

# CPSE PORTAL

## Request for Support for problems with missing / incorrect sessions on a voucher

In order to assist us with efficiently answering your questions, we need information. Please complete this form and send it back to us. To do this:

- 1) Fill in the empty fields
- 2) Save a copy of this PDF with the fields filled in. Depending on your PDF viewer, this process could vary, but look for a Save button or Download button. Please note the location where you saved it. Often it will be in your download folder.
- 3) Send an email to [support@cpseportal.com](mailto:support@cpseportal.com) with the completed form as an attachment.
- 4) If you are having trouble completing this form, you can also send an email that lists all the answers for each field.

The best way to answer most of these questions is to use the child lookup screen (**Lookup->Child**) to find the enrollment and view the attendance. To do this, click the **Lookup** menu and select the **Child** option, search for the child then

Click the details link for the child (note the fields marked with the arrows)	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Last Name</th> <th>First Name</th> <th>DOB</th> <th>SED STAC ID</th> <th>District</th> <th>County</th> <th>Match Status</th> <th></th> </tr> </thead> <tbody> <tr> <td>HAND</td> <td>KATHRYN</td> <td>12/23/2010</td> <td>E71941</td> <td>Sweet Home</td> <td>ERIE</td> <td>County Record</td> <td><a href="#">Details</a></td> </tr> <tr> <td>HANEY</td> <td>LOURDES</td> <td>9/6/2012</td> <td></td> <td>Orchard Park</td> <td>ERIE</td> <td>UnMatched</td> <td><a href="#">Details</a></td> </tr> <tr> <td>HANKINS</td> <td>KENNITH</td> <td>3/3/2011</td> <td>F05359</td> <td>Iroquois</td> <td>ERIE</td> <td>County Record</td> <td><a href="#">Details</a></td> </tr> <tr> <td>HANLEY</td> <td>LIBBY</td> <td>8/4/2010</td> <td>F35228</td> <td>East Aurora</td> <td>ERIE</td> <td>County Record</td> <td><a href="#">Details</a></td> </tr> </tbody> </table>	Last Name	First Name	DOB	SED STAC ID	District	County	Match Status		HAND	KATHRYN	12/23/2010	E71941	Sweet Home	ERIE	County Record	<a href="#">Details</a>	HANEY	LOURDES	9/6/2012		Orchard Park	ERIE	UnMatched	<a href="#">Details</a>	HANKINS	KENNITH	3/3/2011	F05359	Iroquois	ERIE	County Record	<a href="#">Details</a>	HANLEY	LIBBY	8/4/2010	F35228	East Aurora	ERIE	County Record	<a href="#">Details</a>																																												
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