

FSA Partner Connect User Roles for Eligibility and Oversight Work

As explained in a [Nov. 17, 2023 Electronic Announcement](#), users now use FSA Partner Connect to access the *Application for Approval to Participate in the Federal Student Financial Assistance Programs* (E-App) and complete eligibility and oversight-related case management work. Users must—

1. Have access to FSA Partner Connect (including an FSA User ID and password and a valid/registered Two-Factor Authentication (TFA) token), and
2. Have an assigned Eligibility & Oversight (E&O) user role.

Users who do not have an E&O role assigned to them will receive a 401 error when trying to access the E-App. The same applies to third-party servicer (TPS) users who do not have a TPS E&O user role. Third-party servicers will also not be able to access the E-App if the related school does not authorize the relationship in FSA Partner Connect's Account Access and Management Center first.

The table below shows the different roles that are tied to FSA Partner Connect and the roles specifically related to the ability to complete eligibility and oversight work. To add some clarification, we also include where the roles are updated and who can update those roles.

Role	Responsibilities	How many?	Where is it updated?	Who can update it?
Primary Administrator	Manages access to FSA Partner Connect Assigns non-E&O roles/permissions	One Generally, this is the same person as the Primary Destination Point Administrator (DPA) at the organization.	SAIG Enrollment Site	Primary DPA or Secondary DPA
Secondary Administrator	Manages access to FSA Partner Connect Assigns non-E&O roles/permissions	One	SAIG Enrollment Site	Primary DPA or Secondary DPA
E&O Admin	Manages access to complete actions within FSA Partner Connect Assigns E&O user roles Can update the E-App	One Note: Upon implementation in December 2023, we assigned this role to the Financial Aid Administrator on the ECAR. A school can	E-App (<i>see 4 – Owners, Officials & Administrators</i>)	School users who can update the E-App

Role	Responsibilities	How many?	Where is it updated?	Who can update it?
		change this to a different person, if desired.		
Alternate E&O Admin	Manages access to complete actions within FSA Partner Connect Assigns E&O user roles Can update the E-App	One Note: This role is required. If a school does not have one, it will need to add one upon the first submission of an E-App (post 12/18/2023).	E-App (<i>see 4 – Owners, Officials & Administrators</i>)	School users who can update the E-App
TPS E&O Admin	Manages TPS user access to FSA Partner Connect Assigns TPS E&O user roles	One Note: Upon implementation in December 2023, we assigned this role to the COO, CEO, President. A TPS can change this to a different person, if desired.	TPS Inquiry Form (<i>see 4-Contact Inquiry</i>)	TPS users who can edit the TPS Inquiry Form
TPS Alternate E&O Admin	Manages TPS user access to FSA Partner Connect Assigns TPS E&O user roles	One Note: Upon implementation in December 2023, we assigned this role to the Primary Contact. A TPS can change this to a different person, if desired.	TPS Inquiry Form (<i>see 4 – Contact Inquiry</i>)	TPS users who can edit the TPS Inquiry Form
E-App Case Management (Edit)	View, edit, and submit E-App, upload files to E-App and respond to notifications	Multiple	FSA Partner Connect – Account Access and Management Center	E&O Admin or Alternate E&O Admin (for school users) TPS E&O Admin and Alternate

Role	Responsibilities	How many?	Where is it updated?	Who can update it?
	Can report new E&O Admin, and/or Alternate E&O Admin, through E-App update		See “Understanding the E&O Administrator Role” Job Aid on the FSA Training Center .	TPS E&O Admin (for TPS users)
Case Management (Edit)	View, edit, and submit eligibility and oversight cases (not E-App submissions)	Multiple	FSA Partner Connect – Account Access and Management Center See “Understanding the E&O Administrator Role” Job Aid on the FSA Training Center .	E&O Admin or Alternate E&O Admin (for school users) TPS E&O Admin and Alternate TPS E&O Admin (for TPS users)