

# **MYCOM 2009-2010 SCHOOL YEAR**

## **Frequently Asked Questions**

1. **Q: Who gets which copy of the parental consent form?**  
*A: White Copy-Starting Point, Yellow Copy-Parent/Guardian, Pink-Agency*
2. **Q: I accidentally entered a youth's information into the database twice, how can I delete the duplicate entry?**  
*A: Send an email to [mark.washington@starting-point.org](mailto:mark.washington@starting-point.org) specifying which record you want deleted.*
3. **Q: I cannot log into the website, do I have the correct password?**  
*A: First try copying and pasting the user name and password from the email you were sent into the browser (Internet Explorer). If that doesn't work then call Starting Point for technical assistance.*
4. **Q: I am the person who is entering data for our agency but I do not have the user name and/or password for the website, could you please give it to me?**  
*A: Unless you are the designated contact person we have listed, we CANNOT give you the user name and/or password. You must contact the designated contact person and get the user name and/or password from them.*
5. **Q: I ran out of Parental Consent Forms, how can I get more?**  
*A: If you run out of Parental Consent Forms please contact us at Starting Point and schedule a time to up pick more copies.*
6. **Q: We were unable to get our youth's Social Security Numbers, what should we enter into the SSN field on the website?**  
*A: If you do not have a youth's SSN use the mock SSNs that we will provide in the email containing your user name and password.*
7. **Q: We were only able to get the last five digits of the youths' SSN should we just enter the last five digits?**  
*A: If you only have the last five digits of a youths' SSN use the first four digits of a mock SSN and the last five of the youth's actual SSN.*  
Example:  
Mock SSN: 123456789  
Last five of the youth's SSN: 00000  
What you will enter as the youth's SSN: 123400000

8. **Q: We are keeping track of attendance through your website, what do we need to submit to Starting Point regarding attendance?**
- A: *You must submit a hard copy of your attendance with your Financial and Programmatic Reports on the dates specified on the Schedule of Important Dates.*
9. **Q: I entered the wrong enrollment date and/or agency location how can I change it?**
- A: *Send an email to [mark.washington@starting-point.org](mailto:mark.washington@starting-point.org) specifying the youth whose record needs changing and the correct value for the field in question.*
10. **Q: I haven't had time to enter the youths' information into the database and keep track of attendance, is it possible to get an extension past the due date?**
- A: *All information must be entered, all reports must be submitted and attendance must be up to date by the dates specified on the Schedule of Important Dates.*
11. **Q: Some of the youths' parents agreed to the first consent question but not to the second one. Is it ok to check consent granted on the website in this case?**
- A: *Yes, the first consent question allows Kent State access to the youth's information and the second one allows Kent State to contact the parent directly. However if they don't give consent for the first question then you CANNOT check consent granted on the website.*
12. **Q: Who do I send the Financial and Programs reports to?**
- A: *The Financial Report and Monthly Program Report should be sent to Starting Point  
Attn: Jackie Graves  
4600 Euclid Avenue, Suite 500  
Cleveland, OH 44103*
13. **Q: We have our own Parental Consent form; can we just use that instead of using Starting Point's Parental Consent form?**
- A: *The wording in Starting Point's Parental Consent form allows us to release the youth's information to Kent State for the study they will be conducting.*
14. **Q: Do I have to enter every youth in my agency into the database?**
- A: *You must enter all youth into the database.*
15. **Q: Some youth in my program did not complete the information form so the only information I have is their first and last name. Do I still have to enter them into the database?**
- A: *They must be entered into the database. Use one of the Mock Social Security Numbers (provided by Starting Point) and put unknown in all fields where information is missing.*