

## Frequently Asked Questions – SIF Data Transmission / SIMS

The Support Team has prepared a list of Frequently Asked Questions with helpful tips and recommendations to submit your SIMS data through SIF transmission.

**Q. When can I expect to see my errors clear after I have made updates in iPASS?**

- A. It depends upon the type of error that you are trying to clear.
- Attendance errors clear each night when the DESE runs the nightly request of attendance data around 2:00am.
  - During reporting time the DESE does quick validations every 15 minutes and full validations every hour. The errors should clear when the reports are refreshed. The upper right corner of your error report displays the date and time the data was last validated.

**Q. Is there a way for me to trigger an “event” to send a change to the state?**

- A. Yes. You can trigger DOE, Biographical, and Enrollment data changes.
- To Trigger DOE information: Submit the student’s MA DOE screen (No changes needed).
  - To Trigger Biographical information: Submit the Profile Screen (No changes needed).
  - To Trigger Enrollment Records (which sends Grade Level): Change the FTE value and Submit, then change it back and Submit again.

**Q. Is there a way for me to confirm an “event” has been sent to the state?**

- A. Yes. You can view the event in the Events Processor. Since not all events are sent right away to the Event Processor, we have found that if you stop the Events Processor and restart it, the events sometimes show up quicker.

**Q. How do I look for a specific “event” in the Events Processor?**

- A. After you restart the Events Processor, scroll to the bottom of the SIF Processor Log File and work from the bottom up looking for Enrollment, DOE, or Profile information related to the student you have just triggered. Use the SIF Refid Locator (SIF Agent > SIF Refid Locator) to check the *StudentPersonalRefId* to confirm it is the student. Once identified, you can see what data was transmitted to the state for the student and the time it was sent.

**Q. What is the Response Processor and what information does it show me?**

- A. The Response processor should only show information when a request from the DESE comes through. So these usually only happen overnight. An example would be the nightly request of attendance data. Note, the Response Processor can and may show 00/00/0000 for the data and no transactions when you first start it.

**Q. Do I need to keep old Events and Response Processor Logs?**

- A. It is recommended that you delete the log files that pre-date the current reporting period. To delete all previous log files you can select *Purge All Log Files Except Current Day*. Note, if you do not want to lose your most recent log files, you will need to delete them individually by clicking on the X in front of each dated log file.

**Q. What do I do once I have cleared all my errors?**

- A. After you have cleared all of your SIMS errors you should “freeze” the data in the DESE Security Portal to take a snapshot of your SIMS data. You can then request a final summary report for review. If you discover an inaccuracy you can “unfreeze” the data and make changes in iPASS. You will need to wait for the validation to confirm your data is still error free before freezing it again and proceeding to certify.

