

Staff UID Frequently Asked Questions

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1. What Internet Browser versions does UID support?

Answer: UID supports Internet Explorer 6, Internet Explorer 7, and 8 and Firefox 3 (Mozilla).

If you are using Internet Explorer 8 (or higher) do the following:

- Within Explorer 8, at the top, there is an icon that looks like a ripped piece of paper called "compatibility mode." If you click that, it will ask if you want all of the state.nc.us domain to use compatibility mode. Click yes, and it all works.

OR

- Download Mozilla Firefox and use that instead of Explorer 8.

2. How do I obtain instructions to access the UID systems?

Answer: The UID website contains links to UID Staff Account Registration at:

<http://www.ncpublicschools.org/cedars/uniqueid/staff/registration/>

3. Why do I need an NCID? What is the purpose of the UID registration?

Answer: NCID is the State's single sign on User ID and password.

(<http://www.ncpublicschools.org/ncid/>) DPI is slowly phasing in applications to use the NCID username and password to authenticate. Over the next few years, more and more systems will begin using NCID. In order to access the UID Staff system, a user must first have an NCID. You need only one NCID that you will then use for ALL systems that integrate with NCID for authentication purposes.

4. I have tried to log in to the UID Staff system but it says I am not registered.

Answer: Make sure you have received notification that your account has been approved and allow up to 4 hours for the system to be updated. If you still are unable to access the system try the following:

- Enter the User ID in lowercase (password is case sensitive and must be entered exactly as created)
- Verify your NCID account is active - <https://ncid.nc.gov/>

If the actions above fail, **contact the DPI Service Desk at 919-807-4357 or dpi.incidents@its.nc.gov.**

5. I have registered online for UID Staff but I have not received an email stating my account has been activated. Is there anything else I need to do?

Answer: You also need to submit a completed Security Access Form before your account can be approved. The Security Form can be found at <https://licsalweb.dpi.state.nc.us/>. Click the link for "Request for DPI Application Access form".

6. Who produces the staff data file to be submitted to UID Staff?

Answer: The extract file is created by the LEA or Charter School from your payroll system, such as ISIS or SARTOX, in the eScholar format.

7. How do I request a CEDARS Staff file from my payroll system if I do not know where my file is?

Answer: Please refer to the "Creating Staff Data Extract for Staff UID" document for details on how to generate CEDARS staff files from the ISIS and SARTOX systems. This document is located with the UID Staff Training materials.

<http://www.ncpublicschools.org/cedars/uniqueid/staff/training/>

8. Who are the staff members that are being pulled into the CEDARS staff file?

Answer: All current employees plus former employees that have received a paycheck within the last 12 months. Substitutes are excluded unless they serve in another role (bus driver, coach, etc.)

9. How often should I complete the UID Staff process?

Answer: The UID Staff process should be ran at the least, once a month. In addition, the process can be run at any time necessary, for example to generate a Staff ID for a new employee.

10. Can I enter individual staff members into the Staff UID system directly to generate a Staff UID

Answer: Only non-payroll staff members can be entered directly into the Staff UID system. Staff UIDs for payroll staff members should only be generated via the Staff UID process.

11. Are the Staff IDs confidential?

Answer: No. Staff IDs are not confidential. It is intended to be a replacement for SSN.

12. How do I know what file details to specify on the Upload File page?

Answer: Below are the details of what should be selected for most users. If you are not an ISIS or SARTOX user then check with your payroll vendor to get the formatting details.

- Template: eScholar Uniq-ID for Staff 2.0 Template (ALL users)
- Field Delimiter: FIXED (ISIS and SARTOX)
- Field Qualifier: Leave this BLANK (ISIS and SARTOX)
- Ignore First Row: NO (ISIS and SARTOX)

13. When will Staff IDs produced by UID be consumed back into my payroll system?

Answer: Your payroll system consumes the UIDs as soon as the file generated by Staff UID is imported into your payroll system. This is step 8 of the UID Staff process.

14. While completing the Near Match Resolution process in UID Staff, who should I contact for more information if I am unsure if two staff are the same or not?

Answer: If the matching staff member is from a different LEA or Charter school, consider contacting the corresponding agency. A contact list of Statewide UID Staff users is available on the website for your use in contacting other LEAs/Charter Schools. The list is located under "Support Documents" on the UID Staff Training website, <http://www.ncpublicschools.org/cedars/uniqueid/staff/training/>.


15. If I accidentally make a mistake during the Near Match Resolution Process in UID Staff and create a duplicate ID or shared ID, who should I contact?

Answer: There is no "undo" functionality in UID Staff. Please keep track of these instances and report them to the help desk to make the appropriate correction. For duplicates, the help desk will need to know both IDs and which ID is listed in your payroll system. For shared IDs, the help desk will need to know the shared ID and the names of the employees who share the ID.

16. Why would LEAs and Charter Schools download files with the new Staff IDs?

Answer: Because the new Staff IDs need to be imported back into the LEA or Charter School payroll system. Importing the IDs back into the payroll system will cause less near matches in future months and it lowers the chance of creating duplicate records.

17. Is there a report I can print out that displays all of the near matches associated with my LEA?

Answer: Near Matches can be downloaded by choosing the Download link on the left-side navigation. Select the Other Downloads tab and then change the Extract Type to Near Matches to Resolve and click the Filter Results button. Click the download image  and choose the format details for the downloaded file.

18. I have completed all my near matches, do I get a notification that I am done?

Answer: Yes, the system will notify you once all near matches have been completed. The system will then give you the Download IDs option.

19. I am looking at a near match and it is obviously two different people. Why did this near match appear?

Answer: Check the SSN field. If you notice that the SSN field, even though it is masked, is not highlighted or italicized, this means they are the same. There is a rule in the system that forces a near match between staff who has the same SSN. This brings the issue to your attention so you can fix whichever record(s) has the incorrect SSN. You will need to fix the record in your payroll system before the next monthly process.

20. On the "Near Match Details" page, there is a message indicating, "Staff Information has been updated since this near match was created." What does this mean?

Answer: This message means that staff data has changed since the near match under review was first created. One or more of the potential near matches for the record being examined had another record match against it and some of its fields were updated. In many cases, the original match probability assigned by the application may no longer be valid. It may appear that a near match should not have been created because no fields are highlighted in yellow. Simply review the data as it exists on the screen and make the appropriate near match decision.

21. On the near match screen under Vocational Information, it says 'multiple' in the fields. What does this mean?

Answer: When you see *multiple* appearing in the Vocational Information it means the staff member is/has worked in more than one location. If you want to see all of the locations associated with this staff member, click the 'View Staff Profile' link at top of the record.

22. When looking at the staff listed under My Staff, I do not see some of our staff. What should I do?

Answer: If the missing staff is current and not substitutes check the following:

- Check your payroll system to make sure the staff information is there.
- If the staff is in the payroll system, make sure they are current and not substitutes.
- If the staff was employed with your LEA or Charter School, resigned, and then came back, then they probably still have a termination date on their profile. The termination date would prevent the employee from being pulled into the CEDARS file.
- If the staff meets the above criteria, contact your payroll vendor to get their assistance. They will need to review and determine why the staff is not being included in the extract produced for the UID Staff system.

23. When reviewing the staff listed under My Staff I notice some erroneous information. What should I do?

Answer: You will need to correct the erroneous information in your payroll system. The next time you upload the staff file, the staff record in the UID Staff system will be updated with the corrected information. The 'My Staff' page only displays staff information; you cannot make changes to it there.