



Encounter Attendance Upgrade Trending FAQs

The information in this guide is geared toward providing answers to trending questions related to the February 28 update to encounter attendance.

For DOE providers, SESIS resources, including the [SE SIS Encounter Attendance FAQs](#), are available on the [Encounter Attendance](#) page. Access is available by logging in with their DOE Outlook credentials. Non-DOE providers can access this information on the [SE SIS Related Service Providers](#) page.

1. Q: When I create a service record and try to select a mandate for one of my students, I get a message that says, “No mandates found.” How can I find the mandate?

A: Check the “Add All Service Types,” “Add Expired/Outside Term Mandates,” and/or “Add Mandates Without/Pending IEP Consent” box(es) in the Mandate Short Description field to view additional mandates. After checking the box(es), click on the Mandate Short Description “lookup” link to display the mandates.

If the mandate still isn’t found, verify the Service Type, Date of Service and the IEP is finalized. If the IEP is not finalized, please speak with the IEP team, or other appropriate school/CSE special education representatives to clarify/confirm the IEP is finalized.

2. Q: Can I record service for a mandate that is pending consent?

A: You should enter the session as provided. If you believe consent may not have been obtained, you may ask the IEP team, or other appropriate school/CSE special education representatives to clarify/confirm.

3. Q: When will “My Completed Services” and “Services Completed for Student” Reports be available?

A: The “My Completed Services” and “Services Completed for Student” reports are available as of April 22, 2022.

4. Q: Why do I only have one CPT code available or all of my pre-scheduled sessions created before February 28?

A: This issue is resolved as of April 1, 2022.

5. Q: How do we input our shortage sessions? It is not letting me input 45 minutes.

A: You should enter the session as provided. You may get a warning message if you are recording a session that does not match the mandate, but you can proceed with completing the encounter.

6. Q: I work in a D75 school, all of my students have 12-month IEPs. Why are the mandates showing as 10-month in the mandate short description?

A: For school age students with 12-month IEPs, the “10M” and “12M” are two separate mandates. The 12M mandates will display when you select a Date of Service for a record in the summer term. The 10M will display for the other months during the school year.

7. Q: Why are mandates from past years (e.g., 2017, 2018), which are not current, displaying in the “Select Mandate” pop-up window?

A: SESIS displays active and consented mandates from the most recent finalized IEP. If the only mandate(s) shown are from past years, the student may not have a more recently finalized IEP. Providers should enter the session as provided, you may notify the IEP team, or other appropriate school/CSE special education representatives if you believe there should be a more recent IEP.

8. Q: How do I record parent counseling and training?

A: Parent Counseling and Training is not recorded in Encounter Attendance. Providers may document the provision of this service in the SESIS events log or by uploading a schedule of completed sessions as a “Document Related to IEP.”

9. Q: How do I record encounter attendance for an IEP mandate that appears to be incorrect on the IEP?

A: Providers should enter the session as provided. Notify the IEP team, or other appropriate school/CSE special education representatives, if you believe there is an error on the IEP.

10. Q: When recording my encounter, I only see “(Select)” and “Provider Absent” available to select from the Session Type dropdown menu.

A: You can record a past service the same day you provided the service but only after the “End Time” has passed. After you enter the “End Time” the record will “refresh” and the dropdown options will be available to select on or after the date and time of service. The dropdown options available in the Session Type for pre-scheduled (future) sessions are limited to “(Select)” and “Provider Absent.”

11. Q: My Service Type is listed as a Special Education Teacher Support Services (SETSS) provider and I am a hearing provider. How do I change this?

A: The Service Type is automatically pre-populated with the role you are assigned in SESIS. If it is not correct, select the correct service type from the dropdown menu. Providers assigned multiple roles in SESIS will need to verify/select the appropriate role for which service was provided. You may wish to check with the person in your school or agency who manages your SESIS access to confirm the accuracy of role(s) and update as necessary.

Note: A warning message will display if you select a Service Type for a role you are not assigned. However, the message will not prevent you from recording the service.

12. Q: How do I record a make-up session?

A: “Service provided – Make-up” is available in the Session Type dropdown menu. If you have questions, consult with your supervisor for specific role based guidance.

13. Q: Why doesn't my Service Type reflect my role?

A: For the first encounter, the Service Type will automatically populate with the role you are assigned in SESIS. The most recently selected Service Type will automatically populate subsequent records for the mandate.

Providers assigned multiple roles in SESIS will need to verify/select the appropriate role for which service was provided.

Note: A warning message will display if you select a Service Type for a role you are not assigned.

However, the message will not prevent you from recording the service.

Charter School providers need to change the Service Type to match their respective role. Select the appropriate role from the Service Type dropdown menu.

14. Q: When I create a service record and select a mandate for one of my students, I get a message that says, “The Date of Service is not within the date range for the selected mandate.” What should I do?

A: You should enter the session as provided. If you believe the Mandate Start Date and/or Mandate End Date is not correct, you may ask the IEP team, or other appropriate school/CSE special education representatives to clarify/confirm.