



# **Certification Manual for Providers**

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MISSOURI DEPARTMENT OF HIGHER EDUCATION AND WORKFORCE DEVELOPMENT  
P.O. Box 1469  
JEFFERSON CITY, MO 65102-1469

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## FAMOUS User Policy

The Missouri Department of Higher Education and Workforce Development (“MDHEWD”) maintains an integrated database system called “FAMOUS” (Financial Assistance for Missouri Undergraduate Students) for the administration of the state’s financial aid programs under the jurisdiction of the MDHEWD. The MDHEWD permits employees of secondary and postsecondary education institutions and MDHEWD employees (all of whom shall be referred to collectively hereinafter as “FAMOUS users”) to access the information maintained in FAMOUS for the sole purpose of administering those programs.

FAMOUS contains information about students, including information that constitutes “personally identifiable student records” as defined by the Family Educational Rights and Privacy Act (“FERPA”). “Personally identifiable student records” include records revealing information including but not limited to: (a) the student’s name; (b) the name of the student’s parent or other family member; (c) the address of the student or student’s family; (d) a personal identifier, such as the student’s Social Security Number or other student number; (e) information about a group of students that contains ten or fewer students; (f) a list of personal characteristics that would make the student’s identity easily traceable; and (g) other information that would make the student’s identity traceable.<sup>1</sup> This information shall be referred to hereinafter as “records.”

The requirements contained in FERPA are designed to protect the confidentiality of these records. However, the statute permits the disclosure of personally identifiable student records for the purpose of administration of financial aid programs.<sup>2</sup>

The MDHEWD authorizes access to FAMOUS only to the extent permitted under these federal requirements. As a consequence, in order to be granted and maintain access to FAMOUS, FAMOUS users must agree to:

- Use records only for the administration of financial aid, unless the user is an employee of the MDHEWD and uses the records for other purposes permitted by FERPA;
- Maintain the confidentiality of the records at all times;
- Keep the records in a secure location at all times;
- Restrict access to the records to those individuals who need such access in order to perform their responsibilities in connection with the administration of financial aid. A FAMOUS user may disclose the records to third parties hired by the FAMOUS user or the education institution employing the FAMOUS user to assist with the administration of financial aid, provided that the FAMOUS user shall be responsible for ensuring compliance with this policy by such third parties;
- Advise individuals to whom they grant access to the records of their obligations with regard to this policy;
- Not disclose the records to any other person or entity;
- Use all reasonable and appropriate measures to protect the records from unauthorized disclosure;
- Return any hard copies of records promptly when asked to do so by the MDHEWD;

- Destroy any hard copies of records when they are no longer needed for the administration of financial aid. The destruction of hard copies of records must be executed in such a manner that no personally identifiable information may be ascertained from the records after their destruction; and
- Notify the MDHEWD immediately if they no longer hold a position requiring FAMOUS access to perform their job duties.

***FAMOUS users who do not abide by the terms of this policy may be subject to penalties determined by the MDHEWD. Penalties may include but are not necessarily limited to removal of a user's access to FAMOUS or an institution from the MDHEWD's list of approved schools.***

<sup>1</sup> 34 CFR Part 99.3

<sup>2</sup> 20 U.S.C. § 1232g(b)(1)(D)

## TABLE OF CONTENTS

CHAPTER 1: OVERVIEW.....	1
1.1 Introduction.....	1
1.2 Layout .....	1
1.3 Payment .....	2
CHAPTER 2: CALCULATING FAST TRACK AWARDS.....	3
2.1 Introduction.....	3
2.2 Overview .....	4
2.3 Calculating Tuition for Credit Hour Programs.....	5
2.4 Calculating Tuition for Clock Hour Programs .....	8
2.5 Calculating Tuition for Instructional Hour Programs.....	9
2.6 Calculating Tuition for Training Hour Programs .....	9
CHAPTER 3: CERTIFYING STUDENTS FOR FAST TRACK AWARDS.....	11
3.1 Introduction.....	11
3.2 Overview .....	11
3.3 Fast Track Certification Form.....	11
3.4 Certification Completion Reminders.....	12
3.5 Fast Track Certification Instructions.....	12
CHAPTER 4: CERTIFYING APPRENTICES FOR FAST TRACK AWARDS .....	21
4.1 Introduction.....	21
4.2 Overview .....	21
4.3 Fast Track Certification Form.....	21
4.4 Fast Track Certification Reminders.....	22
4.5 Fast Track Certification Instructions.....	23
4.5 Fast Track Certification Errors .....	34
APPENDIX A: PROTECTION OF USER SESSIONS POLICY .....	38
APPENDIX B: CONCURRENT USER SESSIONS POLICY.....	39
APPENDIX C: USER ID AND PASSWORD POLICY .....	40
APPENDIX D: OBTAINING ACCESS TO FAMOUS.....	43
APPENDIX E: FAST TRACK CERTIFICATION ERRORS .....	45
APPENDIX F: CONTACT INFORMATION .....	49

## Table of Figures

Figure 2.1 Fast Track Award Calculation Definitions .....	4
Figure 2.2 Fast Track Award Calculation.....	4
Figure 2.3 Single Credit Hour Rate Tuition Calculation Example.....	5
Figure 2.4 Multiple Credit Hour Rates Tuition Calculation Example.....	7
Figure 2.5 Clock Hour Tuition Calculation Example .....	9
Figure 3.1 FAMOUS Login Page.....	13
Figure 3.2 Fast Track Certifications from Home Page.....	14
Figure 3.3 Fast Track Certification Roster .....	15
Figure 3.4 Navigation Buttons for Returning to Roster.....	16
Figure 3.5 Auto-populated Student Information Fields.....	16
Figure 3.6 Payment Period and Total Hours Enrolled Fields.....	17
Figure 3.7 Enrollment and Tuition Rates Fields.....	18
Figure 3.8 Fees and Other Awards.....	19
Figure 3.9 Examples of an Error Message in Red.....	19
Figure 3.10 Calculated Award,Cap,and Attestation Button.....	19
Figure 3.11 Final Confirmation Button.....	20
Figure 4.1 FAMOUS Login Page.....	24
Figure 4.2 Fast Track Certification Link.....	25
Figure 4.3 Fast Track Certification Roster with Link to the Apprenticeship Form .....	27
Figure 4.4 Fast Track Apprenticeship Form .....	31
Figure 4.5 Reason Field for Certification Updates .....	31
Figure 4.6 Certification Confirmation Button.....	32
Figure 4.9 Possible Certification Error Messages.....	34

REVISION HISTORY

<b>Date(*)</b>	<b>Ver.</b>	<b>Author</b>	<b>Status - Description</b>
21 October 2019	1.0	Kelli Reed	Initial Release
17 February 2023	2.0	Amy Haller	Updated due to changes in program structure and administration

# CHAPTER 1: OVERVIEW

## 1.1 INTRODUCTION

To request reimbursement through the Fast Track Workforce Incentive Grant program, postsecondary institutions and eligible training providers, including apprenticeship providers, must understand the award calculation and successfully submit the request to MDHEWD for payment. This manual provides step-by-step instructions to assist postsecondary institutions and eligible training providers, including apprenticeship providers, in these areas. It is intended to be a reference tool for all financial aid professionals and apprenticeship providers responsible for administering Fast Track, regardless of their experience with the program.

Providers request Fast Track payments for eligible students and apprentices by accessing the certification form directly in MDHEWD's Financial Assistance for Missouri Undergraduate Students (FAMOUS) database. To request payment, at least one financial aid officer or apprenticeship provider staff member must have access to FAMOUS. Instructions for registering for FAMOUS access are located in **Appendix D** of this manual. If you require assistance, contact MDHEWD at (800) 473-6757, option 4.

## 1.2 LAYOUT

Each chapter in this manual consists of an introduction, an overview, and a step/action section that tells you how to perform the actions described in the text. This manual contains the following chapters:

Chapter	Content
Chapter 1: Overview	Provides information about the <i>Fast Track Certification Manual</i> and the Fast Track payments.
Chapter 2: Calculating Fast Track Awards	Describes the Fast Track award calculation.
Chapter 3: Certifying Fast Track Student Awards	Provides instructions for requesting Fast Track funds for Students.



Chapter 4: Certifying Fast Track Apprentice Awards	Provides instructions for requesting Fast Track funds for Apprentices.
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### **1.3 PAYMENT**

1. Providers will receive the funds by electronic funds transfer (EFT) or check, as established in their FAMOUS profile, within 3-5 business days and deliver the funds to the student or apprentice.

## CHAPTER 2: CALCULATING FAST TRACK AWARDS

### 2.1 INTRODUCTION

The Fast Track award calculation for eligible students is described in the Fast Track Scholarship administrative rule, 6 CSR 10-2.210(5)(E): “For each term or payment period, the amount of the Fast Track award must be calculated based on the remaining costs of actual tuition and fees after any other governmental sources of funding have been applied. When the calculation results in a zero award the amount of the award shall be the lesser of the remaining cost of attendance as calculated by the institution after all non-loan student aid has been applied or \$500. The \$500 award, when applicable, will be made regardless of whether the student is enrolled full or part-time.”

The Fast Track award calculation for eligible apprentices is described in the Fast Track Scholarship administrative rule, 6 CSR 10-2.210(5)(F): “The award is equal to the related educational costs incurred in the award year for which the apprentice applied after all other governmental sources of funding are applied and may include costs for testing incurred between the beginning and ending dates of an eligible apprenticeship, regardless of when the testing occurs.”

In addition, awards at independent institutions may be subject to appropriation limitations passed in the legislative session. Please see the Fast Track Incentive Grant [webpage](#) or contact MDHEWD at 800-473-6757, option 4, for the most current award limits.

In this description the following terms/phrases mean:

<b>Term/Phrase</b>	<b>Definition/Description</b>
Tuition and Fees 6 CSR 10-2.210(1)(GG)	Any charges to students classified as tuition, any institutional fees charged to all students, and program-specific fees charged to all students in that program, excluding any course-specific fees.  A uniform fee is an example of a program-specific fee. A chemistry lab fee is an example of a course-specific fee.
Governmental Sources of Funding	Federal, state, and any other governmental grant or scholarship aid excluding federal work-study and aid classified as a loan and any other aid that can be converted

6 CSR 10-2.210(1)(R)

to a loan.

**Figure 2.1 Fast Track Award Calculation Definitions**

The certification form includes fields for each component of the award calculation, as well as built-in formulas to calculate the Tuition, the Calculated Award and the Requested Award Amount. The Requested Award Amount calculation for an eligible student is:

Tuition  
+ Fees  
- Federal Aid (identified in three fields on the certification form: *Pell Amt*, *WIOA*, and *Other Fed Aid Amt*)  
- State Aid  
Calculated Fast Track Award Amount (up to any award limit for an independent institution)

If the calculated Fast Track award is greater than zero, it is the Requested Award Amount.

If the calculated Fast Track award is zero or less, the student's remaining Cost of Attendance after all non-loan aid has been applied must be compared to \$500:

If remaining COA < \$500, the Requested Award Amount is the remaining COA.

If remaining COA > \$500, the Requested Award Amount is \$500

**Figure 2.2 Fast Track Award Calculation**

## 2.2 OVERVIEW

This chapter contains the following sections:

- Calculating Tuition for Credit Hour Programs
- Calculating Tuition for Clock Hour Programs
- Calculating Tuition for Instructional Hour Programs
- Calculating Tuition for Training Hour Programs

## 2.3 CALCULATING TUITION FOR CREDIT HOUR PROGRAMS

The tuition calculation in the certification form is flexible to accommodate students who are charged a single tuition rate as well as those who are charged multiple rates. The certification form provides three pairs of Hours and Hourly Rate fields; additional pairs may be added as needed. The first pair (Hours 1 and Hourly Rate 1) are required. Both fields in each pair must be completed, whether there is a single rate or multiple rates. The cells in the pairs that are not needed are left empty.

Tuition is calculated by multiplying the Hours and Hourly Rate in each pair and then summing the product of all pairs.

Perform the following steps to report tuition with a single credit hour rate.

Step	Action
1.	Enter the number of credit hours in which the student is enrolled in the Hours 1 field.
2.	Enter the credit hour rate charged to the student in the Hourly Rate 1 field.  Leave all other hour/rate pairs empty.
3.	The formula on the certification form will multiply the hours by the rate and populate the Tuition field with the product.

### *Example 1 – Single Credit Hour Rate*

<b>Hours 1</b>	<b>x</b>	<b>Hourly Rate 1</b>	<b>=</b>	<b>Tuition</b>
12	x	\$100	=	\$1,200

**Figure 2.3 Single Credit Hour Rate Tuition Calculation Example**

Perform the following steps to report tuition with multiple credit hour rates.

Step	Action
------	--------

1.	Enter the number of credit hours associated with the first credit hour rate charged the student in the Hours 1 field.
2.	Enter the first credit hour rate in the Hourly Rate 1 field.
3.	Enter the number of credit hours associated with the second credit hour rate charged the student in the Hours 2 field.
4.	Enter the second credit hour rate in the Hourly Rate 2 field.

Step	Action
5.	<p>Repeat as necessary to account for all of the rates charged to the student.</p> <p>The Hours and Hourly Rate fields must be completed as a pair. An error will occur if one of the fields in a pair is missing.</p> <p>Leave any hour/rate pairs that aren't needed empty.</p>
6.	<p>The formula on the certification form will calculate the tuition for each hours/rate pair and populate the Tuition field with the sum of the tuition for all pairs.</p>

*Example 2 – Multiple Credit Hour Rates*

Hours 1	Hourly Rate 1	Hours 2	Hourly Rate 2
12	\$100	3	\$200
<p>Hours/Rate 1 Tuition = 12 x \$100 = \$1,200</p>			
<p>Hours/Rate 2 Tuition = 3 x \$200 = <u>\$ 600</u></p>			
<p>Tuition = \$1,800</p>			

**Figure 2.4 Multiple Credit Hour Rates Tuition Calculation Example**

## 2.4 CALCULATING TUITION FOR CLOCK HOUR PROGRAMS

Clock hour students are typically charged up front for the entire program, but Fast Track reimbursement must be requested by federal payment period. As a result, institutions must calculate the number of clock hours and the clock hour rate for each payment period. See Volume 3, Chapter 1 of the *Federal Student Aid Handbook* for information about federal payment periods.

The number of clock hours in a Fast Track payment period is the same number required for a federal payment period. For example, a program that is 900 clock hours (one academic year) in length, will have two payment periods of 450 clock hours each.

The clock hour rate is calculated by dividing the program's full tuition amount by the total number of clock hours in the program. However, this calculation seldom results in an even number. When calculating the clock hour rate, institutions must carry the quotient out to the ninth decimal place. This full nine-decimal quotient will be used to calculate tuition and will allow the student to receive full reimbursement of tuition and general fees.

Tuition for the payment period is then determined by multiplying the number of clock hours in the payment period by the clock hour rate.

Perform the following steps to calculate clock hour tuition for a payment period.

Step	Action
1.	Determine the number of clock hours in the payment period using federal payment period criteria.
2.	Calculate the clock hour rate. Divide the program's full tuition by the total number of clock hours in the program.  Carry the quotient out to the ninth decimal place for the calculation.
3.	The formula on the certification form will multiply the hours by the rate and populate the Tuition field with the product.

Example:

In a 1325 clock hour program with \$5,695 tuition, the clock hour rate is \$4.298113207 ( $\$5,695/1325$ ). The Fast Track tuition amount for each payment period would be:

*Payment Period 1*

Hours 1	x	Hourly Rate 1	=	Tuition
450	x	\$4.298113207	=	\$1,934.15

*Payment Period 2*

Hours 1	x	Hourly Rate 1	=	Tuition
450	x	\$4.298113207	=	\$1,934.15

*Payment Period 3*

Hours 1	x	Hourly Rate 1	=	Tuition
425	x	\$4.298113207	=	\$1,826.70

**Figure 2.5 Clock Hour Tuition Calculation Example**

The sum of the tuition amounts for each term totals \$5,695 ensuring the student receives the full tuition benefit. The student's final award amount for each term will also be impacted by any general fees charged the student and any Pell received by the student (see **Section 2.1** for information about the award calculation).

## **2.5 CALCULATING TUITION FOR INSTRUCTIONAL HOUR PROGRAMS**

Instructional hour shall mean an amount of student or apprentice classroom work that does not meet the federal credit or clock hour definitions in 34 CFR 600.2 and that is defined by an institution.

Calculations are performed the same as for clock hour programs (see **Section 2.4**).

## **2.6 CALCULATING TUITION FOR TRAINING HOUR PROGRAMS**



Training hour shall mean an amount of student or apprentice on the job training or other training that does not meet the definition of a credit hour, clock hour or instructional hour.

Calculations are performed the same as for clock hour programs (see **Section 2.4**).

## CHAPTER 3: CERTIFYING STUDENTS FOR FAST TRACK AWARDS

### 3.1 INTRODUCTION

Institutions and eligible training providers electronically certify students each award year by completing the certification form directly in the FAMOUS system (see **Section 3.3**). FAMOUS will process all of the records that were successfully submitted. Certifications that were not successfully submitted will reappear with an error indicator. Institutions will be able to resolve some errors without MDHEWD assistance. Other errors require assistance, which is available by contacting MDHEWD at (800) 473-6757, option 4.

### 3.2 OVERVIEW

This chapter contains the following sections:

- Fast Track Certification Form
- Certification Completion Reminders
- Fast Track Certification Instructions

### 3.3 FAST TRACK CERTIFICATION FORM

The **Fast Track Certification Form** is available directly on the FAMOUS Postsecondary Institution/Workforce (PSI) website: <https://web.dhewd.mo.gov/psi/rptdisb.faces>

The *Certification Manual* Appendices provides the technical information necessary for completing the certification process, including:

- FAMOUS user policies and login information
- Accessing FAMOUS

- Common certification errors and how to resolve them
- Contact information

The **Fast Track Certification Form** is an electronic form accessed and completed directly through FAMOUS:

**FAMOUS Login>>Home Page>>Student Information>>Fast Track Certification Roster>> Fast Track Certifications Form**

### **3.4 CERTIFICATION COMPLETION REMINDERS**

When completing the certification, it is important to remember the following:

- Every field in white has to have a value in it except if no additional Hours or Hourly Rates needed. Hours 1 and Hourly Rate 1 along with all other white fields must be populated.
- Remaining Cost of Attendance is only required when the field is white and it is needed to calculate the final award.

### **3.5 FAST TRACK CERTIFICATION INSTRUCTIONS**

To complete a certification form, it is necessary to be logged into FAMOUS Postsecondary Institution/Workforce:

<https://web.dhewd.mo.gov/psi/login.faces>

### FAMOUS Login

Welcome to FAMOUS. Please enter your User ID below.

\* Indicates a required field

\*User ID:

Go

[Register](#)  
[Forgot User ID](#)  
[Update Profile/Login](#)

**Figure 3.1 FAMOUS Login Page**

- Once logged in, select **Fast Track Certifications** from the *Student Information* menu at the top of the *Home* page.



***Figure 3.2 Fast Track Certifications from Home Page***

- From the **Fast Track Certifications** page, review the roster of eligible students with approved applications for your institution and select a student for certification by clicking directly on the name.

## Fast Track Certification

Select Academic Year:

Enter full or partial SSN or Name to filter the list.

Filter By:

NAME	SSN	Certified
WORKER, JOE	123456789	N
ARTISAN, JANE	234567890	N
EMPLOYEE, BOB	567890123	N
OPERATOR, MARY	678901234	N

**Figure 3.3 Fast Track Certification Roster**

- **Fast Track Certifications Form** - Clicking on a student's name will open the digital form. The top fields of the form will be partially completed with information based on what was submitted in the application. These fields will appear in gray and do not need to be completed.
- **Note on Navigating Back to the Roster** - If the user needs *to close the form or return to the roster* of students without submitting a certification for the selected student, scroll down to the bottom of the form and select **Close**. This will return user to the roster. If the form is partially completed and the user needs *to close the form without submitting it*, go to the bottom of the form and select **Clear** and then select **Close**.



**Figure 3.4 Navigation Buttons for Returning to Roster**

- Review all completed fields information to verify that they are correct and match with your institutional records. If any fields are not correct, contact MDHEWD and do not certify until all information is correct.

**IMPORTANT:** Once a certification form is submitted it cannot be edited, reviewed, or withdrawn by institutions. If the form is submitted and needs to be withdrawn or corrected, contact MDHEWD by 3 p.m. the same day at 800-473-6757, option 4.

- **Program Measurement** - For this field, select the correct type of program measurement from the drop down menu. If you are unsure of which option is correct, refer to Chapter 2 of this document and to your institutional guidelines. *A measurement type must be selected* for an award calculation and to complete certification.

**Fast Track Certification Form**

<b>Last Name:</b>	<input type="text"/>	<b>First Name:</b>	<input type="text"/>
<b>SSN:</b>	<input type="text"/>	<b>Date of Birth:</b>	<input type="text" value="/ /"/>
<b>Award Year:</b>	<input type="text" value="07/01/2022 to 06/30/2023"/>	<b>Application Id:</b>	<input type="text" value="404"/>
<b>Program of Study:</b>	<input type="text" value="Business"/>	<b>6-Digit CIP Code:</b>	<input type="text" value="520101"/>
<b>Degree Level:</b>	<input type="text" value="Bachelor's Degree"/>	<b>Program Measurement:</b>	<input style="border-bottom: 1px solid black;" type="text" value="Select One"/>

**Figure 3.5 Auto-populated Student Information Fields**

- **Payment Period Begin/End Dates** - Select dates for the correct payment period that fall within the current Fast Track Award Year. Dates falling outside the award year will cause rejection of the certification. Cut off dates for Award Years are July 01 through June 30, formatted as: 07/01/YYYY to 06/30/YYYY. An error message such as this may appear if unacceptable dates are entered:

Payment Period Begin and End Dates should be between 08/10/2022 to 06/22/2023.



- **Total Hours Enrolled for Payment Period** - Enter total hours enrolled by that student for that Payment Period into this field. An incorrect entry will impact the final award calculations and may cause delay in payment or an over-award.
- **Reason if not Enrolled at Least Half-Time** - If the hours enrolled number provided fall below halftime enrollment based on the program measurement type selected, this field will activate and require a justification to be selected from the drop-down menu.

<b>Payment Period Begin Date:</b>	<input type="text"/>	<b>Payment Period End Date:</b>	<input type="text"/>
<b>Total Hours Enrolled for Payment Period:</b>	<input type="text"/>	<b>Reason if not Enrolled at least Half Time:</b>	<input type="text" value="Select Reason"/>
<b>Bachelor's Degree Obtained:</b>	<input type="text" value="No"/>		

**Figure 3.6 Payment Period and Total Hours Enrolled Fields**

- **Total Hours of Program of Study** - For this field, enter the total amount of hours required for completion of the program.
- **Total Accumulated Hours** - For this field enter the amount of hours completed by the student to date as reflected in the student records.
- **Hours (1-3)** - In these fields, enter the number of hours being certified for a Fast Track award. Enter the charge for these hours in the corresponding Hourly Rate field.
- **Hourly Rate (1-3)** – In these fields enter the rate charged for the corresponding Hours fields.
- Inapplicable fields in this portion may have a value of zero (0) entered.



	<input type="text"/>		<input type="text"/>	200% Met	<input type="text"/>
Total Hours for Program of Study:		Total Accumulated Hours:			
Hours 1:	<input type="text"/>	Hourly Rate 1:	\$ <input type="text"/>	Tuition 1:	\$ <input type="text"/>
Hours 2:	<input type="text"/>	Hourly Rate 2:	\$ <input type="text"/>	Tuition 2:	\$ <input type="text"/>
Hours 3:	<input type="text"/>	Hourly Rate 3:	\$ <input type="text"/>	Tuition 3:	\$ <input type="text"/>
<input type="button" value="Add"/>	<input type="button" value="Remove Last"/>				
Total Hours:	<input type="text"/>	Total Tuition:	\$ <input type="text"/>		

**Figure 3.7 Enrollment and Tuition Rates Fields**

- **Fees, PELL, WIOA, Other Federal Aid, and State Aid** – In each of these fields, enter dollar amounts as reflected in student financial aid record with the institution for the corresponding payment period.
- If the student has *not* been awarded a dollar amount for any one of these fields, enter 0. Do not leave these fields blank.
- For clarification filling out these fields see **Appendix E.**

<b>Fees:</b>	\$ <input type="text"/>
<b>Pell Amount for Payment Period:</b>	\$ <input type="text"/>
<b>WIOA Amount for Payment Period:</b>	\$ <input type="text"/>
<b>Other Federal Aid Amount for Payment Period:</b>	\$ <input type="text"/>
<b>State Aid Amount for Payment Period:</b>	\$ <input type="text"/>
<b>Calculated Award:</b>	\$ <input type="text"/>
<b>Remaining Cost of Attendance:</b>	\$ <input type="text"/>

**Figure 3.8 Fees and Other Awards**

- **Calculated Award and Remaining Cost of Attendance** – These fields will automatically populate with values based on information provided above. If fields remain blank, review previous fields for accuracy.
- **Attest for Accuracy** -, Review all fields in the certification form for accuracy and verify information is correct. If all information is correct then the **attestation box** may be checked.
- **Certify** - After checking the attestation box, this button may be selected for *final* submission of the Certification Form.
- **Important:** Once the certification button is selected, and certification form is successfully submitted, the form *cannot be edited, withdrawn, or reviewed*. If any information is determined to be incorrect after submission, contact MDHEWD by 3 p.m. the same day at 800-473-6757, option 4.
- If any required fields are left blank or do not pass edit checks then an error message may appear in red at the top left corner or the form directing you to make a correction.

Program Measurement is a required field.  
 Student already has a bachelor's degree.  
 Student has completed 200% of the program of study.  
 Total Credit Hours cannot be greater than 30 hours.

**Figure 3.9 Examples of an Error Message in Red**

- Error messages and instructions on how to resolve them can be found a table in **Appendix E**.

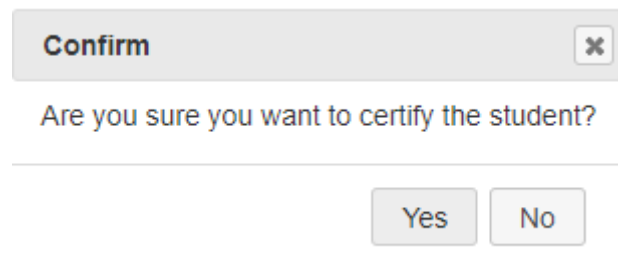
Standard Award: \$  Cap Award: \$  Requested Award: \$

I certify that I have verified this student is a U.S. citizen or permanent resident and, if this student is a Fast Track renewal student, has a minimum 2.5 cumulative grade point average and is otherwise meeting satisfactory academic progress. I further certify that the information provided above is true and correct to the best of my knowledge.

**Figure 3.10 Calculated Award, Cap, and Attestation Button**

- A confirmation prompt will appear; to finalize submission select Yes. To return to the form select No.

- Successful certification will cause a green banner to appear at the top left of the form naming that student as having been certified.



**Figure 3.11 Final Confirmation Button**

## CHAPTER 4: CERTIFYING APPRENTICES FOR FAST TRACK AWARDS

### 4.1 INTRODUCTION

Providers electronically certify Fast Track awards directly in FAMOUS using the *Apprenticeship Form*. FAMOUS will process all of the certifications that were successfully submitted. Certifications that were not successfully submitted will reappear with an error indicator. Providers will be able to resolve some errors without MDHEWD assistance. Other errors require assistance, which is available by contacting MDHEWD at (800) 473-6757, option 4.

### 4.2 OVERVIEW

This chapter contains the following sections:

- Fast Track Certification Form
- Fast Track Certification Reminders
- Fast Track Certification Instructions

### 4.3 FAST TRACK CERTIFICATION FORM

The **Apprenticeship Form** (Fast Track certification form) is an electronic form accessed and completed directly on the FAMOUS Postsecondary Institution/Workforce website: <https://web.dhewd.mo.gov/psi/rptdisb.faces>

**FAMOUS Login>>Home Page>>Student Information>>Fast Track Certification>> Apprenticeship Form** [the Fast Track certification form]

## 4.4 FAST TRACK CERTIFICATION REMINDERS

When completing certification, it is important to remember the following:

- Grey fields are prepopulated using information from the apprentice's Fast Track application.
  - The *Last Name, First Name, Social Security Number, Date of Birth, Award Year, and Application ID* fields are not updateable. If the information does not match apprenticeship records, please contact MDHEWD at 800-473-6757, option 4.
  - The *Bachelor's Degree Obtained* field is updateable and can be changed if the information does not match apprenticeship records.
- White fields are enterable and mandatory for certification.
- Apprentices may receive more than one payment per award year. Any additional payments must be submitted as a certification update, which is indicated by selecting "Yes" to the statement *\*This certification updates a previous payment for this award year.*
  - To activate the update field, the Apprenticeship Begin and End Date must exactly match the dates entered in the original certification.
  - A reason for the certification update is required.
  - A previously requested payment must be in a *Paid* status before a certification update may be submitted.
- The certification attestation statement at the bottom of the *Apprenticeship Form* must be checked to submit the certification.
- An apprentice cannot be certified before the apprenticeship has begun.
- A payment request can only be made for apprenticeship-related expenses incurred within the current award year. Expenses incurred in previous award years will not be reimbursed.
- The requested award amount is the total cost of related educational costs minus all non-loan sources of government funding (for example, WIOA funds).

Requested Award = Related Educational Costs – Non-loan Governmental Funding (e.g., WIOA)
- Apprenticeship providers may make payment requests for up to 30 calendar days past the apprenticeship end date, as long as request is made within the award year in which the apprenticeship ends.
  - All payment requests must be made before the certification period end date, which is usually in the second week of June. See the Fast Track Incentive Grant webpage [https://dhewd.mo.gov/initiatives/fast\\_track.php](https://dhewd.mo.gov/initiatives/fast_track.php) or call MDHEWD at 800-473-6757, option 4 for the last day to request a payment for the current award year.

- If an apprenticeship ends after the certification end date but before the end of the award year, any payment requests *must* be submitted prior to the certification end date. Payment requests from one award year cannot be processed in the next award year.
- Keep documentation of all requested expenses in the apprentice's employment file. MDHEWD may request a review of these materials at any time.
- For grant recipients eligible for an award based on both instructional hours through a postsecondary institution or eligible training provider and training hours through an apprenticeship at the same time, disbursements can be made for both even if the payment periods for the classroom portion and the apprenticeship begin and/or end dates overlap; however, both disbursements cannot be made at the same time. The first disbursement must be in a PAID status before the second one can be requested. Coordinate payment requests with the apprentice's postsecondary institution or eligible training provider.

#### **4.5 FAST TRACK CERTIFICATION INSTRUCTIONS**

To begin certification, log into FAMOUS: <https://web.dhewd.mo.gov/psi/login.faces>



DEPARTMENT OF  
HIGHER EDUCATION &  
WORKFORCE DEVELOPMENT

Postsecondary Institution/Workforce

### FAMOUS Login

Welcome to FAMOUS. Please enter your User ID below.

\* Indicates a required field

\*User ID:

Go

[Register](#)

[Forgot User ID](#)

[Update Profile/Login](#)

**Figure 4.1 FAMOUS Login Page**

Once logged in, select **Fast Track Certification** from the **Student Information** menu at the top of the **Home** page.



**Figure 4.2 Fast Track Certification Link**

The Fast Track Certification Roster appears and has the following fields:

- **Select Academic Year** – This displays the current award year by default. To select a different award year, use the drop-down menu. Note: *Academic Year* is a term used by Postsecondary Institutions and Eligible Training Providers, but can be thought of as interchangeable with Award Year, which runs from July 1 – June 30, for apprenticeships.
- **Filter By** – This is an optional field that allows certifiers to filter a list by a partial name or Social Security Number. Leave blank to see the full list of eligible apprentices.



- **Name** – This displays the apprentice’s name and is the link to the *Apprenticeship Form* for completing certification. This field can be sorted alphabetically by hovering over and clicking on the word “Name.”
- **SSN** – This displays the apprentice’s full Social Security Number. This field can be sorted numerically by hovering over and clicking on the word “SSN.”
- **Certified** – This displays the apprentice’s current certification status since apprentices will remain on the list after certification. “N” indicates that an apprentice has not been certified for the current award year. “Y” indicates that an apprentice has been certified at least once for the current award year and any subsequent payment requests must be entered as a certification update.
- **Apprentice** – This displays apprenticeship status. “N” indicates that the individual is not an apprentice (i.e. is a student). “Y” indicates that the individual is an apprentice.

## Fast Track Certification

Select Academic Year:

Enter full or partial SSN or Name to filter the list.

Filter By:

NAME	SSN	Certified	Apprentice
<a href="#">WORKER, JOE</a>	123456789	N	Y
<a href="#">ARTISAN, JANE</a>	234567890	N	Y
<a href="#">EMPLOYEE, BOB</a>	567890123	N	Y
<a href="#">OPERATOR, MARY</a>	678901234	N	Y

**Figure 4.3 Fast Track Certification Roster with Link to the Apprenticeship Form**

Click on the green link under “Name” to access the *Apprenticeship Form* for completing certification. The *Apprenticeship Form* opens.

Once in the form, use the following navigation buttons found at the bottom:

- **Certify** – This submits the *Apprenticeship Form*.
- **Clear** – This clears all enterable fields on the *Apprenticeship Form*.

- **Close** – This closes the *Apprenticeship Form* and returns you to the Fast Track Certification Roster.

The *Apprenticeship Form* (certification form) has the following fields:

- **Last Name** – This displays the apprentice’s last name and is prepopulated from the Fast Track Application. It is not an updateable field. Contact MDHEWD if the last name does not match apprenticeship records.
- **First Name** – This displays the apprentice’s first name and is prepopulated from the Fast Track Application. It is not an updateable field. Contact MDHEWD if the first name does not match apprenticeship records.
- **Social Security Number** – This displays the apprentice’s abbreviated (last four) Social Security Number and is prepopulated from the Fast Track Application. It is not an updateable field. Contact MDHEWD if the last four does not match apprenticeship records.
- **Date of Birth** – This displays the apprentice’s date of birth and is prepopulated from the Fast Track Application. It is not an updateable field. Contact MDHEWD if the date of birth does not match apprenticeship records.
- **Award Year** – This displays the current award year and is prepopulated by FAMOUS. It is not an updateable field.
- **Application ID** – This displays the system-assigned tracking number for the apprentice’s Fast Track application and is prepopulated by FAMOUS. It is not an updateable field.
- **Program of Study** – This displays the apprentice’s program of study and is prepopulated from the Fast Track Application. It is an updatable field. If the program of study does not match apprenticeship records, please update by selecting the correct program of study from the drop-down menu. The Program of Study is tied to the 6-Digit CIP Code; updating one field will automatically update the other. Please only update one of the fields.
- **6-Digit CIP Code** – This displays the 6-digit CIP (Classification of Instructions Programs) code that is tied to an apprentice’s program of study and is prepopulated from the Fast Track Application. It is an updatable field. If the CIP code does not match

apprenticeship records, please update by selecting the correct CIP code from the drop-down menu. The 6-Digit CIP Code is tied to the Program of Study; updating one field will automatically update the other. Please only update one of the fields.

- **Degree Level** – This displays the apprentice’s degree level and is prepopulated from the Fast Track Application. It is an updatable field. If the degree level is not “Apprenticeship”, please update by selecting “Apprenticeship” from the drop-down menu.
  
- **Bachelor’s Degree Obtained** – This indicates if the apprentice has received a bachelor’s degree and is prepopulated from the Fast Track Application. It is an updatable field. If apprenticeship records indicate receipt of a bachelor’s degree, please update by selecting “Yes” from the drop-down menu. Receipt of a bachelor’s degree disqualifies an apprentice from receiving a Fast Track award so selecting “Yes” makes the apprentice ineligible and removes the apprentice from the Certification Roster. If an apprentice is made ineligible after a payment request was successfully submitted but not yet disbursed or made ineligible in error, immediately contact MDHEWD at 800-473-6757, option 4.
  - Yes/No Confirmation Button – Selecting “Yes” from the drop-down menu pops-up the confirmation screen “Are you sure student has a Bachelor’s Degree? If yes, the student will become ineligible for Fast Track and their name removed from the certification list.” Selecting Yes processes the change and makes the apprentice ineligible for Fast Track. Selecting No cancels the change. Note that the selector will not default back to “No” if the change is cancelled. Reset the indicator to “No” to continue with certification.
  
- **\*Apprenticeship Begin Date** – This is an enterable field and is mandatory for certification. Please enter the start date of the apprenticeship. For a multi-year apprenticeship that is continuing from the previous award year, please enter July 1<sup>st</sup> (the start of the new award year) as the start date.
  
- **\*Apprenticeship End Date** – This is an enterable field and is mandatory for certification. Please enter the end date of the apprenticeship. Certification must be completed within 30 days of the end of the apprenticeship. For a multi-year apprenticeship that will continue into the next award year, please enter the last day that certification will be open, usually in the second or third week of June. Please see the Fast Track Incentive Grant webpage <insert hyperlink> or contact MDHEWD at 800-473-6757, option 4 for the correct end date.

- **\*Program Measurement** – This is an enterable field and is mandatory for certification. Please select the correct program measurement from the drop-down menu. Most apprenticeships will be measured in on-the-job *Training Hours*; however, *Instructional Hours*, *Clock Hours*, or *Credit Hours* may be appropriate for eligible classroom work or professional development directly related to the apprenticeship.
- **\*Requested Award** – This is an enterable field and is mandatory for certification. Enter the total requested award amount, in dollars and cents. The requested award amount is the total cost of related educational costs minus all non-loan sources of government funding (for example, WIOA funds).
- **\*This certification updates a previous payment for this award year** – This is the certification update field to allow additional payment requests. For an apprentice’s initial certification for an award year, it will indicate “No” and be greyed-out. Once the initial certification has been submitted and the *Certified* column in the Roster indicates “Y,” the field activates and becomes required on any additional payment requests. To submit a certification update, ensure that the *Apprenticeship Begin* and *End Dates* entered on the update request match the dates entered on the original certification for the award year and check “Yes” to update the apprentice’s original certification.
  - **Enter Reason for additional payment for this award year** – This field appears upon checking “Yes” to the certification update statement. It is enterable and mandatory for a certification update. Briefly enter the reason for the additional payment request.
- **Certification Statement** – This is the certification attestation that all fields on the *Apprenticeship Form*, both prepopulated and entered, are true and accurate and that the apprentice’s U.S. citizenship or permanent residency and active apprenticeship status in an eligible apprenticeship have been verified for the award year. If everything on the *Apprenticeship Form* is correct and status verified, check the box to the left of the statement.

### Fast Track Apprenticeship Form

\* Indicates a required field

Last Name:	WORKER	First Name:	JOE
Social Security Number:	XXX-XX-6789	Date of Birth:	01/01/1980
Award Year:	2023	Application Id:	1234
Program of Study:	Heating, Ventilation, Air Conditioning, & Refri	6-Digit CIP Code:	470201
Degree Level:	Apprenticeship	Bachelor's Degree Obtained:	No
*Apprenticeship Begin Date:	<input type="text"/>	*Apprenticeship End Date:	<input type="text"/>
*Program Measurement:	Select program		
*Requested Award:	<input type="text"/>		

\*This certification updates a previous payment for this award year:  Yes  No

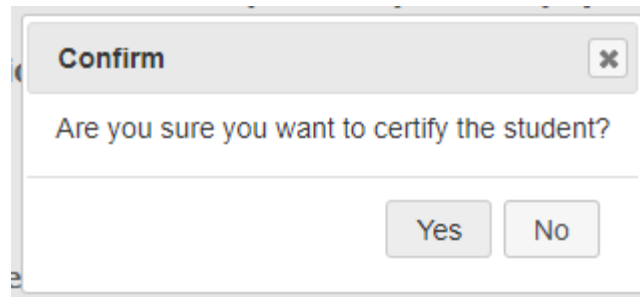
I certify that I have verified this student is a U.S. citizen or permanent resident and is in an active apprenticeship status in an eligible apprenticeship as defined in subsection 173.2553.2, RSMo. I further certify that the information provided above is true and correct to the best of my knowledge.

**Figure 4.4 Fast Track Apprenticeship Form**

Enter Reason for additional payment for this award year:

**Figure 4.5 Reason Field for Certification Updates**

To submit the *Apprenticeship Form*, click the **Certify** button. A confirmation screen will appear. Clicking “No” cancels submission and returns to the *Apprenticeship Form*. Clicking “Yes” submits the certification.



**Figure 4.6 Certification Confirmation Button**

If FAMOUS detects an error on the form and the apprentice was not successfully certified, the *Apprenticeship Form* remains open and a red error message appears in the upper left corner of the screen. Correct the error(s) and resubmit the form. See **Appendix E** for a table of potential error messages, the issue behind each message, and the resolution for each.



The Apprenticeship Form must be certified before it can be submitted.

## Fast Track Apprenticeship Form

\* Indicates a required field

**Figure 4.7 Fast Track Certification Error Messages**

If an apprentice was successfully certified, the Fast Track Certification Roster appears with the green message “<Apprentice Name> was successfully certified” in the upper left corner of the screen. Please be aware that once a certification has been successfully submitted, it cannot be reviewed, changed, or deleted.

**IMPORTANT:** If a certification was submitted in error, please contact MDHEWD by 3 p.m. the same day at 800-473-6757, option 4.

JOE WORKER was successfully certified.

**Fast Track Certification**

Select Academic Year:

**Figure 4.8 Fast Track Successful Certification Message**



## 4.5 FAST TRACK CERTIFICATION ERRORS

A certification that was not successfully submitted will display a red error message in the upper left corner of the *Fast Track Apprenticeship Form* for each error detected by FAMOUS.

Apprenticeship Begin Date is a required field.  
Apprenticeship End Date is a required field.  
Program Measurement is a required field.  
Requested Award is a required field.  
Fast Track award cannot be certified until apprenticeship begins.  
Disbursement not complete for prior payment period.  
Prior payment has been processed for this academic year.  
Reason for additional payment is a required field.  
The Apprenticeship Form must be certified before it can be submitted.

**Figure 4.9 Possible Certification Error Messages**

<b>Error Message –Apprentice Form</b>	<b>Issue</b>	<b>Resolution</b>
Program Measurement is a required field.	The Program Measurement field is blank.	Select the appropriate Program Measurement from the drop-down menu.
Apprenticeship Begin Date is a required field.	The Apprenticeship Begin Date field is blank.	Enter a valid Apprenticeship Begin Date.
Apprenticeship End Date is a required field.	The Apprenticeship End Date field is blank.	Enter a valid Apprenticeship End Date.
Requested Award is a required field.	The Requested Award is blank.	Enter the total requested award amount in dollars and cents.
Reason for additional payment is a required field.	The certification update indicator has been moved to Yes and the Reason for additional payment field is blank.	Enter a brief reason for requesting an additional payment.
Fast Track award cannot be certified until apprenticeship begins.	The Apprenticeship Begin Date entered is after the today's date.	Certify apprentice after the apprenticeship has begun.
Disbursement not complete for prior payment period.	An additional payment is being requested before the previously requested payment has been completed and moved to Paid status.	Wait until the previously requested payment has been completed to submit a new request. Payments are usually completed 3-5 days after the certification was submitted. Check payment status on the apprentice's <b>Awards/Disbursements</b> tab in <b>Student Details</b> .
Prior payment has been processed for this academic year.	The apprentice has previously been certified for the award year and the Apprenticeship Begin and/or End Dates entered do not match the original	Enter the same Apprenticeship Begin Date and/or End Date entered on the original certification. View the original certification dates on the <b>Disbursement History</b> tab in

	certification's Apprenticeship Begin and/or End Dates.	<b>Student Details.</b>
The Apprenticeship Form must be certified before it can be submitted.	The box to the left of the certification attestation statement has not been checked.	Verify all information in the Apprenticeship Form is correct and that the apprentice is a U.S. citizen or permanent resident and in an active apprenticeship status at an eligible apprenticeship. Check the box to the left of the certification attestation statement.
Apprentice has obtained a Bachelor's Degree and is ineligible.	The Bachelor's Degree Obtained field is populated with Yes.	Verify whether the student has obtained a bachelor's degree. If not, update the field to No. If so, the student is ineligible.
Payment Period Begin and End Dates should be between <DD/MM/YYYY> and <DD/MM/YYYY>.	The Apprenticeship Begin and/or End Date entered is outside of the certification period for the award year.	Enter valid dates within the award year's certification period.
Apprenticeship Begin Date cannot be after Apprenticeship End Date	The Apprenticeship End Date entered is before the Apprenticeship Begin Date entered.	Enter an Apprenticeship Begin Date that is after the Apprenticeship End Date.
Student already has a bachelor's degree.	Yes was selected on the Bachelor's Degree Obtained drop-down menu, but submission of the change was cancelled by selecting <i>No</i> on the confirmation screen. The Bachelor's Degree Obtained field does not default back to No.	Select No from the Bachelor's Degree Obtained drop-down menu.

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## **APPENDIX A: PROTECTION OF USER SESSIONS POLICY**

### **1. Protection of User Sessions Required**

User sessions must be protected when not in use and when the user is not present to prevent unauthorized access to FAMOUS.

### **2. Acceptable Methods of User Session Protection**

An acceptable method of user session protection will meet the following criteria.

- Prevent the session from being viewed after a set period of time, not to exceed five minutes.
- Require verification of the user's identity before resuming the session.

Any method of user session protection that meets the above criteria is acceptable. Protection methods may include but are not limited to the following.

- End the session. Users must log into a new session to once again access the system.
- Lock the computer using the Windows logo key + the L key, where a password that is subject to periodic change is required to unlock the computer. Users must unlock the computer with the current password to once again access the system.
- Lock the computer with a tool such as the Lock Computer feature in the Windows Task Manager, where a password that is subject to periodic change is required to unlock the computer. Users must unlock the computer with the current password to once again access the system.
- Lock the computer with a password protected screen saver that is set to activate within no more than five minutes of inactivity and that is subject to periodic change. Users must unlock the computer with the current password to once again access the system.

When the user will continue to use the web browser after using FAMOUS, the user must log out of the current session of FAMOUS.

## **APPENDIX B: CONCURRENT USER SESSIONS POLICY**

### **1. Concurrent User Sessions on Single Computer Terminals**

Users may access multiple user sessions on a single computer terminal when multiple sessions are necessary to facilitate the performance of required duties relating to the administration of student financial assistance. Users must access only the number of sessions necessary to complete the required duties and must end any unnecessary sessions as soon as the required duties are completed.

### **2. Concurrent User Sessions on Multiple Computer Terminals**

Users are prohibited from using their FAMOUS user ID and password to access concurrent user sessions on multiple computer terminals to prevent unauthorized access to FAMOUS. Access of user sessions on multiple terminals implies that a user has shared their unique user ID and password with another user in direct violation of their signed user agreement since a single user cannot work from two or more terminals at the same time. Users who must access FAMOUS from a new terminal are required to log out of any user sessions open on the terminal currently in use before logging into any user sessions on the new terminal.

## APPENDIX C: USER ID AND PASSWORD POLICY

### 1. General Password Requirements

- Users are required to complete an on-line registration form and submit a paper user agreement on institution letterhead to access FAMOUS. Users create a user ID and password, and select a secret word during the registration process.
- Applications for system access will be reviewed and approved or denied by security system administrators.
- User IDs, passwords, and secret words will provide a user with access to the MDHEWD Security and FAMOUS-Postsecondary Institution/Workforce systems. In the FAMOUS-Postsecondary Institution/Workforce system, the user ID, password, and secret word will only provide access to the institution(s) indicated on the registration form and user agreement.
- Proof of identity in the form of a shared secret security question and answer shall be presented to the security system when a user has forgotten their user ID.
- Passwords shall not be hard coded into software.
- All enterprise systems should provide automated support of password controls.
- If intervention is required, only administrators are authorized to disable the user.
- Password resets or changes shall be promptly confirmed with the user by an on-screen message.
- Passwords shall be changed after a system compromise or after the threat of a system compromise, such as the termination of a system administrator, security level change, etc.
- Users shall promptly change all passwords if they suspect or know unauthorized parties received the passwords or they have shared it in the course of getting help with a problem.

### 2. Password Composition Requirements

*Requiring complex passwords increases the time necessary to crack passwords exponentially. The required password composition is based on ADS rules.*

- Passwords shall contain 8 - 50 characters with a minimum of the following:
  - At least one English uppercase alphabetic (A - Z)
  - At least one English lowercase alphabetic (a - z)
  - At least one Numeric base-ten digit (0 - 9)
  - At least one of these special characters: !@#\$%&\*()[ ]\_-.?
- New passwords cannot have been used within the past five passwords.
- Users should consider the following guidelines when creating passwords.

- Passwords should not to be related to the job or personal life, e.g., not a license plate number, spouse's name, telephone number, etc.
- Passwords should not to be dictionary words or proper names, places or slang.
- Passwords should not contain all or part (3 or more sequential characters) of the user's account or login name.
- Passwords should not contain characters that do not change combined with characters that predictably change when changing passwords upon expiration. For example, users should not choose passwords like "x345JAN" in January, "x345FEB" in February, etc., or passwords identical or substantially similar to passwords the user previously chose.

### **3. Password Lifetime Requirements**

- Passwords for all systems are subject to the following password aging and history rules:
  - Passwords for all users shall automatically expire every 60 days. However, passwords should be changed on a more frequent basis commensurate with the sensitivity, criticality and value of the information it protects.
  - Systems shall maintain an encrypted history of previously used passwords per logon ID.
  - Password history files should contain, at a minimum, the last password particular to a logon ID.

### **4. Password Source Requirements**

- Users create a password during the registration process for access to the FAMOUS-Postsecondary Institution/Workforce system.
- Users update passwords through the Update Login page in the MDHEWD Security system (<https://web.dhewd.mo.gov/security/login.faces>)
- The security system shall confirm password changes to users through an on-screen message.

### **5. Password Ownership Requirements**

- Users shall not disclose their password to anyone.
- No passwords are to be spoken, written, e-mailed, hinted at, shared, or in any way known to anyone other than the user involved.
- User-initiated password changes shall be supported on the security system.

### **6. Unsuccessful Login Requirements**

- After each of the first four unsuccessful attempts to access FAMOUS, the user will receive a message indicating the access attempt was unsuccessful and prompting another attempt.



- After the fifth unsuccessful attempt to access FAMOUS, the user will be locked out for 15 minutes. An additional 15 minutes will be added for each subsequent unsuccessful attempt. For example, after the sixth unsuccessful attempt the user will be locked out for 30 minutes (15 + 15 = 30).
- After the twentieth unsuccessful attempt to access FAMOUS, the user will be permanently locked out and must contact MDHEWD for assistance.

## **7. Auditing Requirements**

- The security system will provide a report of unsuccessful login attempts for a specified time period. The report will include:
  - The valid user ID
  - The time of the login attempt
  - Indication that the password is invalid
- The security system will provide a report of users that have not logged into FAMOUS for a specified period of time. The report will include:
  - The user ID
  - The last date the user logged into FAMOUS

## APPENDIX D: OBTAINING ACCESS TO FAMOUS

To access FAMOUS and certify Fast Track student eligibility and awards, each user must have a system-assigned user ID, password, and secret word. To obtain system access, you must complete an on-line registration form and submit a completed user agreement printed on your institution's letterhead.

Perform the following steps to obtain access to FAMOUS through MDHEWD's Security System:

Step	Action
1.	<p>Go to the FAMOUS login page and click the <b>Register</b> link under the <b>Go</b> button. (<a href="https://web.dhewd.mo.gov/psi/login.faces">https://web.dhewd.mo.gov/psi/login.faces</a>). This will navigate to the Registration page of MDHEWD's Security System.</p> <p>Alternatively, go directly to the Security System (<a href="https://web.dhewd.mo.gov/security/registration.faces">https://web.dhewd.mo.gov/security/registration.faces</a>).</p>
2.	<p>Complete the registration form on the <b>Registration</b> page. Required fields are indicated with an asterisk (*).</p> <p>Select Post-Secondary Institutions in the Requester Type field.</p>
3.	<p>Request access to the FAMOUS-Postsecondary system drop down menu.</p> <ol style="list-style-type: none"> <li>1. Select <b>FAMOUS-P.S.I.</b> from the <b>System</b> drop-down menu.</li> <li>2. Select <b>your institution</b> from the <b>School</b> drop-down menu.</li> </ol> <p>Click the <b>Add Access</b> button. The information is saved and the top of the page displays. Scroll down to the <b>User Access Table</b> to view the information.</p> <p>Repeat this step for every campus you will need to access in FAMOUS. For example, if your institution has multiple campuses you may request access for each applicable campus. You cannot request access to another institution.</p>

Step	Action
4.	<p>In the <b>User Access</b> section, select Read-Only or Update access from the <b>Access Type</b> drop-down menu for each campus listed. The access type can be different for each campus listed but must match the type of access you indicated in your user agreement. <u><i>You must select Update access to certify Fast Track awards.</i></u></p> <p>Select the <b>Remove</b> button in any row that contains incorrect information. The selected row is removed from the <b>User Access Table</b>. After the information has been removed you may re-enter the correct information by repeating steps 3 and 4.</p>
5.	Click the "I'm not a robot" check box and follow the instructions.
6.	<p>Click the <b>Submit</b> button. This transmits your registration to the MDHEWD.</p> <p>The <b>Registration Submitted</b> page appears along with a link to download the user agreement. <u><i>You must download the user agreement, print it on your institution's letterhead, complete it, and mail or fax it to the MDHEWD to complete the registration process.</i></u></p> <p>The <b>Reset</b> button will return all fields to their original values and no edits will be saved.</p> <p>The <b>Cancel</b> button will return the user to the Security login page and no edits will be saved.</p>
7.	You will receive an email from DHEWDSecurity notifying you whether your access has been approved and, if not, the reason it was not approved..

## APPENDIX E: FAST TRACK CERTIFICATION ERRORS

The following table identifies potential error messages, the issue behind each message, and the resolution for each. If MDHEWD assistance is required, call (800) 473-6757, option 4.

Error Message	Issue	Resolution
Academic Year is not open for certification.	The timing of the request is outside of the dates MDHEWD has established for certification.	Contact MDHEWD to determine when/if certification can be completed.
Academic Year is not the current academic year	At least one of the years in the academic year do not apply to the current academic year. A field has an invalid value.	Correct the academic year to the current academic year.
Payment Period <i>Begin</i> Date is a Required Field	The field requesting Payment Period Beginning date was left blank or incomplete.	Use calendar widget to select correct beginning date of payment period for award period being certified. Date must fall within Award Year.  Enter date using MM/DD/YYYY format
Payment Period <i>End</i> Date is a Required Field	The field requesting Payment Period End date was left blank or incomplete	Use calendar widget to select correct end date of payment period for award period being certified. Date must fall within Award Year.  Enter date using MM/DD/YYYY format
Program Measurement Field is Required	The Program Measurement field is blank.	Select the appropriate Program

		Measurement from the drop-down menu.
Total Hours Enrolled for Payment Period is Required	Total Hours Enrolled for Payment Period is blank	Enter total hours enrolled by student for the payment period being certified.
Reason if not Enroll at Least Half Time Required	Total Hours Enrolled given is less than half time, therefore a Reason must be selected	Select a reason for less than half time enrollment from the drop down menu.
Student has completed 200% of the program of study	Total Accumulated Hours indicates that the student has at least 200% of the entered total hours required for the program	Student is not eligible for a Fast Track award for this program.
At least one Hours and Hourly Rate is required	All Hours and Hourly Rate fields were left blank	At least one row of Hours and Hourly Rate fields must have values entered to calculate tuition cost  Enter a value into the Hours 1 field that and to Hours 2 and Hours 3 as needed. Make sure total hours does not exceed value in the <b>Total Hours Enrolled</b> field for given payment period.
Hourly 1/2/3 Rate is incomplete	A value was provided to the Hours field but not the corresponding Hours Rate field	Enter the rate charged for the corresponding Hours given.

Error Message	Issue	Resolution
Payment Period Begin or End Date overlaps with an existing payment period.	<p>The dates of a prior payment period indicate that payment period is not yet complete.</p> <p>Funds for the next payment period (the period being certified) cannot be requested until the prior payment period is complete.</p>	<p>Verify the payment period begin and end dates are correct. If not, correct them. If so, delay the request until the prior payment period is complete.</p> <p>View the original certification dates on the <b>Disbursement History</b> tab in <b>Student Details</b>.</p>
Prior payment has been processed for this payment period.	<p>The student has previously been certified for the payment period entered and the Program Begin and/or End Dates entered cannot overlap with the Beginning and/or End Dates of a previously certified payment period</p> <p>Funds for the next payment period (the period being certified) cannot be requested until the prior payment period is complete.</p>	<p>Review Beginning and End dates for current payment period being certified and correct as needed</p> <p>Delay the request until the funds for the prior payment period have been disbursed.</p> <p>View the original certification dates on the <b>Disbursement History</b> tab in <b>Student Details</b>.</p>
Total Credit Hours cannot be greater than 30 hours.	The total of all eight of the Hours fields is greater than 30 credit hours.	Identify and correct the error. If the correct total is 30 credit hours or more, contact MDHEWD for assistance.
Total Clock Hours cannot be greater than 600 hours.	The total of all eight of the Hours fields is greater than 600 clock hours.	Identify and correct the error. If the correct total is 600 clock hours or more, contact MDHEWD for assistance.

<p>The Certification Form must be certified before it can be submitted.</p>	<p>The box to the left of the certification attestation statement has not been checked</p>	<p>Verify all information in the Certification Form is correct and that the apprentice is a U.S. citizen or permanent resident and in an active student status with an eligible provider.</p> <p>Check the box to the left of the certification attestation statement</p>
<p>Unidentified error, contact MDHEWD.</p>	<p>An error not listed above has occurred.</p>	<p>Contact MDHEWD for assistance.</p>

## **APPENDIX F: CONTACT INFORMATION**

If you have questions regarding the Fast Track Workforce Incentive Grant, contact:

Financial Aid Call Center  
800-473-6757, option 4  
[mdhestudentportal@dhewd.mo.gov](mailto:mdhestudentportal@dhewd.mo.gov)

Amy Haller, Senior Associate- Financial Aid  
573-526-7958  
[amy.haller@dhewd.mo.gov](mailto:amy.haller@dhewd.mo.gov)

Erik Anderson, Director- Financial Aid  
573-751-2444  
[erik.anderson@dhewd.mo.gov](mailto:erik.anderson@dhewd.mo.gov)

If necessary, information may be faxed to (573) 751-6635.

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