Financial Aid Application Completion Initiative

Access and Agreement User Guide

Introduction to the Financial Aid
Application Completion Initiative

The Financial Aid Application Completion Initiative in ISAC's Gift Assistance Program (GAP) Access portal provides the means for high school districts across the state to identify which of their students have completed the Free Application for Federal Student Aid (FAFSA®) in a given academic year and those who have completed nonparticipation forms.

Data available includes names of students; aggregate data for the entire student body; how many students are eligible for MAP and the federal Pell Grant Program; Expected Family Contribution (EFC) and Student Aid Index (SAI) ranges; and a listing of the first-choice colleges to which students have sent their FAFSA® results.

After activating your GAP Access Account (see the GAP Access page on the isac.org website for instructions), log in to GAP Access from the main login page. This will require your password and answering one of three potential challenge questions selected from when the account was registered.

To participate in the Financial Aid Application Completion Initiative, **your school principal** must certify and agree to the terms and conditions of the *Financial Aid Application Completion Participation Agreement for Illinois Educational Entities.* FAFSA® privileges require Primary Administrator acknowledgement to terms and conditions.

If the principal has already completed the Financial Aid Application Completion Participation Agreement, skip this section, and start at page 8.

Logging in to GAP Access

Two-Factor Authentication, a security measure that requires both a password and a single-use verification code, is required every time a user logs in to the Gift Assistance Program (GAP) Access portal. The two factors are:

1. GAP Access User ID and Password
2. Single-use verification code obtained through an authentication application (unique code generated for each login).

The single-use verification code is obtained through an authentication application. ISAC recommends one of the following free applications (ISAC does not endorse or recommend one product over another):

– Google Authenticator
– Microsoft Authenticator
– Authy Authenticator

To log in to GAP Access, enter your GAP Access User ID and Password, and then select the two-factor authentication application you have opted to use.
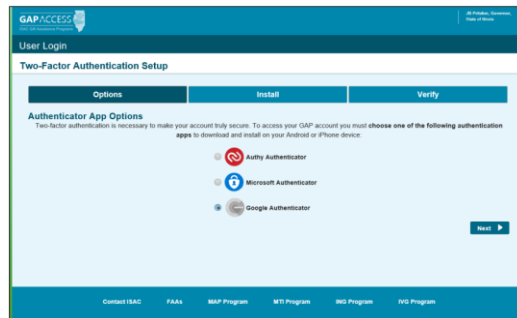
Following the instructions on the screen, open the application on your device.

If your device has a camera option, point the camera at the QR code on the screen, or enter the code that is provided under the QR code box.

Once the QR code is submitted, a 6-digit verification code will be sent to your application.

This code expires very quickly.

You will need to enter the verification code on the Two Factor Authentication Setup screen.

When you click Submit, you are officially logged into your GAP Access account.

After the GAP Access account has been added to the authentication application on the selected device, a new verification code must be obtained from the authentication application and entered at the time of every login.
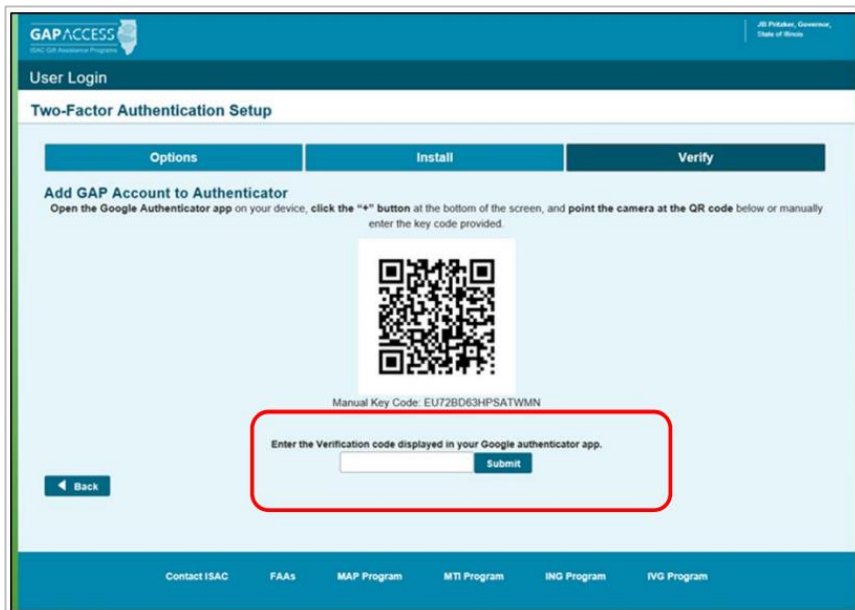
Program Privileges

After a successful login, click the **Administration** tab. From there, click the **User Administration** menu option to access the School Users View page.
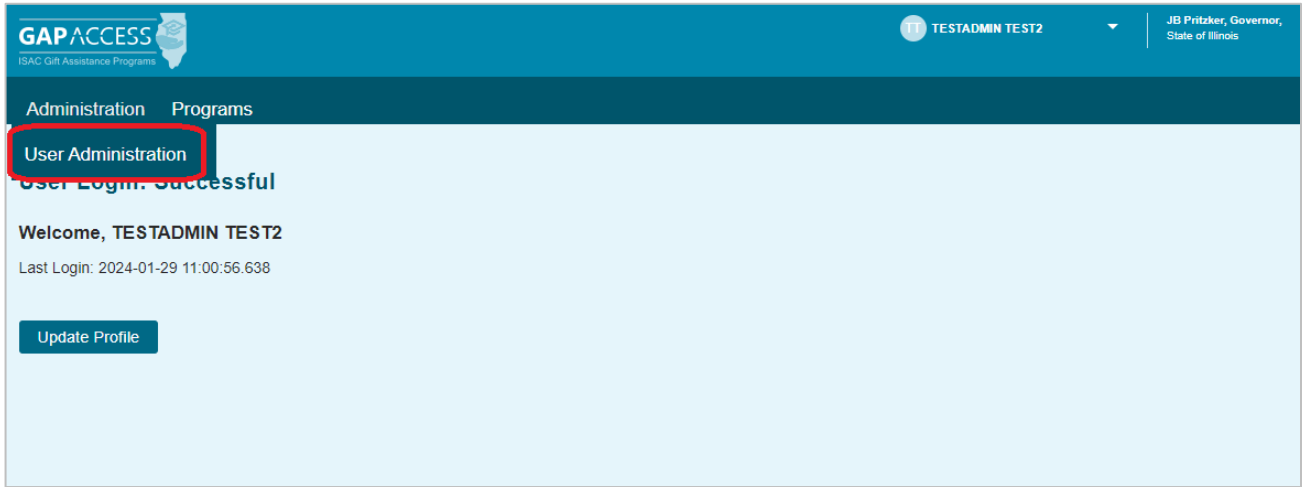

Administration Functions

A phone icon appears on the Administration – School Users View screen.

The icon has two options:

- **Generate One-time Use Code** - If a user does not have access to the application, they can notify their school administrator or School Services to request an authenticator code be sent to their e-mail. This code can only be used one time. A new code would need to be requested if the user needs to login again later.

- **Reset Two Factor Authentication** – If a user changes to a new device (cell phone, tablet, other) or has decided to use a different application after the initial setup, the existing account will require a school administrator or ISAC to "Reset the Two-Factor Authentication" QR Code that is stored in the user profile in GAP Access. Once the QR code has been reset, the user will be able to re-register the account in GAP Access.
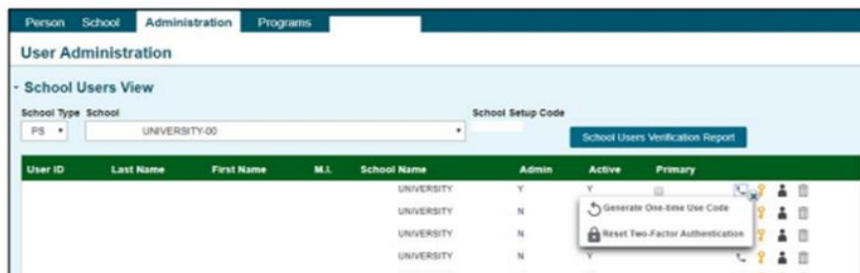
Program Privileges Screen

To set a Financial Aid Application Completion privilege, click the appropriate button (None, Update or View) in the FAFSA® section, then click Save.

After saving, a message indicating that terms and conditions must be acknowledged will appear on the screen. This will be followed by an e-mail providing a link to certify the Financial Aid Application Completion Agreement. The direct link will be sent to the e-mail address provided when you initially registered for GAP Access.

Agreeing to Terms and Conditions

FAFSA Initiative Agreement

WS   To ○ ISAC.DSDOtherSupport

↩ Reply   ↩ Reply All   → Forward

Start your reply all with: [Completed.]   [I completed this.]   [I did this.]   (i) Feedback

You are receiving this e-mail from the Illinois Student Assistance Commission (ISAC) for FAFSA Initiative request by fcastell

You will need to use the below URL to agree to terms and conditions with ISAC.

https://isacportalspt.isac.org/web/guest/fafsa-agreement?schoolCode=140640

DIGITAL PIN : 6335

Please contact ISAC's School Services Department at 866.247.2172 or by e-mail at isac.schoolservices@isac.illinois.gov for any questions.

Check your e-mail for a message from isac.schoolservices@illinois.gov. The e-mail will provide a digital PIN and an embedded link that will allow you to read and agree to the terms and conditions of the *Financial Aid Application Completion Participation Agreement for Illinois Educational Entities*. Click the embedded link to go to the FAFSA® Agreement screen.

The **FAFSA® Agreement** screen is shown below. Follow these steps to agree to the terms and conditions.

1. Review the terms and conditions by clicking on the **Terms and Conditions** blue link.
2. If you agree to the terms and conditions, click the checkbox next to "**I agree with the Terms and Conditions**."
3. Enter the Digital PIN from the e-mail in the Digital PIN field.
4. Click **Submit**. Note: you will not receive any confirmation that the submission has completed.

Administration   Programs

FAFSA Agreement

School Already Agreed to FAFSA Terms and Conditions!
* Indicates required field

School
* Digital PIN

[   ]

*Review Terms and Conditions before checking Agree box

☐

I agree with the
Terms and Conditions

[Submit]

Financial Aid Application Completion Participation Agreement

When the Terms and Conditions link from the FAFSA® Agreement page is clicked, the following screen displays the *Participation Agreement for Illinois Educational Entities*. This document should be read in its entirety prior to clicking the "I Agree with the Terms and Conditions" box on the FAFSA® Agreement screen.

FAFSA Completion Initiative Participation Agreement
For Illinois Educational Entities

THIS FAFSA Completion Initiative Participation Agreement ("Agreement") is by and between the **Illinois Student Assistance Commission**, an agency of the State of Illinois **("ISAC")**, and the Education Entity executing this Agreement ("EE"). "Party" or "Parties" means, individually, ISAC or EE as the context requires and, collectively, ISAC and EE. This Agreement is effective as of the date of ISAC's notice to EE that this Agreement has been accepted ("Effective Date").

To participate in ISAC's FAFSA Completion Initiative through GAP Access and access FAFSA Filing Status Information on students with whom EE has an Established Relationship, an authorized representative of the entity (e.g., the superintendent, highest level chief executive officer or other authorized representative for the entity) must complete and sign this FAFSA Completion Initiative Participation Agreement.

PLEASE READ THE FOLLOWING TERMS OF USE CAREFULLY AS THEY GOVERN USE OF THE FAFSA INITIATIVE PORTAL WITHIN GAP ACCESS. BY USING THE FAFSA INITIATIVE PORTAL, YOU ACCEPT THESE TERMS OF USE ON BEHALF OF YOUR EDUCATION ENTITY, AND ANY SUPPLEMENTAL TERMS OF USE THAT MAY GOVERN EDUCATION ENTITY'S USE OF THE FAFSA INITIATIVE PORTAL OR GAP ACCESS. THIS AGREEMENT MAY BE MODIFIED BY ISAC FROM TIME-TO-TIME AT WHICH TIME ACCESS WILL BE DENIED UNTIL YOUR EDUCATION ENTITY AGREES TO SUCH MODIFIED TERMS.

After reading the agreement and checking the "**I agree with the Terms and Conditions"** checkbox, log into GAP Access. The FAFSA® Initiative tab will not appear yet. You will need to return to the **Program Privileges** page to assign the appropriate privileges for your school's users as described on pages 4-5 of this guide. Then log out of GAP Access before continuing.

Financial Aid Application Completion: School Summary Screen

After completing steps 1-4, when you next log in to GAP Access, the FAFSA® Initiative tab will appear.

Click the **FAFSA® Initiative** tab to go to the Financial Aid Application Completion: School Summary screen. The screen displays the Financial Aid Application Completion data for the school.

The School Summary screen will display:

- **Graduation Year**
- **Filed FAFSA®**
- **Filed, No EFC/SAI**
- **MAP Eligible**

- **Class Size**
- **Filed, has EFC/SAI**
- **Pell Eligible**
- **Total Opt Out**

The blue menu items listed under the Graduation Year column on the School Summary screen (**Students, College Choices** and **EFC/SAI Range)** are links to additional detail pages.

Financial Aid Application Completion: Details Screen

The blue menu items listed under the Graduation Year column on the School Summary screen (page 8) **Students, College Choices** and **EFC/SAI Ranges**, are links to additional detail pages.

Click the **Students** link to view the Details page. The Details page displays a listing of senior students with associated information status and potential MAP eligibility data.

Graduation Year
2024
Students
College Choices
SAI Range
Unmatched Opt Outs
2023
Students
College Choices
EFC Range

Administration   Programs

FAFSA Completion: Details Graduation Year 2024

School Summary

Test High School-12345

Address	Approval
123 Some Street	
Chicago, IL 54321	Closed
Phone	Demo Loaded
Principal	CPS
	CITE
Contact	

Filter [Search all fields using global function]

Select	Opt Out Waiver	Paper Waiver Completed	Admin Waiver - FAFSA Simplification	Last Name	First Name	MI	DOB	FAFSA Status	Initial FAFSA Received Date	MAP Elig College
☐	☐	☐	☐			M	06/16/2006	No FAFSA Filed		
☐	☐	☐	☐			R	10/19/2005	No FAFSA Filed		
☐	☐	☐	☐			D	10/09/2005	No FAFSA Filed		
☐	☐	☐	☐			G	09/23/2005	No FAFSA Filed		
☐	☐	☐	☐				10/17/2005	No FAFSA Filed		
☐	☐	☐	☐			P	03/16/2006	No FAFSA Filed		
☐	☐	☐	☐				10/25/2005	No FAFSA Filed		
☐	☐	☐	☐				10/25/2005	No FAFSA Filed		
☐	☐	☐	☐				09/09/2005	No FAFSA Filed		
☐	☐	☐	☐			M	12/14/2005	No FAFSA Filed		

Add   Delete Selected   Paper Waiver Save Changes   Admin Waiver Save Changes   Excel Report   Back

- **Select** – Selection tool to be used for the "Delete Selected" option.

- **Opt Out Waiver** – If marked, signifies the student has completed a nonparticipation form; either the school has received a paper waiver or the student/parent has completed an online form from the Student Portal.

  Note: Online forms submitted through the Student Portal much have an exact match to the student's **First Name, Last Name, DOB**, and **School** to match to the GAP Access record. If they don't match, the checkbox will not populate, and the form will need to be edited and resubmitted.

Financial Aid Application Completion: Details Screen

Opt Out Waiver	Paper Waiver Completed	Good Faith Effort	Last Name	First Name	MI	DOB	FAFSA Status	Initial FAFSA Received Date	MAP Elig College

- **Paper Waiver Completed** – If marked, signifies the school has received a paper waiver version of the nonparticipation form
    - Marking this checkbox will populate the student's **Opt Out Waiver** checkbox as well

- **Admin Waiver - FAFSA Simplification** – If marked, signifies the school attempted to contact the student to assist them in completing their Opt Out Waiver (paper or online) but was unsuccessful
    - Can only be completed and saved by a Admin account

- **Last Name** – Student's Last Name
- **First Name** – Student's First Name
- **MI** – Student's Middle Name
- **DOB** – Student's Date of Birth

- **FAFSA® Status** – There are three possible statuses for a student record:
    - **No FAFSA® Filed**: The student did not file a FAFSA®
    - **Filed, has EFC/SAI**: The student filed a FAFSA® and an Expected Family Contribution (EFC) or Student Aid Index (SAI) was calculated.
    - **Filed, no EFC/SAI**: The student filed a FAFSA® however, some information was incomplete, or the information provided prevented an EFC or SAI from being calculated.

- **Initial FAFSA® Received Date** – Date that the Initial FAFSA® was received by the FAFSA Processing System for the year

- **MAP Eligible College** – Y or N based on the student's potential **Monetary Award Program (MAP) eligibility** at the college listed first by the student on the FAFSA®

Paper Waiver Save Changes

Paper Waiver Save Changes

If a student has submitted a paper version of the FAFSA® nonparticipation form to the school, click on the **Paper Waiver Completed** checkbox of the appropriate student. A blue checkbox will appear. To confirm this selection, click **Paper Waiver Save Changes** and the student's **Opt Out Waiver** checkbox will now be populated. If you do not click Save Changes the record will not be saved.

If the Paper Waiver Completed checkbox has been saved in error, just uncheck the box and click Paper Waver Save Changes again. If the only opt out record is the Paper Waiver Completed, then the Opt Out Waiver box will be unchecked. If there is a record submitted from the online Student Portal form, then this will remain checked.

Opt Out Waiver	Paper Waiver Completed
█████████████	
☑	☑

Financial Aid Application Completion: Details Screen

<u>Admin Waiver - FAFSA Simplification</u>

If a student has not filed their FAFSA®, Alternative Application, or completed a FAFSA® nonparticipation form *and* the school has attempted to assist the student but was not successful in doing so, a Administrator may check this box to indicate the school's attempt to assist the student.

After clicking on the Admin Waiver - FAFSA Simplification checkbox, select the Admin Waiver Save Changes.

Admin Waiver Save Changes

Financial Aid Application Completion: Details Screen

Opt Out Waiver	Paper Waiver Completed	Admin Waiver - FAFSA Simplification	Last Name	First Name	MI	DOB	FAFSA Status	Initial FAFSA Received Date	MAP Elig College

Excel Report

To generate an Excel report of the Financial Aid Application Completion: Details Graduation Year screen's table, click on the **Excel Report** button at the bottom of the screen. The data can then be sorted as needed by the above listed columns (i.e., by FAFSA® Status, etc.).

Excel Report

Paper Waiver Save Changes	Admin Waiver Save Changes	Excel Report	Back

Contact ISAC	FAAs	MAP Program	MTI Program	ING Program	IVG Program

Financial Aid Application Completion: Student Detail

Add and Delete Functionality

The Add/Delete feature is available on the FAFSA® Completion School Summary screen. Use this function to:

•   Add student records to your school's list

•   Delete student records that should not appear on the school's list

•   To make name or date of birth adjustments

Please keep in mind that neither the add, delete or adjustment functions make any change to FAFSA® data. The impact of any change made in the FAFSA® Initiative system is to the school's student list only. Subsequently, FAFSA® data is matched against the student list. Adjusting demographic data could improve the ability for the system to match the student record with a FAFSA®.

IMPORTANT NOTE: The Add and Delete functions make immediate changes to the school's student list. However, the FAFSA® match against that list only occurs once a week. So, you may not see an immediate change in the FAFSA® Status, Initial FAFSA® Received Date and MAP Eligible 1st Choice College fields. Typically, new FAFSA® match data is available to schools on Monday morning.

Financial Aid Application Completion: Student Detail

Add a Student Record

To add a student record, click the Add **Add** button and a data entry box will appear. Enter the student's first name, last name, middle initial, and date of birth and click the Save button. All four fields are required to add a record.

Student Details

Field	
First Name	
Last Name	
MI	
DOB	

Save   Cancel

After entering and saving the student's details, you should see a "Successfully Inserted!" message.

Student Details

Successfully Inserted!

Field	Value
First Name	Jerry
Last Name	Smith
MI	X
DOB	01/01/2006

Save   Cancel

The student's name will appear in the proper alphabetical order position on the student list. You may use the filter function to quickly find a student record.

ELGHOLSTON@CPS.EDU

Filter   smith

Select	Opt Out Waiver	Paper Waiver Completed	Admin Waiver - FAFSA Simplification	Last Name	First Name	MI	DOB	FAFSA Status	Initial FAFSA Received Date	MAP Elig College
☐	☐	☐	☐					No FAFSA Filed		
☐	☐	☐	☐	SMITH	JERRY	X	01/01/2006	No FAFSA Filed		
☐	☐	☐	☐					No FAFSA Filed		

Entries displayed   10 ⌄   1-3 of 3 records |◀ ◀◀ 1 ▶▶ ▶|

Financial Aid Application Completion: Student Detail

Delete a Student Record

To delete a student record, select the student(s) to delete by checking the box in the **Select** column.

*It is highly recommended that you only delete one student at a time as you will NOT get a warning once you click the Delete Selected [Delete Selected] button.

After you have selected the record, click the Delete Selected [Delete Selected] button..
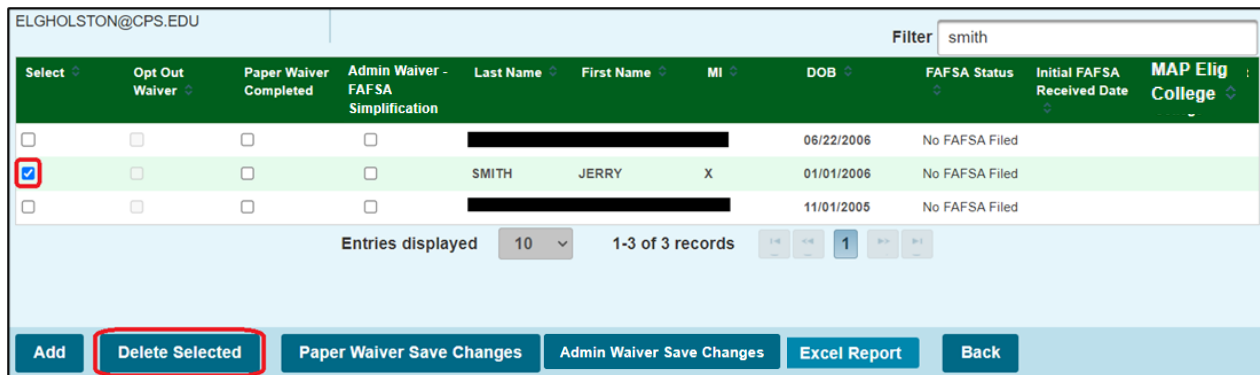
Adjust Demographic Information

Click on the one of the student's details (Last Name, First Name, MI, or DOB) and the Student Details box will appear. You will be able to edit the demographic information as you want it to appear. Click on the **Save** button.
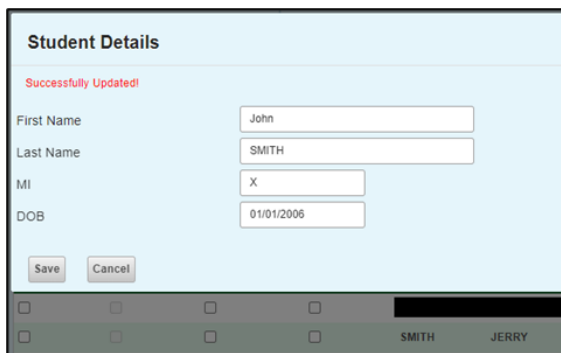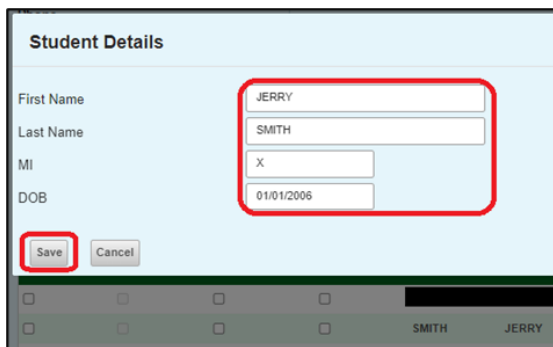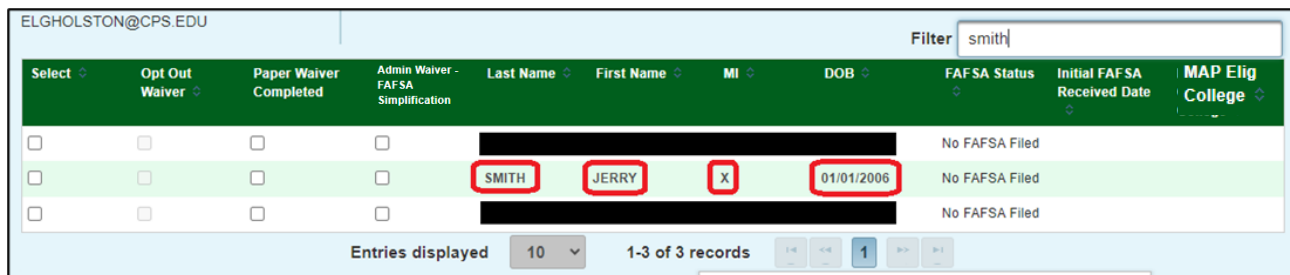
The adjusted record is now set for the student and is the one that will be used in the next match cycle.

Financial Aid Application Completion: Student Record Upload

Student Record Upload

The student record upload process allows **Private schools only** to upload a current list of seniors. Once uploaded, the student list will then be used to match FAFSA® and Alternative Application completion data. **It is important to note that the Financial Aid Application Upload function is separate from the State Scholar Program File Upload process. The Public school's data list of seniors will be provided from the Illinois State Board of Education.**
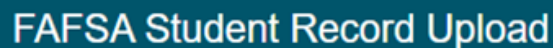
The student list file must be formatted in Microsoft Excel 2003 or above (XLS, XLSX, XLSS), or in CSV (Comma Delimited), and follow ISAC's prescribed file layout.

The data elements that will need to be uploaded for the high school's current **senior class** are:

• Last Name
• First Name
• Middle Initial
• Date of Birth

Please note: The Financial Aid Application Upload function is available only to private high schools. The upload button is disabled for public high schools. Submission of private high school data via the Financial Aid Application Upload function will populate the senior data and any additional files uploaded will completely replace the data that is currently presented on this page, as well as on the Financial Aid Application Completion Initiative page. Adding and/or deleting individual student records must be completed manually. The file must contain your entire senior class and must not include a header.

To upload individual or multiple students, click on the FAFSA® Student Record Upload tab

FAFSA Student Record Upload

Financial Aid Application Completion: Student Record Upload

Upload: History

Guidelines and Samples - provides formatting information regarding the data to be submitted. You'll find two options: **FAFSA® Guidelines**, and **Sample: Excel**

FAFSA® Guidelines - After opening this window, you see the format table and two options on the right to print or download an Excel spreadsheet with the data fields in the appropriate order.

All files must be formatted in Microsoft Excel 2023 or above, or in CSV, and follow ISAC's prescribed file layout.

Sample: Excel – Will download an Excel file of sample data in the described format

Financial Aid Application Completion: Student Record Upload

Upload: Uploading a File

Do not password protect the file.
Do not use any punctuation – periods, apostrophe, dashes

To upload a file, click the **Upload File** button between **Refresh** and **Guidelines & Samples**

Next, a dialog box will appear, prompting you to browse your computer to **Select File** to upload:

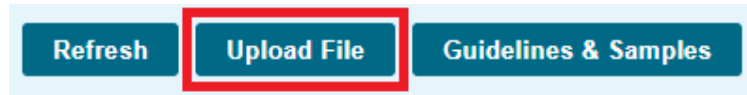Browse your computer to find the file you wish to upload. Double click on the desired file, to load it into the dialog box. Confirm it is the file you want to use and click **Upload**. If not, click **Cancel** or **X** to delete it form the dialog box.
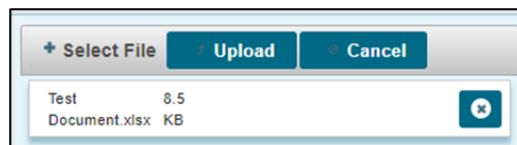
Once the file upload is completed successfully, the file will appear with a "Upload Complete" status and no further action is required.

Your current senior student list is now available in the Financial Aid Application Completion section of GAP Access. **These students will be included in the next FAFSA® and Alternative Application records matching cycle.**

Current match results are available weekly on Monday mornings.

Financial Aid Application Completion: Student Record Upload

#	File Name	Status	Uploaded Date	Uploaded User ID
1	TestDocument_updt501007_501007_18828.xlsx	Queued	2024-02-01 11:42:04.517	updt501007

Upload History

Entries displayed 10

Filter

Showing 1-1 of 1 entries

Refresh · Upload File · Guidelines & Samples

File Status

Upload Complete – This means the file has been accepted and has passed all validation. The student list is now available in the FASFA Completion section of GAP Access. No further action required.

If your file will not upload, check that the file follows the required format. If you have any questions or need assistance, please contact ISAC's School Services Department by calling 866.247.2172 or by sending an e-mail message to isac.schoolservices@illinois.gov.

Financial Aid Application Completion: College Choices Screen

The College Choices screen lists the colleges designated as "1st Federal School Code" on the FAFSA® by the students from your school. The schools are listed based on the number of students indicating that school, with the highest number listed first to the lowest number.

To view the screen, click on the blue **College Choices** link from the FAFSA® Completion: School Summary page.

Graduation Year
2024
Students
College Choices
SAI Range
Unmatched Opt Outs
2023
Students
College Choices
EFC Range

Person   Administration   School   Programs

FAFSA Completion: School Choice Graduation Year 2023

Select School   [School Summary]

LANE TECHNICAL HIGH SCHOOL 140640

Address

Approval
Y
Closed

Phone

Demo Loaded
06/18/2013

Principal

CPS
Y

CITE

Contact

Entries displayed [10 ⌄]   Filter [   ]

ISIR First School	School Name	State Code	Students to Attend
001775	UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN	IL	169
001776	UNIVERSITY OF ILLINOIS AT CHICAGO	IL	103
			79
001739	NORTHWESTERN UNIVERSITY	IL	52
001671	DEPAUL UNIVERSITY	IL	51
001710	LOYOLA UNIVERSITY CHICAGO	IL	46
002325	UNIVERSITY OF MICHIGAN-ANN ARBOR	MI	32
003895	UNIVERSITY OF WISCONSIN-MADISON	WI	27
001774	UNIVERSITY OF CHICAGO	IL	23
001691	ILLINOIS INSTITUTE OF TECHNOLOGY	IL	21

Showing 1-10 of 195 entries |◄ ◄ **1** ► ►|

Columns

- **ISIR First School --** 1st Federal School Code listed on the FAFSA®

- **School Name --** Name of the school associated with the school code

- **State Code --** The mailing code for the state in which the school is located

- **Students to Attend --** The number of your students designating that school as their 1st Federal School Code on the FAFSA®

Financial Aid Application Completion: EFC and SAI Ranges

To view this screen, click on the blue **EFC or SAI Range** link from the FAFSA® Completion: School Summary page.

Columns

- **EFC or SAI Range --** Expected Family Contribution or Student Aid Index ranges

- **Students in Range** = The number of students in the EFC or SAI range from your school

Graduation Year

2024
Students
College Choices
SAI Range
Unmatched Opt Outs

2023
Students
College Choices
EFC Range

Person   Administration   School   Programs

FAFSA Completion: EFC Range Graduation Year 2023

Select School   School Summary

LANE TECHNICAL HIGH SCHOOL 140640

Address

Approval
Y
Closed

Phone

Demo Loaded
06/18/2013

Principal

CPS
Y

CITE

Contact

Entries displayed   10 ▾   Filter

EFC Range	Students in range
0 - 0	180
1 - 500	29
501 - 1000	21
1001 - 2500	55
2501 - 5000	70
5001 - 7500	43
7501 - 10000	40
10001 - 15000	51
15001 - 25000	92
25001 - 999999	401

Showing 1-10 of 10 entries   Total: 982 |◀ ◀ **1** ▶ ▶|
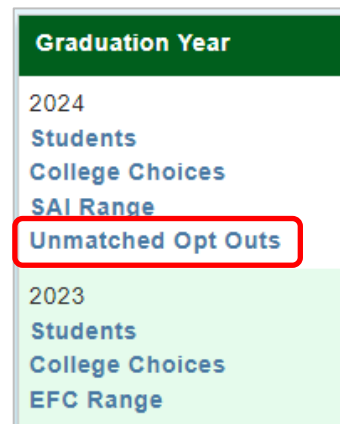
Back

Financial Aid Application Completion: Unmatched Opt Outs

New to the 2024 graduation year list of view options is an **Unmatched Opt Outs** view.

To view this screen, click on the blue **Unmatched Opt Outs** link from the FAFSA® Completion: School Summary page.

This option allows schools and ISAC users to view the unmatched nonparticipation form submissions (submitted from the Student Portal and developed from the student roster list).

Graduation Year

2024
Students
College Choices
SAI Range
Unmatched Opt Outs

2023
Students
College Choices
EFC Range

It will include the following information from each of the unmatched forms:

- Student First Name
- Student Last Name
- Student Date of Birth
- Student Email (or Parent Email if the submitted form was completed by a parent)
- Date of the submission

Administration   Programs

FAFSA Completion: School Unmatched Opt Outs Graduation Year 2024

Select School   School Summary   School Unmatched Opt Outs

LANE TECHNICAL HIGH SCHOOL 140640

Address	Approval
CHICAGO, IL 60618	Y
	Closed
Phone	Demo Loaded
	06/18/2013
Principal	CPS
	Y
	CITE
Contact	

Entries displayed: 10   Filter:

Student First Name	Student Last Name	Student Date of Birth	Student/Parent Email	Date of the submission	Submitted by
AC	TEST	06/21/2005	testone@test.org	2024-01-24 07:39:06.027	Student

Showing 1-1 of 1 entries |◄ ◄ **1** ► ►|

Troubleshooting

Following are a few common reasons why a FAFSA® may not show as filed.

- **Timing of when the FAFSA® was submitted**
    - The newest FAFSA® matches are available every Monday morning. If the student filed Monday afternoon, the FAFSA® will not appear until the following Monday.

- **The students' names must match.**
    - The following are common no-match reasons due to name discrepancies:
        - Switching the first and last name
        - Student filed the wrong year FAFSA®.
        - Student list may not show a middle initial, but the FAFSA® was filed using a middle initial
        - Student does not show name suffix (II, Jr., Sr.),but the FAFSA® was filed using a name suffix.
        - Student filed the FAFSA® using a name suffix as part of the last name or first name.
        - Student has a hyphenated last name. Confirm the FAFSA® was filed using the hyphenated name. Check if a space was used between the name and the hyphen.

- **Inconsistent Date of Birth**

- **Incorrect high school name.**
    - If the school's name is City High School but the FAFSA® was filed using West Campus High School, that could cause a no-match

If you are not able to find a discrepancy in the name or date of birth, contact ISAC's School Services Department by calling 866.247.2172 or sending an e-mail message to isac.schoolservices@illinois.gov for assistance.

Reminders for preventing file upload errors:

- The file must follow the ISAC template.

- Do not password protect the file.

- Do not use any punctuation – periods, apostrophe, dashes

	A	B	C
1	Order	Name	Length
2	0001	Last Name	35
3	0002	First Name	16
4	0003	MI	1
5	0004	DOB MM/[	10