

**Federal Tax Information - Student Aid Internet
Gateway (FTI-SAIG)
TDCCommunity Manager (TDCM)**

**Version 3.4.2
February 2024**

DOCUMENT CONTROL

DOCUMENT INFORMATION

Title:	TDCM User Guide
Revision:	v3.4.2
Issue Date:	10/16/2023

DOCUMENT HISTORY

Version Number	Date	Summary of Change
1.0	10/16/2023	Initial draft for FTI-SAIG TDCM
1.1	02/20/2024	Minor changes; Removed TEST URL for AIMS; Updated login screenshots; Changed the FTI-SAIG password to FSA User ID password

Table of Contents

1 FEDERAL TAX INFORMATION TRANSACTION DELIVERY COMMUNITY MANAGER (FTI-TDCM) 4

1.1 PREFACE 4

1.2 ITEMS TO CONSIDER 4

1.3 STARTING THE FTI-TDCM 5

1.4 TABS 9

 1.4.1 *The Messages Tab* 9

 1.4.1.1 *Tips* 11

 1.4.1.2 *Additional Tips* 13

 1.4.1.3 *Restoring Files Received Within the Last Ten Days* 15

 1.4.2 *The Archive Tab* 15

 1.4.2.1 *Restoring Files Received Within the Last 11 to 90 Days* 15

 1.4.3 *The Participants Tab* 18

 1.4.3.1 *Password Changes* 20

 1.4.3.2 *Certificate Download* 20

 1.4.4 *The Relationships Tab* 20

FREQUENTLY ASKED QUESTIONS 22

1 Federal Tax Information Transaction Delivery Community Manager (FTI-TDCM)

1.1 Preface

The TDCommunity Manager (TDCM) Web site for the Federal Tax Information-Student Aid Internet Gateway (FTI-SAIG), <https://ftisaigportal.ed.gov/tdcm> (Production), gives you the ability to view FTI-SAIG network traffic, restore previously received files, and change your **Network Password** or **FTPPASSWD**.

Note: You may call CPS/SAIG Technical Support (800/330-5947) to have your FSA User ID password changed.

1.2 Items to Consider

- All time references in the FTI-TDCM are listed in Eastern Standard Time (EST) and Eastern Daylight Time (EDT) as appropriate.
- Your **FT Number** is the mailbox ID and **FSA User ID** is the username provided by the Participation Management.
- Two links have been incorporated into the FTI-SAIG portal's login page. These links allow users to modify their mailbox password and enroll a token for accessing the FTI-SAIG portal:
 - Token Registration link: [Login - AIMS TFA Portal](#)
 - Password Reset Link: [Federal Student Aid - AIMS Change Password](#)
- If you have never accessed the FTI-TDCM before and have not transmitted a network password change with EDconnect or TDClient, your initial password is set as follows:
 - “ccyynnnn” where “ccy” is your birth year and “nnnn” represents the last four digits of your social security number. You will be required to change your password the first time you access your mailbox.

Note: The password used for FTI-SAIG (<https://ftisaigportal.ed.gov/tdcm>) login is **different** from the one used for EDconnect and TDClient.

1.3 Starting the FTI-TDCM

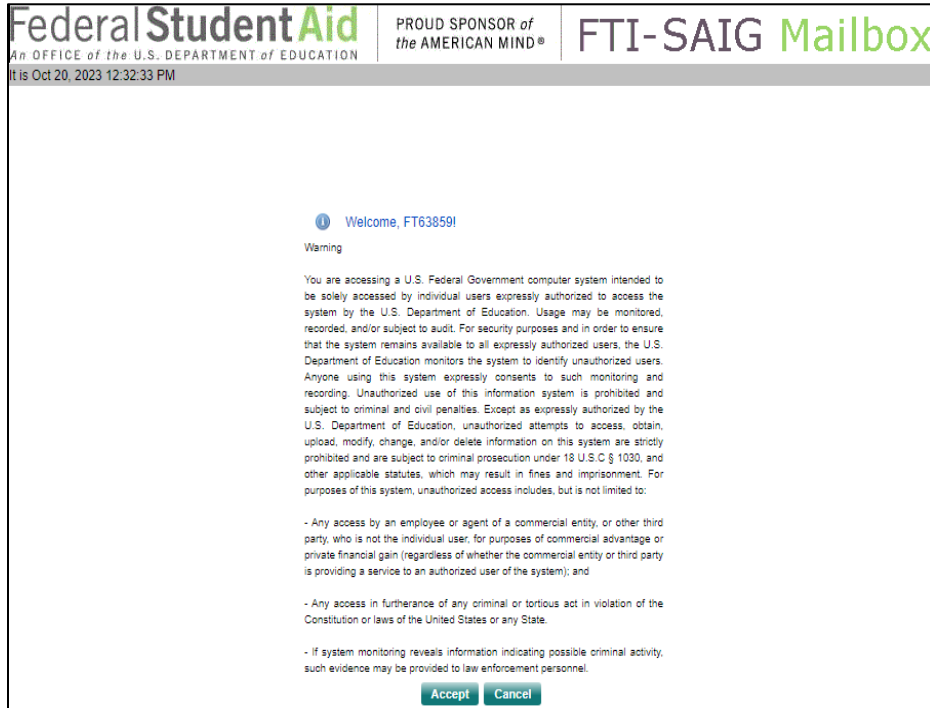
1. Start your Internet web browser.
2. Enter the URL "<https://ftisaigportal.ed.gov/tdcm>" in the address bar of your web browser and press enter. The URL will take you to the below login screen. See Figure 1 below.

Figure 1: The Login Screen

The screenshot shows the login interface for the FTI-TDCM system. At the top, there is a header with the Federal Student Aid logo and the text 'PROUD SPONSOR of the AMERICAN MIND'. Below this, the page title is 'FTI-SAIG Mailbox'. The main content area features a 'Login' form with a green header and a warning message: 'Please log in first'. The form contains four input fields: 'FSA User Id', 'Password', 'OTP', and 'Mailbox Id', each followed by an asterisk. A 'Login' button is located at the bottom right of the form. Below the form, there are two links: 'FSA User ID Change Password' and 'FSA User ID token registration'.

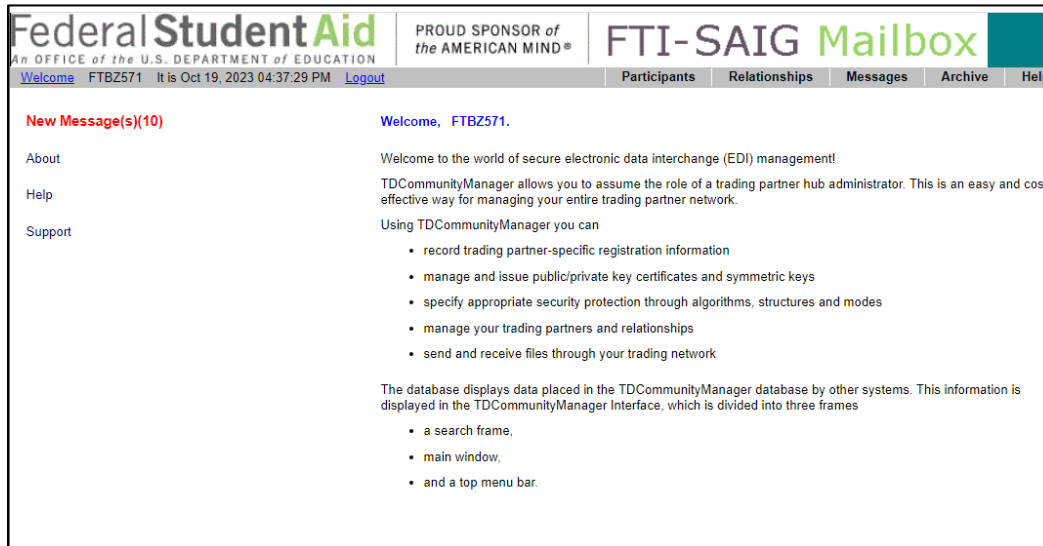
3. Enter your **FSA User ID** in the **FSA User ID** field.
4. Enter your **FSA User ID Password** in the **Password** field.
Note: The **FSA User ID Password** is **NOT** the same as your **EDconnect Network Password**, or your **TDClient FTTPASSWD**. The password is case sensitive.
5. Enter your registered Token/OTP in the **OTP** field.
6. Enter your **FT Number** (including the FT) in the **Mailbox ID** field.
7. Click the **Login** button.
8. All **FTI-TDCM users** will see the FSA Security Banner Screen upon login (see Figure 2 below).

Figure 2: FSA Security Banner Screen



9. Once the terms of usage are accepted by an **FTI-SAIG User** the “Welcome” screen will display, as shown in Figure 3 below.

Figure 3: The Welcome Screen



The “Welcome” screen has a series of tabs across the top. Select the **Messages** tab to view your FTI-SAIG network traffic or to restore files you have downloaded within the past ten days. Select the **Archive** tab to restore files you downloaded more than ten days ago.

The “Welcome” screen displays a “New Message(s)” indicator if there are new files in your mailbox. The “New Message(s)” indicator displays in red the number of new files in your mailbox. The “New Message(s)” indicator appears only when there are new files available for you to download.

The **Change Password** link, located under **Participant** tab, allows the FTI-TDCM user to reset their Mailbox password. When changing your password using the link, users must follow the existing password rules. The password rules are as follows:

- Password must begin with an alpha character.
- Password must be a minimum length of **15 characters**.
- Password must contain at least one upper case and one lower case alpha character, plus one numeric character.
- Password cannot be “password123456”, “Password123456” or “PASSWORD123456”. Password cannot be the same as any of the previous 24 passwords and current password.
- Password cannot match the Username or FT number (ignore case).

- Password will be locked out after three failures. (Password will be unlocked after 15 minutes or you may call CPS/SAIG Technical Support to have the password reset.)
- Passwords expire every 90 days, but you may change your password more frequently.
- FTI-SAIG mailbox passwords can contain special keyboard characters, such as @, #, and \$, but avoid % (percent), ^ (caret), & (ampersand), \ (backslash), / (forward slash), < (less than), > (greater than), and | (“pipe” symbol).

1.4 Tabs

1.4.1 The Messages Tab

You can view your mailbox by clicking the “New Message(s)” indicator, which displays in red the number of new files in your mailbox. Clicking on the “New Message(s)” indicator takes you directly to the **Messages** tab. You can also click on the **Messages** tab at the top of the screen.

From this tab you can view files that have been sent, received, and are ready to be received. All **Send** files are listed with a lowercase “s” to the left of the **Sender Mailbox ID** and are color-coded blue. **Receive** files are listed with a lowercase “r” to the left of the **Sender Mailbox ID**. **Receive** files are color-coded red when they are available for download and blue once the files have been received, or after they have been re-queued.

The **Messages** tab will display the following field options in the “SEARCH” box:

- “Search Param”
- “Name”
- “Message Class”
- “To Mailbox”
- “From Mailbox”
- “Transaction Type” with the following drop-down options:
 - “Received”
 - “All”
 - “Sent”
- “Only New Messages” (check box)

Under the “MESSAGES” box the “Status” field displays the current status of a file.

- “AVAILABLE” status in sender’s mailbox indicates the file has been successfully sent and is currently in the receiver’s mailbox ready to be downloaded.
- “RECEIVED” indicates the file has been downloaded.
- “REJECTED” indicates the file has been flagged for deletion. “REJECTED” files will not display or be available through EDconnect’s **Mailbox Query** or **Received File View**.
Note: In addition, the FTI-TDCM displays files that failed the “mailboxing” process and will provide information on the cause of the error.
- “IC-FAIL” means that the file was sent to the mailbox but failed during the “mailboxing” process. The rejected file will only display in the sender’s mailbox. The **Error Detail** sub tab, located under the **Messages** tab, will be activated and will give an explanation for the rejected file.

All files displayed in the **Messages** tab are files that a mailbox ID has either sent or received within approximately ten days of the “Date/Time Picked Up” field. If there are more than 500 files that meet the search criteria, the **Messages** tab will list the first 500 files. The << previous and next >> options allow you to view the

previous or next 500 files, if applicable.

1. Log into the **FTI-TDCM** using the steps previously listed.
2. Click the **Messages** tab.
3. Under “SEARCH,” enter your **FT Number** (including the FT), in the “Mailbox” field.
4. Enter the information you want to search for in the applicable fields. (E.g. searching for message class TEST15OP sent by Mailbox FTA1234).
5. Click the **Go** button or press your **Enter** key.

Figure 4: The Messages Tab

SEARCH

Search Param: Mailbox

Name: FT63859

Message Class:

To Mailbox:

From Mailbox:

Transaction Type: Received

Only New Messages

Go Advanced Expand

MESSAGES

From Mailbox:

To Mailbox:

Msg Class:

Interchange Sender:

Interchange Receiver:

Date/Time Received:

Status:

Msg Type:

Interchange Date/Time:

Batch No:

Record 1 of 7

Sender Mailbox	Receiver Mailbox	Date/Time Received
r FT71492	FT63859	Oct 4, 2023 02:09:06 PM
r FT71492	FT63859	Oct 4, 2023 01:55:14 PM
r FT71492	FT63859	Oct 4, 2023 01:49:35 PM
r FT71492	FT63859	Oct 4, 2023 01:48:26 PM
r FT71492	FT63859	Oct 4, 2023 01:43:45 PM
r FT71492	FT63859	Oct 4, 2023 01:38:36 PM
r FT71492	FT63859	Oct 4, 2023 12:33:46 PM

Message Info Interchange Interconnect Error Detail Error Info Message Text

Original From:

Original To:

Unique Filename:

Interchange Size:

Log ID:

Log Type:

Date/Time avail. in Mailbox:

Date/Time Picked Up:

Date/Time Of Interchange:

Date/Time Purged:

Date/Time Restored:

Date/Time Requeued:

1.4.1.1 Tips

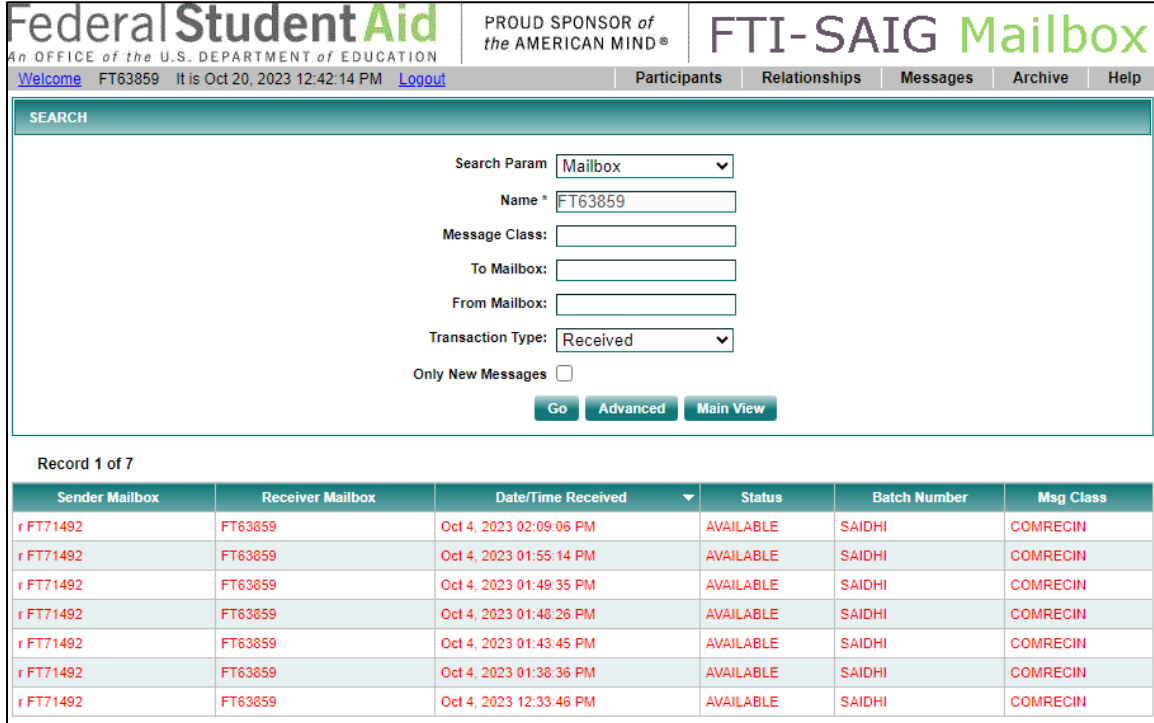
- If your cursor is still in the search fields on the search screen, you can press your **Enter** key on the keyboard instead of hitting the **Go** button.
- If you select “All”, located under the “Transaction Type” drop down box, and select **Go** , this will list all **Send** and **Receive** files for your mailbox.
- If you select “Sent” or “Received”, located under the “Transaction Type” drop down box. This will list all **Sent** or **Received** files for a user’s mailbox ID.
- If you select “To Mailbox,” type your **FT Number** (including the FT). This will list all OP-type files sent to you.
- If you select “From Mailbox,” type your **FT Number** (including the FT). That will list all the IN-type files you sent.
- If you check the “Only New Messages” box, FTI-TDCM will list only the new OP-type files that are ready for you to download.
- You may use “%” as a wildcard, combined with part of a message class, in your search. For example, “%03OP%” will return all files with “03OP” in the message class. You may also search with “*” as a wildcard as long as it is at the end of a field value. For example, “IDSA*” will return all files with “IDSA” in the message class.

The **FTI-TDCM** will list all files that meet your search criteria. The “Date/Time Received” column reflects the date a file was initially placed in your mailbox.

To view information about a specific file, click on the file name in the list of files returned by your search. File details will display on the right side of the screen.

- “Unique Filename” displays the item number.
- “Batch No” displays the full batch number.
- “Msg Class” displays the message class.
- “Status” displays whether or not you have downloaded the file.
- “Date/Time Picked Up” displays the date and time you downloaded the file.

Figure 5: The Expand Button



SEARCH

Search Param: Mailbox

Name *: FT63859

Message Class:

To Mailbox:

From Mailbox:

Transaction Type: Received

Only New Messages

Go Advanced Main View

Record 1 of 7

Sender Mailbox	Receiver Mailbox	Date/Time Received	Status	Batch Number	Msg Class
r FT71492	FT63859	Oct 4, 2023 02:09:06 PM	AVAILABLE	SAIDHI	COMRECIN
r FT71492	FT63859	Oct 4, 2023 01:55:14 PM	AVAILABLE	SAIDHI	COMRECIN
r FT71492	FT63859	Oct 4, 2023 01:49:35 PM	AVAILABLE	SAIDHI	COMRECIN
r FT71492	FT63859	Oct 4, 2023 01:48:26 PM	AVAILABLE	SAIDHI	COMRECIN
r FT71492	FT63859	Oct 4, 2023 01:43:45 PM	AVAILABLE	SAIDHI	COMRECIN
r FT71492	FT63859	Oct 4, 2023 01:38:36 PM	AVAILABLE	SAIDHI	COMRECIN
r FT71492	FT63859	Oct 4, 2023 12:33:46 PM	AVAILABLE	SAIDHI	COMRECIN

The **Expand** button allows you to view additional search details:

- “Sender Mailbox”
- “Receiver Mailbox”
- “Date/Time Received”
- “Status”
- “Batch Number”
- “Msg Class”

You can also perform more in-depth searches on the **Message** tab. The “Advanced” search option allows you to search on the fields below.

- “Mailbox”
- “Message Class”
- “Transaction Type”
 - ◆ “All” (both sent and received)
 - ◆ “Sent”
 - ◆ “Received”
- “Only New Messages”
- “Batch # Range” (enter batch number in both fields)
- “Date Applies To”
 - ◆ “Date/Time Received by Portal” (shows when the file was sent to your mailbox)
 - ◆ “Date/Time avail. In Mailbox” (shows when the file was placed in your mailbox)

- ◆ “Date/Time Picked Up” (the date you downloaded the file from your mailbox)
- ◆ “Restored by Portal” (if applicable, shows the date the file was restored to your mailbox)

1.4.1.2 [Additional Tips](#)

- You can search on one or more of the fields listed. Enter the values you would like to use as search criteria and click the **Go** button. This will display all files that meet the criteria you selected on the left side of the screen.
- The “Start Date/Time” and “End Date/Time” fields display Eastern Standard Time (E.S.T.).
- When searching by a specific batch number, enter the same batch number in both of the fields for “Batch # Range.”
- The **Message Text** tab will also display the batch number. It will be listed immediately following “BAT=”. For files with IC-FAIL status, an additional window will appear with a “REQUE” option. Please do not select this option.

Figure 6: Advanced Search

The screenshot shows the 'Advanced Search for Messages' interface. The search criteria are as follows:

- SEARCH (Sidebar):** Search Param: Mailbox, Name: FT63859, Message Class: (empty), To Mailbox: (empty), From Mailbox: (empty), Transaction Type: Received, Only New Messages:
- Mailbox Options:** Mailbox: FT63859, Message Class: (empty), Transaction Type: Received, Only New Messages:
- Message Type:** Message Type: EDI & Non EDI, Group ID: (empty), Send EDI Qual: (empty), Id: (empty), Receive EDI Qual: (empty), Id: (empty), Batch # Range: (empty)
- Message Dates:** Date Applies To: ..., Start Date/Time: Oct 20, 2023 12:42:15 PM, End Date/Time: Oct 21, 2023 12:42:15 PM

Record 1 of 7

Sender Mailbox	Receiver Mailbox	Date/Time Received
r FT71492	FT63859	Oct 4, 2023 02:09:06 PM
r FT71492	FT63859	Oct 4, 2023 01:55:14 PM
r FT71492	FT63859	Oct 4, 2023 01:49:35 PM
r FT71492	FT63859	Oct 4, 2023 01:48:26 PM
r FT71492	FT63859	Oct 4, 2023 01:43:45 PM
r FT71492	FT63859	Oct 4, 2023 01:38:36 PM
r FT71492	FT63859	Oct 4, 2023 12:33:46 PM

Figure 6 illustrates an “Advanced Search” using “Mailbox,” “Message Class,” and date range (“Date/Time Received”) as the search criteria.

1.4.1.3 [Restoring Files Received Within the Last Ten Days](#)

The **FTI-TDCM** also gives you the ability to restore files to your mailbox.

You still have the option of calling CPS/SAIG Technical Support (800/330-5947) to have files restored.

To restore files that you have received within the last ten days:

1. Log into the **FTI-TDCM**.
2. Click the **Messages** tab.
3. Search and display the **Receive** file you would like to restore.
4. On the right side of the screen, click the drop-down menu for the “Status” field and change the status from “RECEIVED” to “AVAILABLE”.
5. Click **Save**.
6. The file will remain color-coded blue on the left side of the screen, but you will be able to download the file immediately.

1.4.2 [The Archive Tab](#)

The **FTI-TDCM** automatically moves files to the **Archive** tab view when they have been in your mailbox more than ten days, based on the date listed in the “Date/Time Picked Up” field. This process runs once a day at 4 a.m.

E.S.T. Files remain in the **Archive** for a total of 90 days, including the ten days the files appeared on the **Messages** tab.

The **Archive** tab has the same search capabilities as the **Messages** tab, along with a “Mailbox Pending” option. “Mailbox Pending” will display all files at the “pend” (pending) status.

Note: Only check the “Restore” box, located to the left of the Sender Mailbox ID, for the file you would like to restore. Users also have the option of calling the CPS/SAIG Technical Support Team (800/330-5947) to have files restored for them.

1.4.2.1 [Restoring Files Received Within the Last 11 to 90 Days](#)

To restore a file that you received within the last 11 to 90 days, follow the procedure below. See Figure 7 for an illustration of the Archive Tab.

1. Log into the **FTI-TDCM**.
2. Click the **Archive** tab.
3. Search and display the **Receive** file you would like to restore.
4. Check the box directly to the left of the “Sender Mailbox” for each file you would like to restore and then click the **Restore** button. **Note:** The file will be marked pending as, “pend”, in red to the left of the file(s) you requested to have restored. The file(s) will not be immediately available and restored files will be available for download every fifteen minutes.
5. Once the file has been moved to pending the user will need to update the status of the file to “available”. Updating to the available status will enable

- the file to be downloaded once the file is restored.
6. Note the unique filename next to the “Unique Filename” field to identify the file when searching.
 7. **For EDconnect users:**
 - After the fifteen minutes restore time has passed, the user will need to perform a transmission with nothing in the **Transmission Queue**. Executing the blank transmission will refresh the users received file queue.
 - Next go to the **Received File View**.
 - Check the box under **Move to TQ** for the file that has the same **Item Number** as the unique file name from the “Unique Filename” field.
 - Execute another transmission to receive the restored file.
 8. **For TDClient users:**
 - After the restore period of fifteen minutes has passed, add `RECEIVE_SERVER_FILE=unique file name` to your **Transfer** command statement.
Note: This is the unique file name from the “Unique Filename” field, noted above.

Figure 7: The Archive Tab

SEARCH

Search Param: Mailbox
 Name: FT51330
 Message Class:
 To Mailbox:
 From Mailbox:
 Transaction Type: Received
 Only New Messages

Go Advanced Expand

Record 1 of 21

Sender Mailbox	Receiver Mailbox	Date/Time Received
r FT71492	FT51330	Oct 4, 2023 02:09:08 PM
r FT71492	FT51330	Oct 4, 2023 01:55:15 PM
r FT71492	FT51330	Oct 4, 2023 01:49:36 PM
r FT71492	FT51330	Oct 4, 2023 01:48:27 PM
r FT71492	FT51330	Oct 4, 2023 01:43:47 PM
r FT71492	FT51330	Oct 4, 2023 01:38:38 PM
r FT71492	FT51330	Oct 4, 2023 12:33:47 PM
r FT71492	FT51330	Oct 4, 2023 09:50:16 AM
r FT71492	FT51330	Oct 4, 2023 09:50:16 AM
r FT71492	FT51330	Oct 4, 2023 09:50:16 AM
r FT71492	FT51330	Oct 4, 2023 09:46:40 AM
r FT71492	FT51330	Oct 4, 2023 09:46:40 AM
r FT71492	FT51330	Oct 4, 2023 09:46:40 AM
r FT71492	FT51330	Oct 4, 2023 09:44:58 AM
r FT71492	FT51330	Oct 4, 2023 09:44:58 AM
r FT71492	FT51330	Oct 4, 2023 09:44:58 AM
r FT71492	FT51330	Oct 4, 2023 09:43:37 AM

MESSAGES

From Mailbox: [] Date/Time Received: []

To Mailbox: [] Status: []

Msg Class: [] Msg Type: []

Interchange Sender: [] Interchange Date/Time: []

Interchange Receiver: [] Batch No: []

Message Info Interchange Interconnect Error Detail Error Info Message Text

Original From: [] Date/Time avail. in Mailbox: []

Original To: [] Date/Time Picked Up: []

Unique Filename: [] Date/Time Of Interchange: []

Interchange Size: [] Date/Time Purged: []

Log ID: [] Date/Time Restored: []

Log Type: [] Date/Time Requeued: []

Figure 7 is an illustration of the “Archive” tab with the fields you would see to restore a file received within the last 11 to 90 days.

1.4.3 The Participants Tab

The **FTI-TDCM** allows you to update your **Network Password** or **FTPPASSWD**. User may change their password using the “Participants” tab they will need to click on the “Change Password” link located under the Participants section. Once the “Change Password” link is clicked the “Password” and “Verify” password fields are displayed for the user to change their password. Although the participants tab change password feature does not use strict password rules the user must follow the existing password rules mentioned in Section 1.3. You may also contact the CPS/SAIG Helpdesk for resetting this password.

Once you have updated your password, you will need to update the password in EDconnect, or in your mainframe scripts or JCL. If you have any difficulty establishing your first password, contact CPS/SAIG Technical Support at 800/330-5947 and request to have your FTI-SAIG mailbox password reset.

FTI-TDCM users can download the authentication certificate from the Security subtab for TDCClient or EDconnect usage. Both Runtime and INI files will be needed for transmission with the new EDconnect or TDCClient. Users will be notified via email from FTI-TDCM 30 days prior to certification getting expired.

Figure 8: The Participants Screen to Change Password Displaying Change Password Link

The screenshot shows the 'Participants' tab in the FTI-SAIG Mailbox interface. The page header includes the Federal Student Aid logo and 'PROUD SPONSOR of the AMERICAN MIND®'. The main navigation bar contains 'Welcome FT63859 It is Oct 20, 2023 12:51:21 PM Logout', 'Participants', 'Relationships', 'Messages', 'Archive', and 'Help'. The 'PARTICIPANTS' section displays user information for 'Name: FT63859' and 'User Logon/Mailbox: FT63859'. The 'EDI Name' field is 'FT63859', and a yellow 'Change Password' link is visible below it. Other fields include 'Server Name' (FTISAIGPREP (EAFTP)), 'AS2 Name', 'Primary URL' (ftisaigmailboxtest.ed.gov), 'Approval Code' (791B4A83D24CD6C2), and 'Approval Status' (Approved). A 'Save' button is located at the bottom right of this section. Below this is a sub-tabbed area with 'Contact', 'Enabling', 'Security', 'ISA Fields', and 'Key Exchange' tabs. The 'Contact' tab is active, showing fields for 'Organization: SAIG', 'Name: SAIG', 'Phone', 'Address1', 'City', 'Postal Code', 'Title', 'EMail', 'Address2', 'State', and 'Country: United States'.

Figure 9: The Participants Screen to Change Password Displaying Change Password Input Fields

The screenshot shows the 'Participants' screen for user FT63859. The 'SEARCH' panel on the left is empty. The 'PARTICIPANTS' panel contains the following fields:

- Name: FT63859
- EDI Name: FT63859
- Password: (input field)
- Verify: (input field)
- Server Name: FTISAIGPREP (EAFTP)
- AS2 Name: (input field)
- Primary URL: ftisaigmailboxtest.ed.gov
- User Logon/Mailbox: FT63859
- EDI Qualifier: (input field)
- Approval Code: 791B4A83D24CD6C2
- Approval Status: Approved
- Secondary URL: (input field)

Below these fields are tabs for 'Contact', 'Enabling', 'Security', 'ISA Fields', and 'Key Exchange'. The 'Contact' tab is active, showing fields for Organization (SAIG), Name (SAIG), Phone, Address1, City, Postal Code, Title, Email, Address2, State, and Country (United States).

Figure 10: The Participants Screen to Download Runtime, INI Files and Approval Code

This screenshot is similar to Figure 9 but shows the 'Runtime' and 'INI' download options. The 'PARTICIPANTS' panel fields are identical. The 'Contact' tab is active, and a table is displayed below it:

Type	Status	Start Time	End Time	Issuer
X509	Current	Oct 20, 2023 02:00:17 AM	Oct 20, 2024 02:00:17 AM	

Buttons for 'Export Runtime' and 'Export INI' are located below the table.

1.4.3.1 [Password Changes](#)

To change your password through the **Participant** tab (see Figure 8 above):

1. Log into the **FTI-TDCM**.
2. Click the **Participants** tab.
3. Under the Participants section, click the blue “Change Password” link to display the Password and Verify fields.
4. Type your new password into the “Password” field.
5. Type your new password again into the “Verify” field.
6. Click **Save**.
7. **For EDconnect users:**
 - Open the **Security View**. Right-click on the **Security Group** for which you are changing the password.
 - Select **Properties** from the pop-up menu.
 - Click the **Network** tab.
 - Type the password you entered in the **FTI-TDCM** in the “New” field.
 - Type the password again in the “Verify” field.
 - Select the **Local Only** option.
 - Click **OK**.
8. **For mainframe users:**
 - Update all scripts or JCL to reflect the new password.

Note: Additional information can be found in the relevant software guide.

1.4.3.2 [Certificate Download](#)

To download the RUNTIME and INI file from the Participant tab (see Figure 10 above):

1. Log into the **FTI-TDCM**.
2. Click the Participants tab.
3. Under the Participants section, click on the Security subtab.
4. Click **Export Runtime** and **Export INI** to download the files.

Note: Additional information on the certificate usage in EDconnect and TDClient is provided in the updated guides. You will also need to obtain the approval code from the participant tab for the certificate import.

1.4.4 [The Relationships Tab](#)

This tab although visible, is nonfunctional and can only be used by an admin user. If a relation between your mailbox and another exist, you will be able to see that relationship within this tab.

Figure 11: The Relationships tab

The screenshot shows the 'Relationships' tab in the FTI-SAIG Mailbox interface. The page header includes the Federal Student Aid logo and navigation links: Welcome FT63859, It is Oct 20, 2023 12:53:27 PM, Logout, Participants, Relationships (selected), Messages, Archive, and Help. The main content area is divided into two sections: SEARCH and RELATIONSHIPS.

SEARCH Section:

- Sender:
- Receiver:
- Sender EDI Name:
- Receiver EDI Name:
- Transaction ID:
- Only pending:
- Go:

RELATIONSHIPS Section:

- Sender: *
- Receiver: *
- Sender EDI:
- Receiver EDI:
- Transaction ID: *
- Approval Status:

Security Section:

- Use PGP:
- Compression Algorithm:
- Hash Algorithm:
- Encryption Algorithm:
- Signature Algorithm:
- Filter Algorithm:
- Security Structures:

No Records Table:

Sender Qualifier/EDI	Receiver Qualifier/EDI	Transaction ID
----------------------	------------------------	----------------

Frequently Asked Questions

I changed my password in the FTI-TDCM and now I get “Error 531” when I try to transmit using EDconnect or TDCClient. How do I fix this?

When you changed your password in the **FTI-TDCM**, either your password did not save, or your new password is not synced with TDCClient or EDconnect client applications. You can call CPS/SAIG Technical Support (800/330-5947) to have your password reset, or you can update your password again in the **FTI-TDCM** and EDconnect or TDCClient applications.

To update your password using the **FTI-TDCM**:

1. Log into the **FTI-TDCM**.
2. From the **Participant** tab click on the **Change Password** link.
3. Enter your new password. The password must contain 15 valid characters.
4. Type your new password again into the “Verify” field.
5. Click **Save**.
6. Log into EDconnect.
7. Open the **Security View**.
8. Right-click on the **Security Group** for which you are changing the password.
9. Select **Properties** from the pop-up menu.
10. Click the **Network** tab.
11. Type the password you entered in the **FTI-TDCM** in the “New” field.
12. Type the password again in the “Verify” field.
13. Select the **Local Only** option.
14. Click **OK**.

If you are still unable to complete a successful transmission, please contact CPS/SAIG Technical Support at 800/330-5947 or by e-mail at CPSSAIG@ed.gov.

**I see a “REJECTED” option in the “Status” field on the Messages tab.
When should I use it?**

The “REJECTED” option allows you to initiate the deletion of a file. You should only use this option if instructed to do so by CPS/SAIG Technical Support.

Technical Support

Contacting FSA Technical Support

For FSA technical support, you may post a message (including your **FT Number** and a contact telephone number) with your question to the FSATECH listserve. For information about subscribing to FSATECH, go to

<http://www2.ed.gov/offices/OSFAP/services/fsatechsubscribe.html>

Department staff or contractors for the system about which you have a question will work on a response.

Note: You must subscribe to FSATECH in order to send and receive messages from the listserve.

Contacting CPS/SAIG Technical Support

If you need technical support, contact CPS/SAIG Technical Support at 800/330-5947. Representatives are available to assist you between 7 a.m. and 7 p.m. (CT), Monday through Friday, excluding holidays. You may also send your inquiries by e-mail to CPSSAIG@ed.gov.