

Action Steps for Third-Party Servicers for Reviewing and Removing SAIG Mailboxes and Related Services for Formerly Associated Schools

Third-Party Servicers (TPS) have reported that FSA Partner Connect shows schools associated to their organization, but some may no longer be working with the TPS organization or have since closed. We are finding that in many cases, while the client-school relationship has changed, corresponding updates have not been made in the [SAIG Enrollment Site](#) (which is the source of the data for FSA Partner Connect). To make sure the list of schools is accurate, TPS Primary Destination Point Administrators (PDPAs) must remove the mailboxes or services that are no longer needed at the TPS organization. As part of the Active Confirmation process, TPS PDPAs must review and validate its assigned TG numbers and Electronic Services user accounts. We remind organizations that while some TG numbers/mailboxes may still be valid, and were confirmed during the active confirmation process, the **underlying services** also needed to be reviewed and some cases, some of those service could be tied to former schools or former users and likely need to be removed.

The first step is for TPS PDPAs to pull a list of their organization's mailboxes and then the services assigned to each of those mailboxes. It is important that TPS PDPAs review the **services** for each TG number/mailbox and remove those services that are no longer needed. If there are TG numbers/mailboxes that should no longer be associated to your organization, they should be deleted. **Note:** Specifically, TPS PDPAs should be sure to confirm/remove the "COD Online" service if it is still assigned to a mailbox that is not associated with the organization.

Instructions for these actions are provided below (and can also be found on the [SAIG Enrollment Site](#), under the Help/FAQs link along the top banner).

How do I review my organization's SAIG mailboxes (TG Numbers) and the services assigned to each mailbox?

The Review Services Assigned to Your SAIG Mailboxes/Activating Your New SAIG Mailbox (TG Number) feature enables you to monitor what services are assigned to your mailbox (Destination Point/TG number). **Note:** TPS PDPAs remove an SAIG Mailbox (TG Number) when that mailbox is no longer associated to a valid user or is not enrolled for any valid services. If a SAIG Mailbox (TG Number) is enrolled with multiple services, but only some of those services are still needed, the TPS PDPAs would follow the steps below to view the list of services and then follow the steps in the next section to **delete** those services that are no longer needed.

1. Select the Review Services Assigned to Your SAIG Mailboxes/Activating Your New SAIG Mailbox (TG Number) link on home page.
2. Enter your FSA User ID and password. Select Login.
3. Read and accept the Privacy Act Acknowledgment and Rules of Behavior, and complete annual security training, as required by the Access Identity Management System (AIMS).
4. Enter your TG number. Select Next.
5. View the services that are associated with your mailbox (Destination Point/TG number).

How do I delete existing services from a Destination Point (TG Number/Mailbox)?

Primary Destination Point Administrators (Primary DPAs) and their Secondary Destination Point Administrators (Secondary DPAs) of the Primary TG number (Destination Point/mailbox) for their organization should follow these instructions when deleting services from a Destination Point (TG number/mailbox).

1. Select the Primary Destination Point Administrator Access link on the home page.
2. Enter your FSA User ID and password. Select Login.

3. Read and accept the Privacy Act Acknowledgment and Rules of Behavior, and complete annual security training, as required by the Access Identity Management System (AIMS).
4. Select the Manage Your SAIG Mailboxes link.
5. Select Modify existing Services for a Destination Point.
6. Enter your TG number. Select Next.
7. Select Delete Existing Services.
8. Select the appropriate code for the service(s) you want to delete.
9. Select OK when asked to confirm that you want to delete the service.
10. Select Yes or No when asked if you want to delete another service for this Destination Point. Select Next.
11. If you elected to delete another service, repeat steps 7 through 9.

How do I delete a Destination Point (TG Number/Mailbox)?

Primary Destination Point Administrators (Primary DPAs) and their Secondary Destination Point Administrators (Secondary DPAs) of the Primary TG number (Destination Point/mailbox) for their organization should follow these instructions when deleting Destination Points (TG numbers/mailboxes).

1. Select the Primary Destination Point Administrator Access link on the home page.
2. Enter your FSA User ID and password. Select Login.
3. Read and accept the Privacy Act Acknowledgment and Rules of Behavior, and complete annual security training, as required by the Access Identity Management System (AIMS).
4. Select Manage Your SAIG Mailboxes.
5. Select Delete a Destination Point (TG number/mailbox).
6. Enter your TG number. Select Next.
7. Review the list of TG numbers.
8. Select the TG number you want to delete.
9. Review the services. Select Delete. If batch services are connected to the TG number, a warning box appears. Select OK to continue with the deletion.
10. Select Return to TG Selection to continue deleting TG numbers.

What happens after the TPS PDPA makes the changes to the mailboxes?

Once the updates are made in the SAIG Enrollment Site, the data will be sent to other FSA systems, including FSA Partner Connect. When the data is processed by FSA Partner Connect, the list of schools associated with the TPS organization will be updated and should no longer reflect schools that have been fully removed.