# **Child and Adult Care Food Program**

# ELECTRONIC DIRECT CERTIFICATION SYSTEM

### **Guidance Document 13-18**

Issued for Child and Adult Care Food Program, Updated May 2013

May 2013 (Updated Direct Certification Effective Dates pg. 14)



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### **IMPORTANT**

This document was updated to follow the regulations of the Child and Adult Care Food Program (CACFP). It was originally written for sponsors of the National School Lunch Program, which is why all computer screens are written for local educational agencies (LEAs). This will not impact your use of the Electronic Direct Certification System.

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### Introduction

What is Direct Certification? It is a simplified way to determine which children are eligible for free meal benefits based on the Supplemental Nutrition Assistance Program (SNAP) (formerly the Food Stamp Program) and/or the Temporary Assistance to Needy Families (TANF). Currently, if a family completes a Household Eligibility Application with a valid SNAP or TANF number the application is approved in the free category. With Direct Certification you can check to see if a child is receiving those benefits with information provided directly by the agency administering those programs. Once you find a child through the Direct Certification process a Household Eligibility Application does NOT have to be completed.

What is the Electronic Direct Certification System? The Illinois State Board of Education in cooperation with the Illinois Department of Human Services (IDHS), the agency administering SNAP and TANF, has developed an internet system which allows you to check children enrolled at your institution directly to the SNAP and TANF data base. This system is the only method to identify children receiving SNAP or TANF benefits. The Direct Certification process can only be conducted via this electronic system on the internet. Step by step instructions are included in this guidance.

What must a CACFP institution agree to when using Direct Certification? Because the Direct Certification data base includes names and personal information about persons throughout the entire state of Illinois who receive SNAP or TANF benefits, your institution's staff must agree to:

- Do NOT use the Direct Certification process to verify SNAP or TANF numbers submitted on Household Eligibility Applications. Instead, follow the instructions in the Administrative handbook on how to recognize a valid case number.
- Follow all rules and regulations regarding the use of this data including confidentiality and disclosure.
- Select a person employed by your CACFP institution that will be given access to this
  information for the sole purpose of determining children's eligibility for free CACFP meals
  and/or snacks.
- Use this system to identify children for only free CACFP meals and/or snacks. Do not use children's eligibility information for any other purpose.
- Distribute and file this confidential data and reports from this system in a secure manner accessible only to the designated, authorized personnel who will use the information to identify children eligible for free meals and/or snacks.
- For the children identified through the Electronic Direction Certification System, you will
  ensure you have a printed, dated report showing the names of each child you will claim for
  free meals and/or snacks. Be sure to read and follow the section on *Using the Direct*Certification Report.
- Maintain documentation so it can be retrievable by each CACFP site and make it available
  to a CACFP reviewer or auditor to determine the certification of the children as members of
  a SNAP or TANF household was completed correctly.
- Distribute Household Eligibility Applications to children who were NOT identified free
  through the Direct Certification process. Make sure when distributing the Household
  Eligibility Application that you in no way identify children receiving free meals. It is suggested
  to distribute the CACFP Annual Enrollment form to all parents when application documents
  are given.

### Accessing the Electronic Direct Certification System

You access the Electronic Direct Certification System by logging into the Illinois State Board of Education (ISBE) Web Application Security (IWAS); open Child Nutrition Application and Claim Entry System (ACES). Direct Certification is listed near the bottom of the main menu. The five steps below will easily help you find the Direct Certification link.

Step One: Access IWAS at www.isbe.net or www.isbe.net/nutrition.



**Step Two:** Enter your *Login Name* and *Password* to access IWAS. For questions regarding IWAS, contact ISBE Technology Support at 217/558-3600.



**Step Three:** Once logged in to IWAS, click on *Systems Listing* in far left margin.



**Step Four:** Select *Child Nutrition ACES*.



**Step Five:** From the Main Menu of Child Nutrition ACES, select *Direct Certification*.



### **Overview of the Electronic Direct Certification System**

Once you are in the *Electronic Direct Certification System*, you will select from the main menu on the upper left hand corner of the screen.

- Home
- File Upload Match
- Single Child Match
- Download Files
- Contact Us

Clicking on each menu item will open a screen with instructions. Appendix A of this guidance document contains the screen shots showing the instructions.

### Three Different Ways to Directly Certify Children

The system can be used in three different ways to obtain eligibility information for children within your institution. Below is a **very brief overview** of the three methods. You must read and follow the complete step-by-step instructions, provided in this guidance, when completing the actual Direct Certification process.

### 1) File Upload Match—Sponsor Match (All Institutions May Use this Method)

All institutions may upload a comma-delimited file with the child's first name, last name, and if available, gender, birth date, and an optional field for unique identifier (each record must have a carriage return between them) to the Electronic Direct Certification System. Instructions on how to create a comma-delimited file are available in Appendix B. The *File Upload Match—Sponsor Match* will create a Sponsor Report which will identify children from the uploaded file that are receiving SNAP and/or TANF benefits.

### 2) Single Child Match (All Institutions May Use this Method)

All institutions may also search for a single child who receives SNAP or TANF benefits to determine free eligibility for the Child Nutrition Programs. This method allows for individual children to be searched for in the system by entering either their Department of Human Services (DHS) case identification number or their first and last name and optional city.

# 3) <u>Download Files—Annual Match (Only for Public Schools and Child Care Centers When Enrolled in ISBE Early Childhood Education Programs)</u>

Public school districts have access to ONE *Annual* Report each school year. The *Annual* Report is available around July 1. The *Annual* Report identifies children enrolled in the Student Information System (SIS) the previous school year for their district that are receiving SNAP or TANF benefits.

### **Direct Certification Report**

No matter which of the three methods of Direct Certification you use, it will yield a Direct Certification Report. The report(s) created will provide <u>exact</u> matches and <u>close</u> matches. Institutions should go through both the exact matches and the close matches to determine whether those children listed are the children that are actually enrolled at your institution.

### No Household Eligibility Applications

When a child is identified on the Direct Certification Report, a Household Eligibility Application is NOT needed. The printed report is your documentation to claim that child for free meal and snack benefits. You are still required to have a CACFP Annual Enrollment Form on file to claim meals for any child, regardless of eligibility category.

### **Recordkeeping and Reporting Requirements**

Even though children eligible through the Direct Certification process will not have a Household Eligibility Application, other record keeping and reporting requirements are the same as those with applications. The number of children eligible for free program benefits as a result of Direct Certification must be included on your *Master List of Enrolled Children* (ISBE 67-95). The number of free eligibles on your Claim(s) for Reimbursement will include children directly certified; those with completed and approved Household Eligibility Applications; those given extended categorical (automatically) eligibility based on a sibling's Direct Certification or Household Eligibility Application (please see the section on *Extended Categorical Eligibility* in this guidance), and those categorically eligible based on Head Start or Even Start enrollment.

### Instructions for the Electronic Direct Certification System

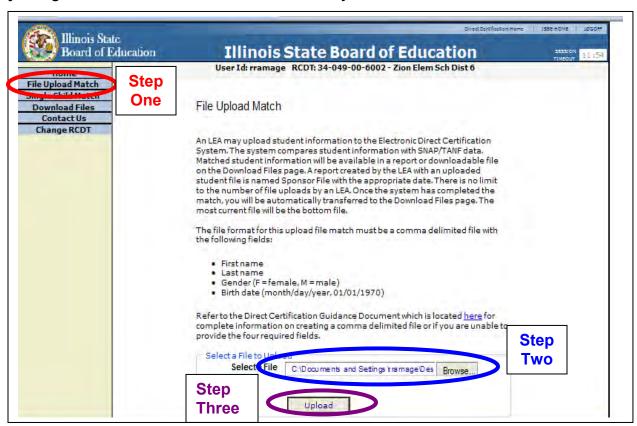
Review the step-by-step instructions for the three types of matches to determine which ones will work best for your program. You are not required to use the same method every time.

### File Upload Match—Sponsor Match File (All Institution May Use)

All institutions may create and upload a comma-delimited file with children's first names and last names, and if available gender, birth date, and optional field for a unique identifier (use a carriage return between each record) to the Electronic Direct Certification System. For additional information on how to create a comma-delimited file, reference Appendix B.

Once your file is uploaded and compared to the data base, a *Sponsor Report* is created to identify children on the sponsor-created upload file that are receiving SNAP and/or TANF benefits. A sample *Sponsor* Report is available as *Appendix D*. Since this sample report includes *real data*, some information is blocked-out on the report (name, address, and last digits of case number) to protect the confidential information. If you have more than one location, please keep the children from each facility on separate reports. There are no limits to the number of files that may be uploaded to the Electronic Direct Certification System.

To use the File Upload Match—Sponsor Match File, follow the seven steps below after you log into the *Electronic Direct Certification System*.



<u>Sponsor Match—Step One</u>: Select *File Upload Match* from the main menu on the upper left hand corner of the *Electronic Direct Certification System*.

<u>Sponsor Match—Step Two</u>: In the center of the page, click *Browse* to select a file to upload. Find the comma-delimited file you created and saved to your computer for this upload; click *Open*.

<u>Sponsor Match—Step Three</u>: The name of the file will appear in the *Select a File* area of the screen; click on *Upload*.

<u>Sponsor Match—Step Four</u>: The system will process your request. Once complete, you will automatically be taken to the *Download Files* screen. The name of each file uploaded will be listed as a *Sponsor File* with the date and time. The most recent *Sponsor Match Report* is the file on the bottom of the list.

<u>Sponsor Match—Step Five:</u> Select *Print*, you will see a preview screen of the *Sponsor Match Report*. This is the results of comparing your uploaded file to the *Electronic Direct Certification System*. Both <u>exact</u> and <u>close</u> matches will be displayed in separate groups. You will need to click the printer icon at this time to get a printed copy of the *Sponsor Match Report*. After printing, close that screen. Review the printed list of children, and determine if any of the matches are children enrolled in your program. It is recommended to line through all children that are not enrolled at your center. **Remember**, you must print a copy of the *Sponsor Match Report* as shown in *Appendix D* of this guidance as documentation to claim children's meals and snacks in the free category.

<u>Sponsor Match—Step Six (Optional)</u>: Follow if you have electronic computer system for children's eligibility. Select *Download* to obtain the data, shown on the *Sponsor Match Report*, in a format that may be uploaded to your computer system used to maintain eligibility information. For more information about downloading a file with the *Electronic Direct Certification System*, please reference *Attachment F*, *Downloading a File*. **Do not print the download file**, it cannot be used to document eligibility—it is not an official <u>dated</u> report.

Sponsor Match—Step Seven: Each child that appears on the Sponsor Report and is currently enrolled in your institution must be recorded on the Master List for Enrolled Children (ISBE 67-95). A Household Eligibility Application is NOT needed for these children. They are approved free for twelve months.

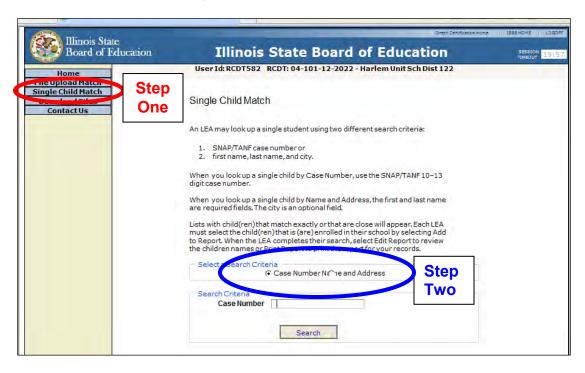
**SPECIAL NOTE**: If only one child in a family matches to the *Electronic Direct Certification System*, please refer to the section on *Extended Categorical Eligibility* in this guidance to find out how the other children in that same family qualify for free meal benefits.

### Single Child Lookup (All Institution May Use)

The *Electronic Direct Certification System* also allows you to complete a search for an individual child. You may search using the SNAP or TANF case number or on first name and last name with an optional city. The *Single Child Lookup Report* will show the child you entered via the Single Child Lookup System and *Added to the Report*. Several children can be looked up using the Single Child Lookup and added to the same report. All children listed on the *Single Child Lookup* Report receive SNAP or TANF benefits and are eligible for free meal benefits if enrolled at your institution. A sample *Single Child Lookup* Report is available as *Appendix E*. Since this sample report includes real data, some information is blocked-out (name, address, and last digits of case number) on report to protect confidential information. There are no limits to the number of single child lookups that an institution may conduct via the Electronic Direct Certification System. You can go into the system at any time to look up a child. We do request you limit each *Single Child Lookup* Report to include no more than eight children per report. If you have more than one facility, please keep the children from each facility on separate reports.

**Remember**, most often you will try to match the name of the child with the *Single Child Lookup*, because you will not have the SNAP or TANF case number. You **cannot** collect the SNAP or TANF case number on a Household Eligibility Application and then use the *Single Child Lookup* to **verify** that case number. The *Electronic Direct Certification System* cannot be used to verify information on the Household Eligibility Application. The only way you can use this lookup method to check a SNAP or TANF case number is if you had received that number on the previous year's Household Eligibility Application or the number was on another document you collected for other purposes.

To use the Single Child Lookup, follow the four steps below after you log into the *Electronic Direct Certification System*.



<u>Single Child Lookup—Step One</u>: Select *Single Child Match* from the main menu on the upper left hand corner of the *Electronic Direct Certification System*.

<u>Single Child Lookup—Step Two</u>: Select *Case Number* or *Name and Address* to search for an individual child. Enter the required data: the 10–13 digits SNAP/TANF case number or first and last name with an optional city. Click *Search*.

<u>Single Child Lookup—Step Three</u>: The results of each search will appear on the screen. Both <u>exact</u> and <u>close</u> matches will be displayed in separate groups. Review the list of children, and if a match is found (a child is enrolled in your institution), select *Add to Report*. In the sample screen shot below confidential information including child's name, address, and last digits of case number, has been blocked-out of the report.

Exact Mate	hes					)
Name	Address	Birth Date	Sex	Case Number		
:		05/18/1992	М	94-112-22	Add To Report	Step Three
		08/28/1993	М	96-208-22-	Add To Report	
		07/27/2006	М	94-208-22-	Add To Report	
		10/25/1996	М	94-228-22-	Add To Report	
:		05/17/2000	М	94-109-22-	Add To Report	
						t

<u>Single Child Lookup—Step Four</u>: Once a child is added to a report, the following choices will appear right above the report: *Edit Report, Print Report, or Clear Report.* 

- Edit Report: A list of the children added to the report will appear. From this screen, a child may be removed from the report if not enrolled at your child care institution.
- *Print Report:* Select *Print* to obtain a copy for your records. A paper copy of this report is required for a child to receive free meal benefits.
- Clear Report: This selection will remove all children from the report to begin a new report.

All the children on the *Single Child Lookup Report* and enrolled at your child care center must be recorded on the *Master List for Enrolled Children (ISBE 67-95)*. **A Household Eligibility Application is NOT needed for these children. They are approved free for twelve months**.

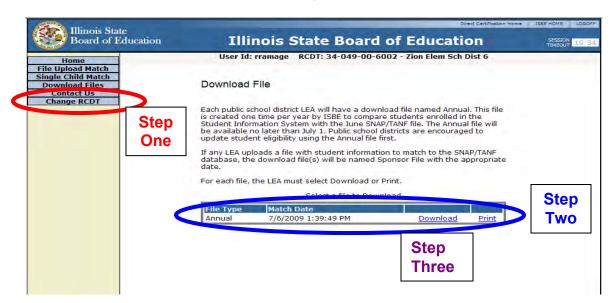
**SPECIAL NOTE**: If only one child in a family matches to the *Electronic Direct Certification System*, please refer to the section on *Extended Categorical Eligibility* in this guidance to find out how the other children in that same family qualify for free meal benefits..

# Annual Match (For ONLY Public School Districts and Child Care Centers When Enrolled in ISBE Early Childhood Education Programs)

Only public schools districts and ISBE Early Childhood Education centers will have access to ONE *Annual* Report each school year. The *Annual* Report for public schools will be available near July 1. The *Annual* Report will identify students enrolled in the Student Information System (SIS) for their district that are receiving SNAP or TANF benefits. A sample *Annual* Report is available as *Appendix C*. This method allows schools and Early Childhood Education centers to print and download the Annual Report.

To obtain the *Annual* Match, once in the *Electronic Direct Certification System* follow the four steps below.

<u>Annual Match—Step One</u>: Select *Download Files* from the main menu on the upper left hand corner of the *Electronic Direct Certification System*.



<u>Annual Match—Step Two</u>: Select *Print* to obtain a hard copy of the *Annual Match Report*. You must print from *Annual Report* by selecting the print button. Be sure you print the report, not the downloaded file. The report will contain the first date of eligibility. This report will contain <u>exact</u> and close matches.

<u>Annual Match—Step Three (Optional)</u>: Select *Download* to obtain the *Annual Match Report* data in a data format that may be uploaded to a Point of Sale (POS) Computer System or other system used to maintain eligibility information for the School-Based Child Nutrition Programs. For more information about downloading a file with the *Electronic Direct Certification System*, please refer to *Attachment F*, *Downloading a Direct Certification File*.

<u>Annual Match—Step Four</u>: Each child that appears on the *Annual Match* and is currently enrolled in your institution must be recorded on the *Master List for Enrolled Children (ISBE 67-95)*. **A Household Eligibility Application is NOT needed for these children**. **They are approved free for twelve months**.

### **Using the Direct Certification Results**

The *Electronic Direct Certification System* allows institutions to certify children for free meals based on the children receiving SNAP and/or TANF benefits. It is the responsibility of your institution to have reports to backup the results of Direct Certification process. Make sure you have an <u>official dated report</u>, <u>printed</u> for every child you will claim free based on Direct Certification. As mentioned earlier, if you have more than one site, complete your searches so the children are grouped together by site so they appear on the same report.

Reports will contain *Exact Matches* and *Close Matches*. All of the reports will include:

- First name
- Last name
- Birth date
- Sex
- Case number

- Street address
- Citv
- State
- Zip code

All matches, both <u>exact</u> matches and <u>close</u> matches, must be reviewed in order to determine the child(ren) on the report is the actual child(ren) enrolled at your child care institution. If you determine a child on the report is not the child enrolled at your center, mark through the child's name to show you will not claim the child for free meal benefits.

Each Direct Certification Report (Sponsor, Single Child Look-up, or Annual Report) is dated the day the report is printed.

### Using Direct Certification Results - Updated May 2013

 Children approved through direct certification must be updated annually and may not be more than 12 months old and are considered current and valid until the last day of the month in which the form was dated one year earlier.

All children listed on the Direct Certification Report must be recorded on the *Master List of Enrolled Children*, enter the effective dates and eligibility category. Don't forget you still need a CACFP Annual Enrollment Form for each child.

**SPECIAL NOTE:** All reports are confidential and should be provided only to those who work directly with certifying meal benefits. All records should be maintained in a confidential and secure area. Maintain records for three years plus the current fiscal year.

### **Extended Categorical Eligibility**

The policy for Extended Categorical Eligibility changed in 2009 to allow free meals and snacks for children who are members of the household receiving assistance under the Supplemental Nutrition Assistance Program (SNAP) or Temporary Assistance to Needy Families (TANF) Program. The policy states a valid SNAP or TANF case number now allows **ALL children** in the same family to be automatically eligible for free meals. The SNAP or TANF case number can belong to any member of the family, a child or an adult. The USDA definition for *family* means a group of related or nonrelated individuals, who are not residents of an institution or boarding house, but who are living as one economic unit.

Extended Categorical Eligibility can be given to all children listed on the Household Eligibility Application when a valid SNAP or TANF case number is given for any member of that family. The application is documentation that all the children should receive free meal benefits.

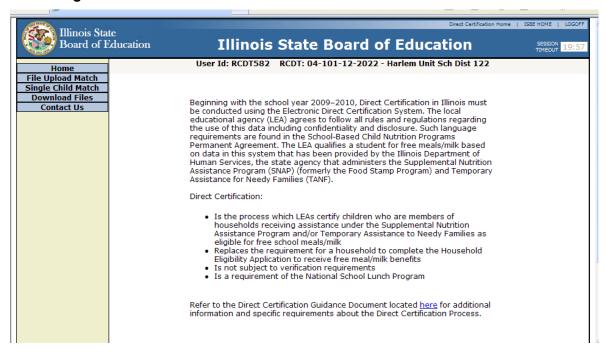
Extended Categorical Eligibility can also be given to children within the same family when a child is identified on the Direct Certification Report. If there are three children at your center from the same family and only one is identified through the *Electronic Direct Certification System*, the other two children can be approved for free meal benefits through the Extended Categorical Eligibility. To document that Extended Categorical Eligibility is going to be given to the two other children, write their names *clearly* on the Direct Certification Report by the name of the child identified on the report. Record all children's names and information on the *Master List of Enrolled Children* (ISBE 67-95). The Master List has been updated to include columns with effective dates for both Household Eligibility Applications and Direct Certification. The Master List also includes a box to mark when a child is approved using Extended Categorical Eligibility. The CACFP Annual Enrollment form will validate the children in the family.

**IMPORTANT:** Documentation must be maintained to show how a child was approved to receive meal benefits. The Extended Categorical Eligibility is good for 12 months.

### **Electronic Direct Certification System Screens**

This document was updated to follow the regulations of the Child and Adult Care Food Program. It was originally written for sponsors of the National School Lunch Program (NSLP), which is why all computer screens are written for local educational agencies (LEAs). Please follow this written document, not the content on the screens, which apply to the NSLP.

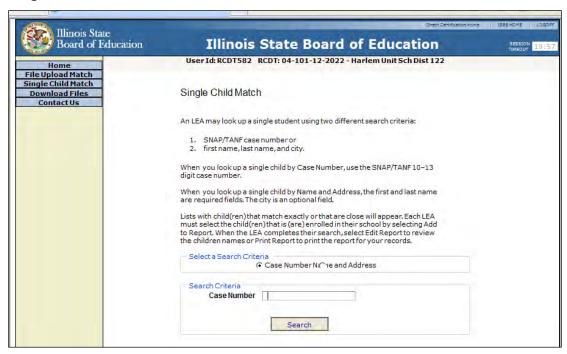
### **Home Page**



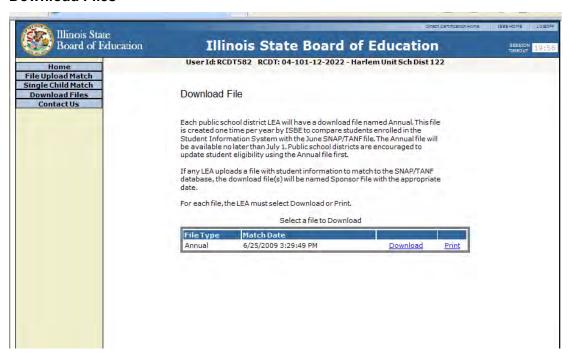
#### File Upload Match



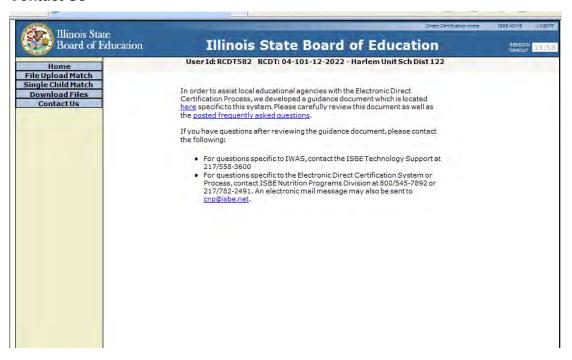
### **Single Child Match**



### **Download Files**



### **Contact Us**

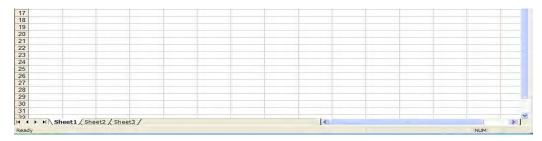


### How to Create a Comma-Delimited File

There are two options for creating your comma-delimited file. The first option is to use Microsoft® Excel and the second option is to use Notepad. Below you will find instructions for both options. Also keep in mind that the required fields are extremely case sensitive and will not download if any fields are entered incorrectly or out of order.

EXCEL—Follow the steps below to create a comma-delimited file using Microsoft® Excel.

Step One: Open Microsoft® Excel.

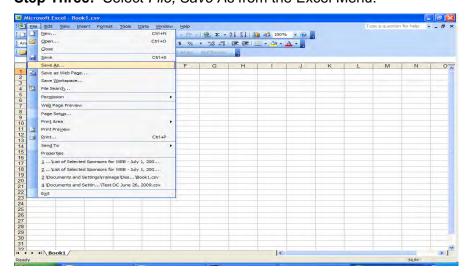


**Step Two:** Enter the required data. The file format is as follows:

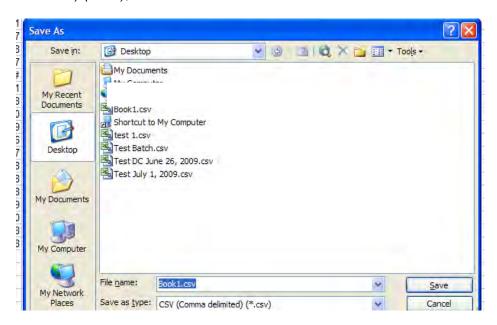
- Column A: First Name
- Column B: Last Name
- Column C: Gender (F = Female, M = Male)
- Column D: Birth Date (Month/Day/Year, 01/01/1970)
- Column E: Unique Identifier (Optional)

The number of children entered will vary by sponsor. Once the file contains all of the required data for all children you wish to upload, proceed to the next step. **NOTE:** File cannot contain a header row and must follow this format exactly.

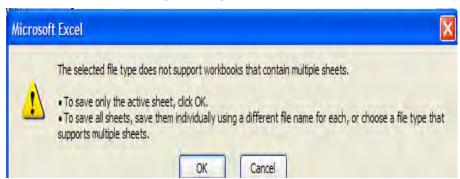
Step Three: Select File. Save As from the Excel Menu.



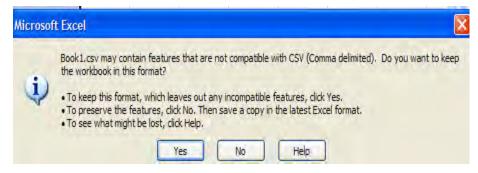
**Step Four:** Enter a file name as requested. For the *Save as Type*, select *CSV* (commadelimited) (\*.csv), and then click *Save*.



**Step Five:** The following message will appear. Click *OK* to save only the active sheet.



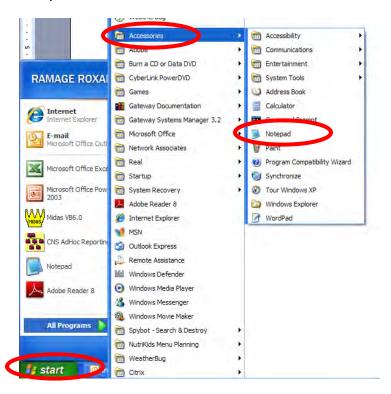
**Step Six:** The following message will appear. Click Yes to keep the file in the CSV format.



**Step Seven**: The file is now ready to upload to the Electronic Direct Certification System. Follow the directions for the *Sponsor File Upload* found in this Guidance Document.

NOTEPAD—Follow the steps below to create a comma delimited file using Notepad.

**Step One:** Open Notepad. It can be accessed by clicking on *Start, Accessories,* and then *Notepad.* 



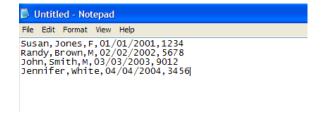
**Step Two:** Enter the required data. The file format is as follows:

First Name, Last Name, Gender (F = Female, M = Male), Birth Date (Month/day/year, 01/01/1970), Unique Identifier (Optional)

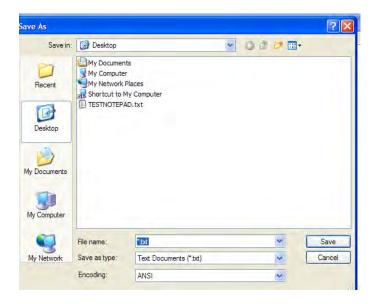
Example: Susan, Jones, F, 01/01/2001, 1234

DO NOT include spaces in the file format.

After each record, select Enter.



**Step Three:** Enter a *File Name* and select *Save*. Make sure the *Save as type* is *Text Documents* (\*.txt).



**Step Four:** The file is now ready to upload to the Electronic Direct Certification System. Follow the directions for the *Sponsor File Upload* found in this Guidance Document.

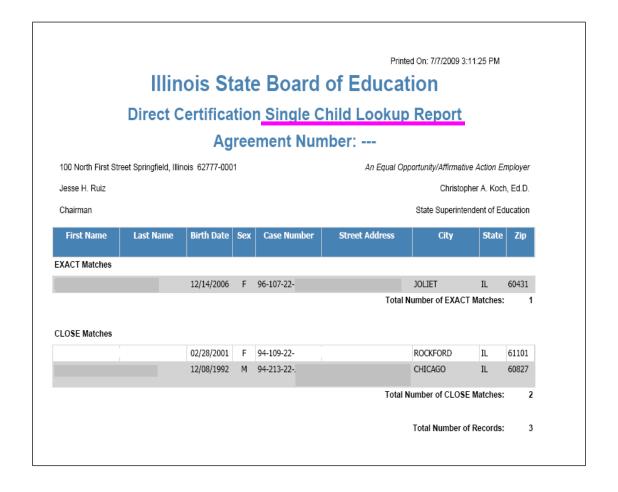
# Sample: Annual Report

Printed On: 7/2/2009 1:52:21 PM Illinois State Board of Education Direct Certification Annual Report Based on Program Participation in July 2009 Agreement Number: 48-072-31-6004 An Equal Opportunity/Affirmative Action Employer 100 North First Street Springfield, Illinois 62777-0001 Christopher A. Koch, Ed.D. Jesse H. Rulz Chairman State Superintendent of Education User First Printed On 7/2/2009 1:13:56 PM Limestone Walters Elem School EXACT Matches: First Name Last Name Birth Date Sex Case Number Street Address 01/02/2001 M 94-080-22-HANNA CITY 61536 07/25/1997 F 94-080-22· BARTONVILLE 61607 Total Number of EXACT Matches: CLOSE Matches: First Name Birth Date Sex Case Number City 08/05/2003 M 96-080-22-BARTONVILLE 61607 07/11/1999 M 94-080-22-7 BARTONVILLE 61607 Total Number of CLOSE Matches: 2 Total Number of Records: 4

# Sample: Sponsor Report

Printed On: 7/7/2009 2:34:35 PM Illinois State Board of Education Direct Certification Spensor Report Based on Program Participation in July 2009 Agreement Number: 55-098-00-5026 100 North First Street Springfield, Illinois 62777-0001 An Equal Opportunity/Affirmative Action Employer Jesse H. Ruiz Christopher A. Koch, Ed.D. Chairman State Superintendent of Education User First Printed On 7/7/2009 2:34:35 PM 07/29/2000 M 94-057-22-1 LAKE ZURICH 11/30/1997 M 04-228-01-CHICAGO IL. 04/24/2001 F 94-057-22-1 LAKE ZURICH 60047 M 94-057-1 60047 02/03/2000 LAKE ZURICH 11/18/2000 M 94-057-22 LAKE ZURICH 60047 04/13/2002 M 94-030-22-LOMBARD 60148 08/15/2000 M 94-057-22-1 LAKE ZURICH 60047 02/25/2003 94-057-22-1 LAKE ZURICH IL. 04/30/1998 M 94-233-22-PALATINE 60074 08/07/1998 M 94-057-22-LAKE ZURICH 60047 F 94-057-22-LAKE ZURICH 06/04/2001 60047 02/04/1998 F 94-057-22-LAKE ZURICH 60047 Total Number of EXACT Matches: 12 Total Number of Records: 12

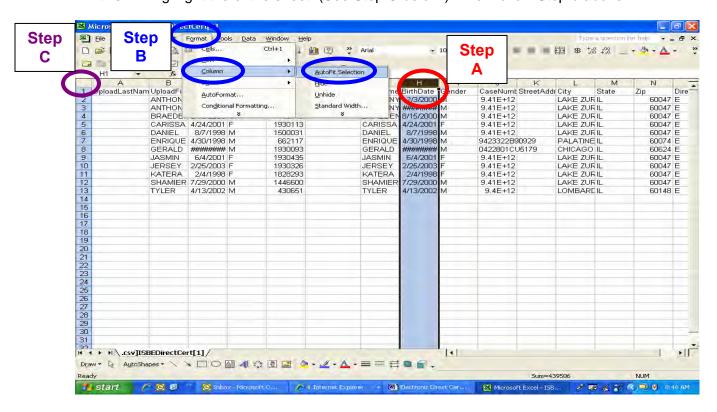
# Sample: Single Child Lookup Report



### **Downloading a Direct Certification File**

If you choose to download a file in the *Electronic Direct Certification System, in* some instances, the information will be displayed in a format that must be modified. School technology staff can assist with most of these issues. A few of the common issues found are listed below:

- The fields are symbols instead of numbers or the same cells do not show the entire field of data.
  - a. This can be fixed for each column by highlighting the column you wish to fix (hover over the letter at the top of the column, an arrow will appear, then click with your mouse to highlight that column).
  - b. Once the column is highlighted, select *Format* at the top of the screen, then select *Column*. Additional options will appear. Select *Auto Fit Selection*. The column will now display all data.
  - c. This can also be fixed for the entire sheet. Using your mouse, go to the upper left hand corner of the Excel sheet and click on the box between the letter A and the number 1; this will highlight the entire sheet. (See Step C below.) Then follow Step b above.



- 2) The Case Number (Column J) looks like symbols. To correct this problem follow the instructions below:
  - a. Highlight Column J (hover over the letter J at the top of the column, an arrow will appear, then left-click with your mouse to highlight that column).
  - b. Click Format at the top of the screen and click on Cells
  - c. A *Format Cells* dialogue box will appear. Select *Numbers*. Under *Category*, select *Number*. Then modify the number of decimal places to zero.
  - d. Click OK.

