The previously reported issue with the ‘**New Direct Certifications since your institution’s last download only**’ continues to not function properly. Our IT department is diligently working to resolve the problem. The September 10, 2020, newsletter contained a step-by-step instruction article detailing a ‘workaround’ for the issue.

Sponsors that have students to download will continue to receive an email notification, however, it will look different in the future. The email will notify you that there is a new Direct Certification List waiting to be downloaded, but will not provide the number of students on the list.

Below are the ‘Work-Around’ instructions for Weekly Download email:

1. The weekly download email that notifies sponsors they have a download waiting.  After performing the steps to download the file, the sponsor receives the message that the data file is empty.
2. Instead of using the first radio button on the left hand side of the screen “New Direct Certifications since your institution’s last download only” use the second radio button “Download Weekly Results”.  On the right hand side of the screen, choose the months you want to download, then click SNAP and/or Foster.  Make sure to click the “Hide Duplicates”. You will receive the weekly download in your email.

Another issue that has just came to our attention on the October download is that the District ID numbers are now duplicating for Y2 matches. This was previously an issue with the SSID numbers and had been corrected.

Work-Around Instructions for duplicate District ID numbers:

1. Sort your file by SSID number.
2. All SSID numbers that have a zero “0”, change the corresponding District ID number to zero “0”