

# SID Management Unresolved Click by Click

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### Introduction

This is a Guide to resolving records in SID Management to prevent the duplication of SID Numbers. The Unresolved page allows users to view records with or without SID Numbers that could not be uniquely identified by NJ SMART. NJ SMART Users can view, export, and resolve records displayed in Unresolved by following these steps:

### Resolving an Unresolved Record in SID Management

1. Navigate to SID Management in the NJ SMART Portal.



2. Access the Unresolved page within SID Management by selecting either of the Unresolved links.

### SID Management

Manage your student records by adding new students, inactivating students who have left your LEA, updating demographic information about a student, accessing your state other LEAs. This section of the portal is available seven days a week, 24 hours a day.

Record Submission	
Upload	Completed
Add	Available
Pending	0
Sync	4

Record Cleansing	
Errors	40
Warnings	54
Conflict-Owning	0
Conflict-Claiming	2
Unresolved	11
Duplicates	0

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What to do if an Unresolved record is Inactive?

In a case where a record is both **Unresolved** and **Inactive**, and both records are from the **same district**, the record will first need to be **reactivated** before it can be resolved.

- Resubmit the student’s record into SID Management as active.
  - You should update your SIS system and then submit a Partial File upload of the student’s active record in NJ SMART. The new, active record will over-write the older, inactive record.
  - Make sure to use the same Local Identification Number (LID) and State Identification Number (SID) when resubmitting the record into SID Management.
    - Be sure to leave the fields required for inactivating a record, such as Student Exit Withdrawal code, blank at this time.
- Once resubmitted, the record should have an active status, allowing for the record to be resolved. Follow the remaining steps in this document to review how to resolve an Unresolved record.
- After being resolved, the record can be inactivated by the LEA.

In a case where a record is both **Unresolved** and **Inactive**, and both records are from two **different districts**, Request Association must be selected.

- Please follow the instructions below for 3a.
1. View any records that may be listed as Unresolved. This can be done by clicking anywhere on the student’s record.

All Student Unresolved Records										Export as CSV	Export as Excel
LOCAL ID	STATE ID	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	GENDER	DISTRICT STATUS	SID STATUS	OWNING DISTRICT		
000141	3658951468	Erefbbu	Doncib	Abpffo	20070201	F	A	Unresolved	2514		
000141	3658951468	Erefbbu	Doncib	Abpffo	20070201	F	A	Unresolved	4015		

2. You will now see your LEA’s record, along with the potential matching record(s) listed at the bottom of the page. Carefully review each potential matching record by clicking on its highlighted State ID.

Potential Matches										
STATE ID	LOCAL ID	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	GENDER	DISTRICT STATUS	OWNING DISTRICT	MATCH STRENGTH	
3658951468	000141	EREFBBU	DONCIB	ABPFFO	20070201	F	A	2514	Very Strong	

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This will now list both your LEA’s record as well as the potential matching record in greater detail. At this point, each record within the “Potential Matches” will need to be reviewed against the “Student Details”.

**Unresolved Student Comparison - Local ID #000141**

Alerts: 3

### Student Details

Local Identification Number 000141	State Identification Number	First Name Erefbbu
Middle Name Doncib	Last Name Abpffo	Generation Code Suffix
Gender F	Date of Birth 20070201	City of Birth Elaajaah

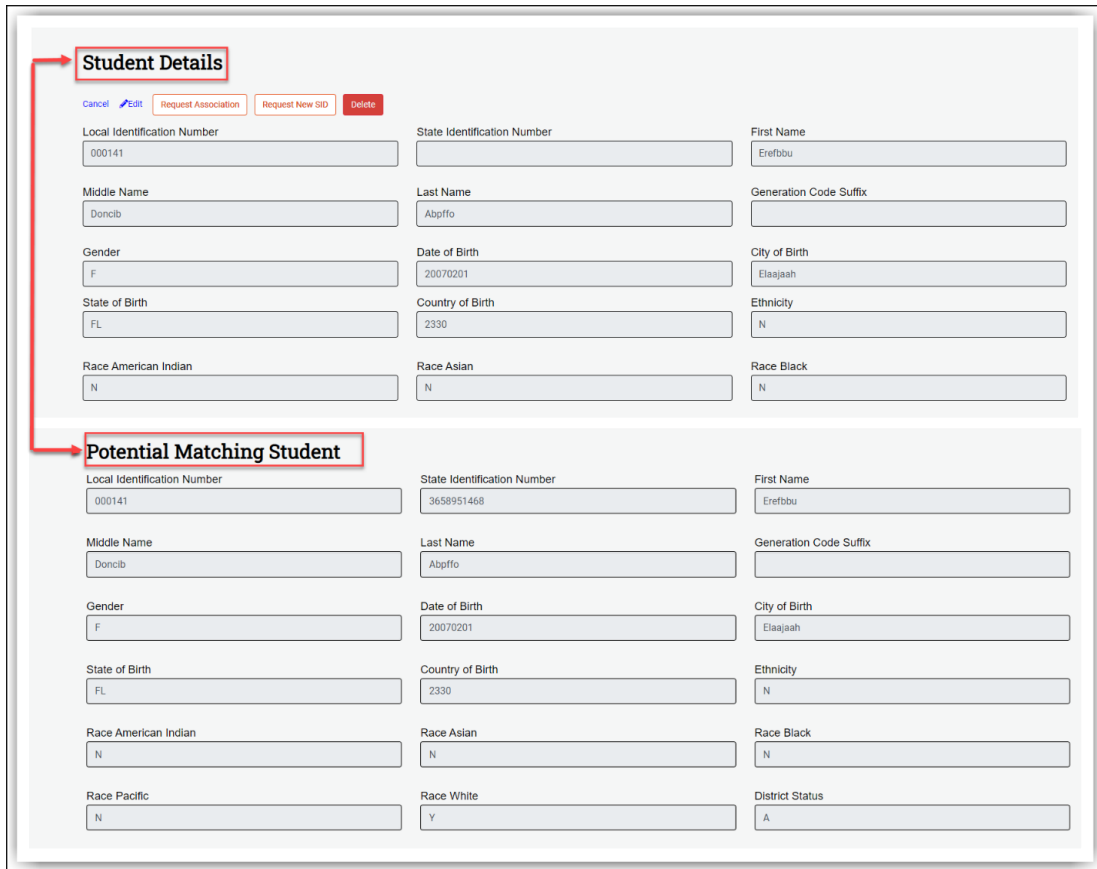
### Potential Matching Student

Local Identification Number 000141	State Identification Number 3658951468	First Name Erefbbu
Middle Name Doncib	Last Name Abpffo	Generation Code Suffix
Gender F	Date of Birth 20070201	City of Birth Elaajaah
State of Birth FL	Country of Birth 2330	Ethnicity N
Race American Indian N	Race Asian N	Race Black N
Race Pacific N	Race White Y	District Status A

### Student Details

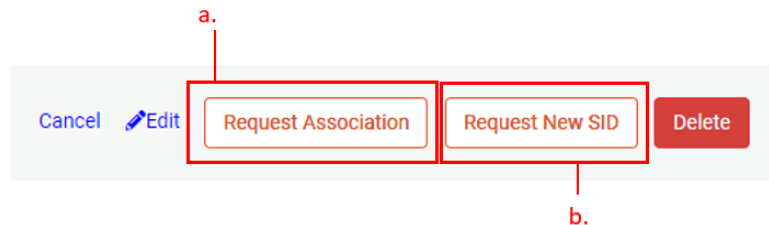
Local Identification Number 000141	State Identification Number	First Name Erefbbu
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Gender F	Date of Birth 20070201	City of Birth Elaajaah
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Please note that your LEA’s record will always appear **on top**, and the potential matching record will always appear **on the bottom** when viewing the Student Comparison page listed in Step #5.

- Once carefully reviewed, the LEA must make the following determination: Do both records represent a) the same exact student or b) different students?



- If it is determined to be the **same exact** student, the LEA should click on “Request Association”. From here the LEA can enter in optional comments for the association, but this is not required. Once complete, please click on the Submit button to begin the record association process.

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### Request SID Association

You have requested a SID to be associated to this student record.  
Click the submit button to complete.

Comments (optional)

Requesting association will allow NJ SMART to make the connection between the old and new record, informing the system that these two records are for the same individual and can be combined. The LEA should be **fully confident** in this step prior to proceeding with the request for association.

- b. If it is determined to be **different** students, the LEA should click on “Request New SID”. Please note that a special warning box will appear with the following message:

**training.njsmart.org says**

**WARNING:** A student should only have one unique SID assigned to accurately track the longitudinal history of the student. Requesting a new SID should only be done if the student is new to a NJ school district or if the student is a completely different student than the Unresolved matching record.

- Please pay special attention to this message as a student should only ever have one SID Number assigned to them. The generation of a new SID Number for a student who has already been assigned one in the past will lead to significant issues moving forward. SID Numbers are used for many different purposes by both NJ SMART as well as the NJDOE such as Enrollment history, Assessments, Growth Scores, Graduation Cohorts, and Demographics information.
- The LEA should be **fully confident** prior to proceeding with the request for a new SID Number that the student in question does not yet have a SID Number assigned.

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### Proactive strategies and best practices for reducing Unresolved Records:

- Reach out to the LEA of the potential matching record. Let the LEA know you are trying to report a student in your LEA and have noticed a potential matching record listed by the LEA you are contacting. Ask the LEA about this student to help verify that your student was at one point reported by the LEA in question.
  - As a reminder, NJ SMART provides a [POC \(Point of Contact\) list](#) for Student and Staff level contacts for each LEA. If your LEA ever needs to reach out but are unsure on who to contact, the POC List is an excellent resource to help guide the LEA in the right direction.
- Make sure any Student Information System (SIS) used by the LEA is in sync with SID Management. Especially for brand new students, once NJ SMART assigns a SID Number to a student, work to ensure that this SID Number is properly recorded within the SIS to prevent a future upload which may cause the record to fall into Unresolved status.
- If there is *any question* on an Unresolved record, please contact the NJ SMART Help Desk with your concerns by calling (800) 254-0295 or e-mailing [NJSMART@pcgus.com](mailto:NJSMART@pcgus.com).