

# HSSP ELECTRONIC DELIVERY SYSTEM

## Frequently Asked Questions

### Step 1. Fill out High School Profile in Counselor Center

#### What if I do not have a School Profile in the Preferences menu?

If you do not have **School Profile** appearing in your **Preferences** menu, you will need to contact your installation tech to have transcript access added to your Counselor Center account.

#### What if I have forgotten my Counselor Center password?

The Counselor Center login page has a link that says, “**I forgot my password**”. Click on that link and then enter your e-mail address. An automated e-mail will be sent to you with your username and password.

#### What if my profile information is not editable?

If your profile is not editable, then you have already submitted HSSP data to ISAC. If you need to make changes to the profile data, please contact ISAC School Services (866-247-2172).

### Step 2. Print and Upload Your Transcripts

#### What if I print to the Portable Document Extract (PDX) printer and I get a message stating that the system is “unable to authenticate” ?

In most cases this means that your username and password are not correct in the PDX preferences. Try updating your password in the PDX pop-up box by clicking on the **Preferences** button before hitting **Send to Xap** button. Otherwise contact your installation tech to have your account status checked.

#### What do I do if I printed to PDX but I do not see “Send To Xap” pop-up window?

Your computer may have certain restrictions that do not allow PDX to properly function. First, speak to your technical coordinator at your school to try to resolve this restriction. If you require further assistance, then contact your installation tech.

#### What if I already uploaded sixth semester transcripts?

If you already uploaded sixth semester transcripts, then simply log into the Counselor Center and select **Transcript Manager** from **Counselor Tools** menu. Select the students you wish to send in the **Send Transcripts** tab and then scroll to the bottom of the screen to click on “**next**” button. You can now select ISAC as the destination.

**Note:** Only students uploaded in the current month are displayed. If you need to go back to previous month’s upload, please change date range.

#### What if I encounter any other error message not listed above?

Contact your installation tech to report the error message.

#### Which term type do I choose?

You should choose the **end of term** for HSSP.

### **What does a student see when I give them permission to send their own transcript through the IllinoisMentor System?**

It's important to note that by uploading your students transcripts for sending to HSSP you are also able to send transcripts to any post-secondary institution participating in the Illinois Transcript Exchange.

If you authorize students to be able to release their own transcripts, they only have the ability to forward their transcript to post-secondary institutions but will not be able to view it on the screen. Students can forward their transcript by either attaching their transcript to an online application or by searching for it through a Student Transcript Manager and releasing it to the post-secondary institutions currently participating in the Illinois Transcript Exchange.

### **Step 3. Validate and Send Your Students Information**

#### **When I go to the Institution Destinations page, I do not see any institutions listed?**

Check to see if you have the IllinoisMentor logo at the top of your Counselor Center window. If you do not then, you will have to set your Home Mentor System to IllinoisMentor. Go to Preferences, Personal Profile and click on the Home System tab. Once in this screen, pull down and select IllinoisMentor as your Home Mentor system and then save your setting. You will have to begin the send process.

#### **What do I do if *Illinois Student Assistance Commission (ISAC)* is not listed as a destination?**

If you see Illinois colleges and universities listed, but *Illinois Student Assistance Commission (ISAC)* is not listed, then you will need to contact ISAC School Services at (866-247-2172). Your high school needs to be added to the list of currently participating high schools.

#### **How do I update my students' transcript information if it is incorrect in the validation screen?**

If the information presented after clicking on the *validate* button is not correct, simply remove the checkbox to the left of that student(s) name. You can submit all other students and then re-upload (re-print) this specific student's transcript separately once the information has been updated on your Student Information System (SIS). If the information is correct in your SIS but not being extracted properly, contact your installation tech for assistance.

#### **What if I submitted a student with a wrong disqualification reason, early graduation indicator, or transfer student indicator?**

Just re-upload (re-print) the student(s) affected (step 2) and the last send to ISAC will be used in place of your previous submission.

#### **What if the GPA or class rank information changes due to a grade change?**

Just re-upload (re-print) the student(s) affected (step 2) and the last send to ISAC will be used in place of your previous submission.

**What if I get an error message stating that my students' information is "missing or invalid"?**

This message appears when one of the following errors is encountered for the student(s) identified

1. Last name is missing
2. First name is missing
3. Date of birth is missing
4. SSN is not 9 digits long
5. Class rank is missing and the school profile indicates that class rank is provided
6. Class rank is greater than the reported class size in the sixth semester profile
7. No GPA (unweighted or weighted) and no rank is provided
8. Only a Weighted GPA is provided and no rank is provided

For all these cases, the students affected will require that the user re-upload (re-print) transcripts after corrections are made to the SIS (step 2) and revalidated (step 3).

***Contact information:***

*For assistance contacting your installation tech contact Xap Customer Support.*

**Xap Customer Support**

(800) Go-To-Xap /800-468-6927

**ISAC School Services**

(866)247-2172 or [SchoolServices@isac.org](mailto:SchoolServices@isac.org)