SSID Frequently Asked Questions – Functional

#	Question	Answer	Related FAQs
F-1	Who should be the Point of Contact (POC)?	The POC should have such high-level responsibilities as: • Delivering Batch File data for their ITC or School District(s) they are responsible for servicing • Providing SSID User Account information for their ITC or School District(s) they are responsible for servicing • Provide Tier-1 Help Desk Support • Submit questions related to the SSID functionality to IBM and distribute the answers to the appropriate party For instance, the SSID Pilot Site structured this POC to be one person at the ITC (example NWOCA) to handle all of these responsibilities for all the Districts they service. Thus the individual School Districts communicate with this one POC and the POC will then provide this information to the SSID Application and IBM. All communications will then be returned back to the POC for distribution to the appropriate parties. When new POC information is received, IBM will forward the information to ODE to verify that these individuals are authorized users for the SSID System and are individuals that should have the POC responsibilities. Once this verification process is complete, each POC will have an SSID User Account created.	

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F-2	Who should I contact if I have questions related to the SSID?	Users should only use the SSID Questions email address *after* contacting their Point of Contact (POC) at the ITC or Independent School District This email address should be secondary to the POC and should really be used only by the POC to retrieve the answers to their users' questions. Once the answers are returned to the POC's, the POC should distribute the answers to their users. In addition, the context of the questions to be sent to the SSID Questions email account should only be about the *functionality* of the SSID Application. All other inquiries dealing with the list above will be told to contact their POC at the ITC for further assistance. You may send and email for questions related to the SSID application to SSIDHelp@us.ibm.com	
F-3	How do I get an SSID User Account? How can user accounts be deleted? How can a User Role be changed?	All requests for new User Accounts, modifications, or deletions to User Accounts should only be submitted by the POC at the ITC or Independent School District. All New User Accounts and updates may be requested by email to SSIDHelp@us.ibm.com. Please refer to **F-4** in order to determine what information is required to obtain an SSID User Account.	F-4

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F-4	What information is required to obtain an SSID User ID and Password?	The following information is required before a user can be granted an SSID User ID and Password: • **Role** – Read-Only, Data Entry, Data Entry Administrator, or Administrator • **First Name** • **Last Name** • **Email Address** - This is the primary email address that will be used in conjunction with the SSID. This is very important if the user will be submitting Batch files via TLS email. • **District IRN** - The district this person is servicing or if multiple the primary district the person is servicing. This could also represent the district where this person is located. • **Building IRN** - The building where this person is located.	F-3
F-5	How do I access the SSID website?	The web browsers needed to access the website include either Internet Explorer 4.x or higher or Netscape Navigator 4.75 or higher. The SSID website is a secured site so you must access the site by typing "https://" before the URL. Since most web browsers default to "http://" – a non-secure connection – you will not be able to access the site by just typing in "www.ohiossid.com". Therefore, the SSID Application can only be accessed through the secured SSL encrypted website – https://www.ohiossid.com. Only personal computers (PC) and Apple Macintosh computers, with valid IP addresses will be able to connect to the application over	

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		existing links at the ITCs and School Districts. The verification of IP addresses by the SSID System will only allow users to access the SSID application from an approved school district or ITC. The user will not be able to access the SSID application from a home computer or from a computer at an unapproved location.	
F-6	What should I do if I am not able to access the SSID website?	Make sure you are typing the correct URL with "https" and not "http". If you do not type https before the address you will get a page cannot be displayed error message. Please note that most browsers default to HTTP. Please try clicking on the following link to access the site. https://www.ohiossid.com. If you are still unable to access the site by clicking the above link, then you should contact your POC at your ITC or School District to confirm if your workstation is authorized to access the SSID web site.	
F-7	Who should I contact if we have new IP Addresses for a district?	This information may only be provided by the POC at an ITC or Independent School District. A list or range of approved IP addresses is needed to make sure that only secure connections can take place. We only allow the approved list to access the web site and for districts / schools.	
F-8	How do I obtain the secure VPN if I am not accessing the website from a valid IP Address, i.e. AOL or MSN?	Since you are outside the approved network, you will need to download and install a VPN client to access the SSID site. You should contact your POC at your ITC for assistance with obtaining and installing the VPN Client.	

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F-9	What should I do if I forget my SSID User Name or Password?	If you forget your SSID User Name and/or Password, click on the "Forgot Your Sign-In or Password?" link on the SSID logon page - https://www.ohiossid.com. You will then be prompted to enter your Last Name, First Name, and Email address in order for your User Account information to be emailed to you. This information will need to match the information that you provided to us originally for your User Account.	F-10
F-10	Why am I getting the message "Incorrect User Information Entered Or Your Account Is Inactive" when I use the "Forgot My Username Link?	First, make sure that the Last Name, First Name, and Email address you are typing on the website is the exact same information (especially the Email Address) that was provided by your ITC or POC for your original User Account request. If you are still unable to retrieve your User Name or Password please contact your ITC or POC for assistance. If your email address submitted by your ITC is different then the email you use on a day-to-day basis, please contact your ITC to submit the change.	F-9
F-11	Is it possible to get a list of usernames and passwords for all of our users at our ITC or School district?	We cannot provide a list of all of your district's User IDs and passwords for security reasons. Users should utilize the 'Forgot Your Sign-In or Password link' on the SSID Website.	F-10

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F-12	How do I train new users on the SSID Application?	An SSID Training has been established for you to use for all SSID training that you may do in the future. You may use this site to train a new user on the SSID functionality and you can use test data on the site. However, you will not be able to upload and download test files on this site. The SSID Training Site is accessible through the internet and can be reached at -- https://www.ohiossid.com/ssidtrain/. Three User Accounts have been established for access to the training website. There is one User Account for each role within the SSID Application (Data Entry, Data Entry Administrator, and Administrator). Please logon to the training site using one of the following three accounts for training purposes: • ***Read-Only Role*** **USER ID:** ssidReadOnly **PASSWORD:** Password • ***Data Entry Role*** **USER ID:** ssidDataEntry **PASSWORD:** Password • ***Data Entry Administrator Role*** **USER ID:** ssidDataEntryAdmin **PASSWORD:** Password	

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		• *Administrator* **USER ID:** ssidAdmin **PASSWORD:** Password You do not need to contact IBM with User Account Information before you train each individual. When the user requires access to the live site, please request that your ITC send an email to SSIDQuestions@us.ibm.com with the required user information.	
F-13	Who should submit batch files?	School Districts should determine their procedures for submitting data for the SSID Application. For instance, if the school district currently uses an ITC to submit EMIS information, they may want to use this same means to submit data to the SSID Application. However, the SSID Application provides the flexibility to allow the school district to also submit data directly to the system. Whatever is determined by the School District should be communicated to their respective ITCs, if applicable.	
F-14	Can more than one district's information be submitted in one batch file or should they be split into individual files by district?	Batch files do not need to be split by district. An ITC or School District has the option to either combine all student information into one batch file or split the information into as many batch files as desired. The SSID Application will accept either option.	

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F-15	What is the format of the batch file?	The ITCs / School Districts (dependant on the procedure put in place) should produce SSID Batch Input Files in accordance with *Attachment Two*.	
F-16	How do I submit batch files?	There are two methods for submitting batch files to the SSID Application: 1. **Online through the SSID Application** The Administrators at the ITCs and the School Districts will be given User IDs and Passwords to access the live SSID website – https://www.ohiossid.com Through this site the user will be allowed to access the all functionality on the website. The user may use the SSID website to upload and download submit Batch Input and Output Files. 2. **Email encrypted with Transport Layer Security (TLS) methodology** In order for the POC at the at the ITCs and the School Districts to use this Batch submission method, the ITC or School District must set-up and configure Transport Layer Security (TLS) on their email server. This will allow email transfer between the SSID email server and the ITC or School	

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		District email server to be encrypted. The SSID email server will **not** accept emails that are not sent using the TLS encryption methodology.	
F-17	Do I need to send an email each time I upload a batch file through the SSID Website? Will you notify me by email when my files are ready for download?	No. You do not need to email us each time you upload a batch through the website. The upload process through the website is automated so that we will know when we have files ready to process. We will process those files over night and then the next day you will be able to download the output file though the website. An automated email will be sent out notifying you that your output file is completed and ready for download.	
F-18	How should I name my batch file?	The input and output files should follow the following file name formats: Input File Name Format: ITC / School District + Date (yyyymmdd) e.g. NWOCA20020603.txt. Output File Name Format: ITC / School District + Date (yyyymmdd) + Job ID e.g. NWOCA20020603_ JobID_100.txt. You must uniquely identify each file that you submit. If you submit more than one file on the same day please distinguish between the two files. For example,	

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		• NWOCA20020603a.txt. • NWOCA20020603b.txt.	
F-19	I received a message stating that IBM was unable to process my batch file as a result of a format problem. What would have caused my batch file not to process correctly?	Please check your file for the following errors: 1. Incorrect Header Row ➢ The User ID contained in the header row of the batch input file must be your SSID User ID ➢ The District IRN and Building IRN contained in the header row must contain the leading zeros and must be the IRN numbers associated with your SSID User Account 2. Data is outside quotation marks for a field (Ex. - ,"JDoe"001,) 3. Data is not enclosed by double quotes - the second quote is missing (Ex. - ,"JDoe,) 4. Random Carriage Returns throughout the file (word wrapped every 3 or 4 lines) or incorrect Carriage Return-Line Feeds 5. Extra set of quotation marks within a field (Ex. – "JDoe ("Johnny")")	
F-20	What is my ITC IRN number?		

ITC or Independent	Name	IRN
ACCESS	Area Coop Comp Ed Serv Sys	085563
HCCA	Hamilton Bd Of Educ-Data Proc	095869
LACA	Licking Area Computer Assoc	088971
LEECA	Lake Erie Ed Comp Assoc	085589
LGCA	Lake-Geauga Comp Network	085597

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		LNOCA — Lakeshore Northeast Oh Comp As — 095893 MDECA — Metro Dayton Ed Coop Assoc — 082719 MEC — Metropolitan Educ Council — 083931 MVECA — Miami Valley Ed Comp Assoc — 086488 NCOCC — N Central Ohio Comp Coop — 088161 NEOMIN — NE Ohio Mgmnt Info Network — 085613 NEONET — Northeast Oh Network Educ Tech — 095885 NOACSC — NW Ohio Area Comp Svcs Coop — 085639 NOECA — Northern Ohio Ed Comp Assoc — 085621 NWOCA — Northwest Ohio Comp Assoc — 086496 OMERESA — Oh Mid East-Reg Ed Serv Ag — 082743 SCOCA — South Cent Oh-Reg Ed Ser Ag — 082727 SEOVEC — South East Oh Vol Ed Coop — 082735 SPARCC — Stark County Bd Ed Data Proc — 095877 SWOCA — SouthWest Ohio Computer Assoc — 085571 TCCSA — Tri-County Comp Serv Assoc — 086504 TRECA — Tri-Rivers Ed Comp Assoc — 085647 WOCO — Western Ohio Comp Org — 085654 AKRON — Akron Public Schools — 043489 COLUM — Columbus Public Schools — 043802 TOLEDO — Toledo Public Schools — 044909	
F-21	Why is the export batch file not in the same order as the import file we sent?	Your Batch File is processed in the order it is provided and we return to you the output file with the same data that we were provided plus any new or returned SIDs and the Result Code for each record. This output file may not be in the same order as the batch input file depending on if there are failed records.	

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		The Vendor ID field should be used to identify the record in your system. You should decrypt the Vendor ID field and sort the file based on those fields before you begin your processing.	
F-22	Why is the file I received back from IBM word-wrapped every 3-4 lines?	This problem is a result of TLS Configurations that need to be updated. Please send an email to SSIDHelp@us.ibm.com and we will direct you to the individual you need to work with to verify your TLS configurations.	
F-23	What are the reasons that my records may have failed in my batch file and received Result Codes of 'F'?	The following are the reasons that your records may have failed and received Result Codes of 'F': • Birth Place City Empty or Null • Middle Name Empty or Null • Ethnicity Empty or Null • Native Language Empty or Null • Admission Reason Code (9th Mandatory field) Empty or Null • Date of Birth greater than current date • DoB Format Invalid or Null • FirstName, Last Name, or Middle Name Contains Invalid Characters • Student Must be Between 0 and 30Years Old • Invalid District or Building IRN • Invalid Ethnicity or Native Language	

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F-24	What special characters are allowed in the Legal First Name, Legal Middle Name, and Legal Last Name fields?	The Legal First Name, Legal Middle Name, and Legal Last Name may only contain the following characters: • Letters between A and Z • Hyphens, " **-** ", and apostrophes, " **'** " • Names with spaces	
F-25	What fields are required to create an SID for a student?	Any Batch Files submitted via the SSID website or via TLS email *to create SID's for students* or any SID that is created online are now required to follow FY 2005 standards. These standards require 9 Mandatory elements versus the previous 8 Mandatory elements. The 9 Mandatory Elements for a student include: • Legal Last Name • Legal First Name • Date of Birth • Gender • Legal Middle Name • Birth Place City • Language • Ethnicity • Admission Reason	
F-26	What do I do if a student does not have a Legal Middle Name listed on the birth certificate?	If a student does not have a Legal Middle Name, an asterisk (*) should be placed in the Middle Name field to indicate that the student does not have a Middle Name. The Middle Name will be the only	

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		exception of the nine mandatory elements since a student may not have a legal Middle Name. The system will not allow the Middle name field to be Blank, thus the user must submit an asterisk.	
F-27	If a user wishes to provide the Mother's Maiden Name field, should it contain the mother's full name (first name, middle name, and maiden name)?	The Mother's Maiden Name field should only contain the Maiden Name.	
F-28	What do I do if a student's name on a birth certificate contains quotation marks (Ex. Jan"ee, or Jan"ee") or slashes (Ex. Ja/n/ee)?	We recommend that you strip the double quotes and/or slashes. After the quotes/slashes are stripped, replace the first quote/slash with a space so that the name shows as – Jan ee or Ja n ee	
F-29	Should we include known prefixes and suffixes for a student?	We recommend that all known prefixes and suffixes (ex Jr., III) be removed during the extraction process. Since the suffix is not consistently used with a student's name during the registration process, submitting the suffix may actually hinder the accuracy of the matching process. This does not mean that you need to remove the prefixes and suffices in your SIS System. The prefixes and suffixes should be stripped during the extraction process.	

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F-30	What do we enter if a student has two middle names?	If both names are on the birth certificate, you should enter both names in the middle name field. The Middle Name field in the SSID System allows for multiple names to be entered.	
F-31	What do we need to do if we have a student whose name has been changed legally due to the adoption?	For all name changes and other changes in identifying student attributes, please use the *Modify Student Information* maintenance function on the SSID website. You will need to know the Student's SID, Last Name, First Name, DoB, and Gender. Additionally, you may submit a batch file with the SID and the updated name. As long as the SID and the last name, first name, or date of birth is in the original state the changed field will be updated in the database.	
F-32	What does the "District IRN" stand for? Is this the resident district, the attending district, or the district created the SID?	The District IRN is initially populated with the District IRN of the School District who created the SID. Since we assign SIDs on a first in first out basis, the first District submitting the student record will be assigned the SID. We do not differentiate between the resident district and attending district.	

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		School Districts will always have the opportunity to modify and update the District IRN field as students transfer or move from district to district. However, please keep in mind that the District IRN field, as well as all of the other additional information in the SSID Application, is as only as up to date as users of the SSID System maintain the data. So if the District IRN is never updated as a student moves from district to district, the District IRN field may be the original School District who created the SID. In addition, the District IRN field is not a required field to be submitted to generate an SID. The SSID Application is not a tracking system and is only used to assign unique SIDs for students. The District IRN field is only used to provide additional information for the online user. The District IRN is not used in the matching process.	
F-33	Is there a way for a school district to obtain all their SSIDs via your website? OR could you provide the district with all their SSIDs?	The School District could use the SSID website to search for individual SIDs for a student. You could also submit a batch file for only that School District to query the SSID System for the SIDs for the students in their district. Since you would be querying the system, you could mark the Existing Student Code with a 'Y', to only search for existing SIDs rather than creating a new SID if a match does not exist. There are currently no reports in the SSID System that will allow for the district to obtain a list of SIDs for their school district. This is based on the guidance given by ODE and the Attorney General.	

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F-34	What should I do if I have entered all of the possible SID attributes when searching for an SID online and I am not able to narrow down my search? We do not have access to the SSN or Mother's Maiden Name.	If you have entered all known student attributes and are unable to narrow down your search and a potential match still exists, contact IBM SSID Support. Please send an email to SSIDHelp@us.ibm.com providing the Student Attributes entered on the 'Modify an SID Screen.' IBM will work with you to determine the issue and resolve any duplicate SIDs.	
F-35	I tried searching for a student through the SSID website that received a Result Code of 'C' through the batch process. Why am I able to pull up the student through the website but an SID was not assigned through the batch process?	The Batch Process works slightly differently from the online process since the online process is interactive. The Batch Process assumes that the User is attempting to create a new SID unless the record has an Existing Student Code of 'Y' or the record contains the SID. The batch process does not stop matching on the four mandatory elements when creating a New SID. This reason for this is because the system needs to verify the additional optional elements in order to determine whether or not it is an existing student or a new student. If the system stopped matching at the four mandatory elements, a new SID would never be generated for students with the same first name, last name, gender, and date of birth but different middle names, birth place cities, ethnicities, or native languages.

Through the online process you are using the Modify an SID Screen to search for an existing SID. If the four mandatory elements are enough to narrow down the search to one matching record the existing SID was displayed. Since the online process is interactive, the system will search on what is input and stop when a unique match is found. | |

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		Please refer to the Recommended Online Search Procedures document for guidelines on how to search for an SID with the greatest efficiency.	
F-36	Why would 2 different students in my school district receive the same SID?	First, check to see if this situation involved a duplicate entry. Second, check to see if this situation involved twins. If the first names are similar (Ex. Kora and Kara) then the SoundEx function will recognize this as the same student. The SoundEX function searches for similar-sounding words or names in the database to identify records that match the criteria input. In the case of twins, you should use the online website to fill a form for forced SID request. This form will be sent automatically to IBM SSID help desk and they will create an SID for the second student.	
F-37	How do I delete an SID if it is a duplicate?	If you are sure that the students with two SIDs are indeed the same student, you may delete the duplicate SSID through the online web application. You may delete the duplicate SIDs through the 'Delete an Invalid SID' maintenance function. You will need to input the SID and the last name, first name, gender, and date of birth of the student's SID you wish to delete. It is our recommendation that you delete the second SID generated. Additionally, you will be required to input the Active Valid SID for the student prior to completing the deletion request.	

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F-38	What should we do if the students we share with other school districts, received a different SID number than we did?	There is an issue with students that were processed under the 4 mandatory elements and then under the 8 mandatory elements. The problem arose when IDs were requested for students under both versions of logic (4 mandatory and 8 mandatory). In a perfect scenario, we should have converted all students who were issued SIDs with 4 elements into 8 elements. If the conversion had been done, this problem would have been extremely small/minor or nonexistent. However, this would mean that all schools would have to send the additional 4 elements before the new logic (8 mandatory elements) was implemented and we realize that this would be extremely challenging work given the time frame that every one is working under. The plan for resolving the duplicate SIDs will be communicated to everyone in the near future. If you are sure that the students with two SIDs are indeed the same student, you may delete the duplicate SSID through the online web application. Please refer to F-37.	F-37
F-39	The SSID 'View an SID' screen can potentially return a student from another district. What would prevent a user from modifying attributes for a student that is not in our district?	The SSID System is used only for uniquely assigning SIDs to students. It is not a system that tracks where a particular student is enrolled at any given time. A user is only able to view a student record when they have uniquely identified the student by information they provided (minimum last name, first name. gender, and DoB) and have narrowed the search to one exact match. If the user is searching for an SID through the 'View an SID' Screen, the user is not able to modify the student	

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		information on this screen. The user must be assigned to the Data Entry Administrator or Administrator role to access the 'Modify Student Information' function. If the user is on the '**Modify Student Information**' Maintenance Screen, the user will have the option to modify the student attributes including the key SID Attributes (Last Name, First Name, Gender, DoB, Middle Name, City of Birth, Ethnicity, Native Language and admission reason). This alteration of key information will affect the matching process and assignment of SIDs. However, a user **must have the appropriate role** to access this function and **must provide the SID, Last Name, First Name, Gender, and DoB** in order to view an existing SID and modify any of the information. At this point, we feel certain that if the user input the SID and the four mandatory attributes that the User is certain of the student that are working with and are making necessary changes to the SID record.	
F-40	Why I am unable to force create an SID for a new student when a potential matching record is found?	As a first step to resolve the duplicate SIDs issue and minimize having more duplicates in the future, ODE and IBM agreed to prevent users from forcing the creation of SIDs through the website in the case of a potential match. When a user submit a request to create a new SID when a potential match is found the user will be prompted to fill in the 'Forced SID Request' form. This form will be sent automatically to the IBM help desk for review of the matching SID and attributes. The help desk will communicate with the user the possibility of being the same student as the matching record or a unique student. The help	

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		desk will send the correct SID for the student and in the necessary cases will create a new SID for the unique situations.	
F-41	What is the Result Code of 'R'?	The 'R' is assigned if an Admission Reason Code of 'Transferred from another Ohio public district / community school' (Code 6) or 'Not newly enrolled in this school district' (Code 7) is selected and no matching IDs are located. This means that something in the data that you have is different than what we have in our system and we couldn't match up the record. You should first try to research the student records on the SSID website. If you are still unable the SID for the student then you may contact the SSID help desk.	