

- **Does CRC Intake work with all Reading Cloud library management systems?**
 - Yes, CRC Intake works with Reading Cloud Plus, Premium, Junior Librarian and Eclipse.
- **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 capitasoftwaresupport@capita.co.uk. 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.