

**BEST PRACTICES – Direct Certification**

**Matches:**

To increase matches, manually evaluate applications and matches. Manually compare the same household-different status, same address-different status, etc. Changes that are found must be adjusted manually.

**Passwords:**

The Direct Certification system limits password attempts to three (3). Be sure to keep track of your password to avoid being locked out for incorrect attempts. Contact OSN to have password reset at [macklin\\_s@cde.state.co.us](mailto:macklin_s@cde.state.co.us), 303-866-6661 or [otey\\_j@cde.state.co.us](mailto:otey_j@cde.state.co.us), 303-866-6450.

You will be required to change your password periodically. Be sure to keep track of this change.

Do NOT confuse your Direct Certification password with your claim system password. These passwords are not the same and cannot be used interchangeably.

**Verification:**

If households are approved through Direct Certification, number of verifications of applications is reduced.