



DMS Frequently Asked Questions



1. How do I reset my password?

Click the “Forgot Password?” link on the login screen and follow the instructions on the page.

2. Can a state have multiple DMS users?

Yes, each state can have a maximum of 10 DMS users. If a state needs more than 10 users, contact PSC.

3. Who do I contact if I have issues with DMS?

If a user encounters issues, contact PSC:

- Toll Free: 877-457-3336 (877-HLP-EDEN)
- Fax: 888-329-3336 (888-FAX-EDEN)
- TTY: 888-403-3336 (888-403-EDEN)
- E-mail: EDEN_SS@ed.gov

PSC is available to answer questions from 8:00 a.m. to 6:00 p.m. ET, Monday through Friday, excluding federal holidays.

4. How soon after I submit data through ESS can I review the errors in DMS?

PSC will send a notification email to states within a few days of submission that describes the any data anomalies identified. With resubmissions, tell PSC when data files are resubmitted so that the CCD team can review the new file.

5. How much time does it take for the CCD Data Analysts to review and respond to my comments?

The CCD Data Analysts will respond to comments within a few days.

6. Where do I find the DMS Business Rules and the State User Guide?

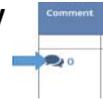
Links for the DMS Business Rules and State User Guide can be found on [The EDFacts Initiative](#) web page.

7. How do I provide explanations to my data issues within DMS?

Explanation to data issues can be made through the comment box where analysts can read and review them.

Step 1. Click on the dialogue bubble icon next to the error to which you want to provide an explanation; the comment box will appear.
Step 2. Add your comments in the comment box.

Step 3. Click post.



8. Can I delete or edit a comment I already made?

Comments cannot be edited or deleted; however, new comments can be added to a comment thread.

9. How can I easily view data for multiple entities?

The easiest way to view multiple LEAs or schools at once is to open multiple tabs. Click on the NCES ID column in the error report table, holding the Ctrl key while clicking, to open up a new page that shows the detailed information of a particular LEA/school. We recommend pressing the Ctrl key when clicking on a NCES ID to open the page in a new tab, so users can continue browsing the error reports after reviewing the LEA/school information.

10. How do I download the Excel version of an error report in DMS?

Click the “Create Excel Report” icon located at the bottom of each error reports page. For large reports, the Excel file may take some time to create.

In order to export a prior year’s report to Excel, select the year you want exported in the dropdown menu at the top of the screen; click the “Create Excel Report” icon.



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11. Why are the column headers not displaying correctly? How can I know what data I am looking at?

When viewing the error report Directory Match error report - Parent Start vs. Current Start School Match Errors, the column headers are currently labeled incorrectly (an issue that will be resolved in future DMS releases).

① “Current Year Operational Status (Start)” should be “Current Year Operational Status of the Child/School”. ② “Prior Year Operational Status (Updated)” should be “Current Year Operational Status of the LEA/Parent”.

① Current Year Operational Status (Start)	② Prior Year Operational Status (Updated)	Error Level	Error Description	Proposed Correction
Open	Closed	High	C2. The parent LEA's status at the start of CY is Closed but the child's status at the start of CY is Open.	The CY Start Status of the school would be set to Closed.

12. Can more than one person access DMS and make data comments at the same time for one state?

Yes, multiple users can access the DMS and add data comments at the same time for a state using their individual user accounts.

13. I received an unexpected error message. What do I do?

The unexpected error message may occur for a variety of reasons. A known issue occurs when clicking on the NCES ID code associated with some directory match errors (e.g., A3 error). The NCES ID code links to a school or LEA that has an active current year file. Since some errors check for nulls and/or display current year status as closed, these errors would not link back to an active current year file. Our recommendation for working around this issue is to view the prior year record for the school or LEA by going to View Data > School or LEA level > Select the prior year in the drop down menu > Search for the school/LEA in question.

If you come across an unexpected error message for another reason, please contact PSC so the ED Facts team can investigate the issue.

14. How can I view a different year's error report for a CCD file in DMS?

The default view in DMS is for the 'active' current school year. To view a previous year's report in DMS, click on the error report from the home page or use the error report drop down menu to access the report.



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15. The login screen doesn't respond after I click using Internet Explorer. What do I do?

This issue may be due to compatibility settings a state has in place to access the CSPR using Internet Explorer v11 (IE11). Check the compatibility settings in IE11 (below), and if an ed.gov URL is included, remove it from the list.

Go to Tools > Compatibility View Settings > Highlight ed.gov > click Remove

If you continue to have DMS login issues, please contact PSC.

16. The operation status for a school is listed as "Null" in the DMS. What does this mean?

When an operational status of "Null" shows in the Directory Match Error Report, it means that institution was not included in the directory file for that year. If an institution has an operational status of "Null" in the current year under the A3 error, users will not be able to view the data from the error report but a workaround for this is described in this document under FAQ13.

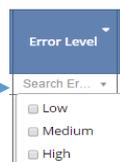
17. Is there a character limit for comments?

Yes. The current character limit for comments is 1,000 characters.

18. There are hundreds of errors in my error report. How do I navigate through them?

If an error report is displaying many errors, there are several ways to make the report easier to navigate.

1. First, switch the **Show entries** entries at the top left of the page from the default of 10 to either 25, 50 or 100 entries.
2. Review one level of errors at a time. To do this, **filter by error level** by clicking on  the Search Error Level caret and select the error level.
3. **Search by entity name** by typing the name in the Search Entity Name field at the top of the report.



19. How do I apply the same comment to a specific group of errors?

Apply the same comment to a particular group of errors (e.g., all high level errors, all LEA level errors, etc.), by filtering to that group of errors by using the carets in the different fields at the top of the error report. With recent enhancements to DMS, the comment applies to all filtered errors, not just the displayed errors (e.g., the filtered errors may be displayed over several pages).



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20. How do I read and interpret a 5-year Edit report?

The 5-year Edits are displayed in a format slightly different than other error reports. There is a Base Value 1 column, a Calculated Value column, and a Base Value 2 column for each 5-year edit business rule. For each of these columns, five years of data are displayed, starting with the current year data (CY) and subsequent data for the four previous collection years delineated by H1, H2, H3, and H4.

In the example below, the current year is 2014-15, H1 is 2013-14, H2 is 2012-13, H3 is 2011-12, and H4 is 2010-11. A description of what data is displayed is included in each individual row of the 5-year Edits report. For example, in the screenshot below, Base Value 1 is Total Membership, Calculated Value is Pupil Teacher Ratio, and Base Value 2 is Total Teachers. The Calculated Value is derived by calculating a ratio or percent (depending on the business rule) using the Base Value 1 data and the Base Value 2 data.

Base Value 1	Calculated Value	Base Value 2	Error Description
Search Base Value 1	Search Calculated Value	Search Base Value 2	Search Error Description
Total Membership (C052) CY:51 H1:322 H2:318 H3:320 H4:302	Pupil Teacher Ratio (Membership / Teachers) CY:1.545454545454545 H1:11.1034482758620 H2:10.2580645161290 H3:10.0000000000000 H4:9.4375000000000	Total Teachers (C039 - only teachers) CY:33.00 H1:29.00 H2:31.00 H3:32.00 H4:32.00	D133 : MultiYear edited variable MEMBER and PUPTCH test both fail.