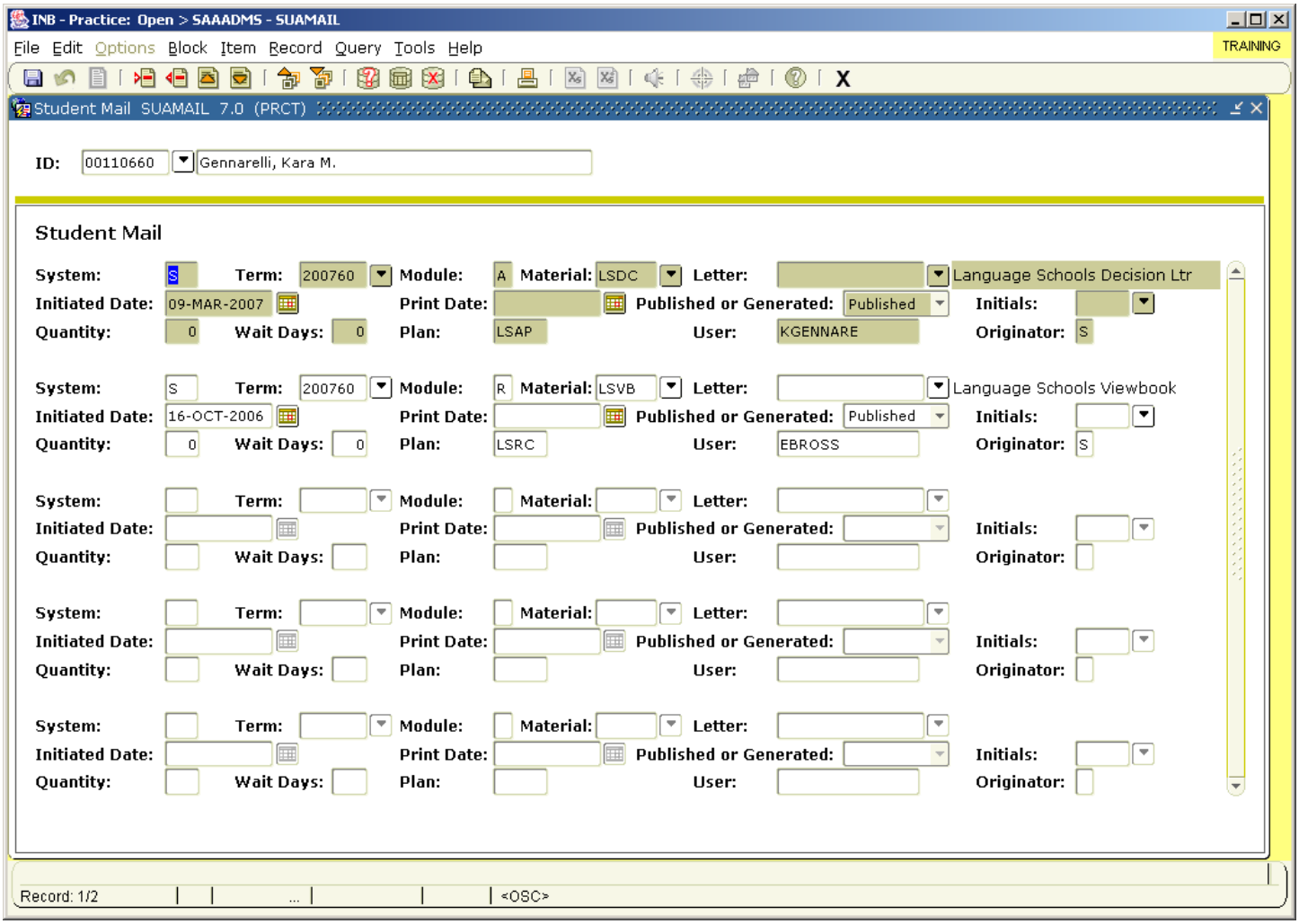
What To Do If a Name Doesn't Appear on your Hyperion Report

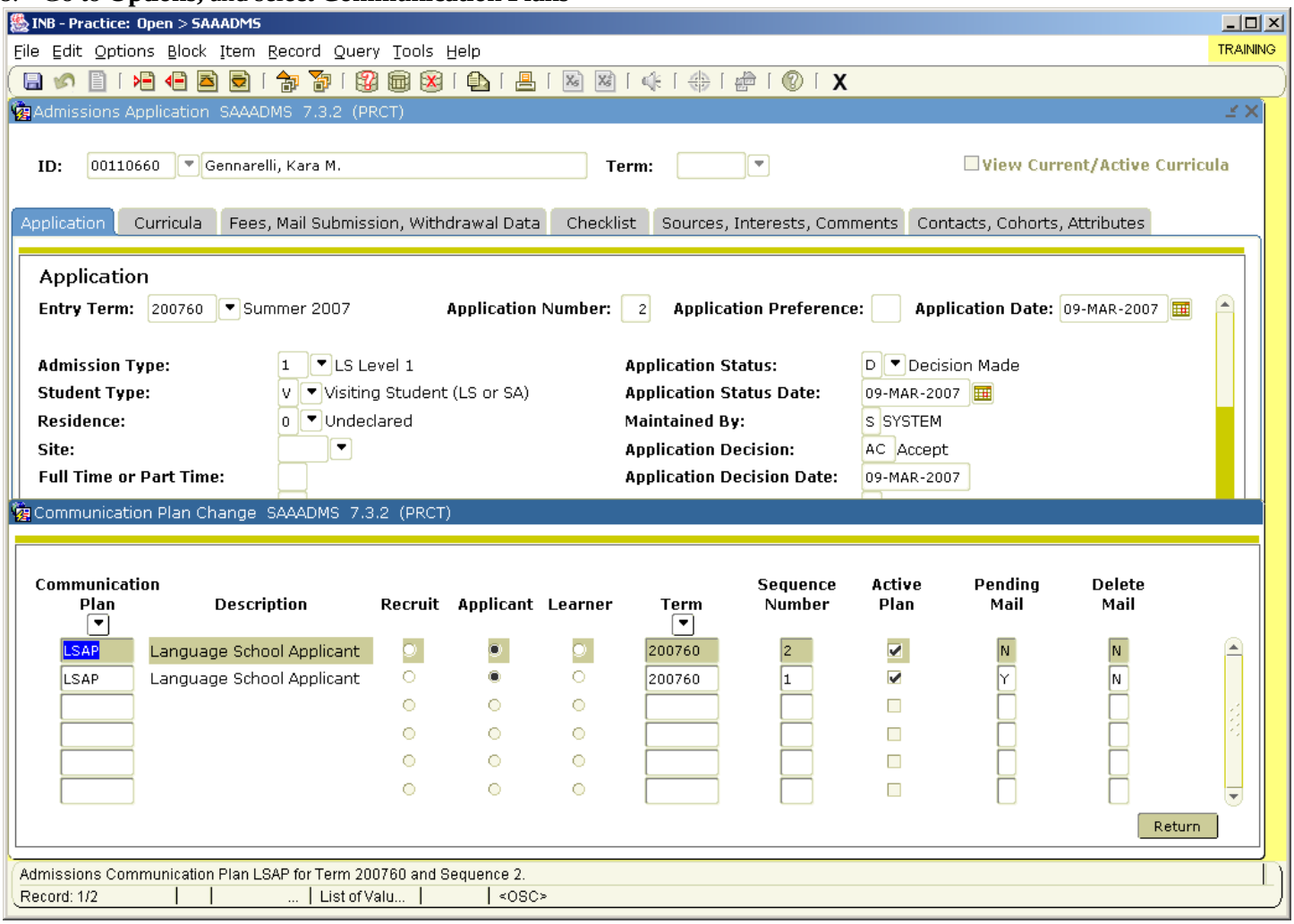
If a student's name doesn't appear on your Decision List, Application List, or Decision Letter List Hyperion report:

1. Check in **SAAADMS** to make sure it was entered correctly (program code, decision, rate code, etc.)
2. Check **SPAIDEN** to make sure an LS Address exist and/or check the **TO/FROM** dates.
3. NOTE: If you change or update information in **SPAIDEN**, it will take 24 hours to download into Hyperion.
4. Check **SUAMAIL** to see if a current term Communication Plan exists:
    a. Enter ID# or student's name
    b. Next block to get in the form
    c. Press F8 or to Execute query



5. Find the correct/current term in **Term** field:
    a. If there is a current term record, clear the **Print Date** field. Open Hyperion to see if the name appears on the list. If the name does not appear, continue with step 6.
    b. If there is no current term record, continue with Step 6.

6. Remove any records from previous terms for Language Schools only, in other words, only terms that end with 60 (ex. 200660) DO NOT remove records that don't end with 60:
    a. Click on the record you want to remove
    b. In the **Toolbar**, click on **Record**, then click **Remove** OR click Shift + F6 to remove record.
7. Open **SAAADMS**.
8. Go to **Options,** and select **Communication Plans**



7. Remove any previous term/year Language Schools Communication Plans. See step 6 for instructions.
8. If there is an "N" in the **Pending Mail** field for current terms Comm. Plan, the Comm. Plan will have to be removed and re-inserted by doing the following:
    a. Click on the record you want to remove
    b. In the **Toolbar**, click on **Record**, then click **Remove** OR click Shift + F6 to remove record.

c. Click on **Applicant** button
d. In the **Communication Plans** field, type **LSAP**
e. Tab to **Term** and type in the current term
f. Tab to **Sequence Number**. (The sequence number can be found in the **Application Number** field at the top of the form.)
g. Click or to Save.
h. The "N" should change to "Y" in the **Pending Mail** field.

9. The name should now appear on your list.

What To Do If a Name Appears Twice on your Hyperion Reports

1. Go to **GOAEMAL**
2. If the student has two **REC1** email addresses change the second one to **REC2.**