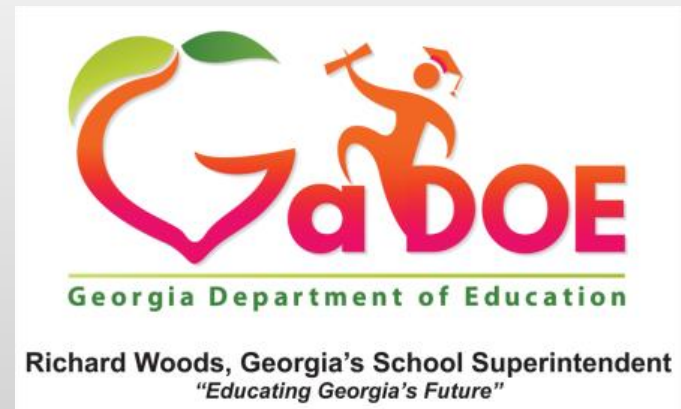


# Georgia Unique Identifier for Education (GUIDE) 201

Patricha Miller  
August 21, 2019



# Today's Agenda

- Error Report
- Download IDs
- Claimed OUT Report
- Claimed IN Report
- Transmission Verification
- Sp. Ed. History Report
- EL History Report
- Changes in GUIDE
- Still Need Help
- Questions?

# Error Report



# What is an Error Report?

- An Error Report is a list of all Discrepancies (D### codes in the list), Warnings (W### codes in the list), and Errors (E### codes in the list) for the district.
  - **Discrepancies** occur when a GTID is included in an uploaded student's identity record and there is a difference between the information in the GUIDE record for that GTID and the uploaded record for that GTID.
  - Discrepancies may be resolved online through the Discrepancy Resolution unless the student also has errors.
  - Errors must be fixed in the SIS and re-uploaded before a discrepancy can be resolved. Don't forget that if you accept a discrepancy as correct in GUIDE, you will need to fix the source data in your SIS.
- Example: If you upload John and GUIDE has Jon and you accept Jon, then you need to update your SIS with Jon.

# What is an Error Report, (Continued)

- **Warnings** are generated and displayed to the user to call attention to data. This data may or may not be a problem. If the data causing a warning is accurate, the warning can be ignored.

<a href="#">W3105</a>	(GUIDE) STUDENT MIDDLE NAME is blank. Please verify with the birth certificate or legal name change document that this student has no Middle Name.	1
<a href="#">W3106</a>	(GUIDE) STUDENT MIDDLE NAME should be at least two characters. Please verify with the birth certificate or legal name change document that this student has a Middle Initial only.	1

- **Errors** can be viewed online but must be fixed in the source data back in the SIS and re-uploaded. If a student has both an error and a discrepancy, the error will prevent the student's discrepancy from being resolved. Records with errors will not show up in Near Match Resolution.
- The Error Report will display errors for the records uploaded. If errors occur when entering a student online, the error must be corrected or canceled. Errors generated online are not added to the error report. If an uploaded record has an error, like a missing first name or SSN, then the record will generate an error which shows up as a code starting with an 'E' in the Error Report and Discrepancy Resolution List (Discrepancy Resolution).

# Error Report (Continued)

Errors, discrepancies, and warnings may be displayed by individual school using the dropdown above the report. They may also be printed or exported to an Excel spreadsheet. After export, the spreadsheet can be sorted multiple ways - for example, sorted by School, then by Student ID/SSN.

You have 17 Discrepancies, 5 Errors and 6 Near Matches Unresolved.

## Error Report

This report contains Discrepancies (D### codes in the list), Warnings (W### codes in the list), and Errors (E### codes in the list). Discrepancies occur when a GTID is included in an uploaded student's identity record and there is a difference between the information in the GUIDE record for that GTID and the uploaded record for that GTID. Discrepancies may be resolved online through the Discrepancy Resolution unless the student also has errors. Errors have to be fixed in the SIS and re-uploaded before a discrepancy can be resolved.

Warnings are generated and displayed to the user to call attention to data. This data may or may not be a problem. If the data causing a warning is accurate, the warning can be ignored.

Errors are problems that cannot be addressed online in the system and must be fixed in the SIS and re-uploaded.

Errors, Warnings and discrepancies may be displayed by individual school using the dropdown above the report. They may also be printed or exported to an Excel spreadsheet. After export, the spreadsheet can be sorted multiple ways - for example, sorted by School, then by Student ID/SSN.

Select a school from this list to display errors, discrepancies, and warnings by school. Click 'Display School Errors'

0101 - Audit Elementary School

Display School Errors

### Guide Error Report

Error Code	Error Description	Total
<a href="#">D132</a>	(GUIDE) STUDENT MIDDLE NAME entered/uploaded does not match the student's middle name in the Identity Report.	12
<a href="#">D133</a>	(GUIDE) STUDENT LAST NAME entered/uploaded does not match the student's last name in the Identity Report.	7
<a href="#">E0483</a>	LOCAL ID cannot be the same as the SSN/STUDENT ID.	1
<a href="#">E061</a>	(GUIDE) STUDENT ID must be student's 9-digit ID.	1
<a href="#">E3041</a>	SCHOOL ENTRY DATE not in the valid range.	3

Click on the error code hyper link to display the error record.

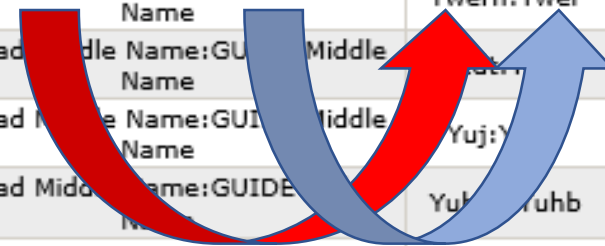
# Error Report (Continued)

Sample Error Code: D132: (GUIDE) **STUDENT MIDDLE NAME** entered/uploaded is different than **STUDENT MIDDLE NAME** stored in GUIDE. See Data Discrepancy Report.

## Guide Error Detail Report

<b>Error Code:</b>	D132
<b>Error Description:</b>	(GUIDE) <b>STUDENT MIDDLE NAME</b> entered/uploaded is different than <b>STUDENT MIDDLE NAME</b> stored in GUIDE. See Data Discrepancy Report.

School Id	School Name	Student Id	GTID	Student First Name	Student Last Name	Field Name	Field Content
0101	Audit Elementary School	999758857	6415374298	Wpkj	Millere	Upload Middle Name:GUIDE Middle Name	Ywerh:Ywer
0101	Audit Elementary School	999758858	2881408836	Wzxcv	Miller	Upload Middle Name:GUIDE Middle Name	Ywerh:Ywer
0101	Audit Elementary School	999758861	7350702959	Wcvbnm	Miller	Upload Middle Name:GUIDE Middle Name	Yuj:Y
0101	Audit Elementary School	999758864	8236886173	Wtryui	Millerb	Upload Middle Name:GUIDE Middle Name	Yuh:Yuhb
0101	Audit Elementary School	999758865	9665836147	Wqwer	Miller	Upload Middle Name:GUIDE Middle Name	Ytf:Ytfc
0101	Audit Elementary School	999758866	9898869043	Wzxcv	Miller	Upload Middle Name:GUIDE Middle Name	Yesza:Yesz
0101	Audit Elementary School	999758867	4690624405	Wpoi	Millerd	Upload Middle Name:GUIDE Middle Name	Yedc:YedcY
0101	Audit Elementary School	999758870	7474458724	Wbnm	Millera	Upload Middle Name:GUIDE Middle Name	Ypo:Ypoh



# Error Report (Continued)

Sample Error Code:

E061: (GUIDE) **STUDENT ID** must be student's 9-digit Social Security Number or FTE Number.

Guide Error Detail Report							
Error Code:	E061						
Error Description:	(GUIDE) STUDENT ID must be student's 9-digit Social Security Number or FTE number						
School Id	School Name	Student Id	GTID	Student First Name	Student Last Name	Field Name	Field Content
0101	Audit Elementary School		4294946072			Student ID:First Name>Last Name	:Wxcvbnm:Millerg

**Errors are problems that cannot be addressed online in this application. Errors can be viewed online but must be fixed in the source data back in the SIS and re-uploaded.**



# Download IDs



# Download IDs

- Download IDs is used to download all **GTIDs** that have been modified or created for the selection criteria you entered. This tool will produce a file in the same file format as the upload file. The file will contain a record of all GTIDs that have been added or changed (by Near Match Resolution and by Discrepancy Resolution). This includes all GTIDs that have a new date stamp within the selected date range.

To limit the selection of **GTIDs** created or changed to a specific school, choose the school from the Select School dropdown. To get all **GTIDs** created or modified in a district, modify school selection to ALL. Click 'Get Report'.

# or Records  Select School   
Audit Elementary School  
Audit High School  
Audit Middle School

-- REPORT DATE RANGE --  
Start Date  End Date

Sort Order #1  Sort Order #2   
Sort Order #3  Sort Order #4

# Download IDs (continued)

Clicking on the **GTID** hyperlink will pull up the complete GUIDE Transaction Log for that **GTID**. To return to the Download list, click on Back.

Showing 1 - 1 of 1 Records										
GTID	Last name	First Name	Middle Name	Birth Date	Gender	Race/Ethnicity	Last District to Update	Last School to Update	LASID	Last Updated
<a href="#">4150884057</a>	Miller	Wertyuio	Yj	08/21/2012	M	Multi Racial	Audit System	Audit Middle School		08/16/2019 08:27:16 AM

# Download IDs (continued)

- Clicking on the **GTID** hyperlink will pull up the complete GUIDE Transaction Log for that **GTID**. To return to the Download list, click on Back.

## GTID Transactions Log

The following activity history detail is for the student entered on the previous page.

[Enrollment History](#)

[Current Programs](#)

[Back](#)



Showing 1 - 4 of 4 Records

GTID	Last Name	First Name	Middle Name	Suffix	Student ID	Gender	Birth Date	Local ID	Race/Ethnicity	Parent/Guardian Name	School Entry Date	Last District to Update	Last School to Update	Updated	User
4150884057	Miller	Wertyuio	Yj		999758853	M	08/21/2012		Multi Racial	Use Mothers Name when possible	08/05/2019	Audit System	Audit Middle School	08/16/2019 08:27:16 AM	Miller, Patricha
4150884057	Miller	Wertyuio	Yj		999758853	M	08/21/2012		Multi Racial	Use Mothers Name when possible	08/05/2019	Audit System	Audit Middle School	08/15/2019 08:43:24 PM	Miller, Patricha
4150884057	Miller	Wertyuio	Y		999758853	M	08/21/2012		Multi Racial	Use Mothers Name when possible	06/11/2019	Audit System	Audit Elementary School	06/05/2019 10:57:28 AM	Miller, Patricha
4150884057	Miller	Wertyuio	Y		999758853	M	08/21/2012		Multi Racial	miller Parent	06/11/2019	Audit System	Audit Elementary School	06/05/2019 10:20:15 AM	Miller, Patricha

# Download IDs (continued)

Use Download File to create a GUIDE file (same format as the file extracted from your SIS), to upload back to your SIS with all your newly created **GTIDs**.

# or Records   Select School

ALL

Audit Elementary School



Audit High School

Audit Middle School

-- REPORT DATE RANGE --

Start Date  End Date

Sort Order #1   Sort Order #2   Sort Order #3   Sort Order #4

## SAMPLE Download file to upload to SIS

```
762_GTID_08_10_2019_08_16_2019_data.txt - Notepad
File Edit Format View Help
GID202076202024150884057Miller          Wertyuio          Yj
999758853M20120821NISBPWUse Mothers Name when possible          20190805
```

# Claimed OUT Report



# Claimed OUT Report

- The Claimed Out Report will show you which students of yours have been claimed by other districts.
- You can select by individual schools or date range.

## Claimed Out Report

Select District: DeKalb County

Select School: ALL, Allgood Elementary School, Arabia Mountain High School - Academy of Engineering, Ashford Park Elementary School

# or Records: 20 (Increases the # of rows displayed on page)

-- REPORT DATE RANGE --

Start Date: 08/21/2017 End Date: 08/27/2017

Sort Order #1: Enrolling School Sort Order #2: Last Name Sort Order #3: First Name Sort Order #4: Middle Name

[Refresh Report](#)

Showing 1 - 20 of 1146 Records

GTID	Withdrawn School	Last name	First Name	Middle Name	Suffix	Student ID	Gender	Birth Date	Parent/Guardian Name	School Entry Date	Enrolling District	Enrolling School	Claim Date
	Canby Lane Elementary School	Abrams	Adam	Abraham			M			08/22/2017	Marietta City	A.L. Burruss Elementary School	08/22/2017 03:34:49 PM
	Salem Middle School	Adams	James	John			M			08/24/2017	Muscogee County	Aaron Cohn Middle School	08/24/2017 02:11:41 PM
	Princeton Elementary School	Brown	Thom	Thade			M			08/21/2017	Cobb County	Acworth Intermediate School	08/23/2017 10:45:33 AM

# Claimed IN Report





# Claimed IN Report

- The Claimed IN Report will show you which students you have claimed.
- You can select by individual schools or date range.

## Claimed IN Report

Select District  ▼

Select School  ▲

# or Records  (Increases the # of rows displayed on page)

-- REPORT DATE RANGE --

Start Date  End Date

Sort Order #1  ▼ Sort Order #2  ▼ Sort Order #3  ▼ Sort Order #4  ▼



Showing 1 - 20 of 4020 Records

GTID	Enrolling School	Last name	First Name	Middle Name	Suffix	Student ID	Gender	Birth Date	Parent/Guardian Name	School Entry Date	Withdrawn District	Withdrawn School	Claim Date	Primary Area	English Learner
3	Austin Elementary School	Abrams	Adam	Jay			M			08/06/2017	Fulton County	Abbotts Hill Elementary School	08/21/2017 10:19:45 AM		
7	Austin Elementary School	Adams	Jane	J			F			08/06/2017	Fulton County	Abbotts Hill Elementary School	08/24/2017 11:37:02 AM		N
9	Flat Rock Elementary School	Brown	Thom	Thade			M			08/07/2017	Fulton County	Abbotts Hill Elementary School	08/21/2017 10:19:45 AM		N

# Transmission Verification



# Transmission Verification

- List of schools in the last batch upload – 30-day history
- **Records entered online are not included in the report.**
- Records, Errors, Warning, and Discrepancies are replaced by school. If you upload a school and get 20 students with a discrepancy and don't resolve them, then upload again the next day, the school Error Report gets replaced.
- If you don't upload school 6004 (which is a program) again, it goes away after 30 days.

## Transmission Verification Report

The Transmission Verification Report lists all batches of records that have been uploaded in the last 30 days. Records entered online, whether those records have pending near matches or errors, are not included in the Transmission Verification Report. Transmitted batches will be deleted after 30 days. See HELP document for helpful hints on using this report.



Guide Transmission Verification Report														
Batch ID	Upload Date	School ID	School Name	Records uploaded	Records Discarded (No Change)	Resolved					Pending			
						Records Added (Upload)	Records Added (Near Match)	Records Updated (Upload)	Records Updated (Near Match)	Near Match Cancelled	Near Matches	Records with Errors	Records with Discrepancy	Records with Error and Discrepancy
<a href="#">173830</a>	07/24/2019 04:13:40 PM	0288	Kittredge Magnet School	4	0	2	1	0	1	0	0	0	0	0
<a href="#">173896</a>	07/25/2019 10:44:30 AM	0309	Wadsworth Magnet School for High Achievers	1	0	0	0	0	1	0	0	0	0	0
<a href="#">174055</a>	07/25/2019 04:16:56 PM	0705	DeKalb PATH Academy Charter School	1	0	1	0	0	0	0	0	0	0	0
<a href="#">174633</a>	07/30/2019 02:47:32 PM	0407	Dekalb Early College Academy	1	0	0	0	0	1	0	0	0	0	0
<a href="#">175164</a>	08/01/2019 04:30:12 PM	0410	DeKalb School of the Arts	2	0	0	0	1	0	1	0	0	0	0

# Transmission Verification – Record Download

- List of schools in the last batch upload – 30-day history
- Records entered online are not included in the report.

## Download Data for Batch : 115313

To download the Batch Data, Please make your selection from below.

Total Records Discarded(Clean Records)	<input type="checkbox"/>
Total Records Added(Upload)	<input type="checkbox"/>
Total Records Added(Near Match))	<input type="checkbox"/>
Total Records Updated(Upload)	<input type="checkbox"/>
Total Records Updated(Near Match)	<input type="checkbox"/>
Total Near Matches Cancelled	<input type="checkbox"/>
Total near Matches (Pending)	<input checked="" type="checkbox"/>
Total Records with Errors	<input checked="" type="checkbox"/>
Total Records with Discrepancy	<input checked="" type="checkbox"/>
Total Records with Error and Discrepancy	<input checked="" type="checkbox"/>

Return

Download

- For help, visit the GUIDE Help file section 15 – Transmission Verification

# Sp. Ed. History Report



# Sp. Ed. History Report

- Students in this report have been placed in Special Education and have not exited the program yet.
- Search by **GTID**, E799 Records, By Claim Date, or Last Name.

By GTID	E799 Records	By Claim Date	By Last Name
---------	--------------	---------------	--------------

GTID:

[Download Data](#)

**Special Education History by GTID for**

**No Special Education Records found, Please Try again with Valid claimed Student for Your District....**

**NOTE: Students included in this report have been placed in Special Education (Special Education Events '06', '07', or '08') and have not exited Special Education (event '09','10','11','12','13'). If the Primary Area is missing, then the last district to report this student did not report the student enrolled in Special Education.**

**NOTE: For students that have exited Special Education (have an event '09','10','11','12','13' and do not have a later 05, 06, 07, or 08), Special Education events history will not be displayed.**

**NOTE: Students included on this report were last claimed in your district. Students that have been sent in SR as graduated or deceased, as well as students that have aged-out of public education (22 and older) are excluded from the report because their Status in GUIDE is "Inactive".**

**NOTE: Only students claimed by the district/school after the opening of GUIDE (January 3, 2014) will be included in this report.**

# Sp. Ed. History Report

- Sample report of SWD students with events in other districts

[Download Data](#)

Special Education History (Only SWD Students with events in Other District) Claimed between 03/01/2016 and 05/01/2016							Current Year Event Data?	FTE Event?					
Claim School/GTID ID	Student Name	Primary Area	System Id and Name	School Id and Name	Event	Event Date							
01	Personal info protected by FERPA						N	N					
												N	N
												N	N
												N	N
												N	N
												N	N
												N	N
												N	N
												N	N
												N	N
												N	N
												N	N
												N	N
												N	N
												N	N
												N	N
												N	N
												N	N
												N	N
01												N	N



# EL History Report





# EL History Report

- **EL History** report will allow you to see all **EL** students who **have been claimed by your District**. If the student has NOT been claimed in GUIDE, they will NOT appear on this report.
- The report will show up to five years of Student Record History and the current year FTE-1 data, after FTE-1 signoff.

By GTID   By Claim Date   By Last Name

School:

Claim Start Date:    Claim End Date:   

NOTE: Students included in this report were reported in FTE-1 as EL = Y, 1, 2, 3, or 4.

NOTE: Students with EL = F (Former EL Student; tested out of EL 5 or more years ago,) will not show on this report.

NOTE: Students included on this report were last claimed in your district. Students that have been sent in SR as graduated or deceased, as well as students that have aged-out of public education (22 and older) are excluded from the report because their Status in GUIDE is "Inactive".

LEGEND \*\* NON-ESOL Code Description

01 Parent refusal - indirectly served

02 Language support provided in special education

03 Language support by non-ESOL endorsed/certified teacher

04 Language support via a non-evidence based model

05 No language support

BLANK/null Must be reported when EL = 'N', 'M', or 'F' (not EL, now monitored, or is a former EL student)

\* Total ESOL Segments = Itinerant teacher ESOL Segments plus non-itinerant teacher ESOL Segments

# Sample EL History Report

By GTID By Claim Date By Last Name

School: **1111-Mickey Mouse High School**

Claim Start Date: 07/01/2017 Claim End Date: 07/01/2018

Get History

[click here to print](#)

Hide Demographics Un-hide Demographics

[Download Data](#)

EL History Claimed between 07/01/2017 and 07/01/2018																					
Claim School ID	GTID	Student Name	Gender	Grade Level	Age	Hispanic	Race	Data Source	System Id and Name	School Id and Name	EL Status	Primary Language	Parent Communication Language	Place of Birth	U.S. School Less Than 3 Years	Data of Entry to US School	Total ESOL Segments*	Non-ESOL Served**	EL Monitor Basis	Date of ELP Screener	
Personal info protected by FERPA						Y	White	SR2018	Personal info protected by FERPA			Y-Yes - student is EL	026-Spanish		2310-United States	N		0			
Personal info protected by FERPA						Y	White	FTE2018-1	Personal info protected by FERPA			Y-Yes - student is EL						0	0		
Personal info protected by FERPA						Y	White	SR2018	Personal info protected by FERPA			Y-Yes - student is EL	026-Spanish		2310-United States	N		0			
Personal info protected by FERPA						Y	Indian	FTE2018-1	Personal info protected by FERPA			Y-Yes - student is EL						0			
Personal info protected by FERPA						Y	Indian	SR2018	Personal info protected by FERPA			Y-Yes - student is EL	026-Spanish		0940-Guatemala	N	20120814	0			
Personal info protected by FERPA						Y	Indian	FTE2018-1	Personal info protected by FERPA			Y-Yes - student is EL						0	0		
Personal info protected by FERPA						Y	Indian	SR2018	Personal info protected by FERPA			Y-Yes - student is EL	026-Spanish		2310-United States	N		0			
Personal info protected by FERPA						Y	Indian	FTE2018-1	Personal info protected by FERPA			Y-Yes - student is EL						0	0		
Personal info protected by FERPA						N	Black	SR2018	Personal info protected by FERPA			Y-Yes - student is EL	031-Other African		2310-United States	N		0			
Personal info protected by FERPA						N	Black	SR2018	Personal info protected by FERPA			Y-Yes - student is EL	031-Other African		2310-United States	N		0			
Personal info protected by FERPA						N	Black	FTE2018-1	Personal info protected by FERPA			Y-Yes - student is EL						0	0		

# EL History Report, (Continued)

- Because the report is so large you can Hide and Un-hide the demographics. However, when printing and downloading to Excel, the demographics will be printed and downloaded.

Claim Start Date: 
 Claim End Date:

[click here to print](#)

[Download Data](#)

EL History Claimed between 07/30/2019 and 08/16/2019																												
Claim School ID	GTID	Student Name	Gender	Grade Level	Age	Hispanic	Race	Data Source	System Id and Name	School Id and Name	EL Status	Primary Language	Parent Communication Language	Place of Birth	U.S. School Less Than 3 Years	Data of Entry to US School	NON_ESOL (Not Served)**	EL Monitor Basis	Date of ELP Screener	Total ESOL Segments*								
<div style="background-color: #4a7ebb; color: white; padding: 20px; text-align: center;">                     Personal info protected by FERPA                 </div>								FTE2017-1									Y-Yes - student is EL.										1	
								SR 2017									Y-Yes - student is EL.	26-Spanish		2310-United States	N							
								FTE2018-1										Y-Yes - student is EL.										1
								SR 2018										Y-Yes - student is EL.	026-Spanish		2310-United States	N						
								FTE2019-1										1-1st year out of EL Program; monitored year one.	026-Spanish		2310-United States	N						



New  
Information  
for GUIDE

# Homeland Security paperwork

## **District question:**

We are enrolling students who only have Homeland Security paperwork and their GA Immunization record. These say minor under 14 on them and there is no picture or DOB on the document. The older students have a DOB and picture ID. Since we are not getting a birth certificate, what do we use for enrollment?

## **GaDOE response:**

It will be fine for you to use the only “official” document you have in your possession to record the student’s DOB. For students under 14, there should be an estimated date of birth on the immunization record.

# Accents, Umlauts, and Enyas.

## How Complex Characters are Causing Complex Problems in SC and GUIDE.

When you have a 30 character first name field, and a 30 character middle name, and a 30 character last name field, like this:

Renée	Nöel	Peña	(26 spaces)
(5)	(25 spaces)	(4)	(25 spaces)

Our loading software has to load the letter and the character separately. So this student's name becomes

R e n e ' e	N o . . e l	P e n ~ a	
(6)	(25 spaces)	(5)	(25 spaces)

So **Renée** is 31 characters and **Nöel** is 31 characters and **Peña** is 31 characters. And every data element in this record is now out of place by 3 characters.

**E1336:** Invalid character reported for this record. Please verify the student name does not include special characters or invalid values for the data element.

- Complex characters are causing file upload failure in Student Class. If you are getting a file upload failure (and no email stating the reason for the failure) in Student Class, extract all your active students and upload to GUIDE.
- E1336 has been added in GUIDE that will tell you what students have these complex or invalid special characters in their name. Fix the name in your SIS and re-upload to GUIDE and SC.

# EL History Report

Change this year: Shaded cells indicate that this data element was not collected during this specific data collection.

Claim Start Date: 
 Claim End Date:

[click here to print](#)

[Download Data](#)

EL History Claimed between 07/30/2019 and 08/16/2019																					
Claim School ID	GTID	Student Name	Gender	Grade Level	Age	Hispanic	Race	Data Source	System Id and Name	School Id and Name	EL Status	Primary Language	Parent Communication Language	Place of Birth	U.S. School Less Than 3 Years	Data of Entry to US School	NON_ESOL (Not Served)**	EL Monitor Basis	Date of ELP Screener	Total ESOL Segments*	
Personal info protected by FERPA								FTE2017-1			Y-Yes - student is EL.										1
								SR 2017			Y-Yes - student is EL.	26-Spanish		2310-United States	N						
								FTE2018-1			Y-Yes - student is EL.										1
								SR 2018			Y-Yes - student is EL.	026-Spanish		2310-United States	N						
								FTE2019-1			1-1st year out of EL Program; monitored year one.	026-Spanish		2310-United States	N						0



# Help Desk Assistance

- The Technology Management Customer Support Center is the first line of contact for questions concerning errors, warnings, and collections in general. The Help Desk can be reached at [dticket@doe.k12.ga.us](mailto:dticket@doe.k12.ga.us) or 1-800-869-1011. When contacting the Help Desk, please follow the guidelines below for email or voice message correspondence:
- **Include:**
  - Your First and Last name
  - District or Charter name
  - Phone number (where you can be most easily reached)
  - Email address (Use "[youremail@doe.k12.ga.us](mailto:youremail@doe.k12.ga.us)" in the signature block and you will get a reply email with a ticket number)
  - Indicate the collection or application (SR, SC, GUIDE, Con Apps, Facilities, etc. several collections overlap and the Help Desk supports several other applications)
  - Error/warning number *and* message
  - Description of the issue or the question
- **Please DO NOT include personally identifiable data in your correspondence. This includes the use of full names, full SSN's/GTID's (partial #'s are ok), or other personally identifiable data.**
- Portal I-mail is secure and may be used to send personally identifiable data if necessary.

# Summary of Today's Presentation

- An Error Report is a list of not just errors, but discrepancies and warnings.
- The Download IDs is used to download all **GTIDs** that have been created or modified.
- The Claimed Out Report shows students who have been claimed by other districts.
- The Claimed In Report shows which students who have been claimed and show those who are already qualified and receiving services.
- Transmission Verification Report lists all batches of records that have been uploaded in the last thirty days. Records entered online are not included in this report.
- The Special Ed History Report shows students who were placed in special education and have not yet exited the program.
- The EL History Report allows visibility to all **EL** students who have been claimed.
- Pseudo numbers (used in lieu of actual SSNs) are requested in blocks by the districts by using “Pseudo Id Requests” under the main menu in GUIDE.
- Changing Personally Identifiable Information (PII) can be completed by using the “Update PII” button after the student is claimed by the district.
- To view or generate certain reports, provisioning must take place.
- Contact the Helpdesk at [dticket@doe.k12.ga.us](mailto:dticket@doe.k12.ga.us) or 1-800-869-1011



# Data Collection Team

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