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# SRX – Student Records Exchange System

## Institution Accounts - User Guide

Department of Education of Puerto Rico

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Version 1.2

*Prepared By*

**Nagno, LLC.**



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## Table of Contents

|          |   |           |
|----------|---|-----------|
| <b>1</b> | <b>INTRODUCTION .....</b>                   | <b>5</b>  |
| 1.1      | Terms, icons and buttons .....              | 5         |
| <b>2</b> | <b>ACCESS TO SRX .....</b>                  | <b>7</b>  |
| 2.1      | Access to SRX .....                         | 7         |
| 2.2      | Login to SRX .....                          | 7         |
| <b>3</b> | <b>INSTITUTION ROLE - DESCRIPTION .....</b> | <b>10</b> |
| 3.1.1    | Register New User .....                     | 10        |
| 3.1.2    | Entering New Request .....                  | 14        |
| 3.1.3    | View Request Status .....                   | 19        |
| 3.1.4    | Appeal Process .....                        | 22        |
| 3.1.5    | Return Process .....                        | 27        |
| 3.1.6    | Access Resources Catalog .....              | 33        |
| 3.1.7    | Contact Us .....                            | 33        |



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## Table of Figures

|  |    |
|--|----|
| Figure 1 - Home SRX  | 7  |
| Figure 2- Locate Login                                     | 8  |
| Figure 3 - Login Screen                                    | 8  |
| Figure 4 - Invalid Login Attempt                           | 9  |
| Figure 5 - Reset Password                                  | 9  |
| Figure 6- Locate Register Option                           | 10 |
| Figure 7 - Register Account                                | 11 |
| Figure 8- Locate Register                                  | 12 |
| Figure 9 - Registration Confirmation Message - Institution | 12 |
| Figure 10 - Message: Account Institution not activated     | 12 |
| Figure 11- Email Validation - Institution                  | 12 |
| Figure 12- Validated Account                               | 13 |
| Figure 13- Home Page - Institution                         | 13 |
| Figure 14 - Document Request Process - Overview            | 14 |
| Figure 15- New Request Icon – Institution                  | 14 |
| Figure 16- Menu “New Request” – Institution                | 14 |
| Figure 17- Button Add New Request- Institution             | 15 |
| Figure 18- New Request – Destination Institution           | 15 |
| Figure 19- New Request – Student Information               | 16 |
| Figure 20- Correct way to choose the date                  | 16 |
| Figure 21- Error - required fields are missing             | 17 |
| Figure 22- Error – student not found                       | 17 |
| Figure 23- Successfully saved                              | 17 |
| Figure 24- Request Status Screen                           | 18 |
| Figure 25- Email Confirming Request Reception              | 18 |
| Figure 26 - Email Notifying Approved Request               | 18 |
| Figure 27- Results per Page                                | 19 |
| Figure 28 - Paging Bar                                     | 19 |
| Figure 29- Request Status Icon                             | 19 |
| Figure 30- Request List                                    | 19 |
| Figure 31- Example Requests Status                         | 20 |
| Figure 32- Document PDF                                    | 21 |
| Figure 33- Student Credit Transcript Example               | 21 |
| Figure 34- Records per page and Search                     | 22 |
| Figure 35- Appeal Process - Overview                       | 22 |



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|   |    |
|---|----|
| Figure 36- Review Icon – Institution                | 22 |
| Figure 37- Menu “New Appeal” – Institution          | 23 |
| Figure 38- New Appeal – Destination Institution     | 23 |
| Figure 39- New Appeal Request – Student Information | 24 |
| Figure 40- Correct way to choose the date           | 24 |
| Figure 41- New Appeal Request – Documents section   | 25 |
| Figure 42- Successfully saved                       | 25 |
| Figure 43- Request Status Screen                    | 26 |
| Figure 44- Email Confirming Request Reception       | 26 |
| Figure 45 - Email Notifying Appeal Closed           | 26 |
| Figure 46 – Request Status List                     | 27 |
| Figure 47 – Return Process - Overview               | 27 |
| Figure 48- New Return Icon                          | 27 |
| Figure 49- Return Icon – Institution                | 28 |
| Figure 50- Menu “New Return” – Institution          | 28 |
| Figure 51- New Return – Destination Institution     | 29 |
| Figure 52- New Return Request – Student Information | 30 |
| Figure 53- Correct way to choose the date           | 30 |
| Figure 54- New Return Request – Documents section   | 31 |
| Figure 55- Successfully saved                       | 32 |
| Figure 56- Request Status Screen                    | 32 |
| Figure 57- Email Confirming Return Reception        | 32 |
| Figura 58 – Email Notifying Return Completed        | 33 |
| Figure 59- Resource Catalog                         | 33 |



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## 1 INTRODUCTION

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The following document details the functionality of the Puerto Rico Student Record Exchange System (SRX).

After Hurricanes Irma and Maria, a significant number of primary and secondary students from Puerto Rico Department of Education temporarily relocated to the United States. Most of these students did not have available to them the appropriate student records to complete a typical enrollment process, putting a substantial load on school district’s admissions and student allocation processes.

Student Records Exchange (SRX) is a platform developed by the Puerto Rico Department of Education to facilitate the exchange of the student records with other districts to expedite their enrollment process at their schools.

The information available through the SRX allows school staff, such as guidance counselors and registrars, to make time-sensitive placement decisions more effectively. School staff can quickly access students’ previous enrollment records, course history to determine the appropriate placement within the new school.


### Objectives of the SRX

- Provide support to displaced students from Hurricane Irma/Maria in Puerto Rico, that have transferred or in the process of doing so to schools in the US.
- Expeditiously provide the student transcript information that schools and US districts need to admit those students into their school system.
- Have an effective mechanism to track and monitor those PRDE students, including their return to Puerto Rico (with the additional academic information from the schools) to continue their academic studies and complete their graduation requirements














When the students decide to return to Puerto Rico, the SRX will also enable the exchange student records and documents from US Districts and schools back to the Puerto Rico Department of Education with the additional academic information to continue their academic studies and eventually graduate.

The following table describes terms used throughout the document, as well as icons and buttons used in the application screens:

#### 1.1 Terms, icons and buttons

| Name  | Description   |
|---|---|
| “Menu”  | List of available options and functions that appear when you login to the system.   |
| “default”   | Default selection that will always be used, unless another is explicitly specified. |
|  | Validate input information and save data.   |



| Name   | Description  |
|--|--|
|     | Cancel the operation and return to the previous page.  |
| 10  | Shows number of records to show per page.  |
| Search: <input type="text"/>   | Use the data captured as a parameter for the corresponding search.                                 |
|     | Shows that there is a list of predefined values for this field.                                    |
|     | Calendar button. It shows a screen with a calendar to choose the desired date.                     |
|     | Clears the values of the fields to add a new request.  |
|     | Shows that the field be displayed in an orderly manner, either ascending or descending.            |
|     | Shows that the results are displayed in ascending order.   |
|     | Shows that the results are displayed in descending order.  |
| NEXT   | Advances to the next page within a results table.  |
| PREVIOUS   | Returns to the previous page within a results table.   |
| SAVE   | Save changes.  |
|   | Allows modification of fields within the component where it is located. Example: Institution data. |
|   | Downloads and opens the requested student record.  |
|   | Create an appeal for the transcript  |
|   | Delete the file selected   |
|   | Create a return  |

## 2 ACCESS TO SRX

### 2.1 Access to SRX

The Student Record Exchange System (SRX) can be accessed through the application portal of the Department of Education or through the following link:

<https://srx.dde.pr/>

When accessing the application, the home screen will show a brief explanation of the process functionality.

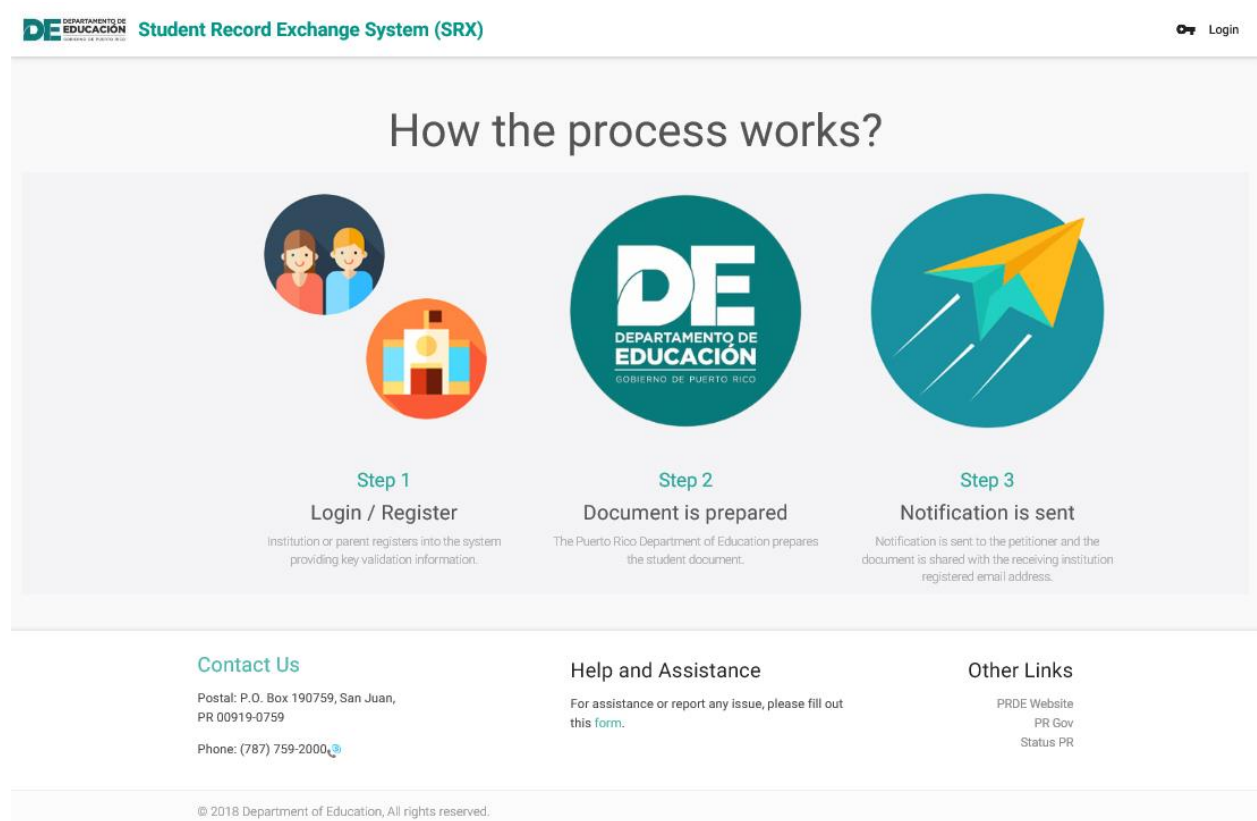


Figure 1 - Home SRX


### 2.2 Login to SRX

By entering to the application, all users will see the following screen:




Figure 2- Locate Login

Login Screen:

  
**Login**

Email  
\_\_\_\_\_

Password  
\_\_\_\_\_

Remember me?     Forgot password

REGISTER    LOG IN

Figure 3 - Login Screen

The "**Email**" and "**Password**" fields will serve to authenticate the SRX credentials. If you are already a registered user, enter these two fields and press "**LOG IN**". SRX will validate the input information and show the home page according to the user's role. If the credentials are not valid, the system will show the following message.



The screenshot shows a login form with the following elements: a user icon and the word "Login" at the top; an email input field containing "diana.ramirez.oroco@gmail.com"; a password input field with masked characters "...."; a "Remember me?" checkbox which is unchecked; a "Forgot password" link with a lock icon; a red oval highlighting the error message "Invalid login attempt."; and "REGISTER" and "LOG IN" buttons at the bottom.

Figure 4 - Invalid Login Attempt

The "Login" screen also has the option to remember the credentials for the next time you connect from the same computer. By check or uncheck the option, you can enable this functionality.



### Reset Password

If you forget your password, you can use the option:



SRX will show the following screen to enter your email address. Then you will have to follow instructions to create a new password.

The screenshot shows a "Reset Password" screen with the following elements: the title "Reset Password" at the top; an email input field; a message that says "We'll send you an email with instructions to create a new password."; and "LOG IN" and "RESET" buttons at the bottom.

Figure 5 - Reset Password

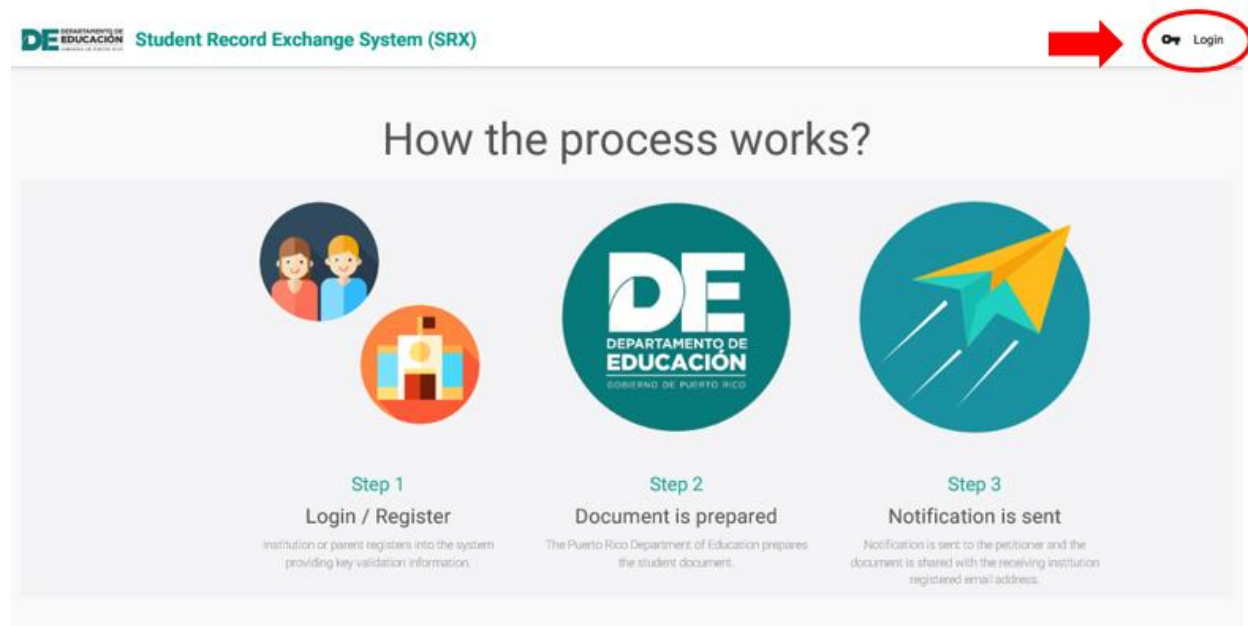


### 3 INSTITUTION ROLE - DESCRIPTION

Active institution accounts can enter new student record requests and verify the status of requests in the SRX. When a new request is entered and approved, the document will be available for download to the destination institution's contact person.

#### 3.1.1 Register New User

The first step will be the registration in SRX as user from an institution account. Once you enter the application, you must go to the "LOG IN" option and then to "REGISTER".



The screenshot shows a login/register form with the following elements:

- A user icon and the text "Login".
- An "Email" input field.
- A "Password" input field.
- Checkboxes for "Remember me?" and "Forgot password".
- Buttons for "REGISTER" (circled in red) and "LOG IN".

Figure 6- Locate Register Option



The system will show the register account screen, to enter the required fields for creating an account as an institution in SRX.

Register Account

Start by selecting if you are an Institution or Parent/Guardian

School/Participating Institution ▼

Institution ▼

First Name  
First Name

Last Name  
Last Name 1

Phone Number  
Phone Number

Email  
Email

Password  
Password

Confirm password  
Confirm Password

ALREADY HAVE ACCOUNT REGISTER

Figure 7 - Register Account

The "ALREADY HAVE ACCOUNT" option indicates that you already have a registered account; click on it, the system will take you to the "Login" screen.

Complete the registration form. You start the registration process by selecting type of account access, by the default; the value is **"School / Participating Institution"**.

Next, complete the fields related to the registration of your account:

- Institution: use the list of values indicator ▼ to search the name of the institution. The system will ask you to type five or more characters of the name of institution, and then it will show you the suggested ones. Select your institution from list.
- First Name: enter your name.
- Last Name: enter your last name.
- Phone Number: enter your phone number.
- Email: enter your institution email.
- Password: enter your password; be sure to remember it, you will need it to access SRX next time.
- Confirm Password: re-enter the password entered in the previous field.

Once all the fields are completed, press the REGISTER button.



Figure 8- Locate Register

The system will show the following message, indicating that the user will receive an email to validate the entered account registration information. Please check your email address inbox to complete the process.

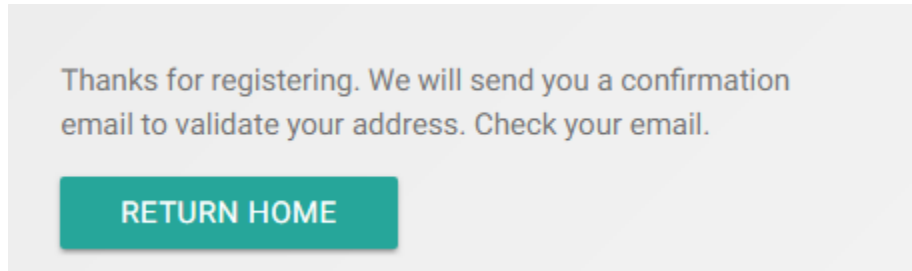


Figure 9 - Registration Confirmation Message - Institution

If you try to enter the system without validating your account, the system will present the following message:

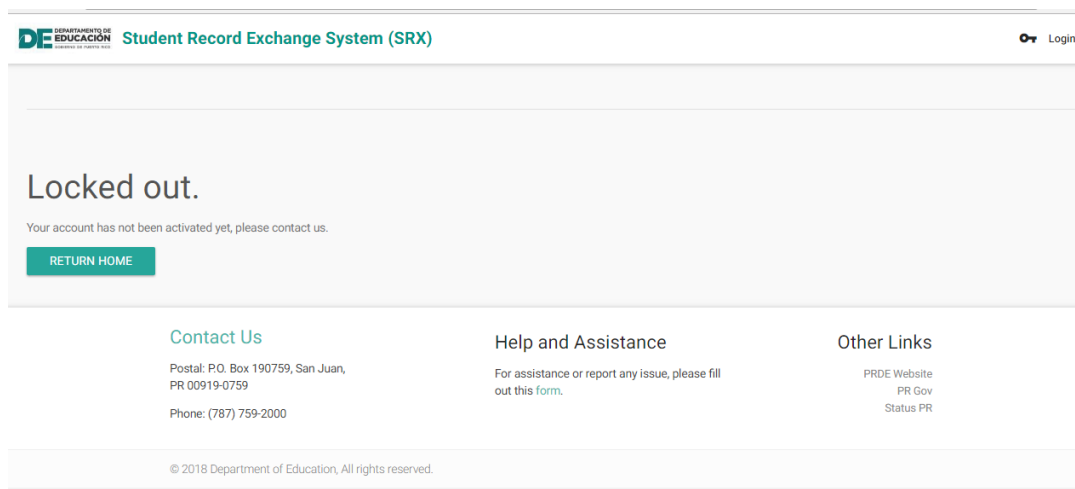


Figure 10 - Message: Account Institution not activated

When you check your email, you will find a new message as shown below. The message will have the following information: "Please confirm your account by click on here". Click on the link "here".

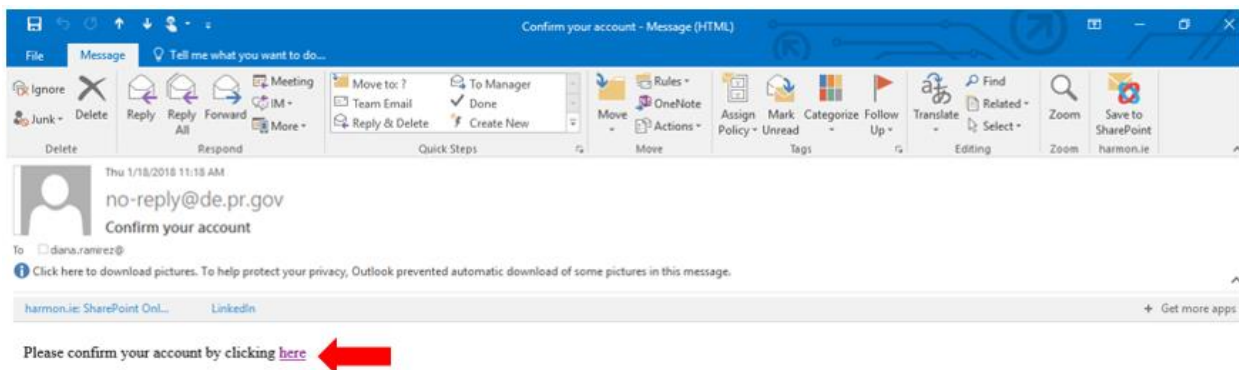


Figure 11- Email Validation - Institution



The system will open a new window on your browser with a message indicating that your email account was validated.

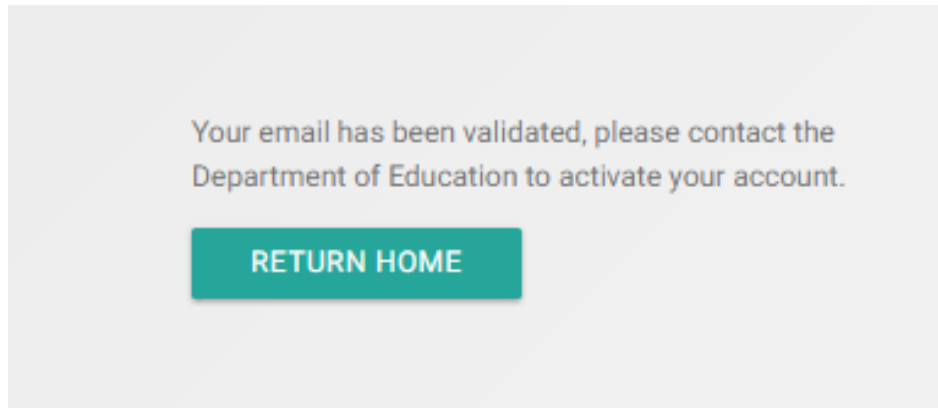


Figure 12- Validated Account

Once your account is active, go to the home page to sign in. Enter the credentials. The home page as an Institution role is shown as follows:

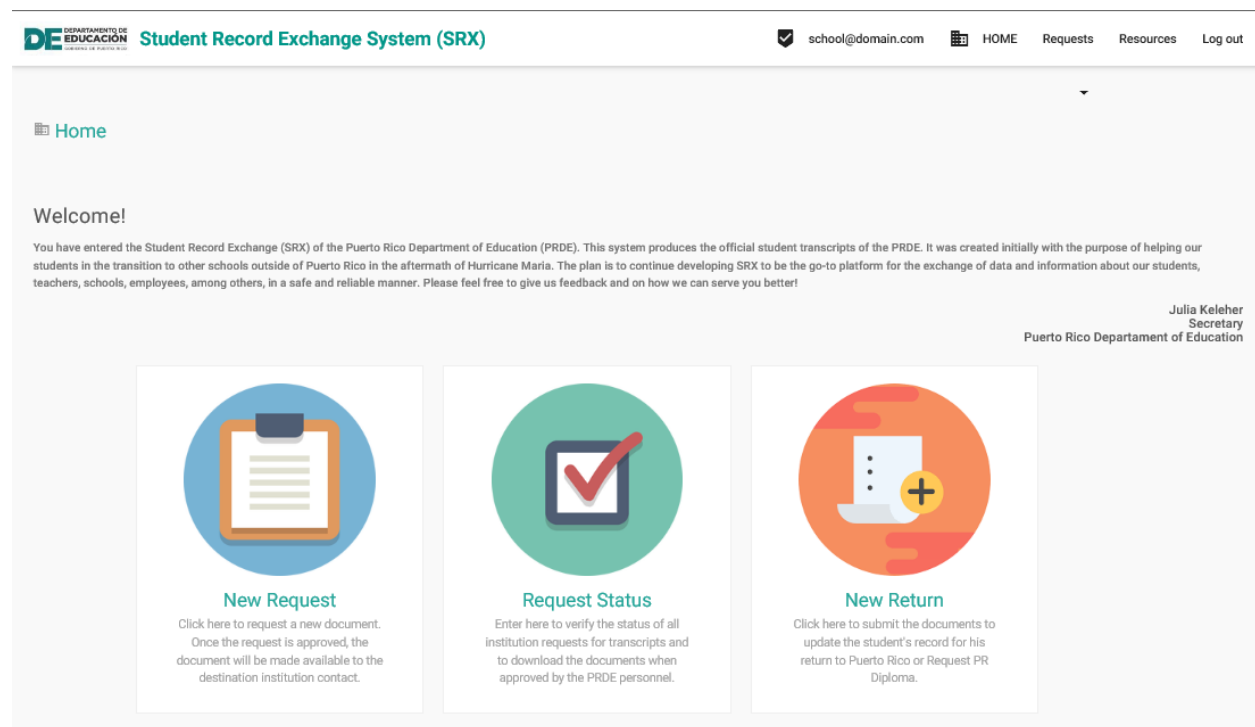


Figure 13- Home Page - Institution

The options available with this role are described below:



### 3.1.2 Entering New Request

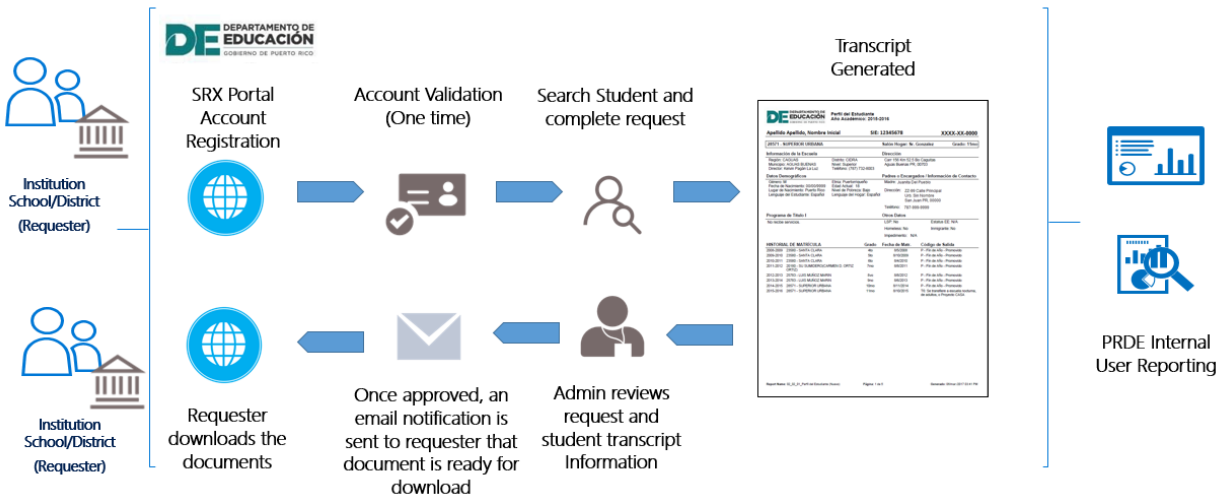


Figure 14 - Document Request Process - Overview

Requests created in SRX are sent directly to the selected destination Institution. Once the request is approved the document will be made available to the destination institution contact for download. The user has three (3) options in the SRX portal to enter a new request.

1. Click on the New Request icon in home page



#### New Request

Click here to request a new document. Once the request is approved, the document will be made available to the destination institution contact.

Figure 15- New Request Icon – Institution

2. Through the menu bar, click on Request -> then click New Request

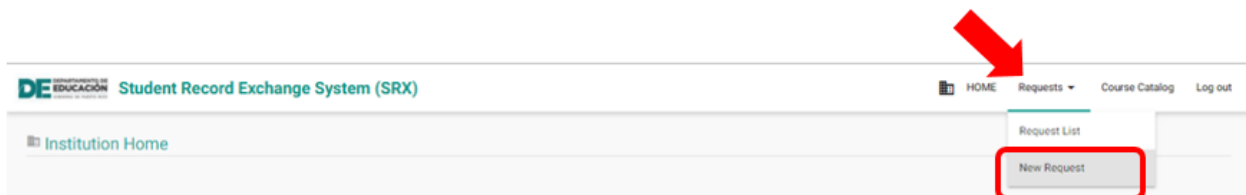


Figure 16- Menu "New Request" – Institution



3. Once on the request list: click the + button

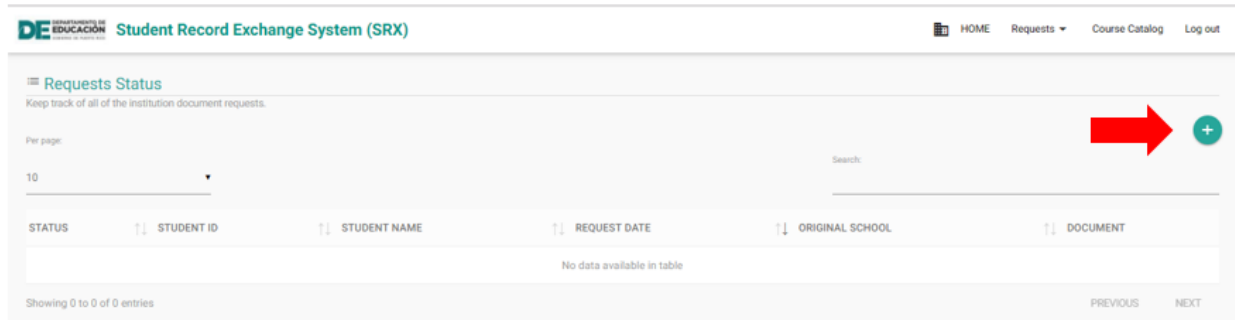


Figure 17- Button Add New Request- Institution

Any of these three options chosen, the SRX will open the page to create a new request.

### New Request Form

The form contains two sections: Destination Institution Information and Student Information. As shown below:

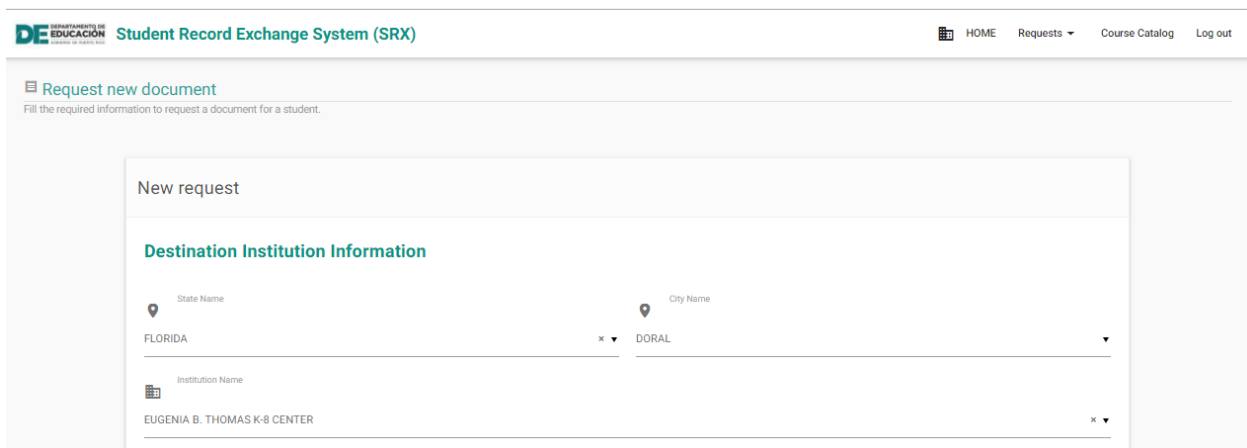




Figure 18- New Request – Destination Institution

By default, SRX will show the destination institution information registered on the user account. If the user wants to make a request and send the transcript to a different institution, other than his own, please complete the following steps, and otherwise proceed to complete the Student Information Section

- State Name: use the list of values indicator  to locate the name of the state. The system will ask you to type two or more characters and then it will show you the suggested ones
- City Name: use the list of values indicator  to locate the name of the city. The system will ask you to type two or more characters and then it will show you the suggested ones.



- Institution Name: use the list of values indicator to locate the name of the institution. The system will ask you to type five or more characters and then it will show you the suggested ones.

Continue entering the student's information:

**Student Information**

First Name: \_\_\_\_\_ MI: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Name: \_\_\_\_\_ Initial: \_\_\_\_\_ Last Name: \_\_\_\_\_

SS (Last 4): \_\_\_\_\_ Date of Birth: \_\_\_\_\_ SIS PR Student ID: \_\_\_\_\_  
Social Security (Last 4) mm/dd/yyyy Student ID

Request Type: \_\_\_\_\_  
Transcript

Reason: \_\_\_\_\_  
Displaced by natural disaster

CANCEL SUBMIT

Figure 19- New Request – Student Information

- First Name: enter the student's first name.
- MI: enter the initial of the student's middle name.
- Last Name: enter the student's last name.
- SS (Last 4): enter the last four digits of the student's social security number.
- Date of Birth: enter the student's date of birth, choosing it through the calendar.

To choose the date, follow these steps:

1. Select year
2. Select month
3. Select day
4. Press Close

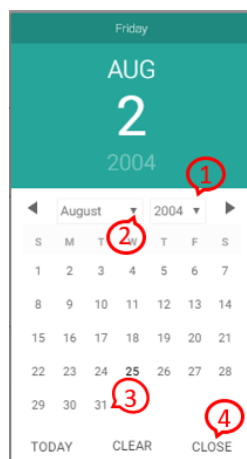



Figure 20- Correct way to choose the date

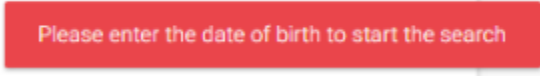
e.g: To choose August 31, 2004, first select the year "2004", then choose month "August" and, the day "31". Finally, press Close.



- SIS PR Student ID: enter the student's Puerto Rico Department Education id number (SIE number).

You can use button  to find SIS PR Student ID, first and last name are required for the search, as well as the date of birth, following the order explained above (first year, then month and day).

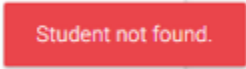
If any of the required fields are missing, the following error message is show.



Please enter the date of birth to start the search



Figure 21- Error - required fields are missing

The following error message will show if the input data does not match or if a match is not found on our records (SRX).



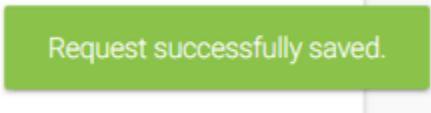
Student not found.

Figure 22- Error – student not found

- Request Type: use the list of values indicator  to choose the type of request: IEP (Individualized Educational Plan) or Transcript.
- Reason: use the list of values indicator  to locate the reason for the request. If you choose the reason "Other", the system will ask for description.

Once you have completed all the fields, press the "SUBMIT" button.

The system will indicate that your request was successfully saved:



Request successfully saved.

Figure 23- Successfully saved

Then, the system will redirect to the Request Status screen:



**Requests Status**  
Keep track of all of the institution document requests.

Per page: 10 Search:

| STATUS    | STUDENT ID | STUDENT NAME           | REQUEST DATE | DESTINATION SCHOOL                                      | DOCUMENT |
|-----------|------------|------------------------|--------------|---|----------|
| Requested | 19913155   | Lionel Deida           | 02/09/2018   | ALACHUA VIRTUAL INSTRUCTION PROGRAM (DISTRICT PROVIDED) |          |
| Declined  | 24583644   | Karina Méndez          | 02/07/2018   | ALACHUA VIRTUAL INSTRUCTION PROGRAM (DISTRICT PROVIDED) |          |
| Approved  | 24397851   | Sofia Prieto Rodriguez | 02/07/2018   | ALACHUA VIRTUAL INSTRUCTION PROGRAM (DISTRICT PROVIDED) |          |

Showing 1 to 3 of 3 entries

PREVIOUS 1 NEXT

Figure 24- Request Status Screen

SRX will also send the user an e-mail confirming receipt of the request for the student and the destination institution.

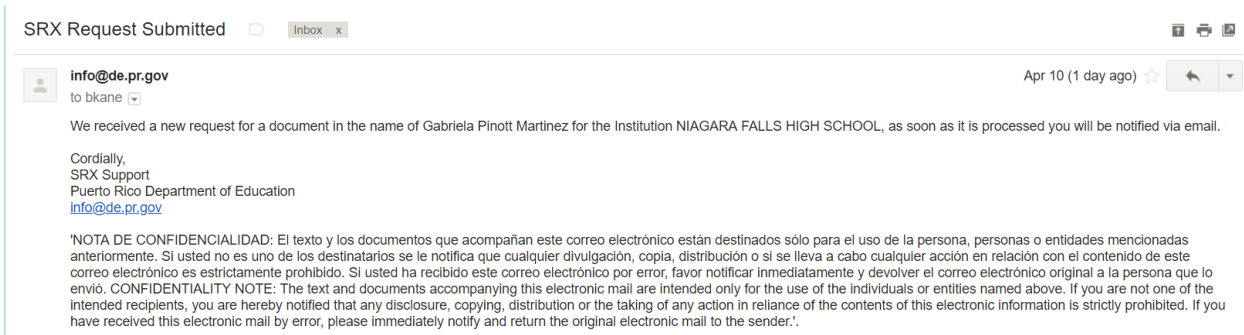


Figure 25- Email Confirming Request Reception

As soon as the request is processed by the PRDE, you will receive another notification by email, indicating the student transcript is ready to be downloaded. The following image shows the message received by the institution when the request has been processed; it indicates that the document is available for download. If the user is logged in to the application, it can access the document directly from the email through the link; otherwise, it takes you to the log in page.

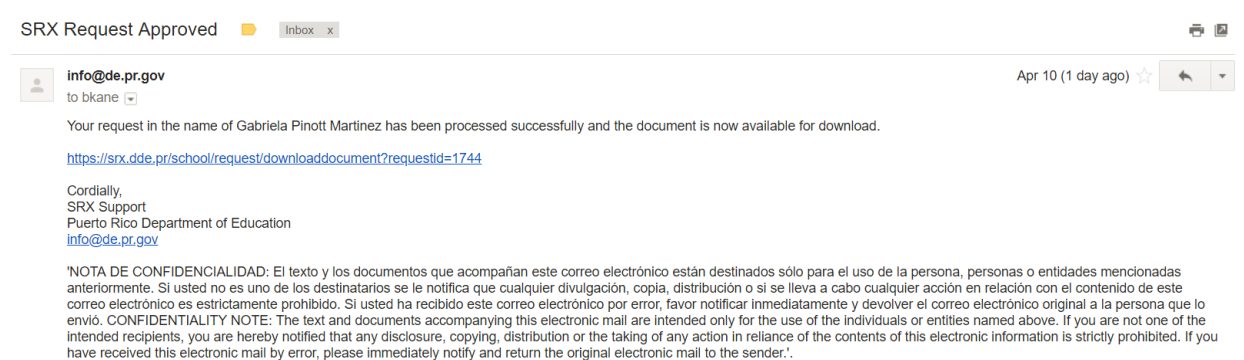


Figure 26 - Email Notifying Approved Request



### 3.1.3 View Request Status

In this section, SRX shows results through tables for ease of access to the information. The columns are arranged alphabetically displaying 10 results per page (by default). Besides the name of each column, the icon shows whether the column is ordered ascending or descending. By click on the icon, the order reverses.

The user can change the number of records that can be viewed per page. The available values are 10, 25, 50 and 100.

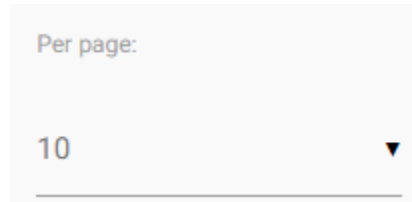


Figure 27- Results per Page

The result table always shows the total of records and the number of records displayed per page. The buttons to move through the results pages will be displayed at the end of the table. The user can move to a specific page number by click on the desired number or click "Next" or "Previous" to move forward or backwards respectively.

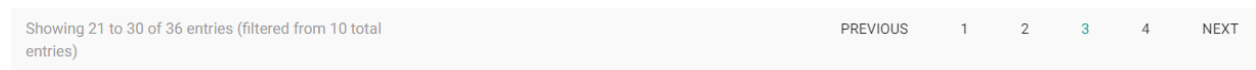


Figure 28 - Paging Bar

Institutions may review the requests' status, through the following options:

1. Click on the Request Status icon in the home page



Request Status

Figure 29- Request Status Icon

2. Through the menu bar, click Request -> then click Request List

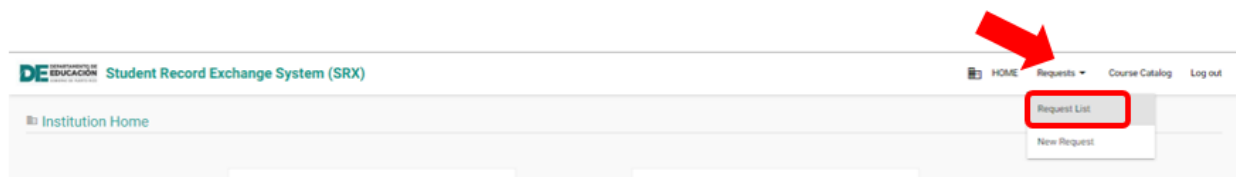


Figure 30- Request List



By selecting either of these two options, the system will redirect you to the following page to review the request status.

**Requests Status**  
Keep track of all of the institution document requests.

Per page: 10 Search:

| STATUS    | SIS PR STUDENT ID | STUDENT NAME            | REQUEST TYPE | REQUEST DATE | DESTINATION INSTITUTION | DOCUMENT | ACTIONS |
|-----------|-------------------|-------------------------|--------------|--------------|-------------------------|----------|---------|
| Requested | 19364956          | Tanayri Velazquez Lopez | Appeal       | 03/28/2018   | Watertown High School   |          |         |
| Approved  | 19364956          | Tanayri Velazquez Lopez | Transcript   | 03/28/2018   | Watertown High School   |          |         |
| Requested | 17761499          | Luis Medina             | Return       | 03/28/2018   | Watertown High School   |          |         |
| Resolved  | 17761499          | Luis Medina             | Appeal       | 03/28/2018   | Watertown High School   |          |         |
| Requested | 19913155          | Lionel Deida Camacho    | Return       | 03/28/2018   | Watertown High School   |          |         |
| Resolved  | 19913155          | Lionel Deida Camacho    | Appeal       | 03/28/2018   | Watertown High School   |          |         |
| Approved  | 19913155          | Lionel Deida Camacho    | Transcript   | 03/28/2018   | Watertown High School   |          |         |
| Completed | 21468381          | Kareliz Ruiz            | Return       | 03/26/2018   | Watertown High School   |          |         |
| Closed    | 17761499          | Luis Medina             | Appeal       | 03/15/2018   | Watertown High School   |          |         |
| Approved  | 17761499          | Luis Medina             | Transcript   | 03/14/2018   | Watertown High School   |          |         |

Showing 1 to 10 of 12 entries (filtered from 10 total entries) PREVIOUS 1 2 NEXT

Figure 31- Example Requests Status

This option contains a results list with the following fields: Status, Student Identification, Student Name, Request Type, Request Date, Destination School, Document and Actions.

The status of the request can be Requested, Submitted, Approved, Resolved, Completed, Closed and Declined. The status varies by request type.

- Transcript/PEI : Requested, Approved, Declined
- Appeal: Requested, Resolved, Closed
- Return: Submitted, Completed

In the Document column, you can see the PDF icon to download transcripts that have been approved by PRDE or when the appeal have been closed.




DEPARTAMENTO DE EDUCACIÓN Student Record Exchange System (SRX) HOME Requests Resources Log out

Requests Status


Keep track of all of the institution document requests.

Per page: 10 Search

| STATUS   | STUDENT ID | STUDENT NAME           | REQUEST DATE | DESTINATION SCHOOL                                      | DOCUMENT  |
|----------|------------|------------------------|--------------|---|---|
| Approved | 19913155   | Lionel Deida           | 02/09/2018   | ALACHUA VIRTUAL INSTRUCTION PROGRAM (DISTRICT PROVIDED) |   |
| Declined | 24583644   | Karina Méndez          | 02/07/2018   | ALACHUA VIRTUAL INSTRUCTION PROGRAM (DISTRICT PROVIDED) |   |
| Approved | 24397851   | Sofía Prieto Rodríguez | 02/07/2018   | ALACHUA VIRTUAL INSTRUCTION PROGRAM (DISTRICT PROVIDED) |  |

Showing 1 to 3 of 3 entries PREVIOUS 1 NEXT

Figure 32- Document PDF

Click on the PDF icon  , the system will open the document for review. The document can be printed or downloaded to your computer.

DEPARTAMENTO DE EDUCACIÓN GOBIERNO DE PUERTO RICO

**Student Credit Transcript**  
School Year: 2017-2018

**Del Pueblo, Juan** Student ID: 12345678 XXX-XX-1234

12345 - NOMBRE DE ESCUELA Level: TODOS LOS NIVELES Grade: 12

| School Information   |  | Address  |  |
|--|--|--|--|
| Region: SAN JUAN<br>Principal: Sr. Dririrector de Escuela  | District: SAN JUAN II<br>Phone: (787) 123-4567                             | Urb Country Prueba Calle 0<br>San Juan PR, 00924                 |  |
| Demographic Data   |  | Parent or Guardian/ Contact Information                          |  |
| Gender: M<br>Birth Date: 2000-01-28 00:00:00.000<br>Birth Place: Puerto Rico<br>Homeless Student: No | Ethnicity: Puertorriqueño<br>Current Age: 17<br>Graduation Date: 5/28/2015 | Father: Juan Padre<br>Madre: Juana Madre<br>Phone: (787)123-1234 | Address: Jardines De Casa Club, Edif 0<br>Apt 123, San Juan 00924<br>Jardines De Casa Club, Edif 0<br>Apt 123, San Juan 00924<br>PR, |
| Enrollment History   |  |  |  |
|  | Grade  | Enrollment Date  | Exit Date  |
| 2008-2009 51946 - RAMON PEREZ PURCELL  | 3  | 8/5/2008   | 5/29/2009  |
| 2009-2010 51946 - RAMON PEREZ PURCELL  | 4  | 8/10/2009  | 5/27/2010  |
| 2010-2011 51946 - RAMON PEREZ PURCELL  | 5  | 8/4/2010   | 5/27/2011  |
| 2011-2012 51946 - RAMON PEREZ PURCELL  | 6  | 8/8/2011   | 5/31/2012  |
| 2012-2013 51870 - RAFAEL IRIZARRY RIVERA   | 7  | 8/8/2012   | 5/31/2013  |
| 2013-2014 51870 - RAFAEL IRIZARRY RIVERA   | 8  | 8/6/2013   | 5/30/2014  |
| 2014-2015 51870 - RAFAEL IRIZARRY RIVERA   | 9  | 8/11/2014  | 5/29/2015  |
| 2015-2016 57919 - JOSEFA VELEZ BAUZA(SUPERIOR URBANA)  | 10   | 8/10/2015  | 5/31/2016  |
| 2016-2017 57919 - JOSEFA VELEZ BAUZA(SUPERIOR URBANA)  | 11   | 8/8/2016   | 5/31/2017  |
| 2017-2018 57919 - JOSEFA VELEZ BAUZA(SUPERIOR URBANA)  | 12   | 8/14/2017  | In Progress  |

Figure 33- Student Credit Transcript Example

In the Action column, you can see the following icons:



To create a review, available in case an appeal of the transcript is needed. For detail, see the appeal process.



To view the details



To create a return, available to submit student's documents when the student return to Puerto Rico. For detail, see the return process.



Finally, on this screen, the user has the option to change the number of records shown per page, as well as to search for a specific request.

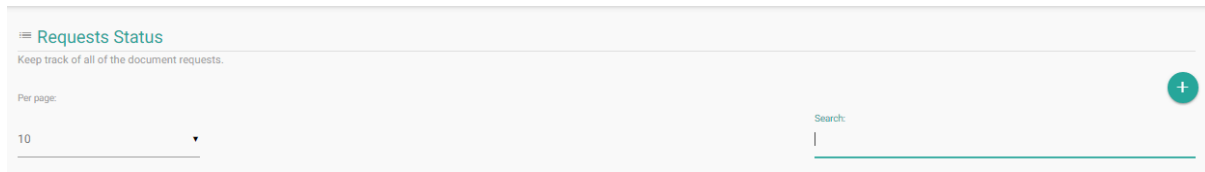


Figure 34- Records per page and Search

### 3.1.4 Appeal Process

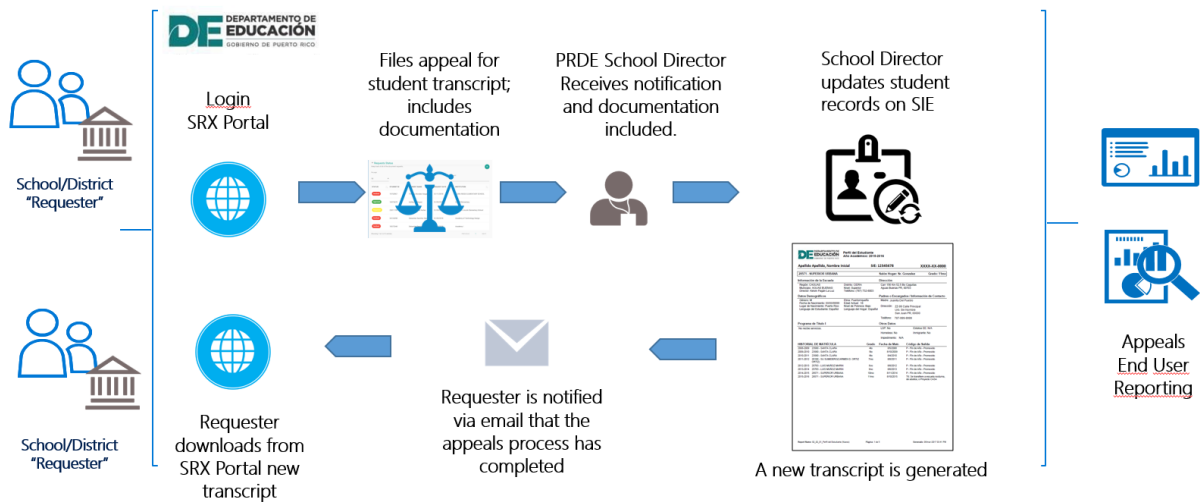


Figure 35- Appeal Process - Overview

After reviewing the transcript, if the institution or the recipient understands that there is an error in the document, they can request a revision of it. The user has two (2) options in the SRX portal to request a review.

1. Click on the review icon  in the request list, for the request that you want to review.

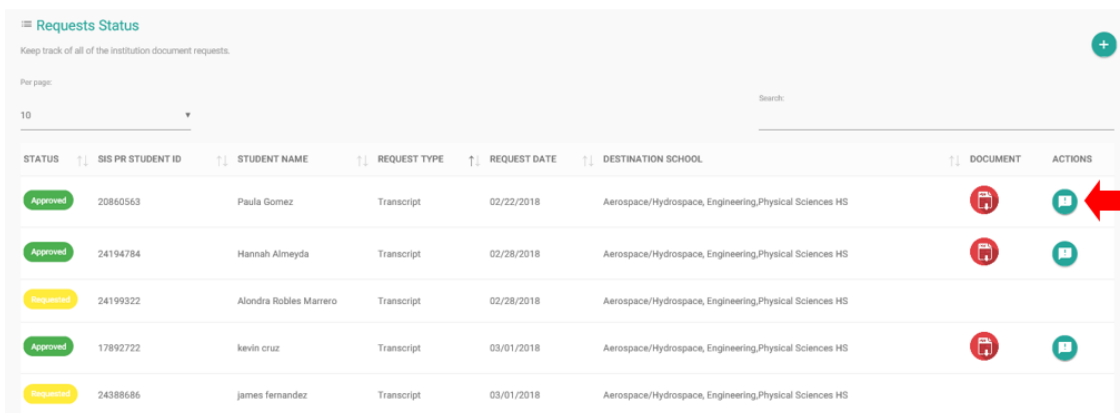


Figure 36- Review Icon – Institution



2. Through the menu bar, click on Request -> then click New Appeal

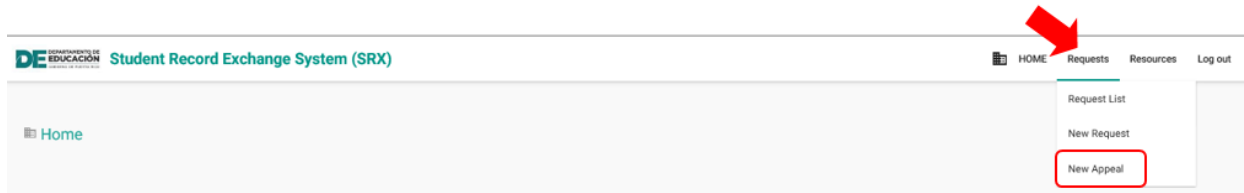


Figure 37- Menu “New Appeal” – Institution

Any of these two options chosen, the SRX will open the page to create a new appeal.




### New Appeal Form

The form contains three sections: Destination Institution Information and Student Information and Documents.

As shown below:

Figure 38- New Appeal – Destination Institution

By default, SRX will show the destination institution information registered on the user account. If the user wants to make a request and send the reviewed transcript to a different institution, other than his own, please complete the following steps. Otherwise, proceed to complete the Student Information Section

- State Name: use the list of values indicator  to locate the name of the state. The system will ask you to type two or more characters and then it will show you the suggested ones
- City Name: use the list of values indicator  to locate the name of the city. The system will ask you to type two or more characters and then it will show you the suggested ones.
- Institution Name: use the list of values indicator  to locate the name of the institution. The system will ask you to type five or more characters and then it will show you the suggested ones.



Continue entering the student's information:

Figure 39- New Appeal Request – Student Information

If the appeal is created from the original request, through the review icon, the student information will be displayed. Otherwise, complete the following:

- First Name: enter the student's first name.
- MI: enter the initial of the student's middle name.
- Last Name: enter the student's last name.
- SIS PR Student ID: enter the student's Puerto Rico Department Education id number (SIE number). (This information can be found in the transcript)
- SS (Last 4): enter the last four digits of the student's social security number.
- Date of Birth: enter the student's date of birth, choosing it through the calendar.

To choose the date, follow these steps:

1. Select year
2. Select month
3. Select day
4. Press Close

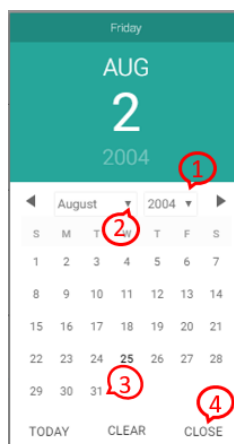



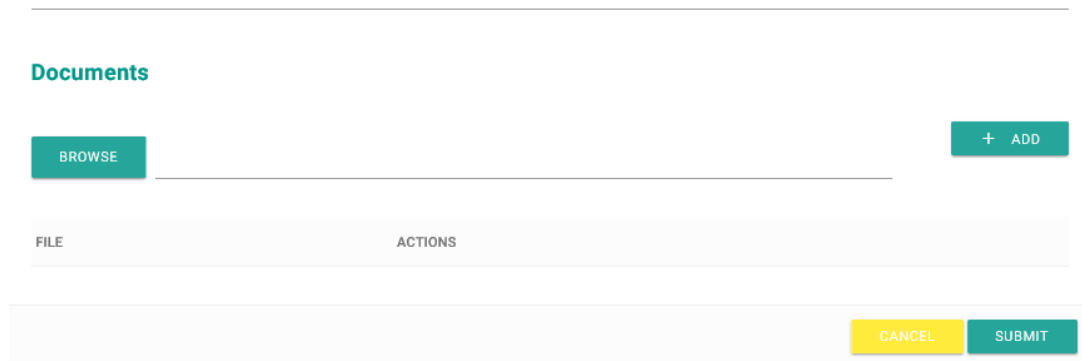
Figure 40- Correct way to choose the date

e.g: To choose August 31, 2004, first select the year "2004", then choose month "August" and, the day "31". Finally, press CLOSE.





- Review Type: use the list of values indicator  to choose the type of review needed: Demographic Data, Enrollment Data, Graduation Requirements, GPA, Credits, Wrong Grade, Missing.
- Situation: describe the situation that requires review.

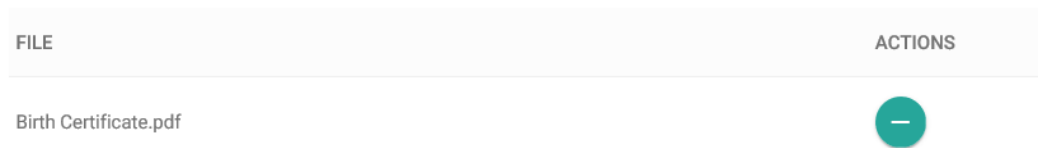
Continue with the Documents section: in this section, the user can add any document as evidence to the appeal process.




| FILE | ACTIONS |
|------|---------|
|      |         |

Figure 41- New Appeal Request – Documents section

Click on  button to browse for the file, then click the  button to attach the document to the request. The file will be displayed at the bottom.



| FILE                  | ACTIONS   |
|-----------------------|---|
| Birth Certificate.pdf |  |

Click  to delete the file added.

Once you have completed all the fields, press the "SUBMIT" button.

The system will indicate that your request was successfully saved:

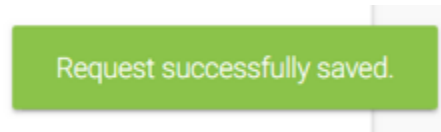


Figure 42- Successfully saved

Then, the system will redirect to the Request Status screen:



**Requests Status**

Keep track of all of the institution document requests.

Per page: 10

Search:

| STATUS    | SIS PR STUDENT ID | STUDENT NAME  | REQUEST TYPE | REQUEST DATE | DESTINATION SCHOOL                                     | DOCUMENT | ACTIONS |
|-----------|-------------------|---------------|--------------|--------------|--|----------|---------|
| Requested | 23023337          | Yeian Rivera  | Appeal       | 03/10/2018   | Aerospace/Hydrospace, Engineering,Physical Sciences HS |          |         |
| Resolved  | 23692151          | Zuleyka Avila | Appeal       | 03/09/2018   | Aerospace/Hydrospace, Engineering,Physical Sciences HS |          |         |
| Approved  | 23023337          | Yeian Rivera  | Transcript   | 03/05/2018   | Aerospace/Hydrospace, Engineering,Physical Sciences HS |          |         |

Figure 43- Request Status Screen

SRX will also send the user an e-mail confirming receipt of the request for the student and the destination institution.

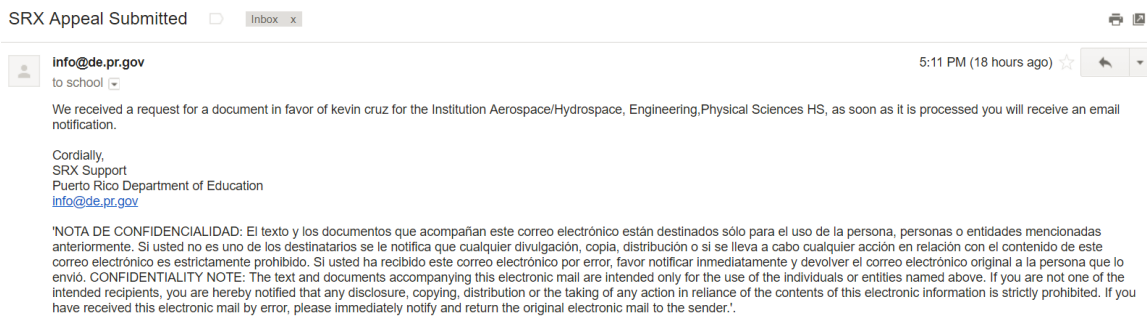


Figure 44- Email Confirming Request Reception

As soon as the request is processed by the PRDE, you will receive another notification by email, indicating the student transcript is ready to be downloaded. The following image shows the message received by the Institution when the request has been processed. It indicates that the document is available for download.



Figure 45 - Email Notifying Appeal Closed

When the appeal have been closed, the institution can download the new transcript click on the PDF icon in the request status list.



| STATUS   | SIS PR STUDENT ID | STUDENT NAME                  | REQUEST TYPE | REQUEST DATE | DESTINATION INSTITUTION                                | DOCUMENT | ACTIONS |
|----------|-------------------|-------------------------------|--------------|--------------|--|----------|---------|
| Closed   | 24418450          | Rocio del Mar Alices Fontanez | Appeal       | 03/21/2018   | Aerospaci/Hydrospace, Engineering,Physical Sciences HS |          |         |
| Approved | 24418450          | Rocio del Mar Alices Fontanez | Transcript   | 03/13/2018   | RIDGE COMMUNITY HIGH SCHOOL                            |          |         |

Figure 46 – Request Status List

### 3.1.5 Return Process

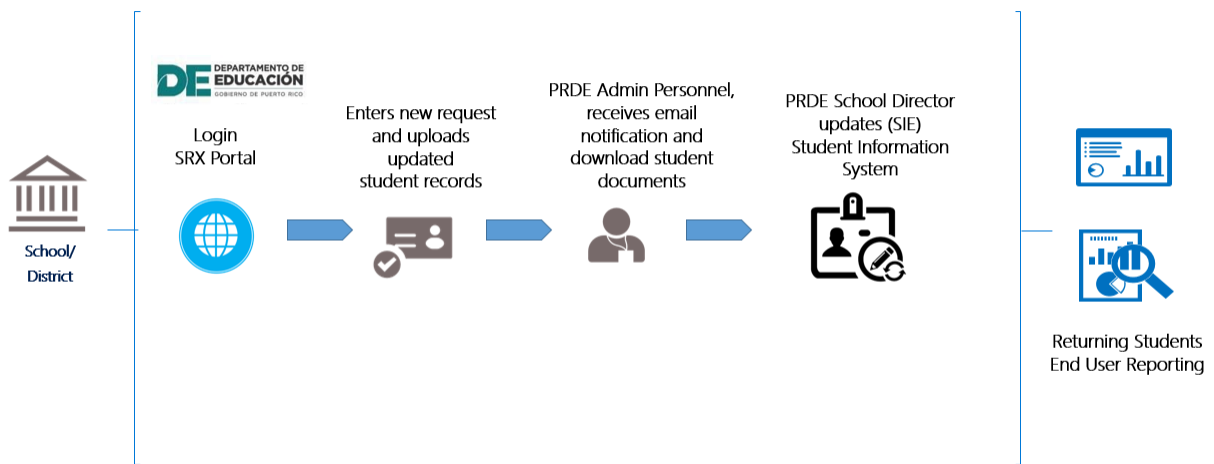


Figure 47 – Return Process - Overview

SRX allows the institution to submit documents, like transcripts, when the student return to PR or wants to graduate with PR diploma. The user has three (3) options in the SRX portal to submit documents.

1. Click on the New Return icon in the home page



New Return

Figure 48- New Return Icon



2. Click on the return icon  in the request list, for the request that you want to return.






| STATUS    | SIS PR STUDENT ID | STUDENT NAME            | REQUEST TYPE | REQUEST DATE | DESTINATION INSTITUTION | DOCUMENT  | ACTIONS   |
|-----------|-------------------|-------------------------|--------------|--------------|-------------------------|---|---|
| Requested | 19364956          | Tanayri Velazquez Lopez | Appeal       | 03/28/2018   | Watertown High School   |   |    |
| Approved  | 19364956          | Tanayri Velazquez Lopez | Transcript   | 03/28/2018   | Watertown High School   |  |    |
| Requested | 17761499          | Luis Medina             | Return       | 03/28/2018   | Watertown High School   |   |    |
| Resolved  | 17761499          | Luis Medina             | Appeal       | 03/28/2018   | Watertown High School   |   |    |

Figure 49- Return Icon – Institution

3. Through the menu bar, click on Request -> then click New Return

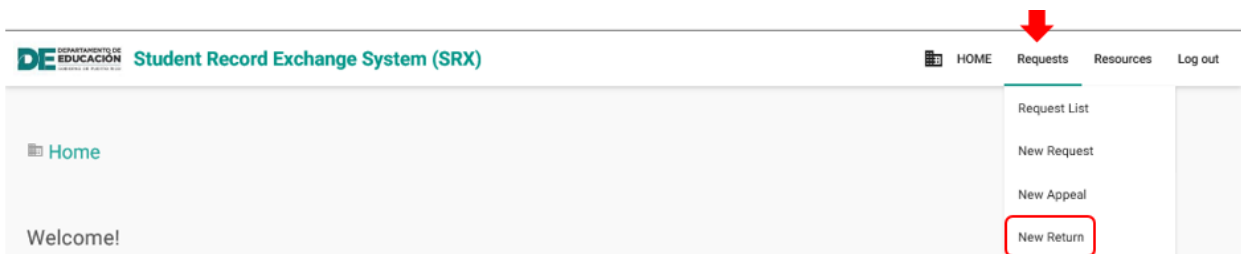


Figure 50- Menu “New Return” – Institution

Any of these three options chosen, the SRX will open the page to create a new return.

### New Return Form

The form contains three sections: Destination Institution Information and Student Information and Documents.

As shown below:



DEPARTAMENTO DE EDUCACIÓN **Student Record Exchange System (SRX)** school@domain.com HOME Requests Resources Log out

**Request new return**  
Fill the required information to submit student's documents.

### New return

#### Destination Institution Information

State Name: CONNECTICUT x v City Name: Bridgeport v

Institution Name: Aerospace/Hydrospace, Engineering, Physical Sciences HS x v

#### Contact Information

| First Name | Last Name | E-mail            | Phone Number |
|------------|-----------|-------------------|--------------|
| Fake       | School    | school@domain.com | Phone Number |

Figure 51- New Return – Destination Institution

By default, SRX will show the destination institution information registered on the user account and use the personal information as contact information. If the user wants to submit a return in favor of a different institution or use other contact information other than his own, can change it following these steps.

- State Name: use the list of values indicator ▼ to locate the name of the state. The system will ask you to type two or more characters and then it will show you the suggested ones
- City Name: use the list of values indicator ▼ to locate the name of the city. The system will ask you to type two or more characters and then it will show you the suggested ones.
- Institution Name: use the list of values indicator ▼ to locate the name of the institution. The system will ask you to type five or more characters and then it will show you the suggested ones.

Then select,

If it is necessary, update the institution contact information: First Name, Last Name, Email, Phone Number.

Continue entering the student's information:



### Student Information

|                    |               |                        |
|--------------------|---------------|------------------------|
| First Name<br>Name | MI<br>Initial | Last Name<br>Last Name |
|--------------------|---------------|------------------------|

|   |                             |  |                                       |
|---|-----------------------------|--|---------------------------------------|
| SS (Last 4)<br>Social Security (Last 4) | Date of Birth<br>mm/dd/yyyy | SIS PR Student ID<br>SIS PR Student ID | <input type="button" value="Search"/> |
|---|-----------------------------|--|---------------------------------------|

|  |                     |
|--|---------------------|
| Reason<br>Return to continue studies in PR | Current Grade Level |
|--|---------------------|

Comments

Figure 52- New Return Request – Student Information

If the return is created from the original request, through the return icon, the student information will be displayed. Otherwise, complete the following:

- First Name: enter the student's first name.
- MI: enter the initial of the student's middle name.
- Last Name: enter the student's last name.
- SS (Last 4): enter the last four digits of the student's social security number.
- Date of Birth: enter the student's date of birth, choosing it through the calendar.

To choose the date, follow these steps:

1. Select year
2. Select month
3. Select day
4. Press Close

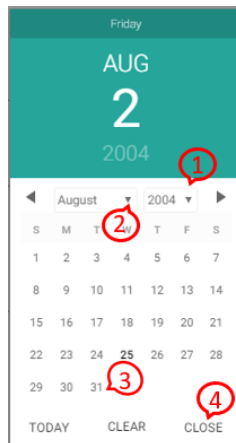





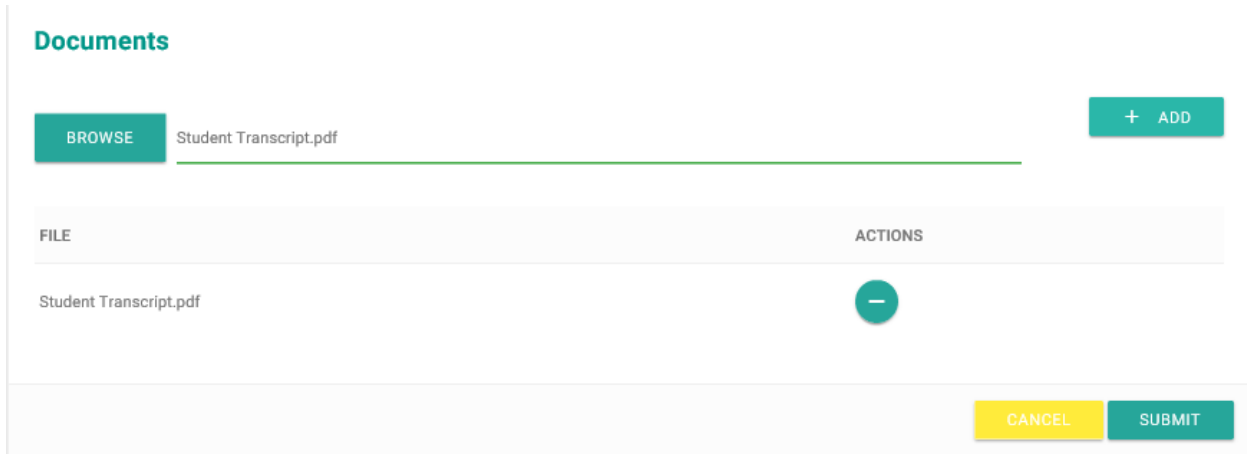
Figure 53- Correct way to choose the date

e.g: To choose August 31, 2004, first select the year "2004", then choose month "August" and, the day "31". Finally, press CLOSE.

- SIS PR Student ID: enter the student's Puerto Rico Department Education id number (SIE number). (This information can be found in the transcript)

- You can use button  to find SIS PR Student ID, first and last name are required for the search, as well as the date of birth, following the order explained above (first year, then month and day).
- Reason: use the list of values indicator  to choose the reason to submit a returning document. The values are Return to continue studies in PR, Request PR Diploma, and Pre-Evaluation.
- Current Grade Level: use the list of values indicator  to choose the student current grade
- Comments: to detail any relevant information.

Continue with the Documents section: in this section, the user must add the document with the return information.






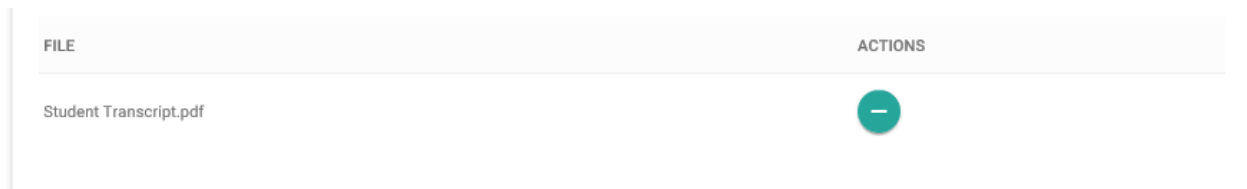

| FILE                   | ACTIONS  |
|------------------------|--|
| Student Transcript.pdf |  |

Figure 54- New Return Request – Documents section

Click on  button to browse for the file, then click the  button to attach the document to the request. The file will be displayed at the bottom.



| FILE                   | ACTIONS   |
|------------------------|---|
| Student Transcript.pdf |  |

Click  to delete the file added.

Once you have completed all the fields, press the "SUBMIT" button.

The system will indicate that your request was successfully saved:



Figure 55- Successfully saved

Then, the system will redirect to the Request Status screen:

| STATUS    | SIS PR STUDENT ID | STUDENT NAME                 | REQUEST TYPE | REQUEST DATE | DESTINATION INSTITUTION                                | DOCUMENT | ACTIONS |
|-----------|-------------------|------------------------------|--------------|--------------|--|----------|---------|
| Requested | 24275180          | Hoshud Tsang Torres          | Return       | 03/29/2018   | Aerospace/Hydrospace, Engineering,Physical Sciences HS |          |         |
| Requested | 24388686          | James Fernandez              | Transcript   | 03/28/2018   | Aerospace/Hydrospace, Engineering,Physical Sciences HS |          |         |
| Closed    | 24418450          | Rocio del Mar Alica Fontanez | Appeal       | 03/27/2018   | Aerospace/Hydrospace, Engineering,Physical Sciences HS |          |         |
| Requested | 23562832          | Noel Santana                 | Appeal       | 03/27/2018   | UNIVERSITY HIGH  |          |         |
| Requested | 13714071          | Jose Seda                    | Return       | 03/26/2018   | Aerospace/Hydrospace, Engineering,Physical Sciences HS |          |         |

Figure 56- Request Status Screen

SRX will also send the user an e-mail confirming receipt of the request for the student and the destination institution.

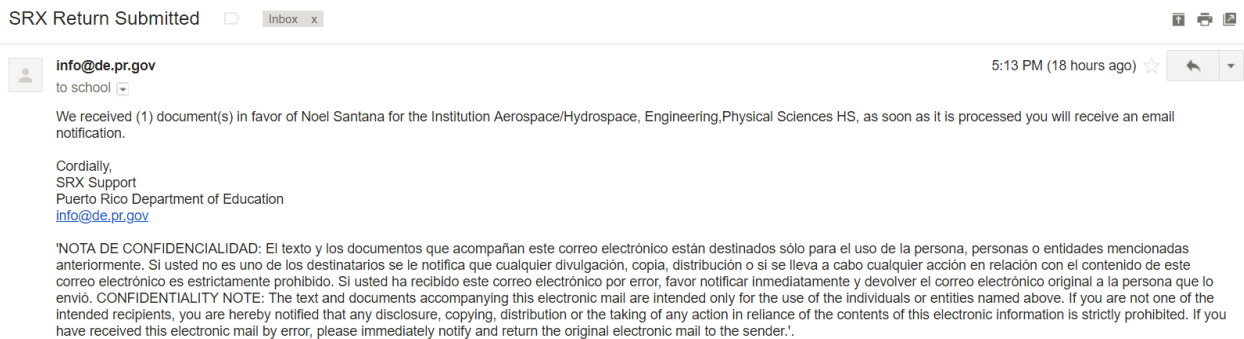


Figure 57- Email Confirming Return Reception

As soon as the return is processed by the PRDE, you will receive another notification by email, indicating the student record update is completed. The following image shows the message received by the Institution when the return has been completed.



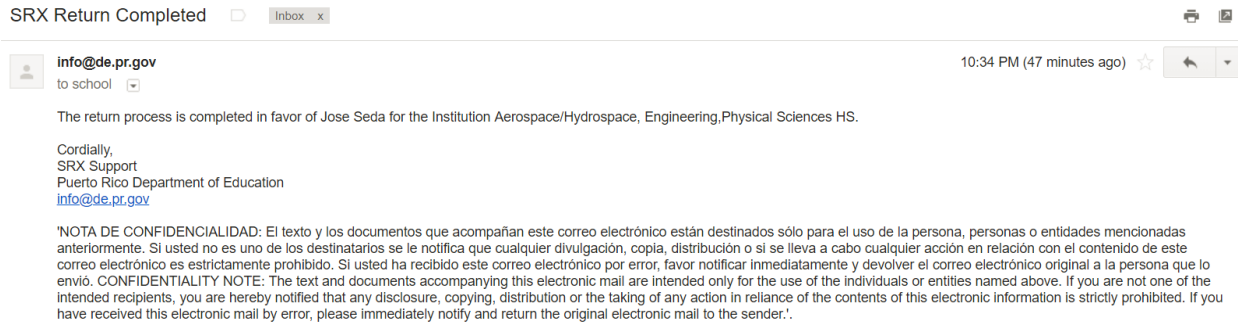


Figura 58 – Email Notifying Return Completed

### 3.1.6 Access Resources Catalog

The Resources catalog option is available for the institution role, so the user can review and download the content related to the SRX that the Department of Education has published, such as User Guides, Course Catalogue, Graduation requirements, etc.

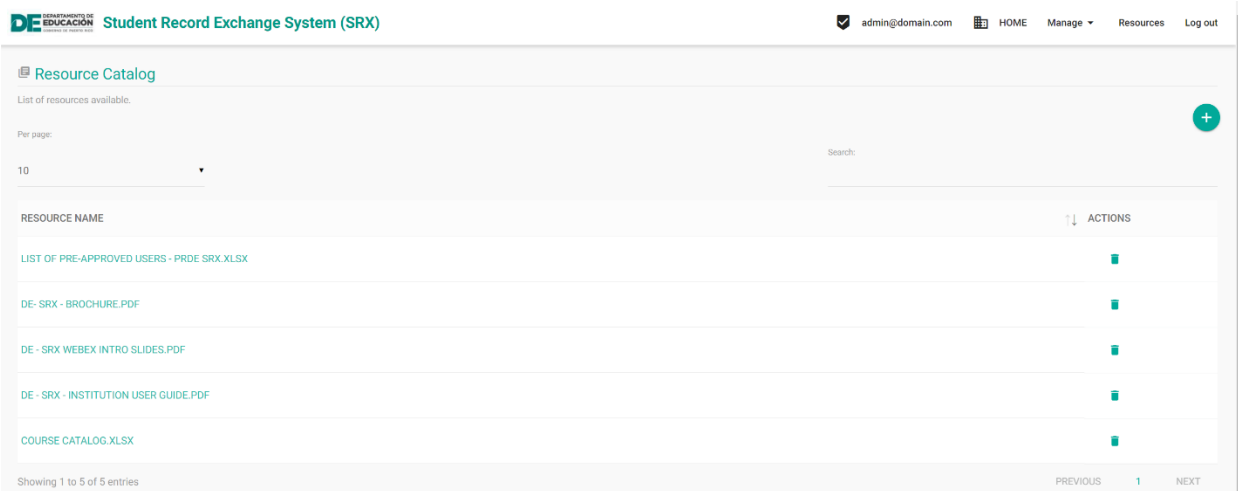


Figure 59- Resource Catalog

### 3.1.7 Contact Us

If you have any questions about the SRX, visit our website <https://srx.dde.pr/Home/ContactUs> or contact us at [info@de.gov.pr](mailto:info@de.gov.pr)