

# Search Match Error – Research and Resolution

## Research Suspended Records

Access the Constituent Staging component search page.

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 that 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.

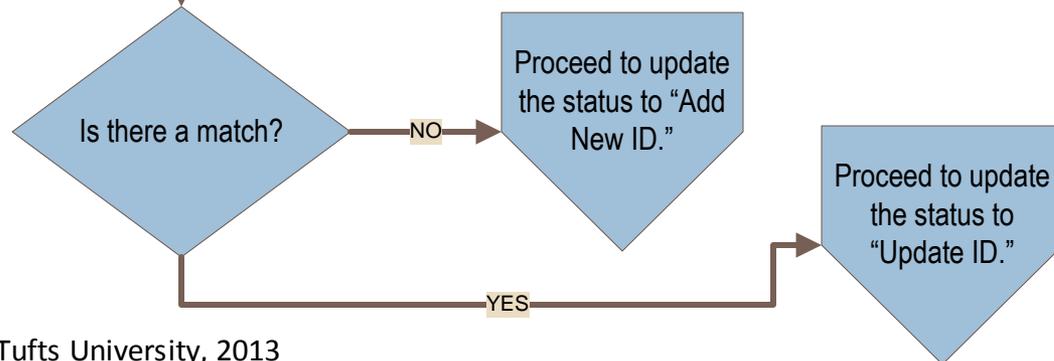
The Biographical Details pop-up window will appear with bio-demographic data for the potential match already existing on the system.

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.

Note: Review all probable matches prior to updating the status.

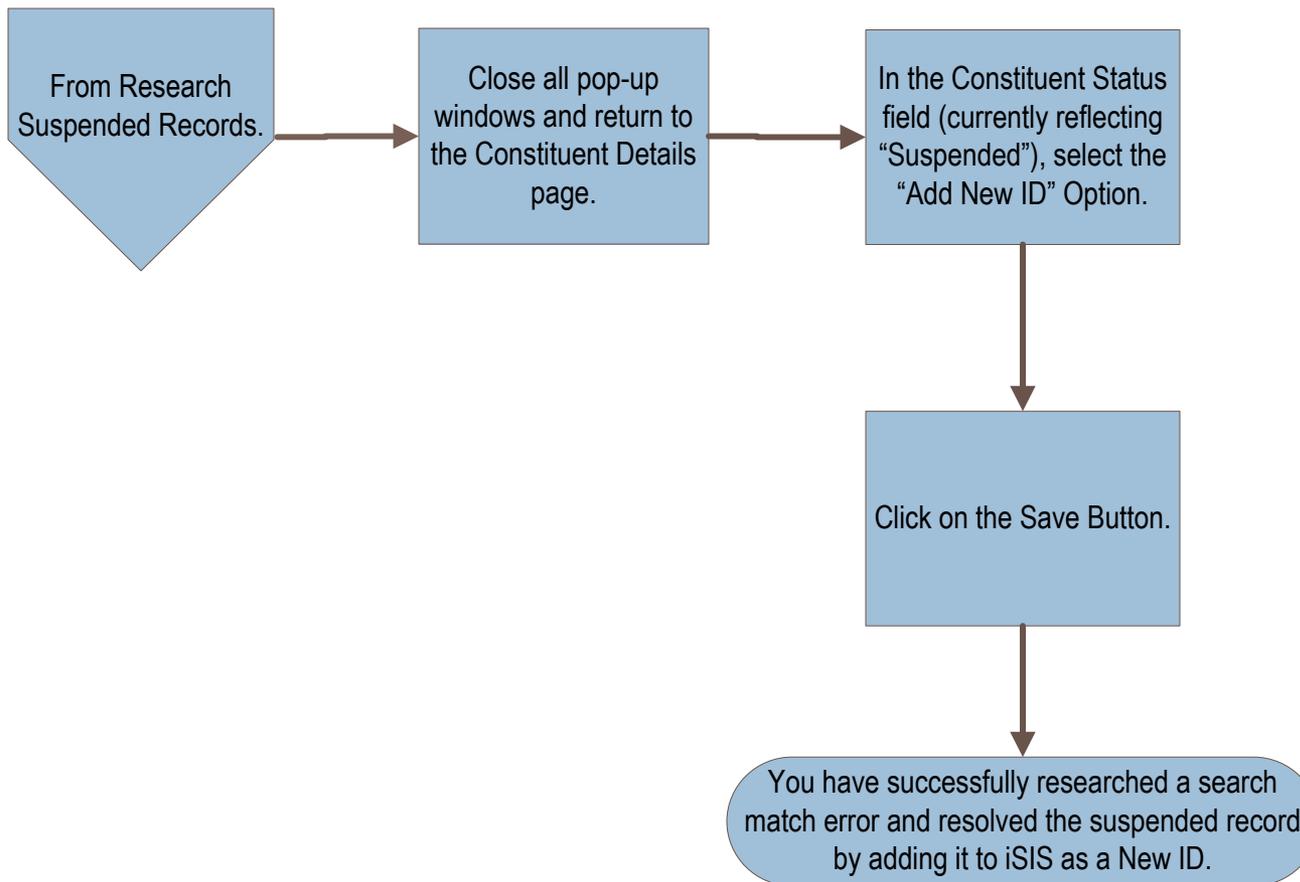


Admissions

## Search Match Error – Research and Resolution

*Update the Constituent Status to “Add New ID”*

Admissions



# Search Match Error – Research and Resolution

## Update the Constituent Status to "Update ID"

Admissions

