CONNECT

" MySchoolApps: Collecting and Processing Online Applications

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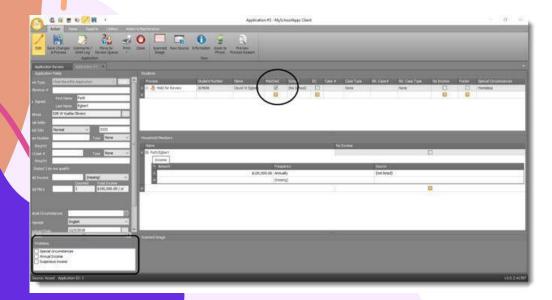




Solving "Problems" or Holds

- By default, MSA Client is very restrictive as to what it allows to automatically process. Most schools will allow the application to be processed regardless of what the parent entered.
- If an application is still there after processing, you will want to double click on their application to find out why.

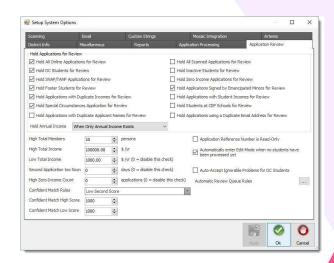
Here is a closer look of some the problems section of MSA. Even though they are labeled "problems" it does not mean that there are any errors on the application, but they are just a flag in the system to hold the Application for review.



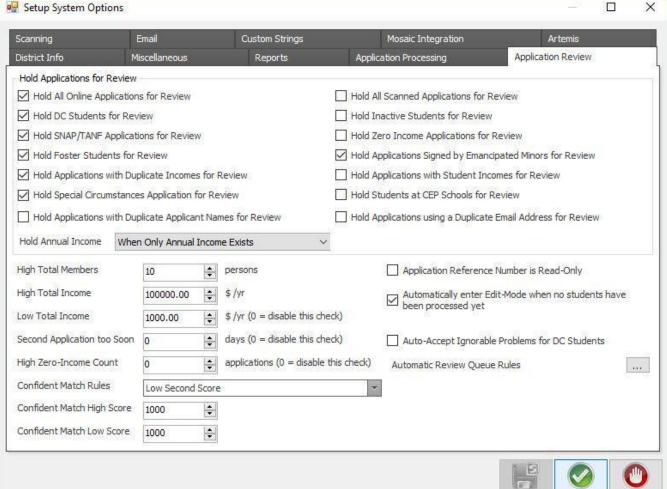
Problems		
Special circumstance	es	
Annual Income		
Suspicious income		

The following photo and tables are very import to have configured before selecting Process All. If any of the below circumstances are present, the app will be held for review.

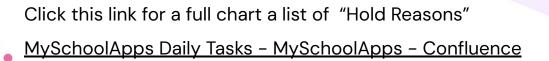
Example: The parent entered their income as Annual. If this is okay, Select Admin & Maintenance and then click System Settings. Then, change that setting under Application Review.











Problem	Reason	Options to Resolve
Student Not Found	Student Name cannot be found in the MSA Client Student Database, or the parent used a nickname, etc. The spelling could be different.	Double-click to select the Matched check box next to their name to manually match them. If they do not appear, check to see if they are in your SIS/POS system If it's determined the student will not be enrolled they can be converted to household member by right clicking on their name.
Zero Income	Parent stated they made zero income annually.	Double-click to select the check box. Deselect Hold Zero Income Applications for Review.
Special Circumstances	A special circumstance was selected for a student or household. Example: Homeless, Migrant, Foster.	Double-click to select the check box. Deselect Hold Special Circumstances Application for Review.
Annual Income	A parent entered their income in as annual income instead of weekly or monthly.	Double-click to select the check box. Change Hold Annual Income to: Do not hold annual income for review.
Suspicious Income: High/Low	A parent either entered an income below \$1,000 a year, or above \$100,000 a year.	Double-click to select the check box. High Income: Set to 1 Million, or a higher number then 100,000 Low Income: Set to Zero

Thank you

