

Trouble Shooting ISETS

If following these steps does not resolve your issue, submit a help ticket from the Customer Support Center. Always copy your provider manager on the help request.

Issue	Check
Cannot add a customer	<ul style="list-style-type: none"> • Search IES matched but the customer was ineligible – check with your provider manager for the most current eligibility status. • Search IES does not match the customer – check with your provider manager for the most current eligibility status.
Cannot send a reverse referral	<ul style="list-style-type: none"> • Complete the initial assessment
Reverse referral was rejected	<ul style="list-style-type: none"> • Check the case notes section of the referral. <ul style="list-style-type: none"> ○ Typically the SSN is wrong ○ The customer lost benefits
Cannot enroll the customer	<ul style="list-style-type: none"> • Must have a currently approved referral
Cannot add activities	<ul style="list-style-type: none"> • Enroll the customer on the Intake/Referral tab <ul style="list-style-type: none"> ○ Enroll and Add activities for your location ○ Select your program ○ Select at least one activity • Is the customer exited? <ul style="list-style-type: none"> ○ Add a new referral and begin with the above items.
Cannot add support services	<ul style="list-style-type: none"> • Customer must have a “Started/Open” SNAP E & T activity <ul style="list-style-type: none"> ○ BE, CW, ELA, INT, JR, JST, OJT, SJS, TJ, VT or WRT
Cannot add employment	<ul style="list-style-type: none"> • Customer must have a “Started/Open” SNAP E & T activity before adding JR <ul style="list-style-type: none"> ○ Eligible SNAP E&T activities include: BE, CW, ELA, INT, JST, OJT, SJS, TJ, VT or WRT
Cannot close support services	<ul style="list-style-type: none"> • Once opened a support service does not close
Need to Override a support service value	<ul style="list-style-type: none"> • Complete the request in EP/Case Management • If the cost has not been approved in 5 days, contact your provider manager
Need to Amend a support service value	<ul style="list-style-type: none"> • Complete the request in EP/Case Management • If the cost has not been approved in 5 days, contact your provider manager
Cannot edit attendance	<ul style="list-style-type: none"> • Attendance cannot be edited once verified, submit a help request • Copy Provider Manager, they can unverify attendance to allow editing of hours.
The customer does not display on the 4333	<ul style="list-style-type: none"> • Check for an active SNAP E&T activity with an started/open status for the reporting month <ul style="list-style-type: none"> ○ BE, CW, ELA, INT, JR, JST, OJT, SJS, TJ, VT or WRT
The customer does not display on the Support Service Summary	<ul style="list-style-type: none"> • Check the dates of the support service
The customer does not display on the Employment Report The customer does not show Employment Verified	<ul style="list-style-type: none"> • Add a verification upload to the 30-day verification upload • The Provider Manager must approve the employment verification
The customer does not display on the 2606 Summary	<ul style="list-style-type: none"> • Check the dates of the CW and TJ • Were hours reported for attendance
	<ul style="list-style-type: none"> •