

Unite Education Program v6.5

Job Aid: 5603

Resolve an Exception

An exception is data that did not flow correctly into Unite during an import job or from an electronic application. For example, a date may be incorrectly formatted, or data may not match lookup values for a drop-down list. In Unite, you can access and resolve exceptions at any time. Once you correct an exception, you must delete that exception. Exceptions do not automatically disappear once they are fixed.

To resolve an exception


1. Open a browser and log on to Unite.
2. On the main menu, click UTILITIES.
3. Click the *Exceptions* tab.
4. Click **Person/Application Data Exceptions**.
5. Identify the exception you want to resolve and note the error message and error field.

Note

You may need to sort or filter to find the exception.

Note

Look at the **Input Source** column to determine whether the exception was generated from an import job or an electronic application.

6. In the **Last Name, First** column, click the person name for the exception to open the person record.
7. On the person record, click  .

8. Click and expand the section that contains the field you want to edit to resolve the exception.
9. Apply edits as needed.
10. Click **Save** .
11. Click and expand the *Person/Application Data* section.
12. Select the check box next to the field you edited to resolve the exception.
13. Click **Delete** , and then click **Yes** .

Note

You can delete multiple exceptions from the *Person/Application Data* section.

14. Click **X** to close the person record.

Related resources

- 5591 - Resolve a CAS Report Request Match Exception