SERMA

SERMA user guide

Everything you need to run your school with SERMA, step by step, with pictures.

All in one place

Simple and fast

Safe and reliable

“SERMA — Simplify management. Steer academics.”

October 2026

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USER GUIDE

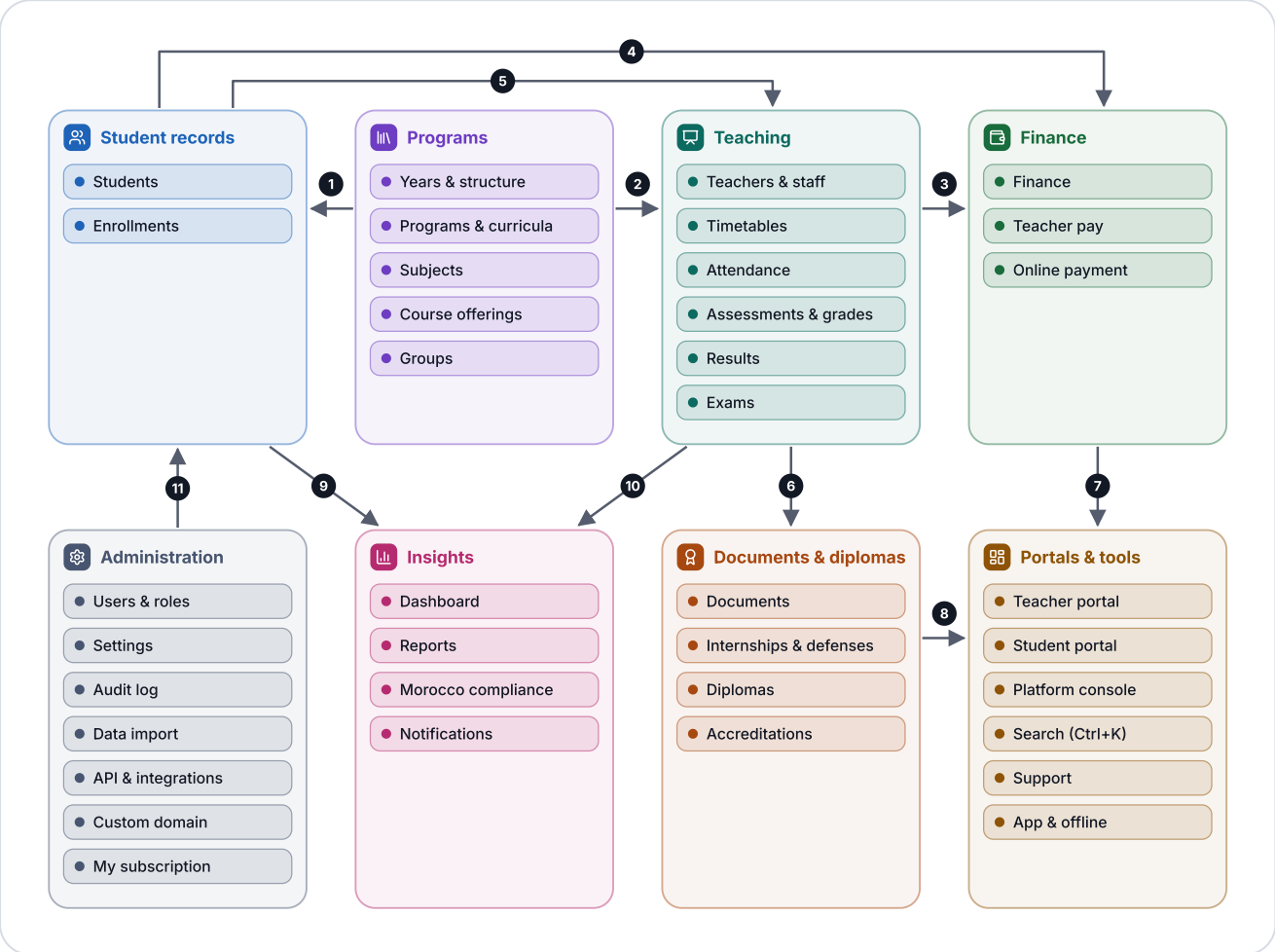
Words to know

Frequently asked questions

The "Open in SERMA" links lead to https://serma.app (sign-in required).

SERMA in one picture

SERMA is made of modules. Each module has a color. Modules share information, so you never type anything twice.



The arrows: who sends what

1. **Programs → Student records**
   Programs and curricula are used to enroll.
2. **Programs → Teaching**
   Courses and groups are scheduled, then graded.
3. **Teaching → Finance**
   Hours taught are used to pay teachers.
4. **Student records → Finance**
   Each enrollment creates a payment plan.
5. **Student records → Teaching**
   Enrolled students go to class.
6. **Teaching → Documents & diplomas**
   Results lead to transcripts and diplomas.
7. **Finance → Portals & tools**
   The student sees their balance and receipts.
8. **Documents & diplomas → Portals & tools**
   Documents arrive in the portals.
9. **Student records → Insights**
   Figures go up to the dashboard.
10. **Teaching → Insights**
    Attendance and grades feed the reports.
11. **Administration → Student records**
    Accounts, roles and rules for all modules.

A student's journey

From application to diploma. At each step, SERMA shows you the right module.

1

Applicant

The person wants to join.

Students

2

File

Documents uploaded and verified.

Enrollments

Documents

3

Enrollment

The file is approved.

Enrollments

4

Payment

First payment, receipt given.

Finance

5

Registration number

Enrollment confirmed, number given.

Enrollments

Students

6

Courses & timetable

Class, courses and sessions.

Groups

Course offerings

Timetables

7

Attendance

Attendance taken at every session.

Attendance

8

Grades

Tests graded, then published.

Assessments & gra...

9

Exams

Notice, exam, sign-in sheet.

Exams

10

Results

Averages, deliberation, decision.

Results

11

Internship

Agreement, then internship.

Internships & defen...

12

Defense

Before the jury.

Internships & defen...

13

Diploma

Issued with a QR code.

Diplomas

14

Alumni

The academic path is kept.

Students

Who does what?

Each person sees only what they need. Find your role.

Administration / Management

- Set up SERMA and give access.
- Follow the school's figures.
- Issue diplomas.

Dashboard · Reports · Settings · Users & roles · Audit log · Diplomas · Morocco compliance · My subscription

Registrar's office / Secretariat

- Create records and enroll.
- Check the documents.
- Manage absences and documents.

Students · Enrollments · Documents · Attendance · Groups · Data import

Finance office

- Collect payments and give receipts.
- Follow up on balances due.
- Pay teachers.

Finance · Online payment · Teacher pay · Reports

Academic lead / Head of department

- Build programs and curricula.
- Prepare courses, groups, timetables.
- Run deliberations.

Programs & curricula · Subjects · Course offerings · Groups · Timetables · Results

Exams officer

- Organize sessions and rooms.
- Send the notices.
- Prepare sign-in sheets and minutes.

Exams · Results · Timetables

Teacher

- Take attendance.
- Enter grades.
- See their hours.

Teacher portal · Attendance · Assessments & grades · Internships & defenses · App & offline

Student

- See courses, grades, absences.
- Justify an absence.
- Download their documents.

Student portal · Documents · Finance · Online payment

SERMA team

- Create institutions.
- Manage plans.
- Help in support mode.

Platform console · Audit log · Support

The modules, one by one

Each module follows the same plan: what it is for, who uses it, how to use it, and its links with the others.

INSIGHTS

Dashboard

What is it for? The first page. It shows how the school is doing at a glance.

WHO USES IT?

Management · Registrar · Finance · Academic lead

WHAT YOU CAN DO

- See the key figures
- See the alerts
- Follow files in progress
- Start a quick action
- Switch year

HOW TO

Read the dashboard

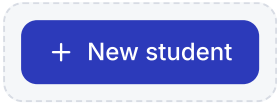
1. Sign in. The dashboard opens.
2. At the top, choose the year.



3. Read the 4 big figures: students, enrollments, attendance, revenue.
4. Click a figure to see the details.

Start a quick action

1. Find the “Quick actions” block.
2. Click the action you need.



3. The right screen opens directly.

GOOD TO KNOW

- Each person sees only the figures and actions of their role.
- The “Recent activity” block comes from the audit log.

LINKS WITH OTHER MODULES

Uses information from

Enrollments
Enrollments → Dashboard
new enrollments, files in progress

Attendance
Attendance → Dashboard
attendance rate

Finance
Finance → Dashboard
revenue and balances due

Accreditations
Accreditations → Dashboard
accreditations expiring soon

Audit log
Audit log → Dashboard

Feeds

Reports
Dashboard → Reports
the details behind the figures

recent activity

Open in SERMA

Sign-in required

STUDENT RECORDS

Students

What is it for? Each student's record: identity, academic path, grades, absences, money, documents.

WHO USES IT?

Registrar · Management · Academic lead

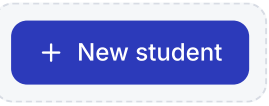
WHAT YOU CAN DO

- Find a student
- Create a record
- Open the full record
- Create their account
- Export the list

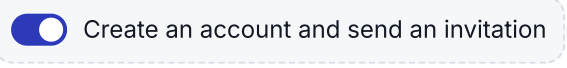
HOW TO

Create a student

1. Click "New student".



2. Fill in: identity, contact details, emergency contacts.
3. Tick "Create an account" to send an invitation (email required).



4. Save. The record is created.

Read a student record

1. Type the name, registration number or email.
2. Click the row.
3. Switch tabs.

Profile | Academic path | Enrollments | Grades | Absences | Finance

Assign or change a registration number

1. Open the student's record.
2. Click "Change registration number" (or "Assign a registration number").

Change registration number

3. Type the number. SERMA checks right away that it is free.

Available

4. Write the reason, then save. The change goes into the audit log.

GOOD TO KNOW

- By default, the registration number is given when the enrollment is confirmed. Depending on the setting, you can also enter your own number (paper file, internal numbering).
- Archiving a student requires a reason.
- The "Academic path" tab keeps the whole history: years, decisions, changes.

LINKS WITH OTHER MODULES

Uses information from

Feeds

Enrollments

Enrollments → Students

registration number, “Enrolled” status, academic path

Attendance

Attendance → Students

absences in the record

Diplomas & verification

Diplomas → Students

“Graduated” status

Global search

Search (Ctrl+K) → Students

opens the record found

Data import

Data import → Students

imported records

Enrollments

Students → Enrollments

the student’s record

Internships & defenses

Students → Internships & defenses

the student intern

Global search

Students → Search (Ctrl+K)

the records to find

Open in SERMA

Sign-in required

STUDENT RECORDS

Enrollments

What is it for? Follow each file, from pre-registration to confirmed enrollment.

WHO USES IT?

Registrar · Academic lead · Management

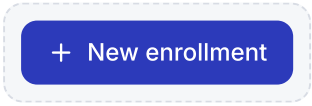
WHAT YOU CAN DO

- Create a pre-registration
- Follow files in columns
- Check the documents
- Confirm the enrollment
- Re-enroll a whole class

HOW TO

Enroll a new student

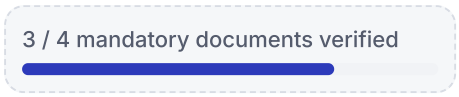
1. Click “New enrollment”.



2. Choose the student, or create them.
3. Choose year, program, level, track.
4. Click “Create pre-registration”.

Move a file forward

1. Check each document in the file.



2. Go to the next step.



3. “Request payment” creates the payment plan.

4. Confirm: registration number, courses, group and account are created.



Re-enroll for next year

1. Choose the source year and the target year.
2. Click “Run simulation”. Nothing is saved.
3. Read the groups: promoted, promoted with carry-overs, repeating.
4. Click “Re-enroll”.

GOOD TO KNOW

- An expired document is rejected. A verified document that expires becomes “Expired”.
- Rejecting, cancelling, suspending or excluding always requires a reason.
- A student cannot be enrolled twice in the same program in the same year.

LINKS WITH OTHER MODULES

Uses information from

Feeds

Years & structure

Years & structure → Enrollments
the open year for enrolling

Programs & curricula

Programs & curricula → Enrollments
program, level, track, curriculum

Students

Students → Enrollments
the student's record

Documents

Documents → Enrollments
required and verified documents

Results & deliberations

Results → Enrollments
decision for re-enrollment

Finance

Finance → Enrollments
confirmation on first payment

Settings

Settings → Enrollments
registration number, documents, auto-confirm

Data import

Data import → Enrollments
imported enrollments

Students

Enrollments → Students
registration number, "Enrolled" status, academic path

Finance

Enrollments → Finance
creates the payment plan

Course offerings

Enrollments → Course offerings
enrolls the student in their courses

Groups

Enrollments → Groups
puts the student in their class

Users, roles & security

Enrollments → Users & roles
creates the student account

Documents

Enrollments → Documents
generates the enrollment certificate

Dashboard

Enrollments → Dashboard
new enrollments, files in progress

Reports

Enrollments → Reports
headcounts

Morocco compliance

Enrollments → Morocco compliance
enrolled students to declare

Open in SERMA — Enrollments

Open in SERMA — Bulk re-enrollment

Sign-in required

PROGRAMS

Years & structure

What is it for? Create the school year and describe the school: campuses, departments, degree types.

WHO USES IT?

Management · Academic lead

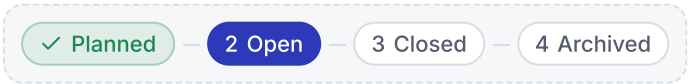
WHAT YOU CAN DO

- Create a year
- Manage terms
- Prepare the year
- Campuses and departments
- Degree types

HOW TO

Open a new year

1. Click “New year”. It is “Planned”.
2. Add the terms (semesters or trimesters).
3. “Prepare year” creates the courses from the curricula.
4. Click “Open”.



GOOD TO KNOW

Only an “Open” year accepts enrollments, timetables and grades.

Only one year is “current”. An archived year can no longer be changed.

You cannot delete a campus or department that is still in use.

LINKS WITH OTHER MODULES

Uses information from

No direct link.

Feeds

Programs & curricula

Years & structure → Programs & curricula
campuses, departments, degree types

Subjects

Years & structure → Subjects
the subject’s department

Enrollments

Years & structure → Enrollments
the open year for enrolling

Course offerings

Years & structure → Course offerings
“Prepare year” creates the courses

Open in SERMA — Academic years

Open in SERMA — Structure

Sign-in required

PROGRAMS

Programs & curricula

What is it for? Describe each program: its levels, its tracks, and the plan of its courses (the curriculum).

WHO USES IT?

Academic lead · Management

WHAT YOU CAN DO

- Create a program
- Add levels and tracks
- Build the curriculum
- Duplicate a version
- See the accreditations

HOW TO

Build a curriculum

1. Open the program, “Curricula” tab.
2. Add nodes: Year, Semester, Unit, Module.

   Year · Semester · Unit · Module
3. In each node, add the subjects: credits, coefficient, hours.
4. Activate the version. It becomes “Active”.

   Active

GOOD TO KNOW

Node types: Year and Unit keep credits. Unit and Module allow compensation. All of them compute an average.

As soon as there are grades, the curriculum is locked. To change it, duplicate it: you create a new version.

The “Degree-awarding level” is the last level: it is the one that gives the diploma.

LINKS WITH OTHER MODULES

Uses information from

Years & structure
Years & structure → Programs & curricula
campuses, departments, degree types

Subjects
Subjects → Programs & curricula
the subjects to place in the curriculum

Accreditations
Accreditations → Programs & curricula
the program’s “Accreditations” tab

Data import
Data import → Programs & curricula
imported structure and curricula

Feeds

Enrollments
Programs & curricula → Enrollments
program, level, track, curriculum

Course offerings
Programs & curricula → Course offerings
the subjects of each year

Results & deliberations
Programs & curricula → Results
units, credits, compensation

Accreditations
Programs & curricula → Accreditations
the program to accredit

Open in SERMA Sign-in required

PROGRAMS

Subjects

What is it for? The list of all subjects taught in the school.

WHO USES IT?

Academic lead

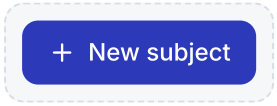
WHAT YOU CAN DO

- Create a subject
- Default credits and coefficient
- See where it is used
- Deactivate a subject

HOW TO

Add a subject

1. Click “New subject”.



2. Give a code, a name, a category, a department.
3. Enter credits and coefficient. They will be suggested in the curricula.

GOOD TO KNOW

A subject used in a curriculum cannot be deleted: deactivate it instead.

LINKS WITH OTHER MODULES

Uses information from

Years & structure

Years & structure → Subjects
the subject's department

Feeds

Programs & curricula

Subjects → Programs & curricula
the subjects to place in the curriculum

Open in SERMA

Sign-in required

PROGRAMS

Course offerings

What is it for? The real courses of the year: one curriculum subject, for a given year.

WHO USES IT?

Academic lead · Management

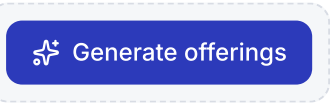
WHAT YOU CAN DO

- Generate the year's courses
- Assign teachers
- See the course's students
- Track hours taught

HOW TO

Create the year's courses

1. Click "Generate offerings".



2. Choose the year (and, if needed, program and level).
3. Open a course, "Teachers" tab, add the teacher.
4. "Teaching hours" tab: hours taught and planned.

GOOD TO KNOW

Running the generation again does not create duplicates.

A course goes from “Planned” to “Active”, then “Closed”.

LINKS WITH OTHER MODULES

Uses information from

Years & structure

Years & structure → Course offerings
“Prepare year” creates the courses

Programs & curricula

Programs & curricula → Course offerings
the subjects of each year

Enrollments

Enrollments → Course offerings
enrolls the student in their courses

Teachers & staff

Teachers & staff → Course offerings
assigned teachers

Feeds

Timetables

Course offerings → Timetables
the courses to schedule

Assessments & grades

Course offerings → Assessments & grades
the students of each course

Exams

Course offerings → Exams
subjects and candidates

Teacher portal

Course offerings → Teacher portal
my courses

API & integrations

Course offerings → API & integrations
courses to create in Moodle

Open in SERMA Sign-in required

PROGRAMS

Groups

What is it for? Sort students into classes, tutorial groups or lab groups.

WHO USES IT?

Academic lead · Registrar

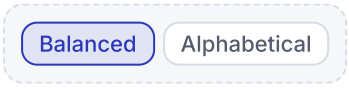
WHAT YOU CAN DO

- Create a group
- Split automatically
- Add or remove a student
- See its timetable

HOW TO

Split the students

1. Open the parent group (the class).
2. Click “Automatic allocation”.
3. Choose “Balanced” or “Alphabetical”.



4. Click “Preview”, then “Apply”.

GOOD TO KNOW

Only students with a confirmed enrollment can join a group.

A group’s capacity cannot be exceeded.

LINKS WITH OTHER MODULES

Uses information from

Enrollments

Enrollments → Groups
puts the student in their class

Feeds

Timetables

Groups → Timetables
the classes to place

Open in SERMA

Sign-in required

TEACHING

Teachers & staff

What is it for? Records for teachers (contracts, rates, courses) and for staff.

WHO USES IT?

Management · Academic lead · Finance

WHAT YOU CAN DO

- Create a record
- Add a contract
- Set hourly rates
- See assignments
- Track the teaching load
- Create the account

HOW TO

Add a teacher

1. Click “New teacher”.
2. “Contracts” tab: type, dates, base rate, hour quota.

   Permanent · **Adjunct** · Visiting · Contract

3. Click “Create teacher account”. The teacher gets an invitation.

GOOD TO KNOW

- The most specific rate wins (session type, program, level).
- Bank details are visible only to the payroll team.

Archiving a staff member does not close their account: suspend it in Users.

LINKS WITH OTHER MODULES

Uses information from

No direct link.

Feeds

Course offerings
Teachers & staff → Course offerings
assigned teachers

Timetables
Teachers & staff → Timetables
who teaches

Teacher pay
Teachers & staff → Teacher pay
contracts and hourly rates

Users, roles & security
Teachers & staff → Users & roles
teacher account

Global search
Teachers & staff → Search (Ctrl+K)
teachers and staff

Morocco compliance
Teachers & staff → Morocco compliance
staff to declare

Open in SERMA — Teachers | Open in SERMA — Administrative staff | Sign-in required

TEACHING

Timetables

What is it for? Place class sessions in the week, with a room and a teacher.

WHO USES IT?

Academic lead · Registrar · Teacher · Student

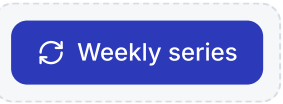
WHAT YOU CAN DO

- Create a session
- Create a weekly series
- Find a free room
- Cancel or postpone
- See conflicts

HOW TO

Schedule a course every week

1. Click “Weekly series”.



2. Choose the course, the group, the room, the time.
3. Choose the days, from ... to ...
4. SERMA checks for conflicts: teacher, room, group.



Cancel or postpone a session

1. Click the session in the calendar.
2. Choose “Cancel” or “Postpone”.
3. Write the reason. Students and the teacher are notified.

GOOD TO KNOW

- A session becomes “held” once attendance is saved.
- Overriding a conflict requires a reason. It is written in the log.
- Exam papers are managed in the Exams module.
- Tick “Online session” for a virtual class. With Teams connected, the meeting is created automatically.

LINKS WITH OTHER MODULES

Uses information from

Teachers & staff
Teachers & staff → Timetables
who teaches

Course offerings
Course offerings → Timetables
the courses to schedule

Groups
Groups → Timetables
the classes to place

Exams
Exams → Timetables
the exams in the calendar

Feeds

Attendance
Timetables → Attendance
the sessions to take attendance for

Teacher pay
Timetables → Teacher pay
the hours taught

Teacher portal
Timetables → Teacher portal
my timetable

Student portal
Timetables → Student portal
my timetable

API & integrations

API & integrations → Timetables

Teams meetings for online sessions

Internships & defenses

Timetables → Internships & defenses

free rooms for defenses

Open in SERMA — Planning

Open in SERMA — Rooms

Sign-in required

TEACHING

Attendance

What is it for? Know who comes to class. Manage absences and absence notes.

WHO USES IT?

Registrar · Teacher · Student

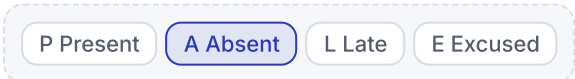
WHAT YOU CAN DO

- Take attendance
- See students on alert
- Review absence notes
- See the attendance rate

HOW TO

Take attendance

1. Open the session, click “Take attendance”.
2. Click “All present”.
3. Change the absent and late students.



4. Save.

Review an absence note

1. Open “Excuses”. Look at “Pending”.
2. Read the reason and the document.
3. Click “Approve” or “Reject”.



GOOD TO KNOW

- The teacher can correct attendance for 72 h (adjustable). After that, only the registrar’s office can, with a reason.
- Being more than 30 min late counts as an absence (adjustable).
- At the absence threshold (20 h by default), the student and their guardians are notified.

LINKS WITH OTHER MODULES

Uses information from

Timetables
Timetables → Attendance
the sessions to take attendance for

Teacher portal
Teacher portal → Attendance
attendance taken in class

Student portal
Student portal → Attendance
absence notes

Settings
Settings → Attendance
lateness and alert thresholds

Feeds

Students
Attendance → Students
absences in the record

Notifications & automations
Attendance → Notifications
alert at the absence threshold

Dashboard
Attendance → Dashboard
attendance rate

Reports
Attendance → Reports
attendance rate

Installable app & offline

App & offline → Attendance

attendance taken offline

Open in SERMA — Absence tracking

Open in SERMA — Excuses

Sign-in required

TEACHING

Assessments & grades

What is it for? Create a course's tests and exams, enter grades and publish them.

WHO USES IT?

Teacher · Registrar · Academic lead

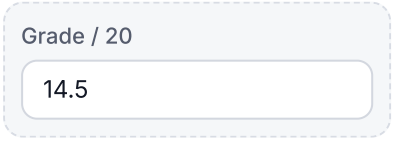
WHAT YOU CAN DO

- Create the course's assessments
- Enter grades
- Import a CSV file
- Publish to students
- Lock

HOW TO

Enter and publish grades

1. Choose the course.
2. Open the assessment, click "Enter grades".
3. Type each grade. ABS = absent, EXC = excused.



4. "Submit", then "Publish".



GOOD TO KNOW

A published grade can be changed only with a special permission and a reason. Everything is kept.

Publishing makes the grade visible to the student and updates the results.

CSV import is “all or nothing”: one error, and nothing is imported.

LINKS WITH OTHER MODULES

Uses information from

Course offerings
Course offerings → Assessments & grades
the students of each course

Teacher portal
Teacher portal → Assessments & grades
the grades entered

Exams
Exams → Assessments & grades
absences and exam grades

Internships & defenses
Internships & defenses → Assessments & grades
internship and defense grades

Data import
Data import → Assessments & grades
grades from past years

Feeds

Results & deliberations
Assessments & grades → Results
the published grades

Student portal
Assessments & grades → Student portal
published grades

Audit log
Assessments & grades → Audit log
grade corrections with a reason

Open in SERMA Sign-in required

TEACHING

Results & deliberations

What is it for? Compute averages, decide (promoted, resit...) and publish the results.

WHO USES IT?

Academic lead · Management · Exams

WHAT YOU CAN DO

- Compute averages
- Set the decisions
- Finalize the deliberation
- Publish the results
- Transcript, report card, certificate

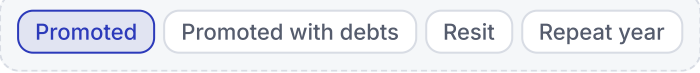
HOW TO

Run a deliberation

1. Choose year, program, level.
2. Click “Compute”. SERMA suggests a decision.



3. Apply or change the decisions (reason required).



4. Click “Finalize”: ranks are computed.
5. Click “Publish”. Students see their results.

GOOD TO KNOW

- The computation uses only published grades.
- To finalize, every student must have a decision.
- After finalizing, a result can no longer be corrected.

LINKS WITH OTHER MODULES

Uses information from

Programs & curricula
Programs & curricula → Results
units, credits, compensation

Assessments & grades
Assessments & grades → Results
the published grades

Settings
Settings → Results
deliberation rules, grading scales

Feeds

Exams
Results → Exams
the resit list

Enrollments
Results → Enrollments
decision for re-enrollment

Diplomas & verification
Results → Diplomas
“Graduated” decision

Documents
Results → Documents
transcript, report card

Student portal
Results → Student portal
published results

Reports
Results → Reports
pass rates

Open in SERMA Sign-in required

TEACHING

Exams

What is it for? Organize exam sessions: papers, rooms, invigilators, notices.

WHO USES IT?

Exams · Registrar · Teacher · Student

WHAT YOU CAN DO

- Create a session
- Schedule an exam
- Rooms and invigilators
- Generate notices
- Sign-in sheet and minutes

HOW TO

Organize an exam

1. Create a session: regular or resit.
   - Regular session
   - Resit session
2. “Schedule an exam”: subject, date, rooms, invigilators.
3. “Candidates” tab: “Generate list”. Seats are assigned.
4. Click “Generate notices”.
5. On the day: sign-in sheet, then minutes.

GOOD TO KNOW

- For a resit, the list takes students who failed or must resit.
- A student absent from the exam is marked “Absent” in the grades (if the grade is empty).
- Cancelling an exam notifies the candidates.

LINKS WITH OTHER MODULES

Uses information from

Course offerings

Course offerings → Exams
subjects and candidates

Results & deliberations

Results → Exams
the resit list

Feeds

Assessments & grades

Exams → Assessments & grades
absences and exam grades

Timetables

Exams → Timetables
the exams in the calendar

Documents

Exams → Documents
notices, sign-in sheet, minutes

Student portal

Exams → Student portal
notice with room and seat

Open in SERMA

Sign-in required

FINANCE

Finance

What is it for? Tuition fees: payment plans, installments, payments, receipts, outstanding balances.

WHO USES IT?

Finance · Management · Student

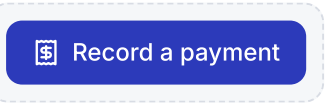
WHAT YOU CAN DO

- Record a payment
- See the payment plan
- Discount, scholarship, penalty
- Send reminders to debtors
- Set fees and schedules

HOW TO

Record a payment

1. Click “Record a payment”.



2. Choose the student and their plan.
3. Type the amount and the payment method (and the reference if asked).
4. Confirm. The PDF receipt is created.



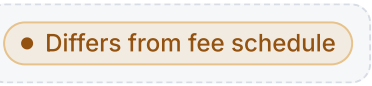
Set up the fees (once a year)

1. Open “Finance settings”.
2. “Fee types”: registration, tuition, exam...
3. “Fee schedule”: the price by year, program, level.
4. “Plan templates”: in one go, in installments, monthly.



Prices changed: apply the schedule again

1. A plan that no longer matches the schedule shows the “Differs from fee schedule” badge.



2. For one plan: open it, click “Apply fee schedule”.
3. For many plans: “Fee schedule”, then “Apply to existing plans”.
4. Read the “Before” / “After” preview, write the reason, then “Apply”.



GOOD TO KNOW

- A payment goes to the oldest installment first.
- Applying the schedule again keeps payments already made: they are moved onto the new schedule.
- Cancelling a payment requires a reason. The receipt is then revoked.
- The amount cannot be more than what is left to pay.

LINKS WITH OTHER MODULES

Uses information from

Enrollments
Enrollments → Finance
creates the payment plan

Settings
Settings → Finance
reminders, receipts, penalties

Online payment
Online payment → Finance
recorded payments, receipts

Feeds

Enrollments
Finance → Enrollments
confirmation on first payment

Documents
Finance → Documents
payment receipts

Student portal
Finance → Student portal
installment schedule and receipts

Dashboard
Finance → Dashboard
revenue and balances due

Reports
Finance → Reports
collections, amount left to pay

Notifications & automations
Finance → Notifications
installments for reminders

Global search
Finance → Search (Ctrl+K)
payments

Online payment
Finance → Online payment
installments to pay online

Open in SERMA — Overview
Open in SERMA — Payments
Open in SERMA — Financial plans
Open in SERMA — Outstanding balances

Open in SERMA — Finance settings

Sign-in required

FINANCE

Teacher pay

What is it for? Compute and pay teachers' hours, based on the sessions held.

WHO USES IT?

Finance · Management · Teacher

WHAT YOU CAN DO

- Generate statements
- Validate a statement
- Record a payment
- Download the PDF

HOW TO

Pay teachers for the month

1. Click "Generate statements". Choose the period.
2. Open a statement: hours taught, cancelled, amount due.
3. Click "Validate".



4. Click "Record a payment".

GOOD TO KNOW

By default, only "held" sessions are paid.

A session already counted is never paid twice.

Only a “Validated” statement can be paid.

LINKS WITH OTHER MODULES

Uses information from

Teachers & staff

Teachers & staff → Teacher pay
contracts and hourly rates

Timetables

Timetables → Teacher pay
the hours taught

Feeds

Teacher portal

Teacher pay → Teacher portal
my hours and payments

Reports

Teacher pay → Reports
teacher hours and costs

Open in SERMA

Sign-in required

FINANCE

Online payment

What is it for? Students and families pay their fees from their portal, by card or mobile money.

WHO USES IT?

Finance · Management · Student

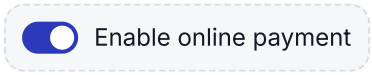
WHAT YOU CAN DO

- Turn on online payment
- Choose payment methods
- Track payments received
- Receipt created automatically

HOW TO

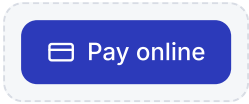
Turn on online payment

1. Open “Finance settings”, “Online payment” tab.
2. Choose a provider (CMI, Stripe...) and paste its keys.
3. Click “Test connection”.
4. Tick “Enable online payment”.



Pay online (student side)

1. Open “My payments”.
2. Click “Pay online” (or “Pay the balance”).



3. Pay on the provider’s secure page.
4. The payment is recorded and the receipt appears in the portal.

GOOD TO KNOW

- The school never enters or stores any card data.
- A payment marked “Needs review” must be checked by hand.
- Test mode lets you try it without real money.

LINKS WITH OTHER MODULES

Uses information from

Finance
Finance → Online payment
installments to pay online

Feeds

Finance
Online payment → Finance
recorded payments, receipts

Student portal
Online payment → Student portal
“Pay online”

Open in SERMA — Online payments

Open in SERMA — Finance settings

Sign-in required

DOCUMENTS & DIPLOMAS

Documents

What is it for? Create official documents (certificates, transcripts...) and check uploaded documents.

WHO USES IT?

Registrar · Management · Student

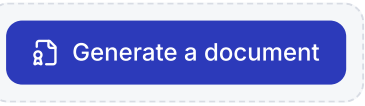
WHAT YOU CAN DO

- Generate a document
- Check uploaded documents
- Edit a template
- Revoke a document
- Copy the verification link

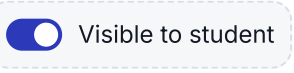
HOW TO

Generate a certificate

1. Click “Generate a document”.



2. Choose the type, the student, the language.
3. Tick “Visible to student” if needed.



4. Confirm. The PDF has a number and a QR code.

Check an uploaded document

1. “Documents to verify” tab.
2. Open the document. Look at the expiry date.
3. “Verify”, or “Reject” with a reason.



GOOD TO KNOW

- An expired document is rejected, both at upload and at verification.
- Editing a template creates a new version. Older documents do not change.
- A revoked document shows as “no longer valid” on public verification.

LINKS WITH OTHER MODULES

Uses information from

Enrollments
Enrollments → Documents
generates the enrollment certificate

Student portal
Student portal → Documents
uploaded documents

Exams
Exams → Documents
notices, sign-in sheet, minutes

Internships & defenses
Internships & defenses → Documents
agreement, minutes

Feeds

Enrollments
Documents → Enrollments
required and verified documents

Student portal
Documents → Student portal
documents made visible

Diplomas & verification
Documents → Diplomas
verification code and QR

Results & deliberations

Results → Documents

transcript, report card

Finance

Finance → Documents

payment receipts

Settings

Settings → Documents

signatory, numbering

Morocco compliance

Morocco compliance → Documents

Morocco pack templates

Custom domain

Custom domain → Documents

address of the verification links

Open in SERMA — Generated documents

Open in SERMA — Templates

Sign-in required

DOCUMENTS & DIPLOMAS

Internships & defenses

What is it for? Follow company internships and organize defenses before a jury.

WHO USES IT?

Registrar · Academic lead · Teacher · Student

WHAT YOU CAN DO

- Manage organizations
- Generate the agreement
- Schedule a defense
- Set up the jury
- Generate the minutes

HOW TO

Follow an internship

1. Create the internship: student, organization, dates.
2. Move it forward.



3. “Documents” tab: “Generate agreement”.
4. At the end: a grade out of 20. It goes into the course grades.

Organize a defense

1. Create the defense. Add the candidate.
2. Add the jury: a chair and examiners.
3. Click “Schedule”: date and room.
4. Afterwards: “Deliberate”, then “Generate minutes”.

GOOD TO KNOW

- Cancelling an internship requires a reason, and it can no longer be changed.
- The defense room is checked: no class or exam at the same time.
- “Deliberate” is final.

LINKS WITH OTHER MODULES

Uses information from

Students
Students → Internships & defenses
the student intern

Timetables
Timetables → Internships & defenses
free rooms for defenses

Feeds

Assessments & grades
Internships & defenses → Assessments & grades
internship and defense grades

Documents
Internships & defenses → Documents
agreement, minutes

Teacher portal
Internships & defenses → Teacher portal
supervised internships, juries

Student portal
Internships & defenses → Student portal
my internships

Open in SERMA — Internships

Open in SERMA — Defenses

Sign-in required

DOCUMENTS & DIPLOMAS

Diplomas & verification

What is it for? Issue diplomas. Let anyone verify a document with its code or QR code.

WHO USES IT?

Management · Registrar

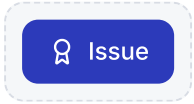
WHAT YOU CAN DO

- See eligible students
- Prepare and issue
- Reissue a diploma
- Verify a code

HOW TO

Issue diplomas

1. “Eligible” tab: year, program, graduation date.
2. Click “Prepare”. Read the warnings.
3. Click “Issue”. The official PDF is created.



Verify a document (no account)

1. Go to the “Verify a document” page.
2. Scan the QR code or type the code.

Code

DIP-2025-7K3Q9X

3. Read the result.

Authentic document

GOOD TO KNOW

- Eligible means: last level + “Graduated” decision.
- The accreditation valid on the graduation date is fixed on the diploma.
- Verification is public: no account needed.

LINKS WITH OTHER MODULES

Uses information from

Documents

Documents → Diplomas
verification code and QR

Results & deliberations

Results → Diplomas
“Graduated” decision

Accreditations

Accreditations → Diplomas
accreditation valid on the date

Feeds

Students

Diplomas → Students
“Graduated” status

Morocco compliance

Diplomas → Morocco compliance
the year’s graduates

Open in SERMA — Diplomas

Open in SERMA — Public verification

Sign-in required

DOCUMENTS & DIPLOMAS

Accreditations

What is it for? Keep the history of each program's official approvals.

WHO USES IT?

Management

WHAT YOU CAN DO

- Add an accreditation
- Manage accrediting bodies
- Check on a date
- Attach the documents

HOW TO

Record an accreditation

1. Click "New accreditation".
2. Body, program, number, start and end dates.
3. Add the official decree (PDF or image).

GOOD TO KNOW

- SERMA warns you before an accreditation ends.
- "Check on a date" tells which accreditation was valid on that day.

LINKS WITH OTHER MODULES

Uses information from

Programs & curricula

Programs & curricula → Accreditations
the program to accredit

Feeds

Diplomas & verification

Accreditations → Diplomas
accreditation valid on the date

Programs & curricula

Accreditations → Programs & curricula
the program's "Accreditations" tab

Dashboard

Accreditations → Dashboard
accreditations expiring soon

Morocco compliance

Accreditations → Morocco compliance
accredited programs

Open in SERMA

Sign-in required

INSIGHTS

Reports

What is it for? Ready-made tables and charts: headcounts, pass rates, attendance, money, hours.

WHO USES IT?

Management · Finance · Academic lead

WHAT YOU CAN DO

- Headcounts
- Pass rates
- Attendance rates
- Collections and balances due
- Export to Excel or CSV

HOW TO

Get a report

1. Choose a report from the catalog.
2. Choose the filters: year, program, level...
3. Read the chart, then export.

Export (XLSX)

GOOD TO KNOW

Exporting requires a special permission (depending on your role).

LINKS WITH OTHER MODULES

Uses information from

Enrollments

Enrollments → Reports
headcounts

Attendance

Attendance → Reports
attendance rate

Results & deliberations

Results → Reports
pass rates

Finance

Finance → Reports
collections, amount left to pay

Teacher pay

Teacher pay → Reports
teacher hours and costs

Dashboard

Dashboard → Reports
the details behind the figures

Feeds

No direct link.

Open in SERMA Sign-in required

INSIGHTS

Morocco compliance

What is it for? Prepare the files the ministry (MESRSI) asks for, and official Moroccan documents.

WHO USES IT?

Management · Registrar

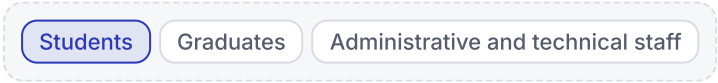
WHAT YOU CAN DO

- Prepare a declaration
- Check each row
- Track accredited programs
- Official code lists
- Morocco pack

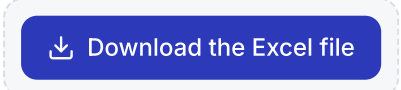
HOW TO

Prepare a ministry declaration

1. Open “Morocco compliance”, “Ministry declarations” tab.
2. Choose the list (students, graduates, staff) and the year.



3. Click “Verify”. Fix the rows marked “To fix”.
4. Click “Download the Excel file”.



GOOD TO KNOW

Choose “Morocco” in the “Morocco pack” settings to see the ministry fields (Massar code...).

The “Morocco pack” adds the document templates and the national rules.

LINKS WITH OTHER MODULES

Uses information from

Enrollments

Enrollments → Morocco compliance
enrolled students to declare

Diplomas & verification

Diplomas → Morocco compliance
the year’s graduates

Accreditations

Accreditations → Morocco compliance
accredited programs

Teachers & staff

Teachers & staff → Morocco compliance
staff to declare

Feeds

Documents

Morocco compliance → Documents
Morocco pack templates

Open in SERMA Sign-in required

INSIGHTS

Notifications & automations

What is it for? Send messages. Let SERMA send reminders on its own.

WHO USES IT?

Management · Registrar · Finance

WHAT YOU CAN DO

- Send a message
- Edit the templates
- Create an automatic rule
- Installment reminders

HOW TO

Send a message

1. “Send” tab: title and message.
2. Choose the recipients. Their number is shown.
3. Choose the channel: in the app, email.

   In-app | Email
4. Send. Careful: you cannot undo it.

Create an automatic reminder

1. Open “Automations”, “New rule”.
2. Choose the trigger: an event or a date.
3. Choose the action: installment reminder, overdue reminder...
4. Click “Test”, then turn it on.



GOOD TO KNOW

Automations depend on your subscription.

Everyone reads their messages in the bell, top right.

LINKS WITH OTHER MODULES

Uses information from

Attendance

Attendance → Notifications
alert at the absence threshold

Finance

Finance → Notifications
installments for reminders

Feeds

Student portal

Notifications → Student portal
messages and reminders

Teacher portal

Notifications → Teacher portal
messages

Open in SERMA — Communications | Open in SERMA — Automations

Sign-in required

ADMINISTRATION

Users, roles & security

What is it for? Who can sign in to SERMA, and what each person is allowed to do.

WHO USES IT?

Management

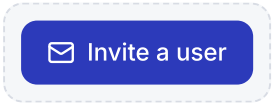
WHAT YOU CAN DO

- Invite a user
- Give roles
- Create a custom role
- Suspend access
- Turn on two-factor sign-in

HOW TO

Invite a colleague

1. Click “Invite a user”.



2. Name, email, language.
3. Choose their roles (and, if needed, a campus or department).
4. They get an email to create their password.

Protect my account (2FA)

1. Profile menu, “My account”, “Security” tab.
2. Scan the QR code with an authenticator app.
3. Type the 6-digit code. Keep the backup codes.

GOOD TO KNOW

- The scope limits the data: own data, own courses, own department, own campus or the whole institution.
- The last administrator cannot lose their role.
- A role that has members cannot be deleted.

LINKS WITH OTHER MODULES

Uses information from

Enrollments
Enrollments → Users & roles
creates the student account

Teachers & staff
Teachers & staff → Users & roles
teacher account

Platform console
Platform console → Users & roles
the institution’s administrators

API & integrations
API & integrations → Users & roles
Google or Microsoft sign-in

Feeds

Teacher portal
Users & roles → Teacher portal
access to the portal

Student portal
Users & roles → Student portal
access to the portal

Audit log
Users & roles → Audit log
role and access changes

Open in SERMA — Users

Open in SERMA — Roles & permissions

Open in SERMA — My account

Sign-in required

ADMINISTRATION

Settings

What is it for? Set up SERMA for your school: identity, rules, numbering, choice lists.

WHO USES IT?

Management

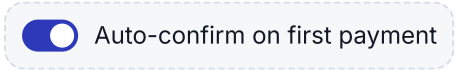
WHAT YOU CAN DO

- School profile and logo
- Enrollment rules
- Deliberation rules
- Numbering
- Choice lists (reference data)

HOW TO

Change a rule

1. Open “Settings”. Choose a section.
2. Change the value.



3. Save. The rule applies right away.

GOOD TO KNOW

- “Reference data” holds the lists: session types, assessment types, grading scales, absence reasons.
- The next number (registration number, receipt...) can only go up.

“Enrolment” section, “Registration number assignment”: “Automatic or entered”, “Automatic only” or “Manual entry”.

LINKS WITH OTHER MODULES

Uses information from

Platform console

Platform console → Settings
modules included in the plan

My subscription

My subscription → Settings
the plan’s modules and limits

Feeds

Enrollments

Settings → Enrollments
registration number, documents, auto-confirm

Finance

Settings → Finance
reminders, receipts, penalties

Attendance

Settings → Attendance
lateness and alert thresholds

Results & deliberations

Settings → Results
deliberation rules, grading scales

Documents

Settings → Documents
signatory, numbering

Open in SERMA — Settings | Open in SERMA — Reference data | Sign-in required

ADMINISTRATION

Audit log

What is it for? Who did what, when, and why. Nothing gets lost.

WHO USES IT?

Management

WHAT YOU CAN DO

- Filter by module or author
- See before / after
- Read the reason

HOW TO

Find a change

1. Filter: module, action, author, period.
2. Click the row.
3. Read “Before / After” and the reason.

GOOD TO KNOW

The log cannot be edited or deleted.

LINKS WITH OTHER MODULES

Uses information from

Assessments & grades

Assessments & grades → Audit log
grade corrections with a reason

Feeds

Dashboard

Audit log → Dashboard
recent activity

Users, roles & security

Users & roles → Audit log
role and access changes

Platform console

Platform console → Audit log
actions in support mode

Open in SERMA

Sign-in required

ADMINISTRATION

Data import

What is it for? Import your existing data (students, teachers, curricula, grades...) from Excel.

WHO USES IT?

Management · Registrar

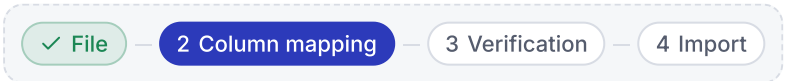
WHAT YOU CAN DO

- Download the Excel template
- Match your columns
- Check each row
- Import in one go
- See the history

HOW TO

Import a file

1. Choose a type (e.g. “Students”), then “Download template”.
2. Fill in the template with your data.
3. Drop the file, then “Analyse the file”.



4. Check the column mapping, then “Apply and check”.
5. Fix the errors, then start the import.

GOOD TO KNOW

- Follow the suggested order: structure, subjects, curricula, teachers, students, enrollments, grades.
- Nothing is saved before the last step.
- “Download errors” gives you a file to fix.

LINKS WITH OTHER MODULES

Uses information from

No direct link.

Feeds

Students
Data import → Students
imported records

Enrollments
Data import → Enrollments
imported enrollments

Programs & curricula
Data import → Programs & curricula
imported structure and curricula

Assessments & grades
Data import → Assessments & grades
grades from past years

Open in SERMA Sign-in required

ADMINISTRATION

API & integrations

What is it for? Connect SERMA to your other tools: API keys, webhooks, Google or Microsoft sign-in, Moodle and Teams.

WHO USES IT?

Management

WHAT YOU CAN DO

- Create an API key
- Receive webhooks
- Single sign-on (SSO)
- Connect Moodle
- Teams virtual classes

HOW TO

Connect Moodle

1. Open “Integrations”, “Moodle” block.
2. Paste the Moodle site URL and the Web Services token.
3. Click “Test connection”, then turn it on.

   Connection successful
4. Click “Sync now”. Courses and accounts are created.

Create an API key

1. Open “API & integrations”, “API keys” tab.
2. Click “New key”. Give it a clear name.



3. Tick only the permissions you need.
4. Copy the key right away: it will not be shown again.

GOOD TO KNOW

- A key can be revoked at any time. Access stops right away.
- With single sign-on, your colleagues sign in with their Google or Microsoft account.
- An “online” session gets a Teams link in the teacher and student portals.

LINKS WITH OTHER MODULES

Uses information from

Course offerings

Course offerings → API & integrations
courses to create in Moodle

Feeds

Timetables

API & integrations → Timetables
Teams meetings for online sessions

Users, roles & security

API & integrations → Users & roles
Google or Microsoft sign-in

Open in SERMA — API & integrations

Open in SERMA — Integrations

Sign-in required

ADMINISTRATION

Custom domain

What is it for? Open SERMA from your own address, for example registrar.myschool.com.

WHO USES IT?

Management

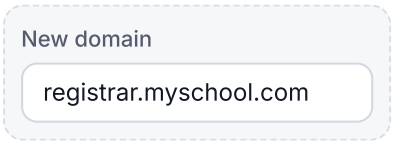
WHAT YOU CAN DO

- Add a domain
- Follow the DNS steps
- Verify the domain
- Choose the primary domain

HOW TO

Add your address

1. Open “Settings”, “Custom domain” section.
2. Type the address in “New domain”, then “Add”.



3. Copy the DNS records at your hosting provider.
4. Click “Verify”, then “Make primary”.

GOOD TO KNOW

- Prefer a subdomain: your current website does not change.
- DNS can take from a few minutes to 48 h. The HTTPS certificate is created automatically.
- This option depends on your subscription.

LINKS WITH OTHER MODULES

Uses information from

Platform console

Platform console → Custom domain
institutions' domains

Feeds

Documents

Custom domain → Documents
address of the verification links

Open in SERMA Sign-in required

ADMINISTRATION

My subscription

What is it for? See your SERMA plan, your usage and your invoices. Change plan.

WHO USES IT?

Management

WHAT YOU CAN DO

- See the current plan
- Track usage
- Change plan
- Pay an invoice

HOW TO

Change plan

1. Open “My subscription”.
2. Look at “Usage”: students, users, storage.



3. In “Change plan”, compare the plans.
4. Click “Request this change”. The SERMA team confirms with you.

GOOD TO KNOW

The modules you see depend on your plan.

Your invoices are in “Invoices”. “Pay the invoice” opens the secure payment page.

LINKS WITH OTHER MODULES

Uses information from

Platform console

Platform console → My subscription
plan and invoices

Feeds

Settings

My subscription → Settings
the plan’s modules and limits

Open in SERMA

Sign-in required

PORTALS & TOOLS

Teacher portal

What is it for? The teacher's screen: their courses, attendance, grades, their hours.

WHO USES IT?

Teacher

WHAT YOU CAN DO

- See my timetable
- Take attendance
- Enter grades
- Share course materials
- See my hours

HOW TO

Take attendance in class

1. Home: "Today" block.
2. Click the session, then "Take attendance".
3. Use keys P, A, L, E to go faster.

   P A L E

4. Save.

Grade an assessment

1. My courses, “Assessments” tab.
2. Type the grades, then “Save”.
3. “Submit” to the registrar’s office, or “Publish”.

GOOD TO KNOW

- After “Submit”, the grades are locked for you.
- Publishing a course material notifies the students.
- Without a network, attendance stays on your phone. It is sent automatically when the connection returns.

LINKS WITH OTHER MODULES

Uses information from

Course offerings
Course offerings → Teacher portal
my courses

Timetables
Timetables → Teacher portal
my timetable

Internships & defenses
Internships & defenses → Teacher portal
supervised internships, juries

Teacher pay
Teacher pay → Teacher portal
my hours and payments

Notifications & automations

Feeds

Attendance
Teacher portal → Attendance
attendance taken in class

Assessments & grades
Teacher portal → Assessments & grades
the grades entered

Notifications → Teacher portal
messages

Users, roles & security

Users & roles → Teacher portal
access to the portal

Installable app & offline

App & offline → Teacher portal
quick access from the phone

Open in SERMA

Sign-in required

PORTALS & TOOLS

Student portal

What is it for? The student's screen: courses, grades, absences, exams, money, documents.

WHO USES IT?

Student

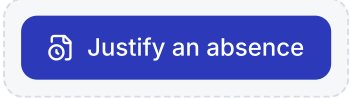
WHAT YOU CAN DO

- See my timetable
- See my grades
- Pay online
- Justify an absence
- Download my notice
- See my payments and receipts
- Upload my documents

HOW TO

Justify an absence

1. Open "My absences".
2. Click "Justify an absence".



3. Add the document (PDF or photo).
4. Wait for the registrar's office to answer.



Upload a file document

1. Open “My documents”.
2. Choose the document and upload the file.
3. If asked, type the expiry date.

GOOD TO KNOW

- The student sees only published grades.
- The portal shows the installment schedule and receipts. If the school has turned it on, “Pay online” lets students pay by card or mobile money.
- In “My record”, only contact details can be changed.

LINKS WITH OTHER MODULES

Uses information from

Documents
Documents → Student portal
documents made visible

Timetables
Timetables → Student portal
my timetable

Assessments & grades
Assessments & grades → Student portal
published grades

Exams
Exams → Student portal
notice with room and seat

Internships & defenses

Feeds

Attendance
Student portal → Attendance
absence notes

Documents
Student portal → Documents
uploaded documents

Internships & defenses → Student portal
my internships

Results & deliberations

Results → Student portal
published results

Finance

Finance → Student portal
installment schedule and receipts

Notifications & automations

Notifications → Student portal
messages and reminders

Users, roles & security

Users & roles → Student portal
access to the portal

Online payment

Online payment → Student portal
“Pay online”

Installable app & offline

App & offline → Student portal
quick access from the phone

Open in SERMA Sign-in required

PORTALS & TOOLS

Platform console

What is it for? For the SERMA team only: create and follow client institutions.

WHO USES IT?

SERMA team

WHAT YOU CAN DO

- Create an institution
- Manage plans
- Suspend or reactivate
- Enter support mode

HOW TO

Help an institution

1. Open the institution.
2. Click “Access in support mode”.
3. An orange banner appears. Everything is written in the log.

Support mode

GOOD TO KNOW

The chosen plan turns modules on or off for the institution.

LINKS WITH OTHER MODULES

Uses information from

Support

Support → Platform console
support requests

Feeds

Settings

Platform console → Settings
modules included in the plan

Users, roles & security

Platform console → Users & roles
the institution's administrators

Audit log

Platform console → Audit log
actions in support mode

My subscription

Platform console → My subscription
plan and invoices

Custom domain

Platform console → Custom domain
institutions' domains

Open in SERMA

Sign-in required

PORTALS & TOOLS

Global search

What is it for? Find anything, right away: a student, a payment, a page.

WHO USES IT?

Management · Registrar · Finance · Academic lead · Exams · Teacher

WHAT YOU CAN DO

- Open with Ctrl + K
- Find a person
- Find a payment
- Go to a page

HOW TO

Search

1. Press Ctrl + K (⌘ + K on Mac).

   Ctrl K

2. Type at least 2 letters.
3. Click the result.

GOOD TO KNOW

You only find what your role lets you see.

LINKS WITH OTHER MODULES

Uses information from

Students

Students → Search (Ctrl+K)
the records to find

Teachers & staff

Teachers & staff → Search (Ctrl+K)
teachers and staff

Finance

Finance → Search (Ctrl+K)
payments

Feeds

Students

Search (Ctrl+K) → Students
opens the record found

PORTALS & TOOLS

Support

What is it for? Ask the SERMA team a question and follow the answer, without leaving the app.

WHO USES IT?

Management · Registrar · Finance · Academic lead

WHAT YOU CAN DO

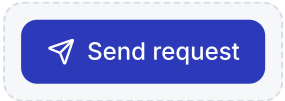
- Open the help center
- Send a request
- Read the answers
- Attach a screenshot

HOW TO

Ask for help

1. Press ? to open the help center. Search the guide first.

2. No answer? Click “Contact support”.
3. Fill in “Subject”, “Category” and “Message”.
4. Click “Send request”. The answer arrives in “Support”.



GOOD TO KNOW

The current page is attached to the request automatically: the team understands faster.

The bell notifies you when the team answers.

LINKS WITH OTHER MODULES

Uses information from

No direct link.

Feeds

Platform console

Support → Platform console
support requests

Open in SERMA

Sign-in required

PORTALS & TOOLS

Installable app & offline

What is it for? Install SERMA on your phone like an app, and keep working even without a network.

WHO USES IT?

Teacher · Student · Registrar

WHAT YOU CAN DO

- Install the app
- Read pages offline
- Take attendance offline
- Sync automatically

HOW TO

Install SERMA

1. Open SERMA in your phone's browser and sign in.
2. Click "Install the app".



3. On iPhone: Share button, then "Add to Home Screen".

Take attendance offline

1. Take attendance as usual and save.
2. Without a network, attendance stays on the device.

   ● Saved offline — will sync
3. When the network returns, it is sent automatically (or use “Sync now”).

GOOD TO KNOW

Pages you already opened (timetable, grades, documents) stay readable offline.

If a newer attendance record already exists, the server version is kept.

LINKS WITH OTHER MODULES

Uses information from

No direct link.

Feeds

Attendance

App & offline → Attendance
attendance taken offline

Teacher portal

App & offline → Teacher portal
quick access from the phone

Student portal

App & offline → Student portal
quick access from the phone

Words to know

School words, explained simply.

Registration number

The student's unique number. Given when the enrollment is confirmed.

Enrollments

Curriculum

The plan of a program: semesters, units, subjects, credits.

Programs & curricula

Unit

Teaching unit: a set of subjects that go together.

Programs & curricula

Credit

Points earned when you pass a subject or a unit.

Programs & curricula

Course offering

A subject taught during a specific year.

Course offerings

Session

A class on a date, at a time, in a room.

Timetables

Absence note

A paper that explains an absence (medical certificate...).

Attendance

Compensation

A good grade makes up for a low grade in the same unit.

Results

Deliberation

The meeting that decides: promoted, resit, repeat year...

Results

Resit

A second chance to retake a failed exam.

Exams

Notice

The paper that tells the student where and when to sit the exam.

Exams

Sign-in sheet

The list each candidate signs at the exam.

Exams

Payment plan

Everything the student must pay for the year, split into installments.

Finance

Installment

An amount to pay before a date.

Finance

Accreditation

The official approval to award a diploma, for a period of time.

Accreditations

Verification code / QR

A code printed on each document. It proves the document is genuine.

Diplomas

Scope

What a person can see: own data, own courses, own department, everything.

Users & roles

Ministry declaration

The Excel file the school sends to the ministry (MESRSI) every year.

Morocco compliance

Fee schedule

The list of prices by year, program and level. It is used to create payment plans.

Finance

Offline

Without internet. Some pages and attendance still work.

App & offline

Single sign-on (SSO)

Sign in to SERMA with your Google or Microsoft account, with no other password.

API & integrations

Reason

The written reason for an important change. It is kept in the log.

Audit log

Frequently asked questions

Short answers to everyday questions.

When does a student get their registration number?

Usually when their enrollment is confirmed: SERMA assigns it automatically. If your school uses its own numbers, you can enter it when you create the record.

Enrollments · Students

Can a payment confirm the enrollment on its own?

Yes, if the “Auto-confirm on first payment” setting is on.

Finance · Settings

A document in the file has expired. What should I do?

It will be rejected. Ask for an up-to-date document, then verify it.

Documents · Enrollments

I made a mistake in a published grade. Can I fix it?

Yes, with the correction permission and a reason. The old grade stays in the history.

Assessments & grades · Audit log

The student cannot see their grade. Why?

The grade is not published yet. Only published grades are visible.

Assessments & grades · Student portal

How can I tell if a diploma is genuine?

Go to the “Verify a document” page. Scan the QR code or type the code. No account needed.

Diplomas

A session is cancelled. Who is notified?

The students and the teacher, automatically. A reason is required.

Timetables Notifications

A teacher cannot see a menu. Why?

Their role does not give that permission, or the module is not in the plan. Check their roles.

Users & roles Platform console

How do I pay teachers for their hours?

Generate the statements, validate them, then record the payment. The hours come from the sessions held.

Teacher pay Timetables

How do I re-enroll all students for next year?

Use “Bulk re-enrollment”. Run the simulation first: nothing is saved.

Enrollments Results

Who changed this record?

Open the audit log. You see who, when, before / after and the reason.

Audit log

Can students pay online?

Yes, if the school has turned on online payment. The student clicks “Pay online” in “My payments”. The receipt is created automatically.

Online payment · Student portal

How do we bring in data from our old software?

Open “Data import”. Download the Excel template, fill it in, then import it. Each row is checked before it is saved.

Data import

Can I take attendance without internet?

Yes. Attendance stays on the phone and is sent automatically when the network returns.

App & offline · Attendance

Prices changed. Do I need to redo the payment plans?

No. Use “Apply fee schedule” on one plan, or “Apply to existing plans” for all of them. Payments already made are kept.

Finance

How do I contact the SERMA team?

Press ? to open the help center, then “Contact support”. Follow the answer in “Support”.

Support

How do I find a student quickly?

Press Ctrl + K and type their name or registration number.

Search (Ctrl+K) · Students

serma

SERMA — Simplify management. Steer academics.

Sign in to SERMA Verify a document

Guide version: October 2026