# Staff UID Frequently Asked Questions

1. **How do I obtain instructions to access the Staff UID System?**

   **Answer:** The UID website contains links to the Staff UID Account Registration at: http://www.ncpublicschools.org/cedars/uniqueid/staff/registration/

2. **Why do I need an NCID to access Staff UID? 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/). You need only one NCID that you will then use for ALL systems that integrate with NCID for authentication purposes.

3. **I have tried to log in to Staff UID, 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 your NCID username 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, **submit a ticket to the DPI Service Desk, via Service Now, at https://ncgov.service-now.com/sp_dpi.**

4. **I have registered for access to Staff UID online, 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 and signed Access Request Form to DPI, via a Service Now ticket at https://ncgov.service-now.com/sp_dpi, before your account can be approved. The Access Request Form can be found on the Staff UID Account Registration webpage at http://www.ncpublicschools.org/cedars/uniqueid/staff/registration/.

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

   **Answer:** The extract file is created by the LEA or charter school from the payroll system, such as LINQ or SARTOX-SUNPAC, in the eScholar format. This process is typically carried out by district/charter school finance or HR staff.

6. **How do I request a UID file from my payroll system if I do not know where my file is?**

   **Answer:** Please refer to the Staff UID Process documentation for the applicable payroll system at http://www.ncpublicschools.org/cedars/uniqueid/staff/training/ details regarding how to generate UID files from the LINQ and SARTOX systems.

7. **Who are the staff members that are being pulled into the UID 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.)

8. **How often should I complete the Staff UID assignment process?**

   **Answer:** The Staff UID assignment process should be completed as often as necessary to ensure that the payroll system and Staff UID match (daily or weekly are the most common). In addition, the process can be run at any time necessary, for example to generate a Staff ID for a new employee.

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

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

10. **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 a LINQ or SARTOX user, check with your payroll vendor to get the formatting details.

    - **Template:** eScholar Uniq-ID for Staff 2.0 Template
    - **Field Delimiter:** FIXED (LINQ desktop and SARTOX) / COMMA (LINQ web-based)
    - **Field Qualifier:** Leave this BLANK
    - **Ignore First Row:** NO

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

    **Answer:** The LINQ and SARTOX payroll systems consume the UIDs upon the completed batch file generated by Staff UID being imported into the applicable payroll system. Please refer to the Staff UID Process documentation for the applicable payroll system at http://www.ncpublicschools.org/cedars/uniqueid/staff/training/ details regarding how to generate UID files from the LINQ and SARTOX systems.

12. **While completing the Near Match Resolution process in Staff UID, 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 finance/HR department of that district or charter school. Currently, the most up-to-date contact information that DPI has available for each school district and charter school can be found in the NC EDDIE system at apps.schools.nc.gov/eddie.

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

**Answer:** There is no "undo" functionality in Staff UID. Please keep track of these instances and report them to the DPI Support Center, via the creation of a Service Now ticket at https://ncgov.service-now.com/sp_dpi, to make the appropriate correction. For duplicates, the DPI Support Center will need to know all UIDs involved and which ID is listed in your payroll system. For shared IDs, the Support Center will need to know the shared ID and the names of the employees who share the ID.

**14. Why should 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 uploads to Staff UID and it lowers the chance of creating duplicate records.

**15. 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.

**16. 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.

**17. 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.

**18. 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.

**19. 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 UID file that is generated by the payroll system.
- 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 by the payroll system, for upload to Staff UID.

**20. 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 Staff UID will be updated with the corrected information.