualifications from the active series and their inclusion statuses across multiple performance measures. You can export this via the File menu. Make a note of any subjects that have the same Discount Code.

Now open **Admin > Edit Results**. Choose the column for these subjects. Click on each grade in the column and check and amend the result date to when the qualification exam was taken. You can navigate using the arrows. You can also use the **Set Date** button in the top right of this tool to set the result date for an entire subject.

Check the handling of your grades using **Grade Analysis** as it will show any discounted grades in blue. You may need to cross-reference any anomalies with the result date stored in SIMS, Bromcom, Arbor or elsewhere for clarification on which qualification was taken first, then go back and make the necessary date changes in **Admin > Edit Results** in 4Matrix.



2024 Performance Measures

In 4Matrix, we are using the most up-to-date published coefficients - from 2023 - for the key stage 4 Progress 8 measure. **Any Progress 8 scores reported in 4Matrix on or after results days are therefore indicative and should be treated with discretion.**

Schools can use the **Share and Compare** service, noted on page 1 of this guide so they can access an early proxy data set and see their school's performance within a national context in August.

In October the DfE 2024 provisional Progress 8 estimates will be published and will then be made available in 4Matrix.

Checking your headline figures

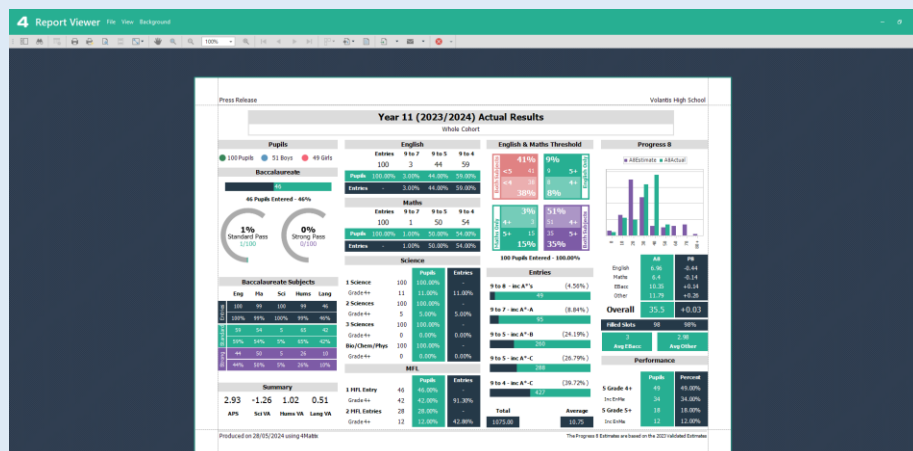
Do not report the information shown in 4Matrix without separately verifying it using other methods. **We will not accept any responsibility for the consequences of publishing incorrect information, however caused.**

- In **Press Release**, check that the number of pupils in your cohort is correct and you have the correct entries for English, Maths and Science.
- In **Performance Tracking** compare your Actual Results series against your latest Predictions series and check the number of pupils and total number of entries.
- In **Grade Analysis**, check that all subjects are present. Check for any blue grades. Blue grades mean that the grade is excluded for some reason, either due to discounting or because it does not count in performance measures, and this may require attention.
- In **Subjects Summary**, check the subjects listed, the number of entries and APS against your last set of tracking data. There will inevitably be some differences but if there are any missing results, check Series Comparison for a pupil level comparison, or re-import for a missing subject.

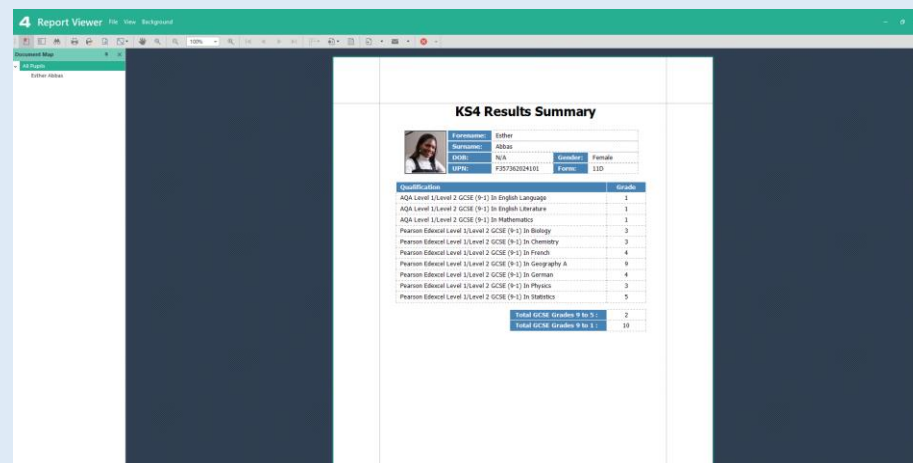
Producing Reports

You can produce reports from most tools in 4Matrix by going to **File > Print**. Full details of all reports can be found in the **Application Guides** via the Help tab.

- The **Press Release** tool will report the main headline figures for your school. This report is ideal for SLT.



- **Pupil Summary** (under the **Reports** tab) can be used to produce certificates for pupils.



**Producing Reports
Cont./**

- **Results Overview** – A broadsheet of results with the addition of colour coding against a Predictions series or Target series.
- **Subjects Summary** can be used to compare results against any other series, including Predictions, and exported to a spreadsheet for further investigation.

More Useful Links

- 4Matrix News Page: <https://www.4Matrix.com/news> - Also accessible from within 4Matrix via the Help tab
- Full Application Guides: In 4Matrix, go to Help and select KS4/KS5/Admin Guide
- Approved qualifications:
 - KS4: <https://www.gov.uk/government/publications/key-stage-4-qualifications-discount-codes-and-point-scores>
 - EBacc: <https://www.gov.uk/government/publications/english-baccalaureate-ebacc/english-baccalaureate-ebacc>
- KS4 Accountability Guide: <https://www.gov.uk/government/publications/progress-8-school-performance-measure>
- JCQ: [Notice to Centres-Release of results June 2024 FINAL.pdf \(jcq.org.uk\)](#)



<https://www.facebook.com/groups/4MatrixData/>

Join our Facebook group - It's a great place for school leaders and Data Managers to discuss secondary performance data, with **over 1100 members** to date. We also talk about the latest 4Matrix developments, news, and share useful documents and resources.

4Matrix Links

Website: <https://www.4Matrix.com/>

Facebook: <https://www.facebook.com/groups/4Matrixdata/>

Support portal: <https://help.4Matrix.com>

Twitter: <https://twitter.com/4Matrix>

We wish you all an enjoyable summer break and good luck! – The 4Matrix Team