

# FAQ: A submission is missing from a Placement page



This HelpDoc will walk you through several troubleshooting processes to try and identify why a form submission is not showing up on a student's placement record and how to fix it. **Follow the steps consecutively unless otherwise directed.**

## Process A | Confirm the user has completed the form in question

**Step 1:** Access the Placement page that is missing a form one of three ways:

- On the main course page, click on the Placement site name, then click on the Placement ID

SL 200 (01): Community Engagement

View Edit Student Forms Student Report Revision operations Ghost Placements Node export Devel

User Tags

Place student(s)

Faculty

Displaying 1 - 1 of 1 users

Fluca, Ty

Term Spring 2021

Program Service Learning

Experiential learning placement is Required

Max placements per student 1

Syllabus

More information

Choose File No file chosen

Upload

Placements

no current placements.

Adoption and Rescue Team

Placement #107907

- Program: Service Learning
- Course: SL 200 (01): Community Engagement
- Program Site: Adoption and Rescue Team
- Opportunity: Vet Clinic
- Site Staff: none
- Term: Spring 2021
- TimeLog: View

View Placement #107907

- On the student forms tab on a course, click on the Placement ID

Student Placement Forms

For — SL 200 (01): Community Engagement

View Edit Student Forms Student Report Revision operations Ghost Placements Node export Devel

Placement

Placement	First Name	Last Name	Student E-mail	Forms	Program Site	Site Staff	Site Staff Email
#107907	Sally	Student	support+studentpr@calstates4.com	<ul style="list-style-type: none"><li>Site Placement Orientation Form</li><li>End of Service Form [0/1 completed]</li></ul>	Adoption and Rescue Team	none	none

- On a user page, click on the Placement ID in the User's Placements section

Sally Student

View Edit Roles

Username studentpr

User email support+studentpr@calstates4.com

Sally's Courses

Spring 2021

Course	Program	Faculty
BUS 423 (01): Advanced Accounting	Academic Internships	Frank

Sally's Placements

Spring 2021

Placement	Program	Course	Program Site	Site Staff	Opportunity	Estimated Hours	Reported Hours
Placement #107907	Service Learning	SL 200 (01): Community Engagement	Adoption and Rescue Team	none	Vet Clinic	50	none

**Step 2:** From the Placement page, first identify which type of form and who is expected to complete this form. In the example you can see the placement form for Spring 2021 is not showing completed (see screen shot). If it is a student form, click on the student's name to go to their profile page, otherwise you will need to access the user profile page from the Users tab. For forms submitted anonymously, you will need to search the form submissions to identify if a submission already exists.

The screenshot shows the 'Placement #107907' page. At the top right, there are buttons for 'View/Edit Timelog' and 'Edit placement'. Below the title, there are two columns of information:
 

- Left Column:** Student: Sally Student; Placed by: Ad Min; Course: SL 200 (01): Community Engagement; Program: Service Learning; Site: Adoption and Rescue Team; Site Staff: (empty); Opportunity: Vet Clinic.
- Right Column:** Placement Term(s): Spring 2021; Estimated Hours: 50; Reported Hours: Not Reported.

 Below this is a 'View update history' link. Under the heading 'Signup Forms', there is a 'Site Placement Orientation Form' with a 'Complete form \*' button highlighted by a red box and a red arrow pointing to it from the text 'Incomplete form'. Below this is a note: '\* This form is required to complete your placement.' Under the heading 'End of Placement Forms', there is an 'End of Service Form' with a 'Complete form' button.

**\*Before going to the next step\***

- **Copy the Placement ID from the Placement page**, you will need it for future steps.

This screenshot is similar to the previous one, but the 'Placement #107907' text at the top left is highlighted with a red box, and a red arrow points to it from the text 'Placement ID'.

- If the form is completed anonymously and it is a **Supplemental** form stay on the Placement page and [use this guide](#) to check if a submission exists then follow the links in the guide to continue the process.
- If you see a form is incomplete, but the text says **Complete Draft** (see screenshot below) then the student has **not** submitted the form yet, and you should reach out to them to go back to the form and click **Submit**. If this doesn't solve the problem, you can **continue to Step 3**.

This screenshot is similar to the previous ones, but it has two red arrows: one pointing to the 'Student: Sally Student' text in the left column, and another pointing to the 'Complete form \*' button in the 'Signup Forms' section.

**Step 3:** On the user's profile page, scroll to the bottom of the page and find the **Submissions** section. Look for the placement form identified in Step 1 and continue to the 3 scenarios you will likely encounter.

**Scenario I:** No submission exists.

If you see either 1) no submission for the placement form in the user's submissions list, or 2) something similar to the screenshot below — where a submission exists, but it is for a prior term — then it is clear that a completed submission for the Placement in Spring 2021 has not occurred. (**Example:** in the screenshot below, the Site Placement Orientation Form was submitted in March 2020, this indicates that this is not a recent submission because we know this is a Spring 2021 Placement we're checking).

## Sally's Submissions

Form	Submitted ▼	
Site Placement Orientation Form	03/12/2020 - 2:26pm	View Your Submission
Release of Liability Waiver	04/17/2019 - 12:48pm	View Your Submission

### Next Steps for Scenario I:

- Tell the student to complete the form following the typical process and to inform you when they have submitted the form.

If after this has been completed and the form still isn't connected to the Placement, **continue to [Process B](#)**.

**Scenario II:** There appears to be two submissions from the student within a few minutes/hours/days of each other effectively duplicating the submission. This usually happens when the user double-clicks the submit button.

## Sally's Submissions

Form	Submitted ▼	
Site Placement Orientation Form	02/26/2021 - 12:08pm	View Your Submission
Site Placement Orientation Form	02/26/2021 - 12:08pm	View Your Submission
Site Placement Orientation Form	03/12/2020 - 2:26pm	View Your Submission
Release of Liability Waiver	04/17/2019 - 12:48pm	View Your Submission

## Next Steps for Scenario II:

- i. Open both submissions and verify that they are both for the **same** placement since there is a possibility a student might have multiple placements within a single program in a semester. Looking at the Placement Information (screenshot below) at the top of the submission page should easily show you the placement number, as well as student information, and even when the form was submitted.

Placement #107907 Information Placement ID

Student: Sally Student	Term: Spring 2021
Program: Service Learning	Estimated Hours: 50
Course: SL 200 (01): Community Engagement	Reported Hours: 0
Program site: Adoption and Rescue Team	Student ID: studentpr
Opportunity: Vet Clinic	Submitted by: studentpr
Staff: (empty)	Submitted on: 02/26/2021 12:08 pm

Day and time submitted

- a. If the number on the submission and the number from the Placement match **continue to ii.**
  - b. If the numbers do not match, but there is Placement Info, **continue on to [Process B](#).**
  - c. If there is no Placement information at all **continue to ii.**
- ii. Review both submissions and look for which one is more complete (e.g. a less complete submission might be only partially completed and/or if signatures are required none have been completed yet). Delete the **less complete** submission, then:
    - a. If the remaining submission shows Placement Details **continue on to [Process B](#).**
    - b. If the remaining submission **does not** have Placement Details, remain on the submission page and **continue on to [Process C](#).**

**Scenario III:** There appears to be a submission from the student.

## Sally's Submissions

Form	Submitted ▼	
Site Placement Orientation Form	02/26/2021 - 12:08pm	<a href="#">View Your Submission</a>
Site Placement Orientation Form	02/26/2021 - 12:08pm	<a href="#">View Your Submission</a>
Site Placement Orientation Form	03/12/2020 - 2:26pm	<a href="#">View Your Submission</a>
Release of Liability Waiver	04/17/2019 - 12:48pm	<a href="#">View Your Submission</a>

## Next Steps for Scenario III:

- i. Open the submission by clicking the **View Your Submission** link.

- a. If you see the expected Placement information **continue to [Process B](#)**.

Placement **#107907** Information ← **Expected Placement ID**

<b>Student:</b> Sally Student	<b>Term:</b> Spring 2021
<b>Program:</b> Service Learning	<b>Estimated Hours:</b> 50
<b>Course:</b> SL 200 (01): Community Engagement	<b>Reported Hours:</b> 0
<b>Program site:</b> Adoption and Rescue Team	<b>Student ID:</b> studentpr
<b>Opportunity:</b> Vet Clinic	<b>Submitted by:</b> studentpr
<b>Staff:</b> (empty)	<b>Submitted on:</b> 02/26/2021 12:08 pm

- b. If you see Placement Information for a different placement, then this submission should be considered as separate and this is now like Scenario I, **go back to [Next Steps for Scenario I](#)**.

Placement **#129229** Information ← **Incorrect Placement ID**

<b>Student:</b> Sally Student	<b>Term:</b> Fall 2019
<b>Program:</b> Service Learning	<b>Estimated Hours:</b> 50
<b>Course:</b> HCOM 233 (01): Community Engagement	<b>Reported Hours:</b> 0
<b>Program site:</b> United Way Point Reyes County	<b>Student ID:</b> studentpr
<b>Opportunity:</b> (empty)	<b>Submitted by:</b> studentpr
<b>Staff:</b> (empty)	<b>Submitted on:</b> 05/07/2020 9:43 am

CSU Intern:

- c. If you do not see the Placement Details at all remain on the submission page and **continue on to [Process C](#)**.

## Site Placement Orientation Form

[Download PDF](#) [Assign Submission to Placement](#) ← **If this button is showing then the submission isn't connected to a placement and it should be.**

CSU Intern: ← **Placement details should show up here**

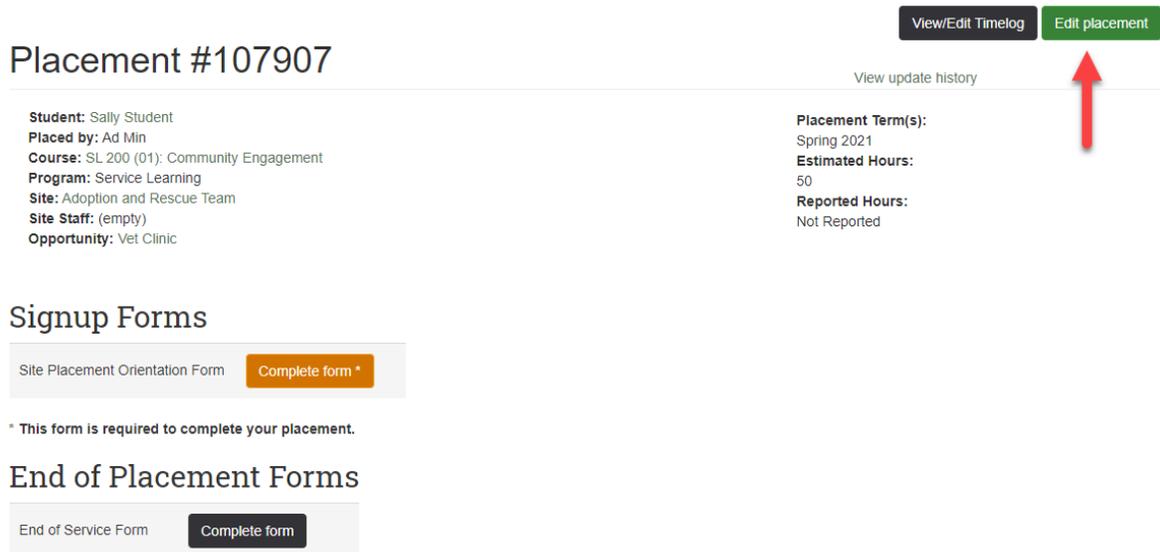
Congratulations on securing an internship! Your placement will include the following forms and a copy **completed once per internship placement. Please ensure all information is accurate prior to sul**

- Safety Orientation
- Emergency Contact
- Learning Plan
- Participation Agreement

**Site Approval** I have met with a site representative and received approval to place in this site.

## Process B | Re-save the Placement Record to refresh it

**Step 1:** Go to the Placement page and click on the **Edit Placement** button in the upper left corner of the page.



Placement #107907

View update history

**View/Edit Timelog** **Edit placement**

**Student:** Sally Student  
**Placed by:** Ad Min  
**Course:** SL 200 (01): Community Engagement  
**Program:** Service Learning  
**Site:** Adoption and Rescue Team  
**Site Staff:** (empty)  
**Opportunity:** Vet Clinic

**Placement Term(s):** Spring 2021  
**Estimated Hours:** 50  
**Reported Hours:** Not Reported

### Signup Forms

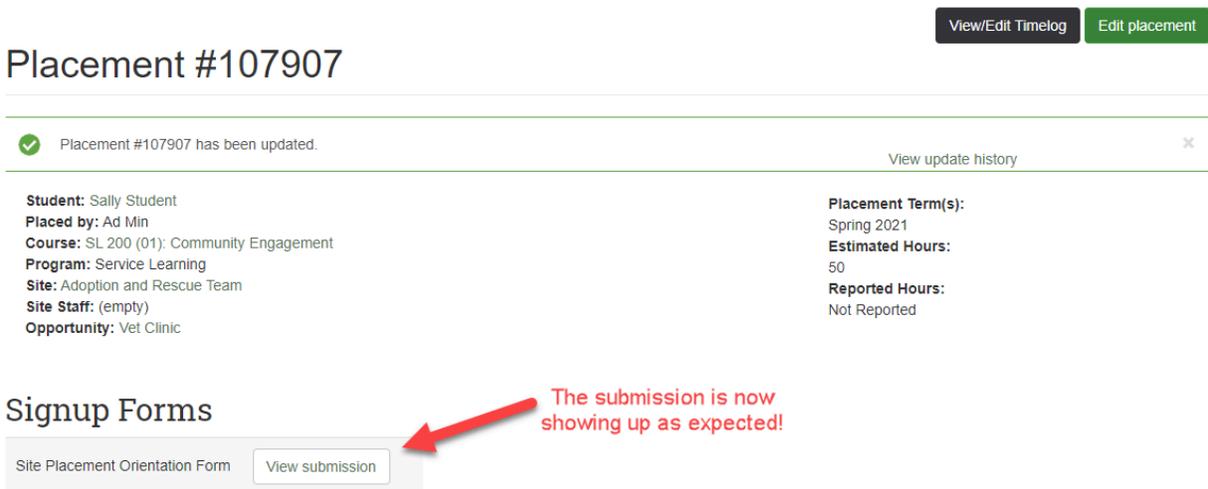
Site Placement Orientation Form **Complete form \***

\* This form is required to complete your placement.

### End of Placement Forms

End of Service Form **Complete form**

**Step 2:** Click **Save** at the bottom of the Edit Placement page, this will refresh the record, thus properly connecting the placement to the submission (i.e. the Placement Details correctly show up on the form submission). Hopefully when the page refreshes, the submission will show up!\*



Placement #107907

**View/Edit Timelog** **Edit placement**

✓ Placement #107907 has been updated. View update history

**Student:** Sally Student  
**Placed by:** Ad Min  
**Course:** SL 200 (01): Community Engagement  
**Program:** Service Learning  
**Site:** Adoption and Rescue Team  
**Site Staff:** (empty)  
**Opportunity:** Vet Clinic

**Placement Term(s):** Spring 2021  
**Estimated Hours:** 50  
**Reported Hours:** Not Reported

### Signup Forms

Site Placement Orientation Form **View submission**

The submission is now showing up as expected!

\*If after following the Steps as identified for your Scenario from [Process A](#) and the submission still doesn't show up, please **contact the HelpDesk** with detailed information including the steps you've already taken and a link to the affected Placement.



## Process C | Reconnect the submission to the Placement

**Step 1:** Access the submission page from the user’s profile page, and then on the view submission page click the **Assign Submission to Placement** button. You will be redirected to the assignment page.

### Site Placement Orientation Form

Download PDF

Assign Submission to Placement 

#### CSU Intern:

Congratulations on securing an internship! Your placement will include the following forms and a copy completed once per internship placement. Please ensure all information is accurate prior to submission.

- Safety Orientation
- Emergency Contact
- Learning Plan
- Participation Agreement

**Site Approval** I have met with a site representative and received approval to place in this site.

**Note:** The **Assign Submission to Placement** button will only show if the form settings require a placement (i.e. is a sign-up form, end of placement form, or other form with “show on student placements” box checked).

**Step 2:** On the assignment page, review details about the form and the submission, including the student’s Login and User ID (highlighted in red) and confirm this is the correct submission for the correct student. Then type or paste the Placement # from the Placement page into the Placement ID field. Click **Update Submission**.

## Assign Submission #336300 to a Placement

**Form name:** Site Placement Orientation Form

**Form campus:** CSU Point Reyes

**Form program:** Service Learning

**Submitter:** studentpr [394843]

**Placement ID** Required

Paste or type in the numbers of the Placement ID to attach this submission to. Make sure to review the form and submission information above to confirm this is the correct submission.

107907 

Put the Placement # here

 Update Submission

**Step 3:** You will be redirected to the submission page and will see the Placement Details are now showing up as expected. Return to the Placement page by clicking on Placement # and confirm the submission is now showing up.

## Site Placement Orientation Form

✓ The submission has been attached to Placement #107907

Download PDF

Click this to go back to the Placement page

### Placement #107907 Information

**Student:** Sally Student

**Program:** Service Learning

**Course:** SL 200 (01): Community Engagement

**Program site:** Adoption and Rescue Team

**Opportunity:** Vet Clinic

**Staff:** (empty)

**Term:** Spring 2021

**Estimated Hours:** 50

**Reported Hours:** 0

**Student ID:** studentpr

**Submitted by:** studentpr

**Submitted on:** 02/26/2021 12:08 pm

### CSU Intern:

Congratulations on securing an internship! Your placement will include the following forms and a copy will be sent to your site supervisor **completed once per internship placement. Please ensure all information is accurate prior to submitting.**

- Safety Orientation

View/Edit Timelog

Edit placement

### Placement #107907

View update history

**Student:** Sally Student

**Placed by:** Ad Min

**Course:** SL 200 (01): Community Engagement

**Program:** Service Learning

**Site:** Adoption and Rescue Team

**Site Staff:** (empty)

**Opportunity:** Vet Clinic

**Placement Term(s):**

Spring 2021

**Estimated Hours:**

50

**Reported Hours:**

Not Reported

### Signup Forms

Site Placement Orientation Form

View submission

The submission is now properly connected

\* This form is required to complete your placement.

### End of Placement Forms

End of Service Form

Complete form

If after following these steps and the submission still doesn't show up on the Placement page, please [complete Process B](#) in this document.

## Checking if an Supplemental Form submission exists

**Step 1:** You should still be on the Placement page, if you are not, [use the first step in this document](#) to return to the Placement page — click **View Submission** for the form that is missing the supplemental form to open the submission page.

The screenshot shows the Placement #107907 page. At the top right, there are buttons for "View/Edit Timelog" and "Edit placement". Below the placement title, there are two columns of information. The left column lists details like Student, Placed by, Course, Program, Site, Site Staff, and Opportunity. The right column lists Placement Term(s), Estimated Hours, and Reported Hours. Below this, there is a "Signup Forms" section with a "View submission" button for the "Site Placement Orientation Form". A red arrow points to this button with the text "Click here to open the submission missing the signature form". Below that is the "End of Placement Forms" section, with a "View submission" button and a "0/1 completed" status. A red arrow points to this button.

**Step 2:** Confirm the signature form is showing as incomplete.

**Scenario I:** The supplemental form link is green and has a checkmark.

The screenshot shows the "End of Service Form" page for Placement #107907. At the top, there is a navigation bar with "COURSES", "SITES", "OPPORTUNITIES", "USERS", "FORMS", "REPORTS", and "LOGOUT". Below the navigation bar, there is a "Download PDF" button. The main content area is titled "End of Service Form" and includes "Placement #107907 Information". A red arrow points from the text "Additional Signature form is showing as completed" to a green checkmark and the text "[Anonymous] Mentor Signature" in the "Additional Signature Forms" section. Below the information, there is a "Congratulations on completing your Service Learning!" message and a note about completing the form after service learning hours.

### Next Steps for Scenario I:

- i. The Placement probably needs to be refreshed, **continue to [Process B](#)**.

## Scenario II: The supplemental form link is red and has an X.

Download PDF

Additional Signature Forms  
X [Anonymous] Mentor Signature

### Placement #107907 Information

<b>Student:</b> Sally Student	<b>Term:</b> Spring 2021
<b>Program:</b> Service Learning	<b>Estimated Hours:</b> 50
<b>Course:</b> SL 200 (01): Community Engagement	<b>Reported Hours:</b> 0
<b>Program site:</b> Adoption and Rescue Team	<b>Student ID:</b> studentpr
<b>Opportunity:</b> Vet Clinic	<b>Submitted by:</b> studentpr
<b>Staff:</b> (empty)	<b>Submitted on:</b> 03/04/2021 1:53 pm

### Congratulations on completing your Service Learning!

Please complete this form *after* you have completed all your service learning hours. Consult directly with your professor to see if this digital submission will be accepted for course purposes. The End of Service Forms will include the following:

- End Of Service Form
- Service Learning Feedback Form - This information is confidential and will not be shared with your service learning site supervisor.

### Next Steps for Scenario II:

- Copy or write down the Submission ID found in the URL (see screenshot below). It is the last number in the URL.
- Write down the day and time the original form was submitted.

This is the Submission ID

The day and time the original form was submitted

Site Staff name

Download PDF

Additional Signature Forms  
X [Anonymous] Mentor Signature

### Placement #107907 Information

<b>Student:</b> Sally Student	<b>Term:</b> Spring 2021
<b>Program:</b> Service Learning	<b>Estimated Hours:</b> 50
<b>Course:</b> SL 200 (01): Community Engagement	<b>Reported Hours:</b> 0
<b>Program site:</b> Adoption and Rescue Team	<b>Student ID:</b> studentpr
<b>Opportunity:</b> Vet Clinic	<b>Submitted by:</b> studentpr
<b>Staff:</b> Brianna Wagner	<b>Submitted on:</b> 03/04/2021 1:53 pm

### Congratulations on completing your Service Learning!

Please complete this form *after* you have completed all your service learning hours. Consult directly with your professor to see if this digital submission will be accepted for course purposes. The End of Service Forms will include the following:

- End Of Service Form
- Service Learning Feedback Form - This information is confidential and will not be shared with your service learning site supervisor.

Upon completing the form, your reported hours will be sent to your site supervisor for their verification.

- iii. You will also want to know the name of the person whom you believe completed the form. If this is a form signed by a Site Staff and that's the only information you've been provided, you can find the Site Staff name in the Placement Information as indicated in the screenshot above.

Continue to [Step 3](#).

**Step 3:** Go to the **Forms** page and open the supplemental form Results tab by clicking on **Submissions**.

### Forms Page

Service Learning

<input type="checkbox"/>	Form Name	Form category	Status				
<input type="checkbox"/>	Site Placement Orientation Form	Signup	Required	Edit	Edit questions	Form settings	Submissions (10)
<input type="checkbox"/>	CSU Community-Engaged Learning Tool	Other		Edit	Edit questions	Form settings	Submissions (1)
<input type="checkbox"/>	CSU Community-Engaged Learning Tool Addendum	Additional Signature		Edit	Edit questions	Form settings	Submissions (1)
<input type="checkbox"/>	End of Service Form	Additional Signature		Edit	Edit questions	Form settings	Submissions (15)
<input type="checkbox"/>	[Anonymous] Mentor Signature	Additional Signature		Edit	Edit questions	Form settings	Submissions (14)

*Click here for the Results tab* (with red arrow pointing to the Submissions button in the last row)

**Pro Tip:** When looking at the results tab of a supplemental form you will see the PSID column, this stands for Parent Submission ID. This is how the two submissions connect together.

### Results Tab view

CSU Point Reyes NEED HELP? TECHSUPPORT@CALSTATES4.COM

HOME COURSES SITES OPPORTUNITIES USERS FORMS REPORTS LOGOUT Campus Settings CSU Point Reyes

[Anonymous] Mentor Signature

View Edit Configure form Results Revision operations

Submissions Analysis Table Download Clear

Showing 1 - 14 of 14. Show 10 | All results per page.

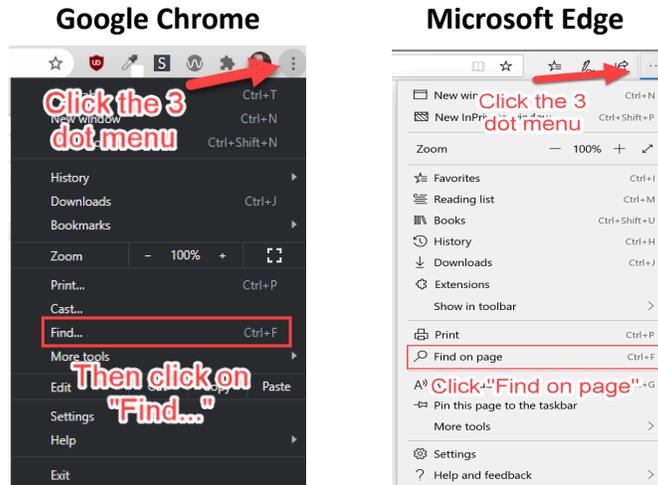
Completed between [ ] [ ] Apply Filters Reset

And [ ]

Write date as: YYYY-MM-DD. Note: Filter will not include submissions ON the dates you use, so make sure to add/subtract a day.

#	Last Modified	Completed	User	Operations	PSID
18	03/06/2021 - 10:45am	03/06/2021 - 10:45am	Anonymous (not verified)	view edit delete	336304
17	03/06/2021 - 8:45am	03/06/2021 - 8:45am	Anonymous (not verified)	view edit delete	336305

**Step 4:** To open the “search in page” form while on the Results tab type: **Ctrl+F** (Windows, Linux, and Chrome OS) or **⌘+F** (Mac), or by going to your browser’s menu and clicking the “Find” option (see examples in screen shot below).



**Step 5:** Type or paste the Submission ID from [Step 2, Scenario II Next Steps](#), into the **Find** input box.

336302

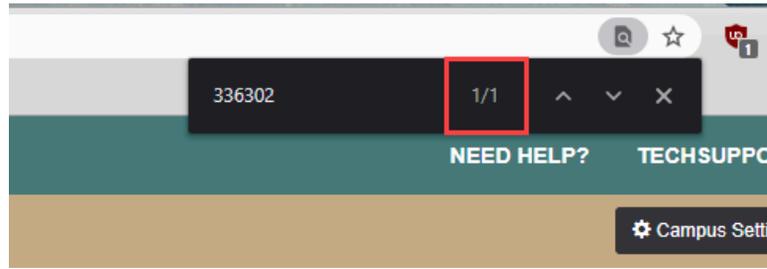
NEED HELP? TECHSUPPORT@CALSTATES4.COM

[Anonymous] Mentor Signature

Submissions

#	Last Modified	Completed	User	Operations	PSID
18	03/06/2021 - 10:45am	03/06/2021 - 10:45am	Anonymous (not verified)	view edit delete	336304
17	03/06/2021 - 8:45am	03/06/2021 - 8:45am	Anonymous (not verified)	view edit delete	336305
16	03/05/2021 - 11:49am	03/05/2021 - 11:49am	Anonymous (not verified)	view edit delete	336306
15	03/05/2021 - 10:45am	03/05/2021 - 10:45am	Anonymous (not verified)	view edit delete	336302

**Scenario I:** The input box shows 1/1 which means there was a match!



### Next Steps for Scenario I:

- i. Locate the matching submission by finding the highlighted text in the page, and then compare this submission's day and time with the date information you wrote down during [Step 2, Scenario I Next Steps](#).

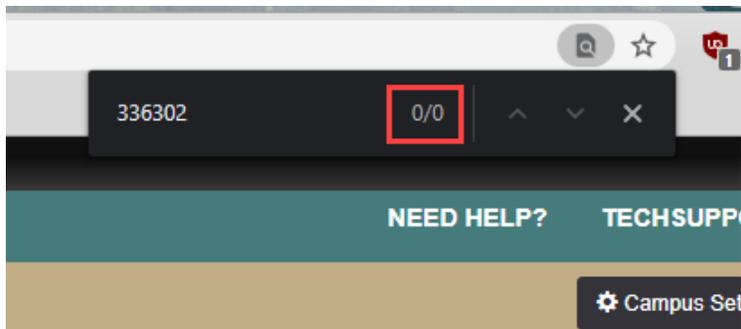
In our example the parent submission date and time was 3/4/21 1:53pm, and the screenshot below shows the supplemental submission date and time as 3/5/21 10:45am.

Write date as: YYYY-MM-DD. Note: Filter will not include submissions ON the dates you use, so make sure to add/subtract a day.

#	Last Modified	Date and time submitted	Operations	Highlighted submission
18	03/06/2021 - 10:45am	03/06/2021 - 10:45am	view edit delete	
17	03/06/2021 - 8:45am	03/06/2021 - 8:45am	view edit delete	
16	03/05/2021 - 11:49am	03/05/2021 - 11:49am	view edit delete	
15	03/05/2021 - 10:45am	03/05/2021 - 10:45am	view edit delete	336302

- a. If the supplemental submission date is **after** the parent submission date, then **continue to [Process B](#)**.
- b. If the supplemental form submission date is **before** the parent submission date, then it's possible the parent submission showing on the placement is a duplicate. **Return to [Process A](#)** and ignore the anonymous supplemental note to check for a duplicate parent submission, as detailed in Scenario II, Step 3.

**Scenario II:** The input box shows 0/0 which means we haven't found a match.



## Next Steps for Scenario II:

- i. Scroll to the bottom of the page and check the last submission's submitted date and time.

6	03/03/2021 - 3:55pm	03/03/2021 - 3:55pm	Anonymous (not verified)	view edit delete	336312
5	03/02/2021 - 3:01pm	03/02/2021 - 3:01pm	Anonymous (not verified)	view edit delete	336311

Click "Next" to check the next page if the date above is after the date of the parent submission

1 2 next > last >

- a. If the last submission's submitted date is **after** the parent submission date and there is a **Next** button available, click **Next** and **return to [Step 4 in this section](#)**.
- b. If the last submission's submitted date is **before** the parent submission date or it is **after** but there is no **Next** option, **continue to ii**.

- ii. Check the page for any submissions without a PSID indicated in the right-most column with a question mark (?).

not include submissions ON the dates you use, so make sure to add/subtract a day.

#	Last Modified	Completed	User	Operations	PSID
18	03/06/2021 - 10:45am	03/06/2021 - 10:45am	Anonymous (not verified)	view edit delete	336304
17	03/06/2021 - 8:45am	03/06/2021 - 8:45am	Anonymous (not verified)	view edit delete	336305
16	03/05/2021 - 11:49am	03/05/2021 - 11:49am	Anonymous (not verified)	view edit delete	336306
15	03/05/2021 - 10:45am	03/05/2021 - 10:45am	A	view edit delete	?
10	03/05/2021 - 8:15am	03/05/2021 - 8:15am	Anonymous (not verified)	view edit delete	336307
9	03/04/2021 - 10:45pm	03/04/2021 - 10:45pm	Anonymous (not verified)	view edit	336308

This submission is missing a PSID

- a. If you **do not** find any submissions with a ? in the PSID column, then there is no submission on record and you need to **send the supplemental form link to the appropriate person to**

**submit the form.**

b. If you **do** find a submission with a missing PSID (like in screenshot above), **continue to step iii.**

iii. Click the **View** link on the submission that is missing the PSID and compare the name of the person who completed the form to the name you wrote down during [Step 2, Scenario II Next Steps](#).

not include submissions ON the dates you use, so make sure to add/subtract a day.

#	Last Modified	Completed	User	Operations	PSID
18	03/06/2021 - 10:45am	03/06/2021 - 10:45am	Anonymous (not verified)	view edit delete	336304
17	03/06/2021 - 8:45am	03/06/2021 - 8:45am	Anonymous (not verified)	view edit delete	336305
16	03/05/2021 - 11:49am	03/05/2021 - 11:49am	Anonymous (not verified)	view edit delete	336306
15	03/05/2021 - 10:45am	03/05/2021 - 10:45am	Anonymous (not verified)	view edit delete	?
10	03/05/2021 - 8:15am	03/05/2021 - 8:15am	Anonymous (not verified)	view edit delete	336307
9	03/04/2021 - 10:45pm	03/04/2021 - 10:45pm	Anonymous (not verified)	view edit	336308

Click the View link to review the submission

**Pro Tip:** Make sure your supplemental forms capture the name of the person completing the form as well as an identifier as to what the submission should be connected to (e.g. Student name, Placement ID, etc), as this helps you in troubleshooting these scenarios and is good practice.

#### Submission #15

Download PDF

Signature



Does this name match who you expect to be signing

Signer Name Brianna Wagner

- a. If the name matches, **contact the HelpDesk** with the following information:
  - i. Link to the parent submission
  - ii. Link to the supplemental form submission
- b. If the name does not match but there are multiple submissions with missing PSIDs, go back to the beginning of this step iii and repeat until you find a match or item c below is applicable.
- c. If the name does not match and it is the only submission missing a PSID, then there is no submission on record and you need to **send the supplemental form link to the appropriate person to submit the form.**

**Note:** It is not recommended that you delete submissions with missing PSIDs (e.g. "?") as it may be for a different placement. Only delete a form submission if you know with 100% certainty it is a duplicate or a submission that will never have a parent submission (e.g. the parent submission was already deleted).

