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| **Question** | **Answer** |
| Why does the first year supplemental grid reset after you upload a new census? | The fields in the first year supplemental grid are computed based on the data the primary census, so if you upload a new file, everything potentially changes. If you have made a significant number of updates on the supplemental grid, we suggest downloading it before re-uploading the primary census; that will save your changes and you can then upload the saved file to the supplemental grid. Please note the upload of the primary census file is our clear/start over functionality. It clears a lot of computed fields. |
| Do you still have to run the scrub after setting the recalculation tool to yes? or does the tool itself create the recalc of eligibility | You do still need to re-run the data scrub. |
| Is there a way to download a full census that includes prior year terms without adding them to current census? To see all participants? | Not currently; we are working on offering more options for making changes to data below the census grid without having to add the participants back to the grid, so in the future this may be possible. |
| How do we delete the blank first page before we push to the portal? | We’re assuming this pertains to the client package, the first page is the client letter; if you don’t have text for a letter added (on the Global Print Parameters screen – it then pulls through to the Select Reports screen), you can opt not to include the client letter in the package. If you are a designated admin, go to the Global Print Parameters screen, select the Client Package from the Global Report Options drop-down, click the Edit button and uncheck Client Letter. Note that this will apply across all the plans under your account. |
| Where will the client package show on the portal? Can we customize where it will go? | It goes to the portal user’s ToDo list – if you click the ‘View User Portal’ button, you’ll see what the portal user will see. |
| I am unable to find the slides for this presentation on FTW. Can you please provide this? | You need to sign in on the Help Center side to be able to see the compliance options. Go to <https://ftwilliam.zendesk.com/home>. If you have never created an account, you’ll need to do that; otherwise log in to your account. If you are still not able to access the Compliance Help Center, please contact support@ftwilliam.com. |