



NJSLEDS Frequently Asked Questions

An analysis of Help Desk tickets and answers to common questions

NJSLEDS Project Team
Office of Data Management

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nj.gov/education/sleds



Webinar Housekeeping

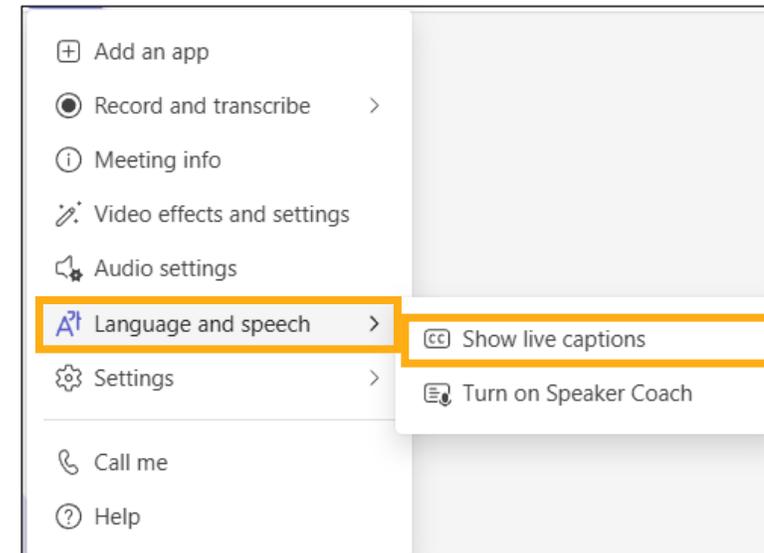
Our goal is to make sure you can actively participate and have your questions answered.

How to ask a question:



To use live captions:

1. Click on the “More” option along the Teams webinar control panel (top of your screen).
2. Click on “Language and speech” and then “Show live captions.”



Today's Agenda

Based on the most common Help Desk tickets, we'll cover five key areas:



Section 1: Resources

Resources to help you navigate NJSLEDS



Section 2: User Access and Permissions

Adding users, login troubleshooting, permissions, multi-district access



Section 3: ID Management

New SIDs/SMIDs, merges, corrections, resolving Unresolved records



Section 4: File Uploads and Errors

Error reports, unexpected errors, format issues, transfer requests



Section 5: System Navigation

Dashboard orientation, ID Management tab, Submission Records, Error Reports



Section 1

Resources



Glossary

Web User Administrator (WUA)

The district-designated staff member who manages NJSLEDS user access and permissions.

Authorized User / Point of Contact (POC)

A district-approved individual with access to specific NJSLEDS submissions and communications.

ID Change Management

The NJSLEDS process for reviewing and resolving student or staff identity field changes.

Associated

A status indicating that NJSLEDS has matched a submitted record to an existing student or staff ID.

Source System

The local district system where student or staff data is originally created and maintained.

Target System

The system, such as NJSLEDS, that receives and stores data submitted from local source systems.

ID Master

The statewide table that stores the key student and staff identity information.

Unresolved

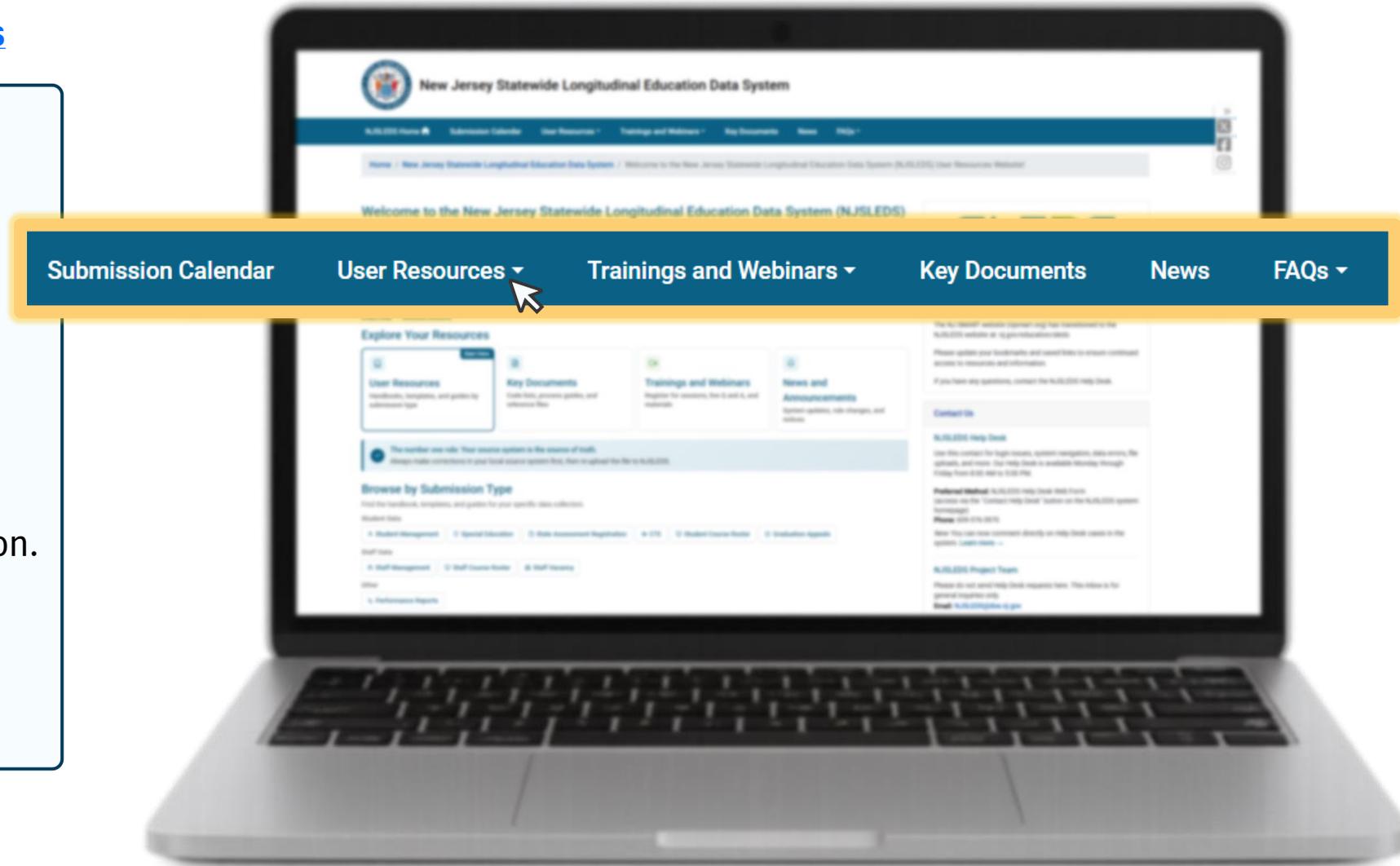
A status indicating that NJSLEDS cannot determine the correct match for a student or staff record.



Your Knowledge Hub: The User Resources Website

<https://www.nj.gov/education/sleds>

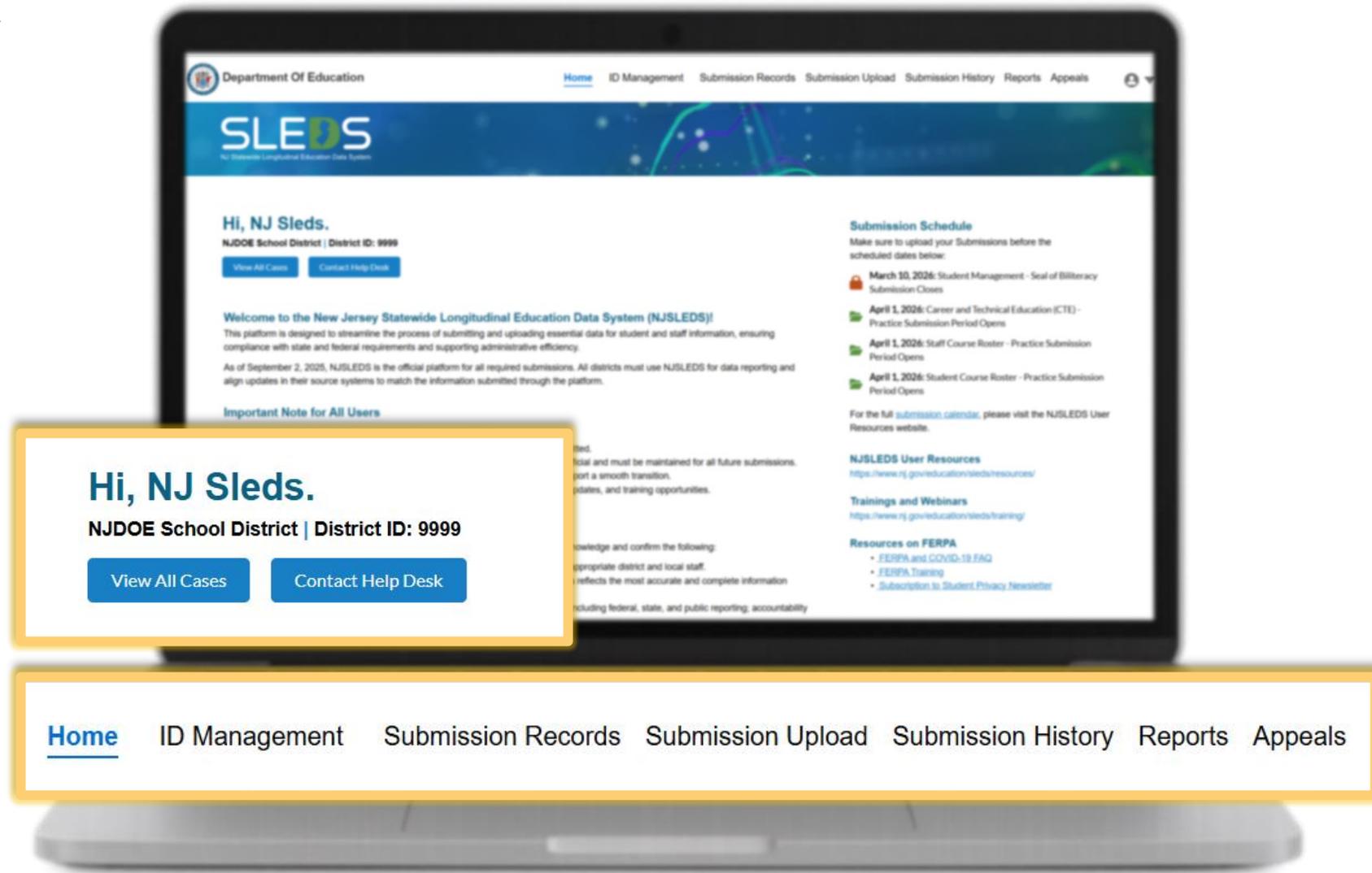
1. **[Submission Calendar](#)**: View the current school year's NJSLEDS submission calendar
2. **[User Resources](#)**: Download submission handbooks, CSV templates, and more.
3. **[Trainings](#)**: Register for sessions and access webinar PDFs.
4. **[Key Documents](#)**: Access codes, policy guides, and documentation.
5. **[News](#)**: Announcements and troubleshooting.
6. **[FAQs](#)**: View frequently asked question documents



NJSLEDS System Dashboard Orientation

Login via <https://my.nj.gov/aui/Login>

1. **Home:** System messages, schedule, and “Contact Help Desk” link for creating tickets.
2. **ID Management:** Resolve SIDs/SMIDs.
3. **Submission Records:** View errors and details.
4. **Submission Upload:** File upload zone.
5. **Submission History:** Track status.
6. **Reports:** Verification output.
7. **Appeals:** Graduation appeals.



Section 2

User Access and Permissions



How do I receive an NJSLEDS account?

Only the district's [Web User Administrator \(WUA\)](#)—also called the Homeroom Administrator—may submit requests to add, update, or remove users. A list of all WUAs is available on [NJDOE Homeroom](#).

The WUA must complete the [NJSLEDS User Change Request Form](#) with required details (user's name, district email, permissions, request type) and submit it to the processing queue.

01

Form Submission

Your WUA submits the Microsoft Form to the NJSLEDS Account Team.

02

Processing and Code

The Account Team processes the request (1-2 days) and emails an authorization code for NJSLEDS via myNJ.

03

Access Activation

Entering the authorization code successfully activates the user's access to NJSLEDS.

- ✓ All NJSLEDS accounts require a **district-issued email** tied to an individual staff member (e.g., janedoe@district.org). Shared or generic emails are not permitted, nor can an email be used across multiple districts.
- ✓ If a district email is linked to a personal NJEdCert account, the user must first update NJEdCert to a personal email.
- ✓ Each district has a maximum of eight (8) active users.
- ✓ Login credentials must not be shared; access is user-specific and submission-specific.
- ✓ Email and phone requests cannot be used to add or change users.
- ✓ For time-sensitive requests, please mark them clearly; processing times may vary based on urgency and volume.
- ✓ **Accuracy is critical:** WUAs must double check name spellings and email addresses before submission. **Incorrect information will delay or prevent account creation.**



I never received my login information. What can I do?

Step 1: Confirm the request was submitted correctly - Verify the WUA submitted the form with correct name, district-issued email, and submission access. Requests from non-WUAs cannot be processed.

Step 2: Check inbox, spam, and email filtering – Search for email from an NJSLEDS Account Team member with the subject “Authorization for DOE NJ SLEDS.” Check spam, junk, and district IT quarantine.

Step 3: Confirm timing – Processing takes 1-2 business days. Requests near deadlines may take longer. Delays don’t mean rejection.

Step 4: Confirm myNJ activation (if email was received) – Log into myNJ → Click “auth code” link (top-right) → Paste code → Log out and back in → Confirm NJSLEDS tile appears.

Step 5: Contact NJSLEDS Help Desk if access is still missing – Include: district name/CDS code, user’s full name and email, approximate submission date, and urgency level.

Key Reminder

Never share login credentials while waiting for new accounts. Each account is tied to system audit logs. Shared logins will be blocked and account access will be revoked.



My login credentials aren't working. What can I do?

NJSLEDS uses myNJ for authentication.

Login credentials and password resets are managed through [myNJ](#), not by the NJSLEDS Help Desk.

Forgot Password/Login Not Working

1. Go to the myNJ login page
2. Select “Forgot Password”
3. Follow prompts to reset
4. Log into myNJ
5. Click the NJSLEDS tile

The NJSLEDS Help Desk cannot reset passwords or unlock myNJ accounts.

Can Log In but No NJSLEDS Tile

This usually means:

- Authorization code not entered
- Account setup incomplete
- Access not yet provisioned

Fix: Log into myNJ → Click “auth code” link → Enter code
→ Log out and back in.

“Account Disabled” Error?

Confirm you're accessing NJSLEDS through myNJ (not a bookmarked/legacy link). Clear browser cache or try a different browser. If it persists, contact the NJSLEDS Help Desk with the exact error message.



I'm missing submission modules in NJSLEDS. Why?

If you can't see a submission module, either **the submission isn't currently open** or **your account doesn't have permission** for that submission.

1. **Confirm the submission is currently open** → Review the NJSLEDS Submission Calendar. NJSLEDS only displays modules that are actively open. If closed, it won't appear even if you have permission.
2. **Confirm your assigned submission access** → Access is submission-specific. Being a Point of Contact (POC) or having access to one submission doesn't automatically grant access to others.
3. **Request updated permissions** → Contact your WUA to submit a User Change Request Form specifying the exact submission(s) you need. District users cannot request access themselves.
4. **Wait for processing** → Permission changes are processed in credentialing waves (not real-time). You won't receive a new authorization code—the module will appear automatically once processed.

Browser Tips for Mac Users

NJSLEDS works best on Windows using Edge, Chrome, or Firefox. If you're using Safari on a Mac and reports don't display:

1. Open Safari
2. Go to Safari → Preferences → Privacy
3. Uncheck "Prevent cross-site tracking"
4. Make sure "Block all cookies" is unchecked



How do I access NJSLEDS for multiple districts?

NJSLEDS accounts are accessed at the district level. **Each district must independently authorize access**—it's not shared or transferred between districts.

1. **Each district submits its own User Change Request Form** → Each district's WUA must submit a separate form. Email addresses must be unique per district. One district cannot request access on behalf of another.
2. **The user links access through myNJ** → User receives separate authorization emails. Each code must be entered into separate myNJ accounts per district.
3. **Switch between districts by logging out and back in** → Modules display based on the district selected and whether submissions are open.



Section 3

ID Management



What is the ID Master for Student Records?

The ID Master is the statewide table that stores key identity information for every student across New Jersey.

When a district uploads student data, NJSLEDS compares the record against the ID Master using key identity fields.

Based on how closely the fields match, NJSLEDS calculates a match score:

100% Match

A perfect match. The record will process through the remainder of the validations.

95 to 99% Match

Status becomes **Associated SID**. If 2+ records are found, status is **Unresolved**.

60 to 94% Match

The record status is set to **Unresolved** and sent to ID Management.

Below 60% Match

The record status is set to **New SID**. No strong matches are found.

Student Management Key Fields

- ✓ First Name
- ✓ Middle Name
- ✓ Last Name
- ✓ Date of Birth
- ✓ Gender
- ✓ City of Birth
- ✓ Country of Birth

When reviewing exported records from NJSLEDS, confirm accuracy in comparison to your source data in the **key identity fields**.

If any of these fields don't match, either update your source or submit an official request form through the NJSLEDS Help Desk.



What is the ID Master for Staff Records?

The ID Master is the statewide table that stores key identity information for every staff member across New Jersey. When a district uploads staff data, NJSLEDS compares the record against the ID Master using key identity fields. Based on how closely the fields match, NJSLEDS calculates a match score:

100% Match

A perfect match. The record will process through the remainder of the validations.

95 to 99% Match

Status becomes **Associated SMID**. If 2+ records are found, status is **Unresolved**.

55 to 94% Match

The record status is set to **Unresolved** and sent to ID Management.

Below 55% Match

The record status is set to **New SMID**. No strong matches are found.

Staff Management Key Fields

- ✓ First Name
- ✓ Middle Name
- ✓ Last Name
- ✓ Date of Birth
- ✓ Sex
- ✓ Former Name
- ✓ Social Security Number

When reviewing exported records from NJSLEDS, confirm accuracy in comparison to your source data in the **key identity fields**.

If any of these fields don't match, either update your source or submit an official request form through the NJSLEDS Help Desk.



Why do we have to match NJSLEDS ID Master data?

Districts remain the **source** of student and staff data, while NJSLEDS is the **statewide identity authority**, ensuring one person = one record across time, districts, and systems. Both roles are vital for longitudinal data, as accurate identity data keeps records connected to the correct individuals over time and across school years.

District Systems (Source Systems)

- SIS/HR systems
- Enter and maintain student and staff data
- Correct errors at the source
- Know the person best locally

NJSLEDS (Statewide Identity Authority)

- Maintains the statewide ID Master
- Resolves duplicates across districts
- Preserves continuity over time
- Connects records across submissions and years

Key Identity Fields (e.g., name, date of birth, gender) are essential for NJSLEDS to reliably detect transfers, re-enrollments, and conflicting identities, ensuring accurate validation, and longitudinal data.

When NJSLEDS marks a record as **Associated**, it signals an existing, verified statewide identity. This process confirms the correct identity, updates the local system with the statewide ID, and maintains data continuity. It is a confirmation, not a data override.



Why did I get a New SID/New SMID and what do I do next?

What Happened

The system searched across all districts and school years but found no matching person in the ID Master database. The confidence level was below 60% (student) and 55% (staff), indicating this is genuinely someone new to New Jersey's education system.

What NJSLEDS Did

Created a brand-new State Identification Number (10 digits for students) or Staff Member Identification Number (8 digits for staff). This ID now belongs to this person permanently.

What You Do Next

01

Export the New ID

Download the export file from NJSLEDS containing the newly assigned SID or SMID.

02

Update Your Local System

Enter the new ID into your SIS or HR system in the appropriate field.

03

Re-Upload

Generate a fresh file from your source system and upload it to NJSLEDS to confirm you've accepted the new ID.

This is the simplest path. The system did the work of determining that this person is new, assigned them a unique identifier, and now you just need to sync that ID back into your local system. No additional decisions or requests are required—just the standard export-update-reupload cycle.



Why did I get an Associated SID/SMID and what do I do next?

What Happened

The matching algorithm compared your record against the statewide database and found an existing person with highly similar key identity fields. The confidence level exceeded 95%, so the system automatically linked your record to that person's existing ID.

What You Do Next

1. Export the associated record from NJSLEDS
2. Update your local source system to include the ID
- 3. Cross check and update all seven key identity fields to match NJSLEDS exactly**
4. Re-upload from your source system to NJSLEDS.

What NJSLEDS Did

Linked your submission to the existing SID or SMID in the ID Master database. Your local record wants to connect to that person's complete educational or employment history across all districts.

 **Example:** If your SIS says 'Jon Smith' but NJSLEDS says 'Jonathan Smith,' your record becomes 'Jonathan Smith' after association. This doesn't mean your data was wrong — it means NJSLEDS is the single source of truth for identity. If you disagree with what NJSLEDS has, you'll submit a Field Change Request (covered in Section 3).



Why did I get an Unresolved status and what do I do next?

What Happened

The matching algorithm did not find a high confidence match. The system needs human verification before proceeding.

What You Do

Navigate to the ID Management tab in NJSLEDS and carefully review each potential match. Compare names, dates of birth, and other demographic details against your local records to determine if any match is correct.

Option A: Match is Correct

If you determine one of the presented matches is indeed the same person, the record would then become Associated. Click the **Associate** button on the ID Management screen. The system will link your record to that existing ID.

- Export the Associated record
- Update local system to match
- Re-upload to NJSLEDS to complete

Option B: No Match is Correct

If you've carefully reviewed all options and none represent the same person, click **Create New**. The system will generate a brand-new ID.

- Export the New record
- Update local system to match
- Re-upload to NJSLEDS to complete

When in doubt, don't guess. If you're uncertain whether a match is correct, contact the NJSLEDS Help Desk with the details. Create New is permanent—it's better to ask for assistance than to create a duplicate ID that will affect the person's longitudinal educational record and require a Merge Request to fix.



How do I correct ID Master data if it's incorrect in NJSLEDS?

When is a Field Change Request Needed?

“Right person, wrong key information.” Use when a single SID/SMID exists, but demographic fields in the State ID Master require correction.

Common Triggers

- **Name:** Correct misspellings, update for name changes, or name order errors
- **Date of Birth (DOB):** Correct data entry errors to match HR/Student records
- **Gender:** Update markers to match gender identity for an individual
- **Social Security Number (SSN):** Corrects entry errors or addresses newly issued SSNs (Staff only)

How to Submit an ID Change Request

For full instructions, please refer to the following resources:

- [ID Management – Field Change \(Student\)](#)
- [ID Management – Field Change \(Staff\)](#)

Additionally, join us for an upcoming webinar on ID Management 101:

- [Tuesday, February 24th at 10:00 AM](#)
- [Thursday, March 26th at 10:00 AM](#)
- [Tuesday, April 21st at 1:00 PM](#)

Note: If the issue is only in your local system and NJSLEDS is correct, don't submit a request—just correct your source system and re-upload to NJSLEDS.



How do I merge IDs when someone has multiple?

When is a Merge Request needed?

“One person, multiple state IDs.” Use a merge request to combine duplicate SIDs/SMIDs into a single active record.

Common Triggers

- Mistakenly creating a new ID after a transfer
- Separate preschool vs. K-12 SIDs

Note: Merges are permanent and cannot be undone. Only request when you’re confident both IDs belong to the same individual. Do not create a new ID if you suspect a duplicate exists. If unsure, contact the Help Desk first. Don’t alternate IDs between uploads.

How to Submit an ID Merge Request

For full instructions, please refer to the following resources:

- [ID Management – SID Merge \(Student\)](#)
- [ID Management – SMID Merge \(Staff\)](#)

Additionally, join us for an upcoming webinar on ID Management 101:

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How do I complete a Transfer Request in NJSLEDS?

Transfer requests happen in NJSLEDS when two districts upload the same student as Active. The first district to upload the student is labeled as the “Associated District,” and the second becomes the “Requesting District.” Both districts receive an email with the last four digits of the SID and each other’s contact information. The statuses “Transfer Request” and “Transfer Requested” will appear in the Record Status view for that student.



The transfer only clears when both actions are complete and processed.

1. Has the other district uploaded the student as Inactive in NJSLEDS (not just updated locally)?
2. Did you re-upload to NJSLEDS after they confirmed they completed their upload?
3. Check for mismatches in key identity fields.



Section 4

File Uploads and Errors



Why are my uploads failing at the file-level?

These are Level 1 errors that cause an entire submission file to be rejected. They typically occur when the file structure does not meet the basic requirements of the system. The two main causes are:

Field Type Errors

A field contains the wrong type of data (e.g., text in a date field). Review the data handbook to ensure each field contains the correct data type.

Field Length Error

A field contains data that exceeds the maximum allowed length. Check the field specifications in your submission's data handbook and trim any oversized values.

File-level errors must be corrected before the system can begin validating individual records. This error status will be found in the Submission History tab in NJSLEDS. These errors indicate fundamental structural problems that prevent the file from being processed at all.

| | |
|-----------------------|---|
| File Name | Export-Student Submission Report (4) |
| Status ⓘ | Unsuccessful |
| Submission Type | Student Management |
| Comments | |
| Record Count | 0 |
| Notes | on column SCHOOLEXITWITHDRAWALCODE with error: String '20260210' is too long and would be truncated |



What is a Record-Level error vs. a Field-Level error?

Record-Level Errors

These errors block an entire record from being processed. Think of these as a stop sign—NJSLEDS will not validate any of the reported individual fields until the record-level error is resolved. These include Duplicate Records, Unresolved Records, Sync Records, and Transfer issues.

Field-Level Errors

These errors flag a specific piece of data within an otherwise accepted record. Think of these as a yellow flag on one particular field—the rest of the record has been received, but this one data point needs to be corrected. These include missing required fields, incorrect formats, and values that fail validation checks.

Always resolve record-level errors first. Until a record-level error is cleared, field-level errors for that student will not appear because the system has not yet processed the record's individual fields.



What are record-level errors and what types might I receive?

These errors apply to an entire record (e.g., all the data for a single student or staff member in NJSLEDS). The table below defines the most common record-level errors and how to resolve them.

| Error Type | Description | How to Resolve |
|-------------------|--|--|
| Unresolved | The system found potential matches for a student or staff member on their demographic data, but could not automatically assign a SID/SMID. | Go to the ID Management tab to either associate the record with an existing ID or request a new one. Then, re-upload the record from your source system with the correct SID/SMID. |
| Sync | A student or staff record was active in your district in a previous submission but was not included in the first file upload of the new school year. | Submit the record in a new file upload with their current status, either “Active” or “Inactive”. |
| Duplicate | The same record was uploaded more than once in the same file. | Review your source file to locate and eliminate the redundant record(s), then generate a new file and re-upload. |



What are record-level errors? (continued)

| Error Type | Description | How to Resolve |
|-------------------------|---|--|
| Transfer Request | You have an active record for a student who another district is trying to claim as active. | To accept the transfer, inactivate the student in your source system and re-upload the record with an “I” status. To reject the transfer, contact the requesting district directly to resolve the discrepancy. |
| Out of Sync | A record required in one submission is missing or does not match a corresponding record in another submission. For example, this error will occur if a student is active in Student Management with a Special Education Classification, but is missing from your Special Education submission, or if key demographic data does not match between the two. | Verify that the student’s key identifying fields (LID, SID, Name, DOB) match exactly across both submissions and that the student is properly included in all required data collections. |



What are field-level errors vs. warnings?

These are the most common types of errors and relate to a single piece of data within a record. They indicate that the data does not comply with a specific validation rule. Understanding the difference between errors and warnings is essential for prioritizing your correction efforts.

Errors vs. Warnings

- An **Error** will prevent a record from being processed and accepted by the system; it must be corrected before the record can be considered valid.
- A **Warning** flags data that may be unusual or fails a quality check but will not stop the record from processing. While warnings should be reviewed for data accuracy, they do not prevent processing if nothing is changed.

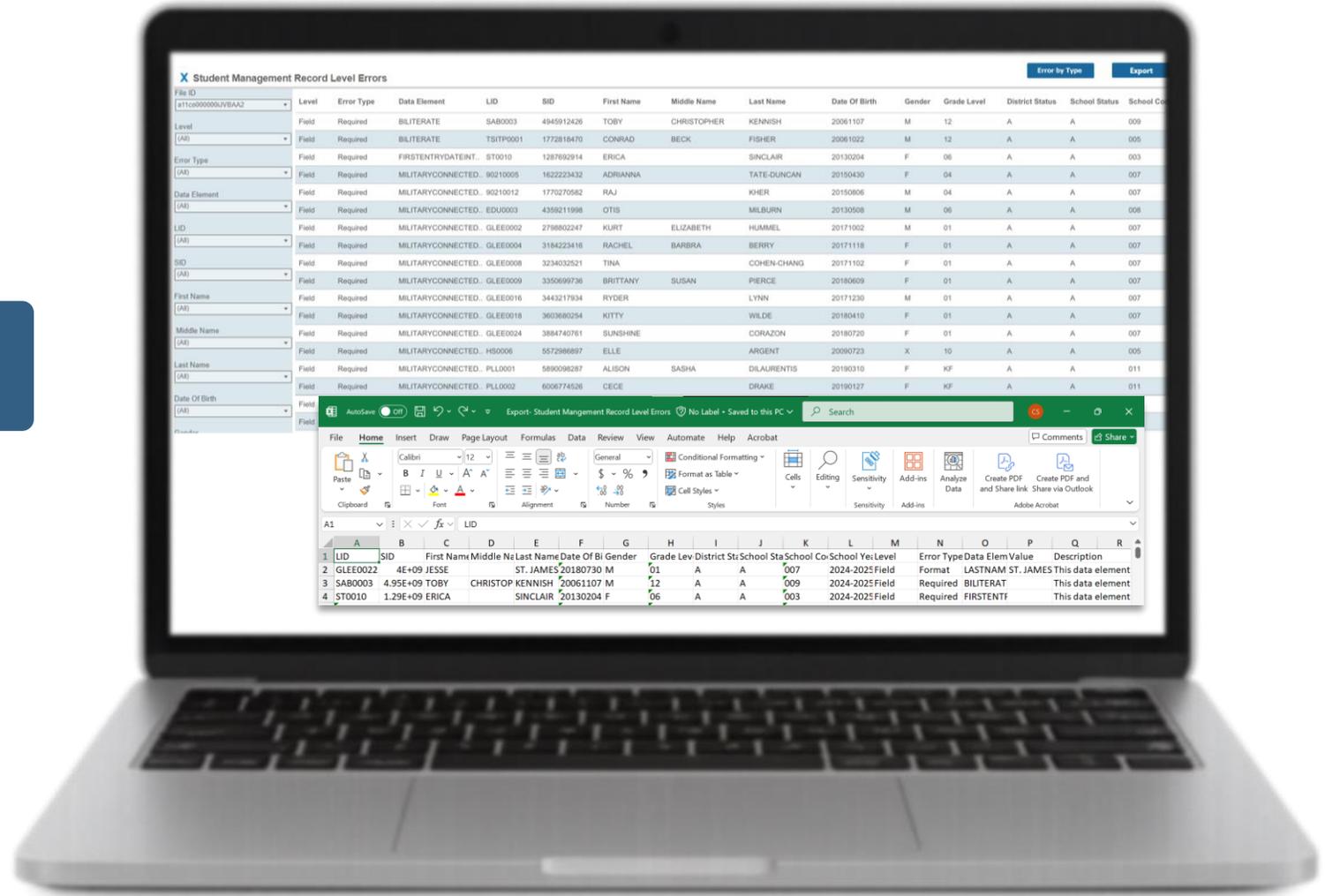
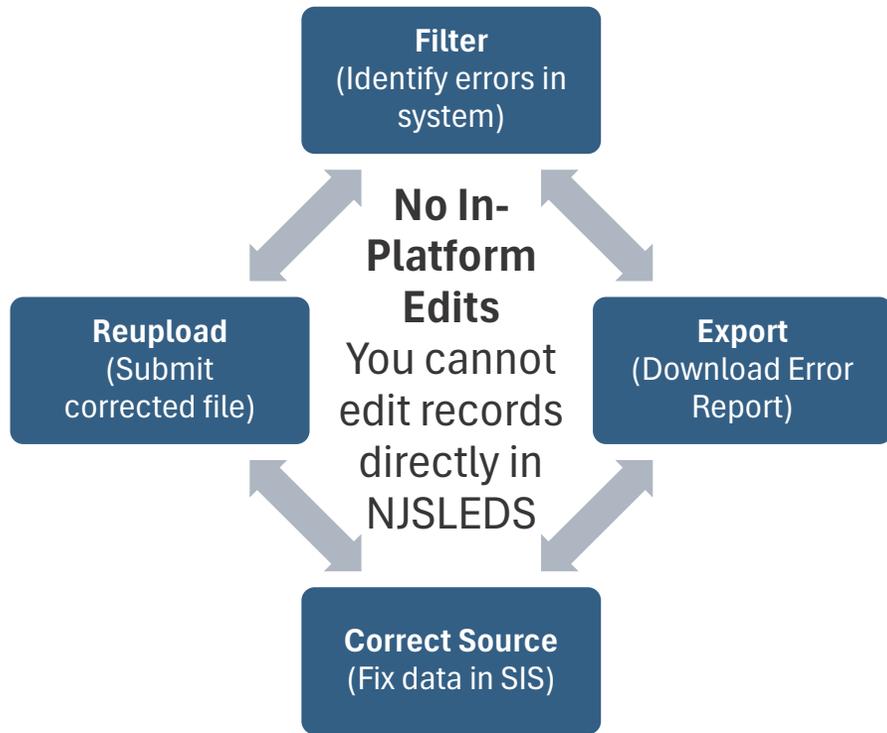
Common Field-Level Errors

- **Required Field:** A mandatory field was left blank.
- **Invalid Value:** The data entered is not one of the acceptable values listed in the relevant submission's data handbook
- **Incorrect Date Format:** A date is not in the required format. Use the format YYYYMMDD for date fields.
- **Validation Error:** This data violates a specific business rule. For example, a SchoolExitDate cannot be before the SchoolEntryDate.

Important Note: While all warnings should be reviewed for accuracy, **only errors are mandatory for correction.**



How do I correct my errors in NJSLEDS?



Why? This ensures your local SIS remains the single source of truth and prevents data drift.



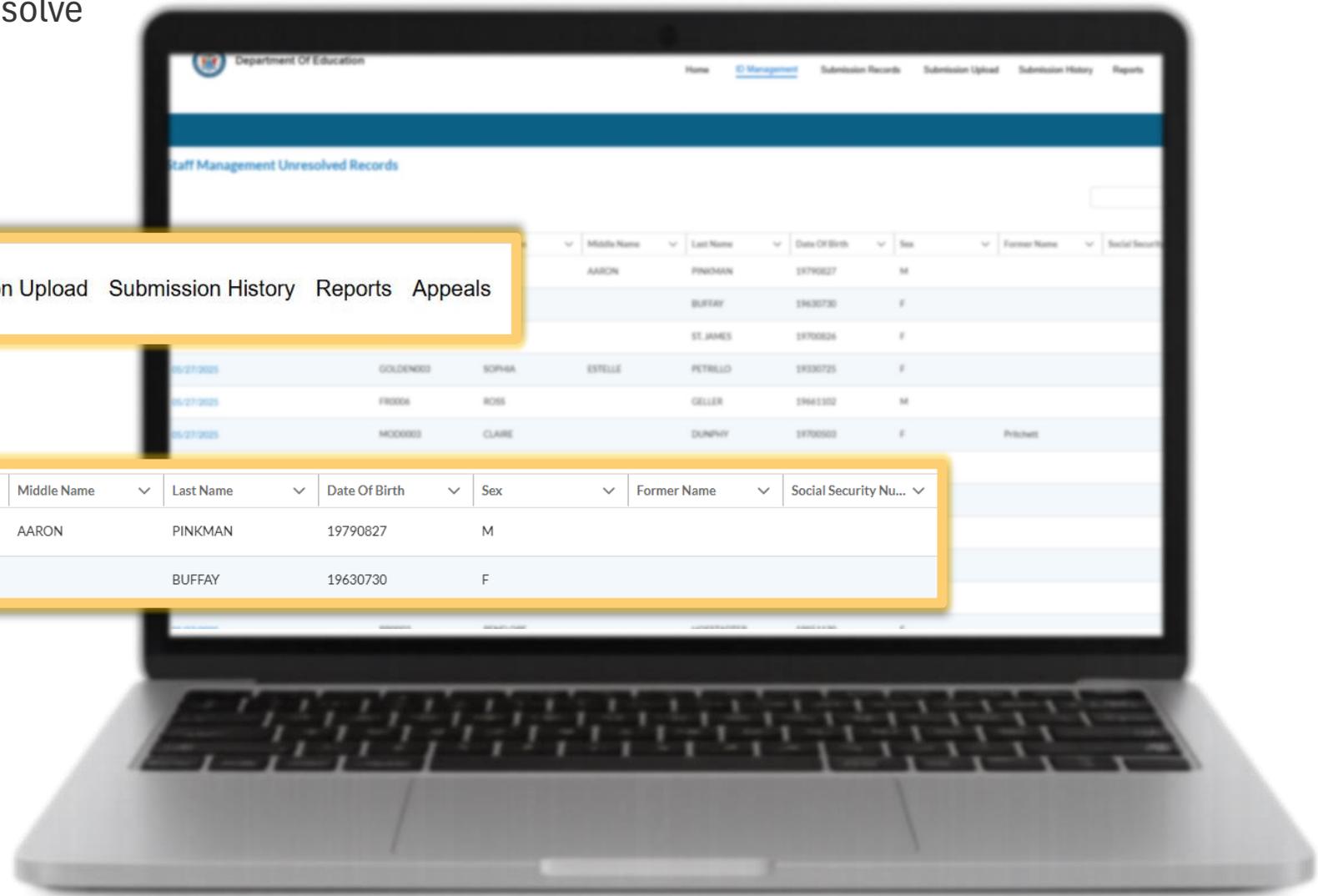
Section 5

System Navigation



Where can I find the ID Management tab?

ID Management is used to review and resolve Unresolved records in NJSLEDS.



[Home](#) [ID Management](#) [Submission Records](#) [Submission Upload](#) [Submission History](#) [Reports](#) [Appeals](#)

Student Management

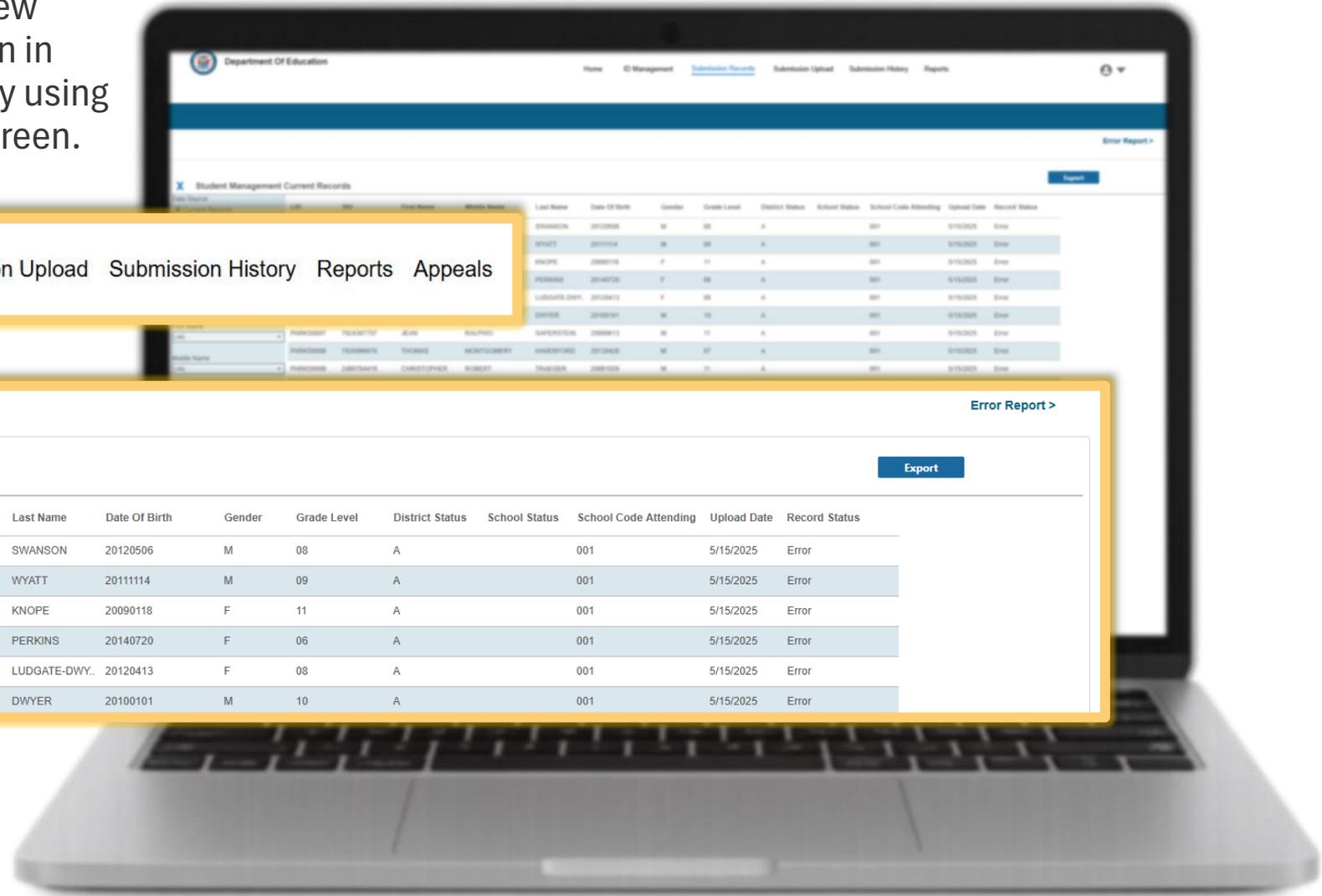
Staff Management

| Date Uploaded | SMID | LSID | First Name | Middle Name | Last Name | Date Of Birth | Sex | Former Name | Social Security Nu... |
|---------------|------|---------|------------|-------------|-----------|---------------|-----|-------------|-----------------------|
| 05/27/2025 | | BAD0002 | JESSE | AARON | PINKMAN | 19790827 | M | | |
| 05/27/2025 | | FR0002 | PHEOBE | | BUFFAY | 19630730 | F | | |



Where can I find my Submission Records?

Use the Submission Records tab to review records uploaded to specific submission in NJSLEDS and to view Record Statuses by using the filters on the left-hand side of the screen.



[Home](#) ID Management **Submission Records** Submission Upload Submission History Reports Appeals

Student Management

Staff Management

Special Education

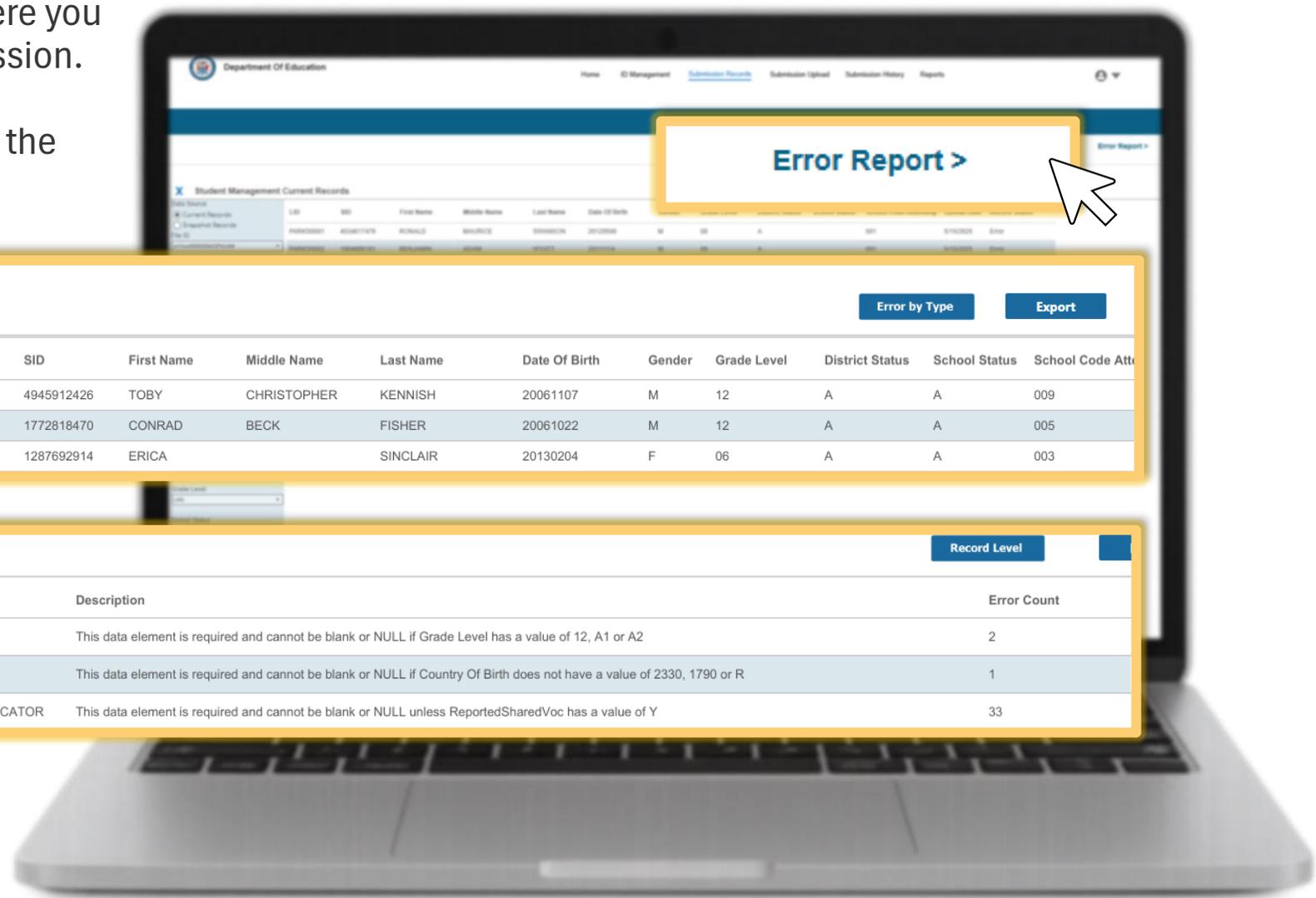
Student Management Current Records

| Data Source | LID | SID | First Name | Middle Name | Last Name | Date Of Birth | Gender | Grade Level | District Status | School Status | School Code Attending | Upload Date | Record Status |
|--|-----------|------------|------------|-------------|---------------|---------------|--------|-------------|-----------------|---------------|-----------------------|-------------|---------------|
| <input checked="" type="radio"/> Current Records | PARKS0001 | 4034617479 | RONALD | MAURICE | SWANSON | 20120506 | M | 08 | A | | 001 | 5/15/2025 | Error |
| <input type="radio"/> Snapshot Records | PARKS0002 | 1904809181 | BENJAMIN | ADAM | WYATT | 20111114 | M | 09 | A | | 001 | 5/15/2025 | Error |
| File ID a11co00000dGPIAAM | PARKS0003 | 5368117820 | LESLIE | BARBARA | KNOPE | 20090118 | F | 11 | A | | 001 | 5/15/2025 | Error |
| LID (All) | PARKS0004 | 5740357357 | ANN | MEREDITH | PERKINS | 20140720 | F | 06 | A | | 001 | 5/15/2025 | Error |
| SID (All) | PARKS0005 | 5906298577 | APRIL | ROBERTA | LUDGATE-DWY.. | 20120413 | F | 08 | A | | 001 | 5/15/2025 | Error |
| | PARKS0006 | 7107154834 | SIR ANDREW | MAXWELL | DWYER | 20100101 | M | 10 | A | | 001 | 5/15/2025 | Error |



Where can I find my Error Report?

The Submission Records tab is also where you access the Error Report for each submission. Locate and click the Error Report button in the upper right-hand corner of the Submission Records screen.



X Student Management Record Level Errors

Error by Type Export

| File ID | Level | Error Type | Data Element | LID | SID | First Name | Middle Name | Last Name | Date Of Birth | Gender | Grade Level | District Status | School Status | School Code Att |
|-------------------|-------|------------|---------------------|-----------|------------|------------|-------------|-----------|---------------|--------|-------------|-----------------|---------------|-----------------|
| a11co000000iJVBA2 | Field | Required | BILITERATE | SAB0003 | 4945912426 | TOBY | CHRISTOPHER | KENNISH | 20061107 | M | 12 | A | A | 009 |
| (All) | Field | Required | BILITERATE | TSITP0001 | 1772818470 | CONRAD | BECK | FISHER | 20061022 | M | 12 | A | A | 005 |
| Error Type | Field | Required | FIRSTENTRYDATEINT.. | ST0010 | 1287692914 | ERICA | | SINCLAIR | 20130204 | F | 06 | A | A | 003 |

X Student Management Error By Type Errors

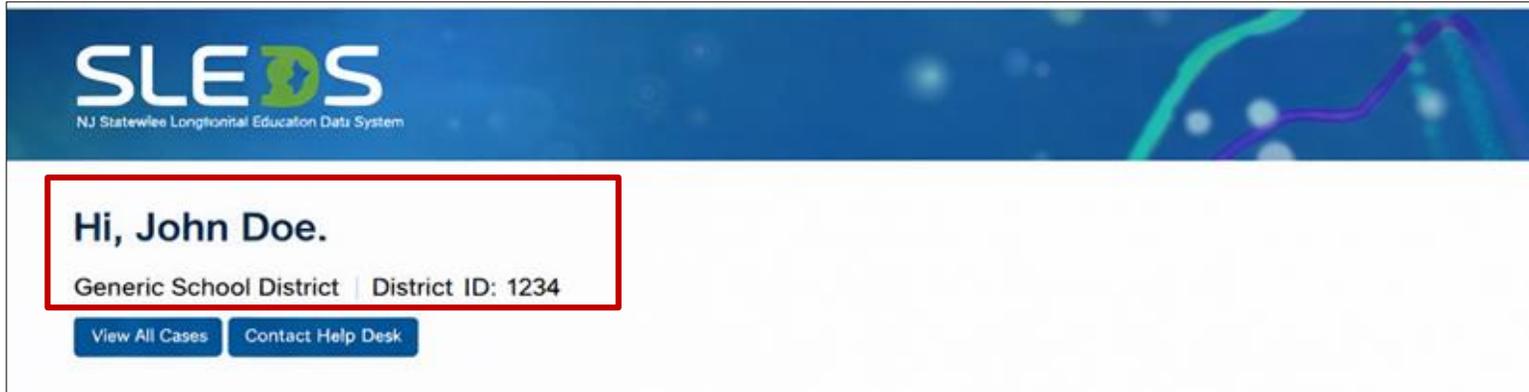
Record Level

| File ID | Level | Error Type | Data Element | Description | Error Count |
|------------|-------|------------|-----------------------------------|--|-------------|
| (All) | Field | Required | BILITERATE | This data element is required and cannot be blank or NULL if Grade Level has a value of 12, A1 or A2 | 2 |
| (All) | Field | Required | FIRSTENTRYDATEINTOAUSSCHOOL | This data element is required and cannot be blank or NULL if Country Of Birth does not have a value of 2330, 1790 or R | 1 |
| Error Type | Field | Required | MILITARYCONNECTEDSTUDENTINDICATOR | This data element is required and cannot be blank or NULL unless ReportedSharedVoc has a value of Y | 33 |

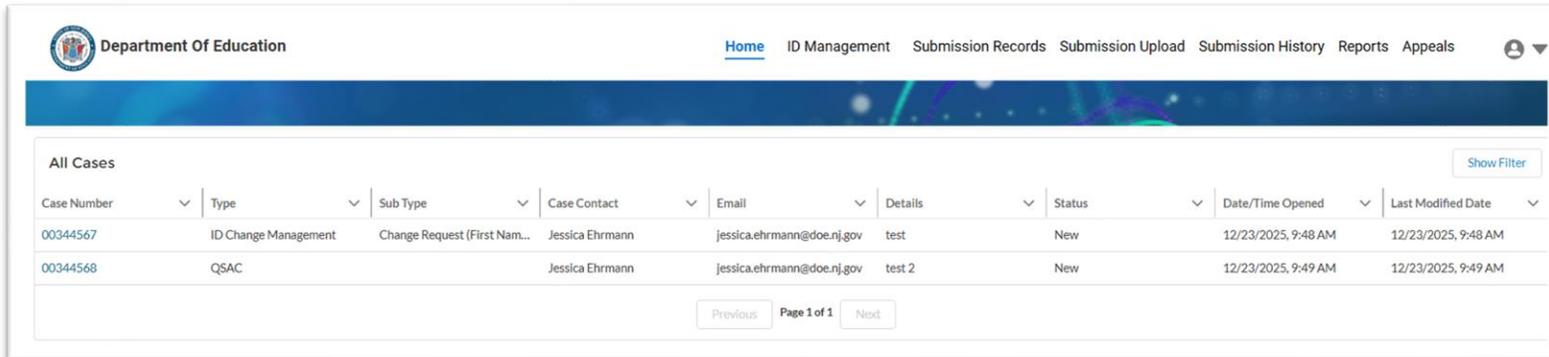


Where can I review my Help Desk cases?

The NJSLEDS home screen now displays each user's name and associated district, along with quick links to "View All Cases" and "Contact Help Desk". To review your Help Desk cases, click "View All Cases".



From this view, you'll be able to see a list of all of your submitted cases, along with cases submitted by others in your district.



Where can I review my Help Desk cases? (continued)

You can also filter the case list using different search options, including: Contact Name – Case Number – Status – Type

All Cases Hide Filter

Filter Options

- Contact Name
- Case Number
- Status
- Type

All Cases Hide Filter

Filter Options

- Contact Name
- Case Number
- Status
- Type

Status

Select Status

- New
- Assigned
- In Progress
- Client Follow up
- LEA Comment

All Cases Hide Filter

Filter Options

- Contact Name
- Case Number
- Status
- Type

Type

Select Type

- Account
- CDS School Code Request
- Data Inquiry
- Delete Record
- Directory Inquiry (CDS)



Where can I review my Help Desk cases? (continued)

A comment section will show any messages the Help Desk has posted.

| Case Comments (1) New | | |
|--|-------------------------|---------------|
| User | Created Date | Comment |
| NJSLEDS HelpDesk | 12/23/2025, 12:53:52 PM | Test 1 public |

Districts can also add their own comments. Multiple comments can be added to a single case; all follow-ups remain under one case number.

New Case Comment

• Comment:

Coming Soon: The ability to upload files with the case comments. This will be useful for resubmitting ID Change Requests.



Contacting the Help Desk



Use the "Contact Help Desk" button on the NJSLEDS system homepage (preferred) or call 609-376-3970, Monday through Friday from 8:00 AM to 5:00 PM.



Provide your full name, district/school code, and reason for inquiry.



Refer to your case number and confirmation email sent by NJSLEDS.



Thank You!
Questions?



nj.gov/education