

## Frequently Asked Questions for the iMATCH (PrimerEdge) System

### Question: What is this iMATCH?

Answer (A) iMATCH is what South Dakota Dept. of Education is calling the electronic process for direct certification. The computer program we are using is called "PrimerEdge". It is free for the schools to use.

A iMATCH replaces the student direct certification lists that were mailed to schools in the past.

### Q: Where do I get on the program?

A The web address: <https://imatch.sd.gov/login.aspx>

A Contact Child & Adult Nutrition Services at [doe.schoollunch@state.sd.us](mailto:doe.schoollunch@state.sd.us) for Administrator user name and password.

A Other users, please contact your school/agency iMATCH Administrator for user name and password.

### Q: Who can get on the system?

A Roles were assigned according to who had the rights to receive the direct certification matches in school year 2013-2014.

A If there have been changes in responsibilities, contact the CANS office so we can reassign or deactivate former users. Please submit a completed iMATCH User ID Request Form.

A The person assigned as Administrator can assign others from your agency with roles in iMATCH.

### Q: What is the dashboard and why do I need it?

A Once you are logged into PrimerEdge, the Dashboard is the first screen that iMATCH opens up to. You can always find a link to the Dashboard on the upper right of the website after you log in.

Date	Title
7/2/2014	July 1 Starts New Program Year
5/23/2014	Font Installer
5/23/2014	Viewing Reports / Letters
5/23/2014	Student Eligibility Direct Certification Video
5/22/2014	User Manuals
5/21/2014	Support Contact Information

A Important notices and updates will be posted by CANS or technical support in the Announcements.

A School/agency Administrators can also post messages to your school/agency users.

### Q: The training manuals don't seem to match what I am looking at on the screen.

A Manuals were sent to each school/agency in May of 2014 are out of date. Please recycle.

A Use the  button for guidance once you are logged into the system.

### Q: Will there be another training?

A Yes, August of 2015 there will be a webinar training.

### Q: One child in a household shows up as a SNAP or TANF match, but there are other children in the household. How do I extend the SNAP or TANF free meal eligibility to those other children?

- A Use the  button for Step by Step instructions on how to complete a Sibling Match.

**Q: How do I see a listing of all my school/agency matched students?**

- A Use the  button for Step by Step instructions on how to Export a list from the Previously Matched Tab.
- Select your Student Eligibility tab → Administration tab → DC Matching
  - Select the Previously Matched tab
  - Select the Status of ALL (inactive and active)
  - Select the Matched Method of System, Sibling, Manual and Transfers.
  - Click Apply
  - A list of all directly certified students will appear below the Matched Students area. You can sort by clicking the column headings.
  - You may also export the student listing to an Excel spreadsheet (.CSV file) by clicking the “Export” button. A yellow bar at the bottom of your computer screen will show up, select OPEN or SAVE.
    - ⇒ You can see if the student is directly certified through SNAP or TANF in this file.

**Q: For student directly certified through iMATCH what records am I required to keep on file at my school/agency?**

- A Since all the student, SNAP and TANF information loaded into iMATCH is backed up to a state server your school/agency will not need to retain hard copies of the iMATCH direct certification students on file, unless your school requires you to do so. Suggestions to retain student information on file is to keep an encrypted and secure electronic copy of all student match data or keep a hard copy print out in a secure location (under lock and key) at your school with your free and reduced price applications.

**Q: How can I find a list of all of my matched students?**

- A Using the Student Eligibility Tab you can find your entire list in multiple ways. The most accessible way to locate your eligible students is by accessing the Eligibility Roster.
- Select the Student Eligibility tab.
  - Select the Eligibility Reports.
  - Select the Eligibility Roster.
  - Using the drop down box next to Site Code select ALL
  - In the Reason Box -- uncheck the Default box
    - ⇒ **TIP:** Default is for students who have not been matched with SNAP or TANF.
    - ⇒ **TIP:** Default will be listed as PAID.
  - In the Include Box – Check inactive Students
  - Select Generate Report

Student Eligibility System

Administration  
Patrons  
Eligibility Reports  
DC Sibling  
Eligibility Roster  
Configuration

**Eligibility Roster**

Site Code: [ ] Site: [ ] Grade: --ALL--

As of Date: 11/20/2014

**Eligibility**

Free  
 Reduced  
 Paid

**Reason**

Uncheck All

Categorical  Even Start  Pre-Approval  
 CEP Transfer  Foster  Principal Approved  
 DC Foster  Grace Period  RCCI  
 DC Medicaid  Head Start  Refused Benefits  
 DC SNAP  Homeless  Removed  
 **Default**  Import  Runaway  
 Denied  Income  Transfer  
 Direct Cert  Migrant  Verification

**Display**

Show Eligibility Code Only  
 Show Application Information  
 Contact Info  
 Sort by Grade  
 Only Verification Sites

**Include**

Inactive Students  
 Inactive Sites

Generate Report

- Students will be listed by their Site.
- This will show Student ID (Infinite Campus), Last, First Name, Grade, Eligibility Reason (DCSNAP or Direct Cert) and the date matched in the system.

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- At the top of this report you will have options on what to do with the information.
- Click the  so that you can export this to a PDF and print, store under lock and key.