Search Match Errors – Research and Resolution:

Research Suspended Records

- Access the Constituent Staging component search page.
  - Navigation: Main Menu > Student Admissions > Application Transaction Mgmt > Constituent Staging.
- In the Constituent Status field, select the “Suspended” Option from the drop-down.
- Click on the Search Button, search results will appear at the bottom of the page displaying all Suspended Constituents.
- Click to select a specific Suspended Constituent. The Summary Information page will appear (Note: the Temporary ID is the ID associated to the person in the source application).
- In the Related Transactions section, click on the Search Match Results link to review more information about the potential match. The Integrated Search Results pop-up window will appear.
- Expand the Match Criteria section to review.
- In the Search Results section, click on the Detail link for each probable match.
- The Biographical Details pop-up window will appear with bio-demographic data for the potential match already existing on the system.
- Click on the Constituent Details Tab in the Constituent Staging Component. The Constituent Details page will appear with information for the Constituent to be added to iSIS. Keep the Biographical Details pop-up window open.
  - Hint: Resize the Biographical Details pop-up window for easier data comparison.
- Compare the data in the Constituent Details page to the data in the Biographical Details Pop-Up Window to verify a match.
- If there is no match, update the constituent status to “Add New ID.” (see below)
- If there is a match, update the constituent status to “Update ID.” (see page 2)
  - Note: Review all probable matches prior to updating the status.

Update the Constituent Status to “Add New ID”

- Close all pop-up windows and return to the Constituent Details page.
- In the Constituent Status field, select the “Add New ID” Option.
- Click on the Save Button.
- You have successfully researched a search match error and resolved the suspended record by adding it to iSIS as a New ID.
Update the Constituent Status to “Update ID”

Prior to updating the Constituent Status to “Update ID,” you will need to do further research to decide how to resolve the extra record that already exists in the system. Follow the Duplicate Resolution Procedures established by Tufts.

- After determining which record to keep, attach the ID that already exists in iSIS to the record you are trying to post. Copy the ID on the Integrated Search Results page.
- In the Constituent Details page, select the “Update ID” Option from the Constituent Status field drop-down menu. The ID field below will become active.
- In the now active ID field, paste the ID copied from the Integrated Search Results page.
- Click on the Save Button.
- You have successfully researched a search match error and updated the ID to resolve a duplicate record situation.