Helpful Knowledge Base Articles:

Articles on Unmatched Children/Enrollments:

http://support.cpseportal.com/kb/c11/enrollments.aspx

How to look up a child by ESID:

http://support.cpseportal.com/kb/a178/how-to-look-up-a-child-byesid-.aspx

If you have any additional questions, always feel free to email the CPSE Portal Support Team at Support@CPSEPortal.com