CONNECT

"⚡ MySchoolApps: Collecting and Processing Online Applications

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Why is my application not auto-processing when I press "Process All?"

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 circumstances
- [ ] 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.

Setup System Options

Scanning	Email	Custom Strings	Mosaic Integration	Artemis
District Info	Miscellaneous	Reports	Application Processing	Application Review

Hold Applications for Review

☑ Hold All Online Applications for Review   ☐ Hold All Scanned Applications for Review

☑ Hold DC Students for Review   ☐ Hold Inactive Students for Review

☑ Hold SNAP/TANF Applications for Review   ☐ Hold Zero Income Applications for Review

☑ Hold Foster Students for Review   ☑ Hold Applications Signed by Emancipated Minors for Review

☑ Hold Applications with Duplicate Incomes for Review   ☐ Hold Applications with Student Incomes for Review

☑ Hold Special Circumstances Application for Review   ☐ Hold Students at CEP Schools for Review

☐ Hold Applications with Duplicate Applicant Names for Review   ☐ Hold Applications using a Duplicate Email Address for Review

Hold Annual Income   `When Only Annual Income Exists ▼`

High Total Members	`10`	persons		☐ Application Reference Number is Read-Only
High Total Income	`100000.00`	$ /yr		
Low Total Income	`1000.00`	$ /yr (0 = disable this check)		☑ Automatically enter Edit-Mode when no students have been processed yet
Second Application too Soon	`0`	days (0 = disable this check)		☐ Auto-Accept Ignorable Problems for DC Students
High Zero-Income Count	`0`	applications (0 = disable this check)		Automatic Review Queue Rules `...`
Confident Match Rules	`Low Second Score ▼`			
Confident Match High Score	`1000`			
Confident Match Low Score	`1000`			

Apply   Ok   Cancel

Click this link for a full chart a list of "Hold Reasons"

MySchoolApps Daily Tasks – MySchoolApps – Confluence

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

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