

| <u>Questions</u> | <u>Answers</u> |
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| <p>The county will enter the information if time allows and we just have to match the child to our therapists?</p> | <p>The county will enter all of the childrens information in due time. If they have not added a child before you begin sessions, you create the unmatched child and unmatched enrollment so you can still record attendance and session notes. When the county creates the official county-created child record, you will match your unmatched child to the county record, and the records will merge. Anything you added to your unmatched child's records will be added to the county-created record.</p> |
| <p>What happens if the wrong child gets matched to an enrollment?</p> | <p>The child gets matched before the enrollment can be matched, so as long as the child was matched correctly that issue shouldn't occur. Reach out to the Portal support in that situation support@cpseportal.com.</p> |