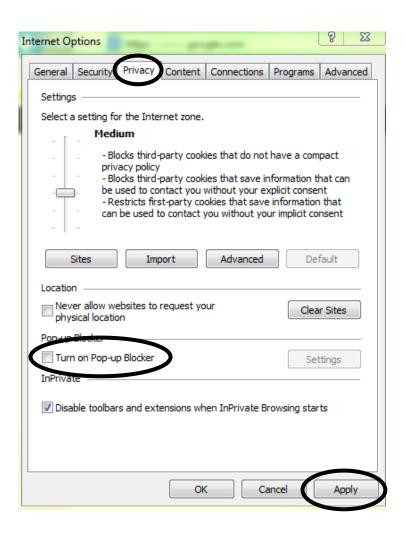
Updated Database: CNMS passwords will have to be changed if they do not meet the following criteria or if you are denied access to the Discoverer database. Passwords are case sensitive, must be at least 8-12 characters, begin with a letter, and contain at least 1 number.

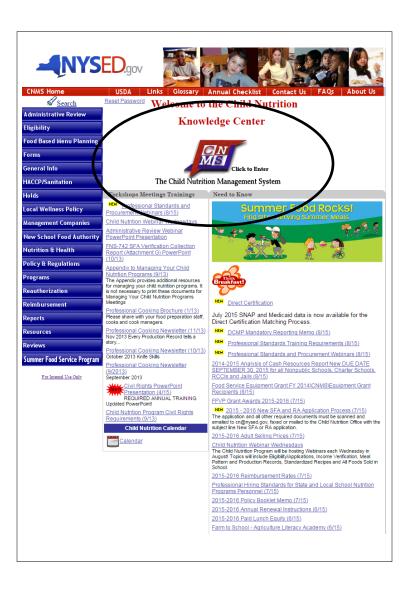
1. Prior to starting the process open your web browser (i.e. Internet Explorer). Select *Tools Icon*, then select "Internet Options."



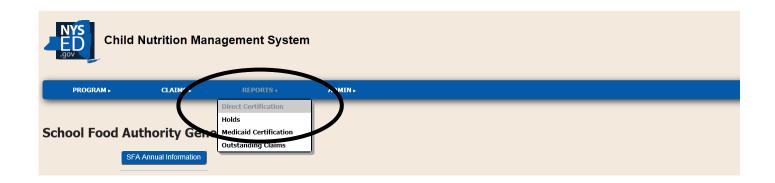
2. Select the tab "**Privacy**" and uncheck the box "**Turn on Pop-up Blocker**" and click "**Apply**," EXIT out of the web browser by clicking the red X in the upper right hand corner of the screen. Now you can re-open your web browser and begin the process.



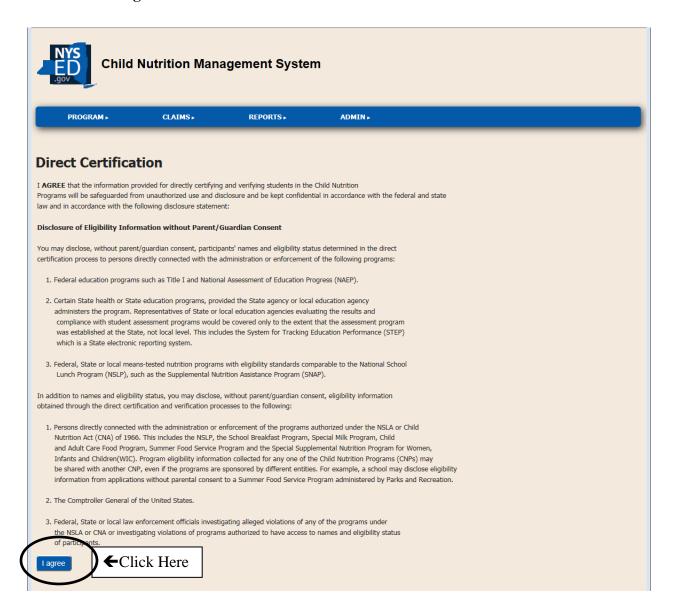
- 3. Go to the Child Nutrition Knowledge Center website: portal.nysed.gov then click on Child Nutrition Knowledge Center (CN).
- 4. Log into the Child Nutrition Management System by clicking the CNMS icon, and enter your User Name and Password.



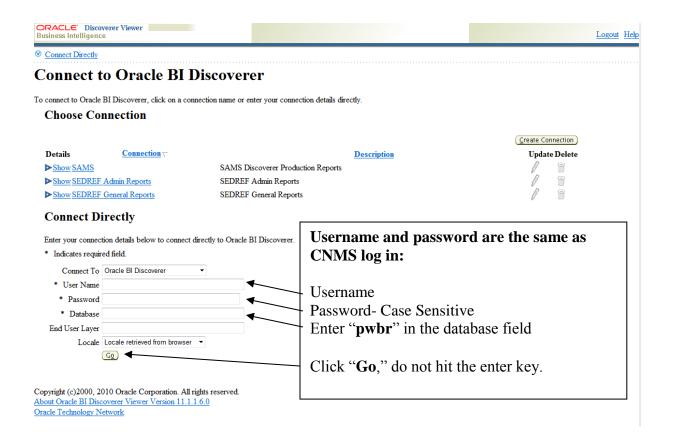
5. Once you are logged into the CNMS, click: **Reports** \rightarrow **Direct Certification**



6. Click on the "I agree" button under the disclosure statement.



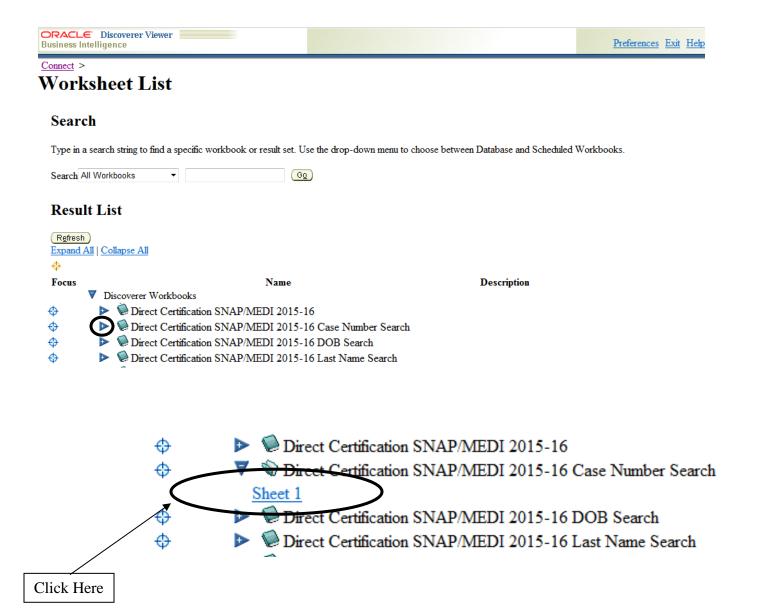
7. The following screen should appear. You will enter the same User Name and Password as you used to enter the CNMS. You will also be prompted to enter **pwbr** in the required field "**Database**."



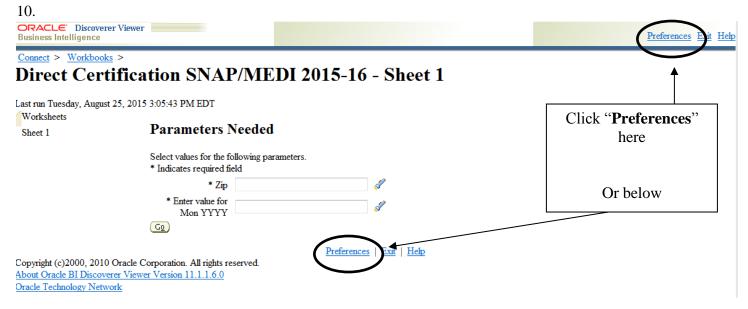
Troubleshooting:

- 1. All of the following need to be entered
 - a. Ensure username is entered in the appropriate box, and password is entered correctly as logging into the CNMS
 - b. Ensure "pwbr" is entered as the database
 - c. Click "Go," do not hit the enter key.

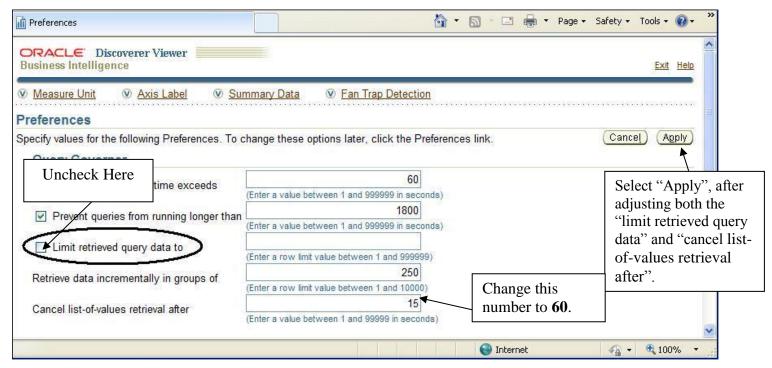
8. Once you have logged into Discoverer, you will select the "**Direct Certification SNAP/MEDI 2015-16 Case Number Search**" by clicking the *plus sign* (inside of arrow) and then clicking on "**Sheet 1**."



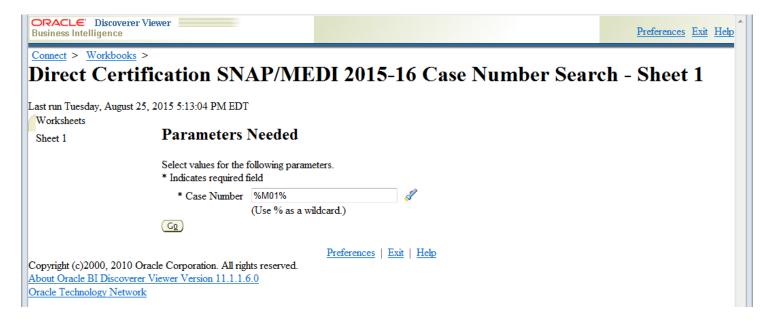
9. The following screen should appear. Select "**Preferences**," which is located in the upper right corner or lower center of the screen.



- 11. On the preferences screen, shown below:
 - a. Uncheck the box "Limit retrieved query data to" as shown below.
 - b. The value entered in the "Cancel list-of-values retrieval after" box should be changed to 60 seconds.
 - c. Then select "**Apply**." You will be returned to the previous screen.



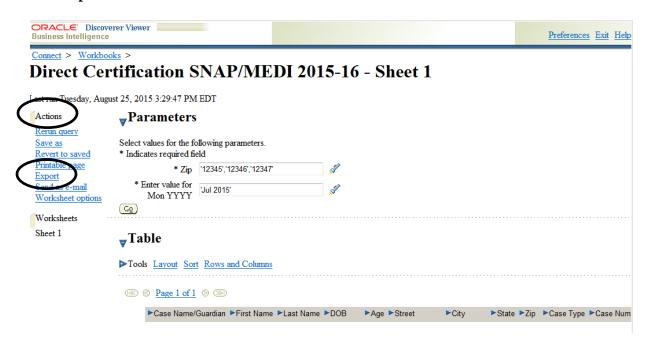
- 12. Enter the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) or Medicaid case number in the "Case Number" field and click "Go."
 - a. Letters are case sensitive. They MUST be entered as capitals.
 - b. You can broaden your search by adding "%" (the percentage sign) to the beginning and/or end of the case number.
 - c. Troubleshooting:
 - i. Check to see that your firewall will allow access to the site
 - ii. Go to tools on your internet browser > Internet options > Security tab > adjust the setting to medium security level or below
 - iii. Contact your IT staff for suggestions



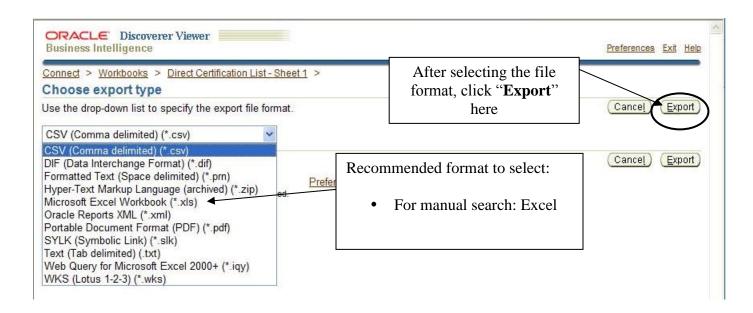
13. The following screen should appear. Children with the case number that was queried will be listed.



14. Click "Export" under the "Actions" list.



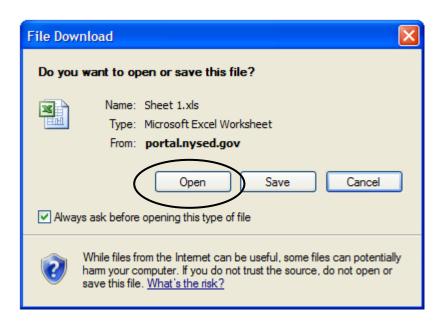
15. The following screen should appear. Use the drop-down list to specify the export file format. Select the **Microsoft Excel Workbook** to manually search for children, then click "**Export**."



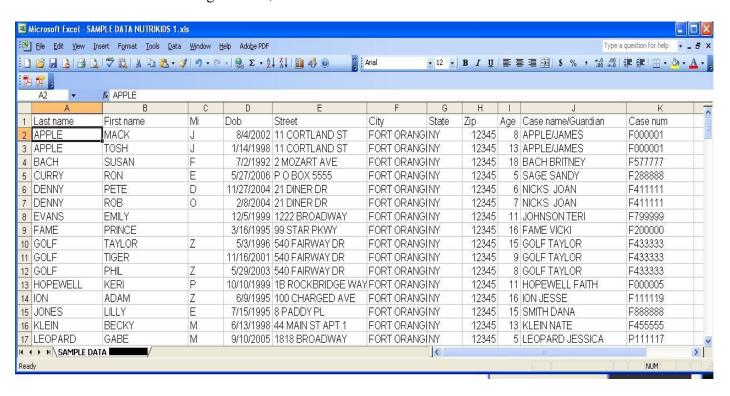
16. Click on the "Click to view or save" button.



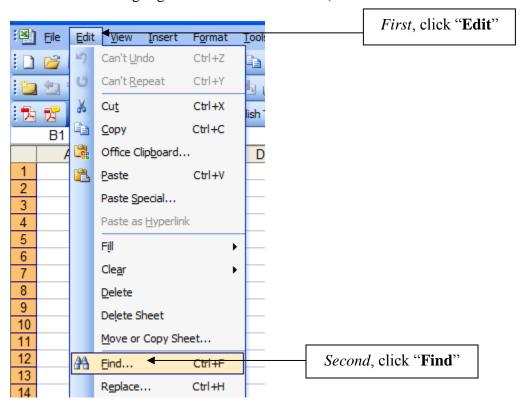
17. The following screen will appear. Click "Open."



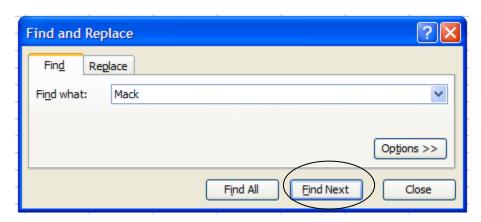
18. An excel sheet will be generated, as shown below.



19. Once the column is highlighted in blue: click "Edit", then click "Find."



20. The following will appear, and you can search by first or last name or case number here. After typing the name, click "**Find Next**" to scroll to the next name.



21. When you find the student you are searching click the row number to highlight the entire row. You can then copy and paste this row (student information searched) into the documentation you have currently saved for the Direct Certification Matching Process.

