CloudSAMS Operational Manual
for Reporting Student Non-attendance (Form A)

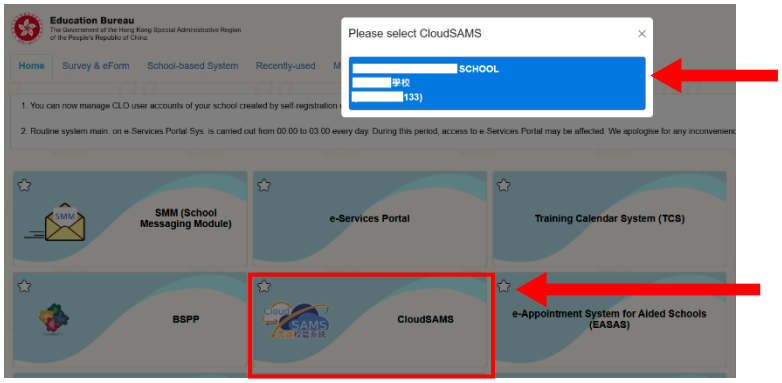
Education Bureau (EDB) Circular No. 21/2024 on "Upholding Students' Right to Education" requires schools to report non-attendance cases to EDB. Schools should report the cases without delay on the seventh consecutive school day of the student's absence, regardless of the reason for absence. This manual sets out the procedures and key points for school users to report non-attendance cases and submit Form A through CloudSAMS.

Please note that if your school is in the Student Information Management System (STIMS) but not using CloudSAMS, please refer to the "eForm A" Guideline: https://www.edb.gov.hk/attachment/en/edu-system/primary-secondary/spa-systems/student-info-management-system/eF_A_EN.pdf

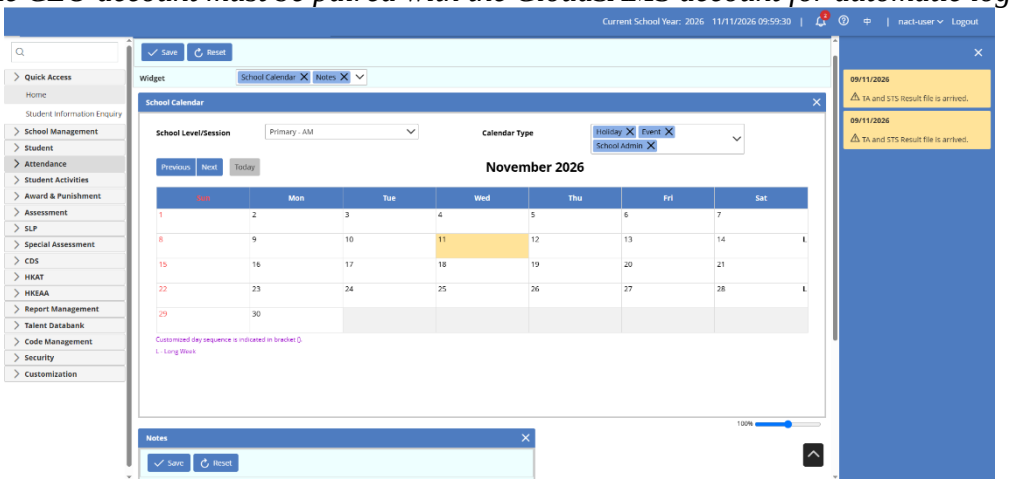
(a) How to Login to CloudSAMS ?

1. First, login to the Common Log-On System ("CLO") at https://clo.edb.gov.hk. Then, click on "CloudSAMS" and select the respective school.





2. After selecting your school, the system will automatically login to the CloudSAMS home page.
[Note: The CLO account must be paired with the CloudSAMS account for automatic login.]

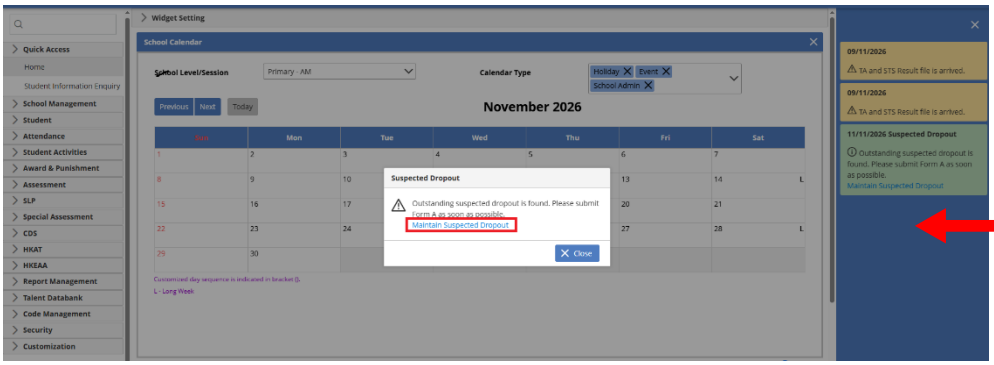


(b) Verify individual students' attendance records

If your school uses CloudSAMS to record attendance, please follow paragraph (b)(i). Otherwise, please follow paragraph (b)(ii).

(b)(i) If your school uses CloudSAMS for taking attendance and has configured the "Maintain Notification Email", a pop-up window and notification will automatically appear on the home page once a student is absent for seven consecutive school days. Click the "Maintain Suspected Dropout" link by either the pop-up window or the notification message, the system will automatically redirect and open the corresponding page for reporting the non-attendance case.

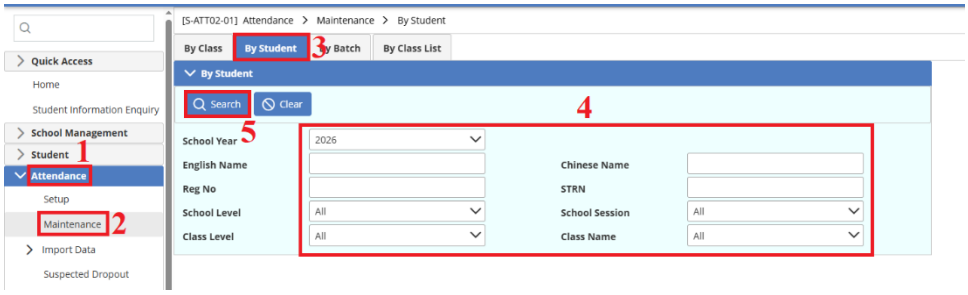
[Note: Since the system automatically includes students, who have been absent for seven consecutive days, in the "Suspected Dropout" list, schools can check the list of "Suspected Dropout" students by proceeding to the "Maintain Suspected Dropout" page.]



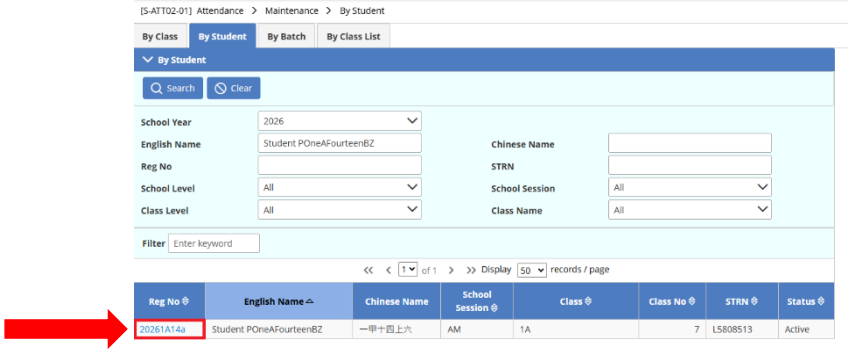
(b)(ii) If the school does not use CloudSAMS for taking attendance, please input the attendance records of the students concerned into the "Attendance Module" first. The methods are as follows:

- ✓ Go to the search page: On the left-hand menu, click "Attendance" (1) → Click "Maintenance" on the left-hand menu (2) → Select "By Student" (3)

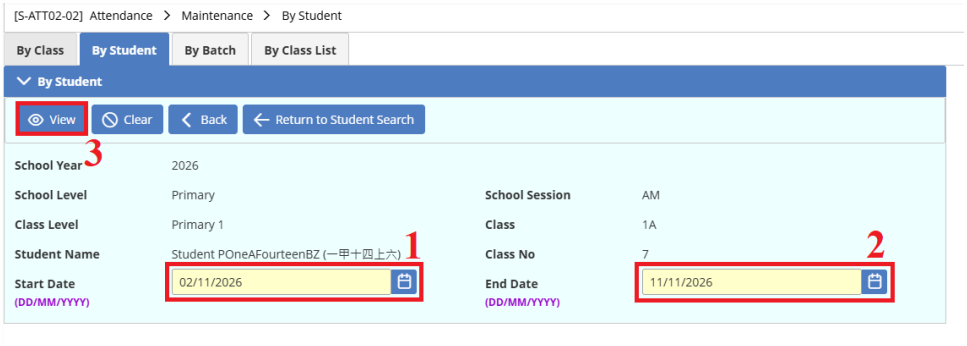
- ✓ Enter Student Information: Enter the student's personal particulars (such as Name, STRN, or Class Level) (4), and then click "Search" (5)



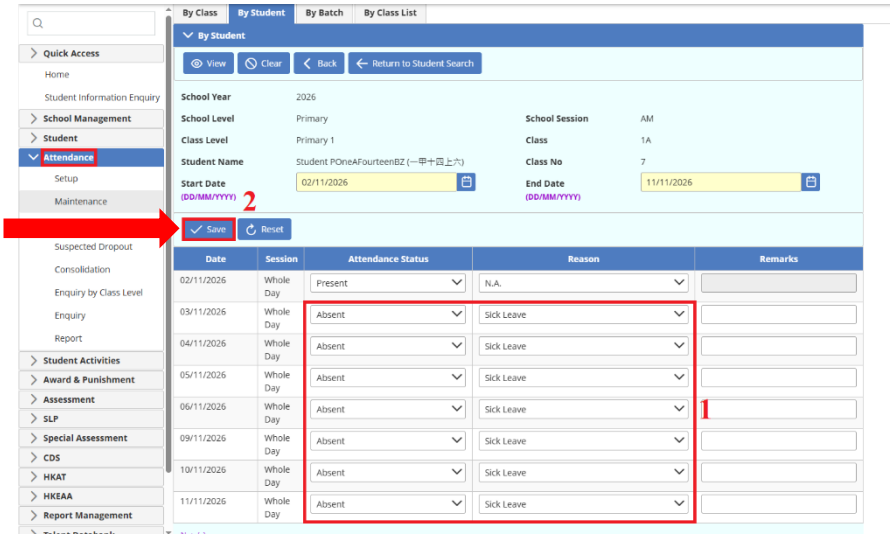
- ✓ Select Student Record: In the list of search results, click the concerned student's "Reg No" link.



✓ Enter Date Range and Preview: Select the required “Start Date” (1) and “End Date” (2), then click “View” (3) to view the student's attendance records.

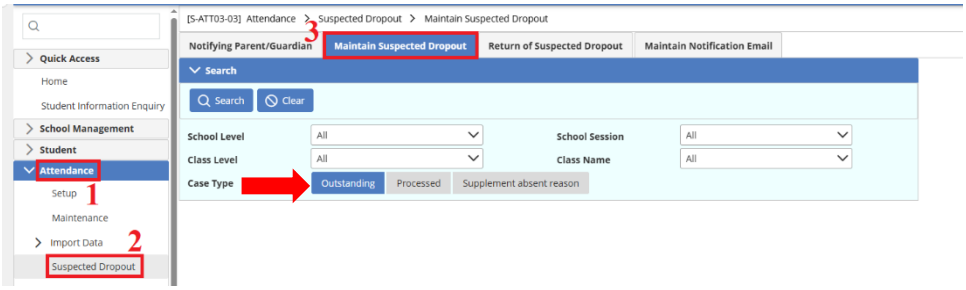


✓ Verify the Student's Attendance Records: Click “Save” when finished. The system will automatically include students, who have been absent for seven consecutive days, in the “Suspected Dropout” student list.



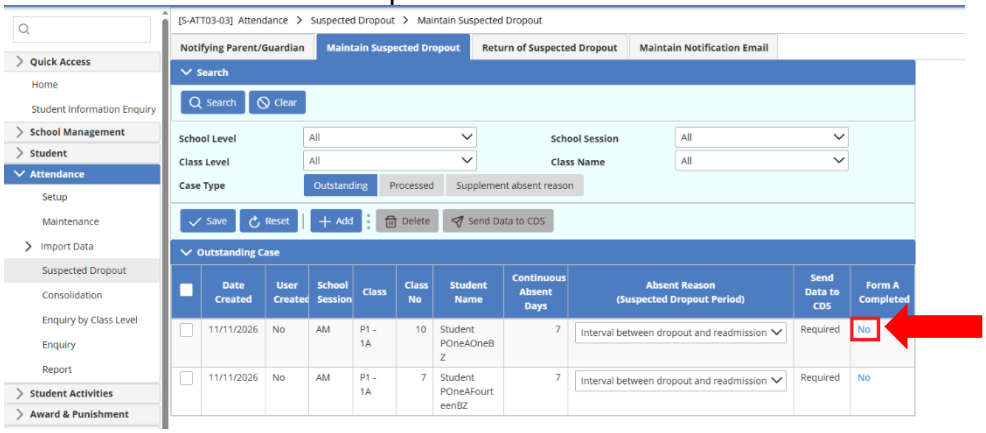
(c) Fill in “Form A” for Individual Students

3. Go to the search page: To fill in “Form A”, on the left-hand menu, click “Attendance” (1) → Click “Suspected Dropout” (2) → Select “Maintain Suspected Dropout” (3)

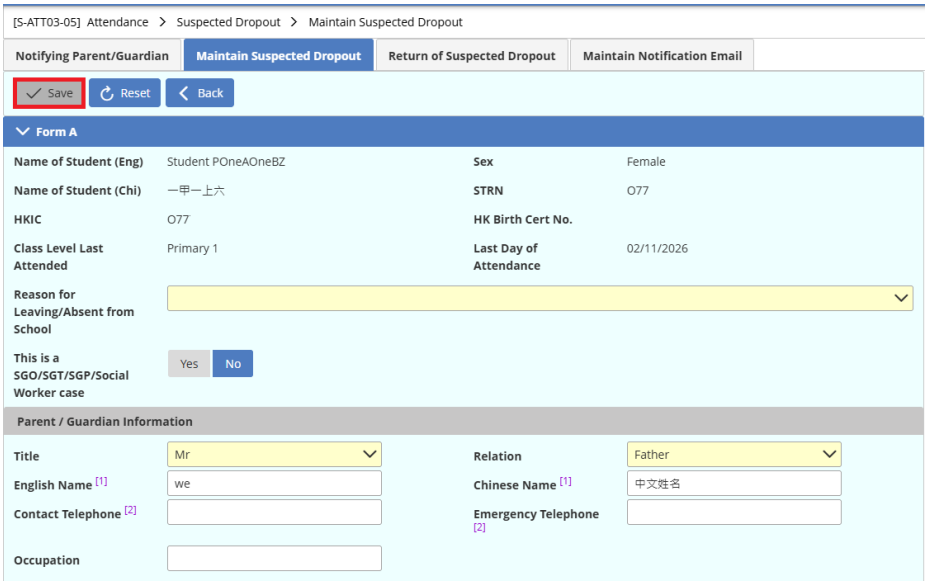


4. Select “Outstanding” under “Case Type”, and then click “Search”.
[Note: “Processed” cases refer to non-attendance cases that have been completed and transmitted to the Communication and Delivery System (CDS) Module. “Supplement absent reason” refers to cases that were previously submitted but with the reason for absence marked as “Pending Confirmation”.]

5. Select the Target Student: After clicking “Search”, the system will display a list of “Outstanding” cases. Click “No” under the “Form A Completed” column to proceed to the page for filling in Form A. Please note that schools are required to fill in Form A for each absent student individually.

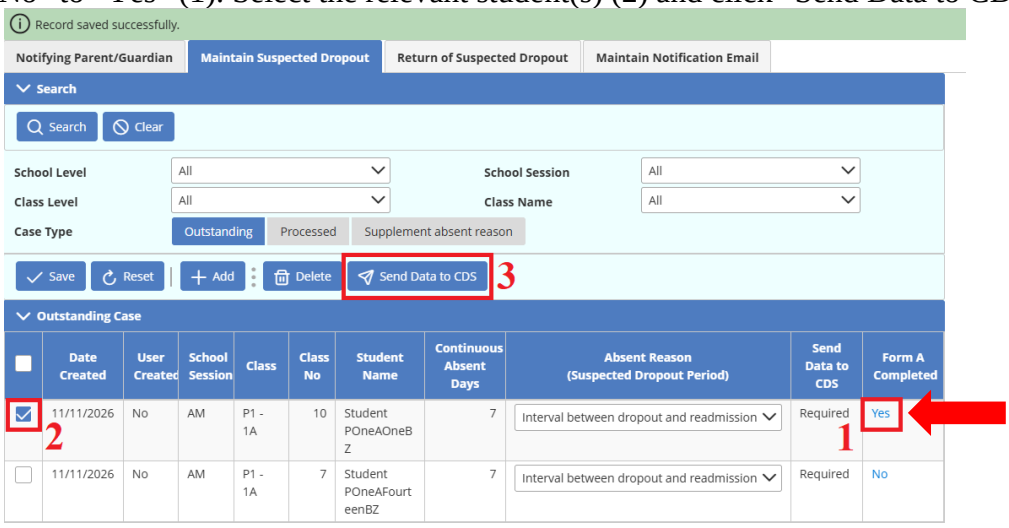


6. Enter all the required information in Form A, and then click “Save”.

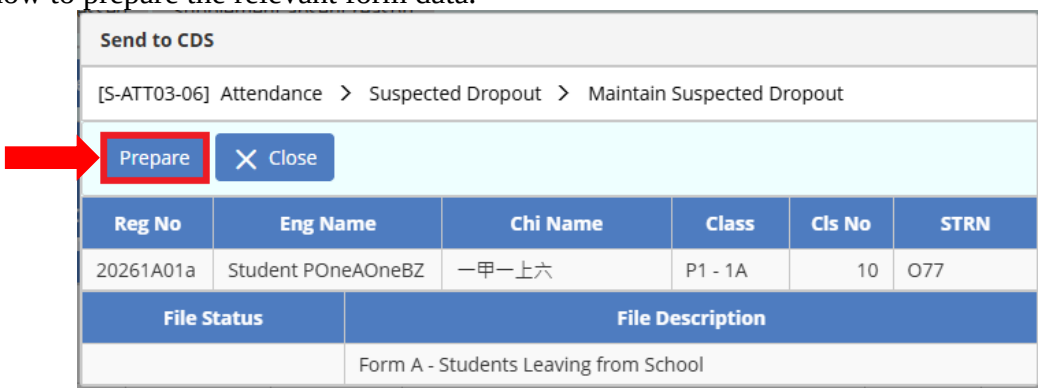


(d) Upload “Form A” to the Communication and Delivery System (CDS) Module

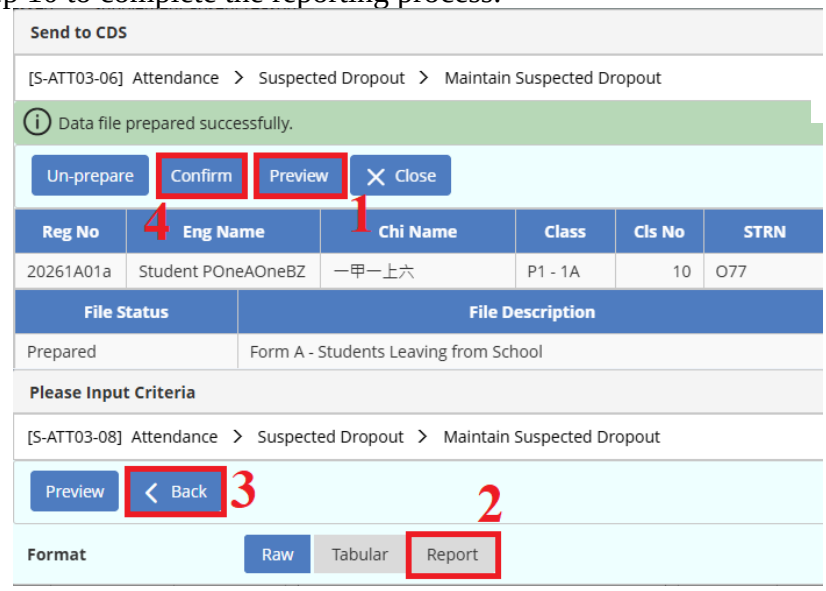
7. After clicking “Save” on the Form A page, the system will automatically return to the “Suspected Dropout” list page, and the student's status under the “Form A Completed” column will change from “No” to “Yes” (1). Select the relevant student(s) (2) and click “Send Data to CDS” (3).



8. After clicking “Send Data to CDS”, a new window will pop up. Click “Prepare” in the new window to prepare the relevant form data.



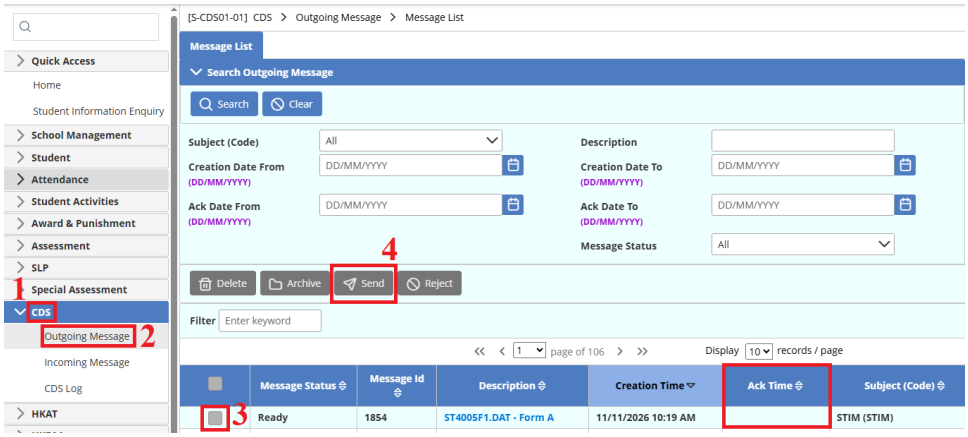
9. To check the completed Form A, click “Preview” (1) (it is recommended to select the “Report” format (2)). If the information is correct, click “Back” (3), and then “Confirm” (4) to send the Form A data to the Communication and Delivery System (CDS) Module. Please note that at this stage, Form A has not yet been sent to the EDB, and the reporting process is incomplete. Please follow the Step 10 to complete the reporting process.



(e) Submit “Form A” to the EDB

10. On the left-hand menu, click “CDS” (1) → Click “Outgoing Message” (2) → Select the relevant message (3). Then click “Send” (4) to submit Form A to the EDB. Reporting procedure will be completed.

[Note: After Form A has been sent to the EDB, the system will display the “Ack Time”. The Non-Attendance Cases Team will use the date recorded in this field as the school’s submission date for Form A.]



Frequently Asked Questions

(1) If the school is unable to submit Form A via CloudSAMS in early September, how should non-attendance cases be reported?

A: The Non-Attendance Cases Team will send a "Temporary Form A" to schools via the School Messaging Module (SMM) in early September for standby use. To report non-attendance cases at the beginning of the school year, schools are required to submit the "Temporary Form A" through SMM.

Schools are required to submit "Student Enrolment Survey" data in mid-September. Therefore, if the "Inter-Year Processing" has been completed in the CloudSAMS system, CloudSAMS will be available in around late September, allowing schools to submit Form A through CloudSAMS. Schools might follow the procedures in this manual to report non-attendance cases.

(2) If a student's last date of attendance falls in the previous school year but that date cannot be selected, what should I do when fill out Form A?

A: If a date from the previous school year cannot be selected, the first school day of the current school year should be chosen as the last attendance date. Please enter the actual last date of attendance in the "Remarks" field of Form A. Schools are also required to retain accurate attendance records for follow-up purposes.

(3) Should students be marked as absent on school days when they are not required to return to school, such as during examination periods or post-examination activities?

A: If students are not required to return to school on that day, such school days do not need to be counted towards the number of days of absence.

(4) If the reason for a student's absence is unknown to the school, how to fill out Form A?

A: If the reason for a student's absence is uncertain, select "Other Reasons" on Form A and provide the relevant case details in the "Remarks" field, such as "Unable to contact parents" or "Parents unwilling to disclose".

(5) What should I do if I have completed Form A in CloudSAMS but the Non-Attendance Cases Team does not receive it?

A: Check the message status in the CDS module. If the data has been sent to EDB, the status will be indicated as "Received". Also, check whether an "Ack Time" is displayed. The Non-Attendance Cases Team uses the date recorded in the "Ack Time" field as the school's submission date for Form A.

(6) If I did not submit Form A on the seventh consecutive school day of a student's absence and the student returned to school on the eighth school day, should I submit the form retrospectively?

A: Please note that Form A cannot be submitted retrospectively through CloudSAMS. If this is the case, the school needs to retain accurate attendance records and contact the Non-Attendance Cases Team at 3698 4411.

(7) If I have questions about reporting or handling non-attendance cases, who can I contact?

A: Please contact the Non-Attendance Cases Team at 3698 4411. For technical support regarding CloudSAMS, please call 2166 1150.

Non-Attendance Cases Team
Education Bureau
November 2026