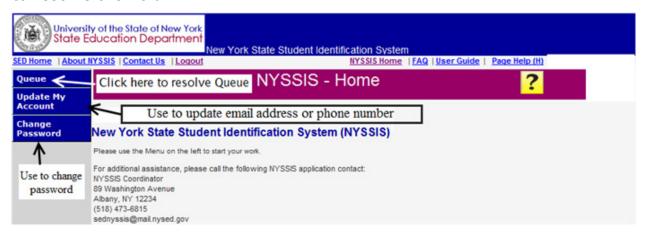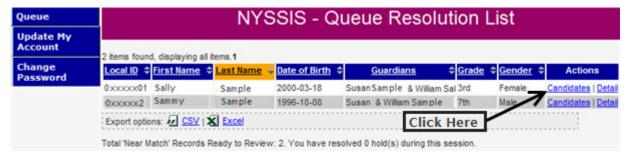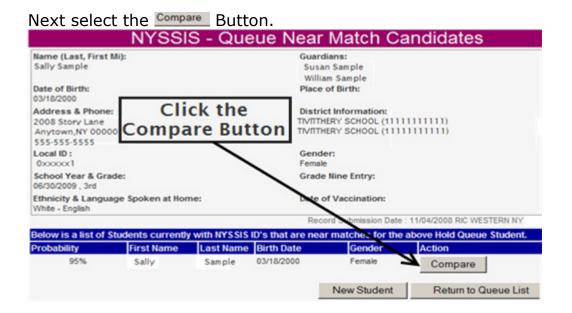# Resolving the Hold Queue

After signing in, the following screen will appear. Select the "Queue" button to resolve the hold.

A list of students will appear on your screen. Click the "Candidates" link.

Next select the Compare Button.

Look carefully at the records that are returned and decide, using school records if necessary, whether the candidate is the same student as the first (top) record. If yes, click the confirm match button; if not, select "new student", subsequent to selecting "return to queue".

YOU CANNOT CHANGE THESE RECORDS.
These records are presented because they are SIMILAR but NOT IDENTICAL. The first (top) record you see is from information recently submitted by your school. The other record(s) are of students that already have a NYSSIS ID. We need to know if the student shown in the top record matches the student(s) shown in the other record(s), or if the student should have a different NYSSIS ID (new student). You may need to refer to your registration records to make a clear determination. A record may be in the hold queue because of a "typo". You cannot correct "typos" or anything else in NYSSIS. You can correct errors in your level 0 data, this does not affect your queue. You must select "match" or "new student", or, if necessary, contact your Regional Information Center.

There may be more than one match button; this occurs if there is more then one "comparison student"; select the matching student(s), one at a time.

WHEN TO CALL THE REGIONAL INFORMATION CENTER (RIC):
- Call your RIC if you incorrectly confirm a match.
- Call your RIC if, when resolving your queue you discover an existing mismatch.
- Call your RIC if you believe someone should not be in your queue.
- Call your RIC if you cannot determine whether this is the same or a different student.