

Financial Management System (FMS FAQ) - 2017

<u>URL to Know</u>	<u>Addresses to Know</u>	<u>To Contact Us:</u>
<p><i>FSA Financial Partners Portal- FP On-line Processing page for quick access to LaRS, OPA Form and Security Forms:</i></p> <p>https://fp.ed.gov/fms.html</p> <p><i>FSA Financial Partners Portal – Data Exchange page for quick access to the LaRS User Guide and Funds Remittance Guide::</i></p> <p>https://fp.ed.gov/Manuals.html</p>	<p><i>Mail OPA to:</i></p> <p>US Department of Education LID Process Team, 11th Floor 830 First St., NE Washington, DC 20002</p>	<p><i>FMS Operations Help Desk:</i> 1-800-433-7327, Option #3 FMS Operations Fax 202-275-3477 Technical Questions: Email FMS_Operations@ed.gov</p> <p>Business Related Questions: E-mail FSA_LR@ed.gov</p>

Registering for FMS/LaRS Application

How do I access LaRS?

Open a browser and access the Financial Partners Portal - FP On-line Transaction Processing page, which is available at <https://fp.ed.gov/fms.html>. Once on the page, click on the LaRS icon to access the system. Step-by- step instructions with screen shots describing how to access and submit a LaRS can be found in the Users Guides, which are found on the Financial Partners Portal - Data Exchange page.

What is the OPA and how do I submit it?

The Organization Participation Agreement (OPA) is an agreement by a Lender, Servicer, or eligible Lender Trustee to submit data to the U.S. Department of Education electronically. A link to the OPA form can be found on the FP On-line Transaction Processing page. This form is renewable every 2 years.

LaRS User Access Request Package

What is the User Access Request Package?

The User Access Request Package grants you access to the Lender Reporting Application (LaRS) portion of FMS. The information requested in the security package will ONLY be used to grant you system access. A link to this package can be found on the FP On-line Transaction Processing page. It contains the User Access Request Package and the Security Training Presentation. The User Access Request and Security Training Certification can be faxed to the FMS Operations Help Desk using the number listed above.

What is the shared secret?

The “Shared Secret” in Section I – User Information of the LaRS User Access Form is the word you will use as your FSA unique identifier. It is a password that no one but you and FSA will know. It should be a word that you will remember.

What is work location?

The “Work Location” in Section I - “User Information” of the LaRS User Access Form is the full address of your office including Street Address, City, State and Zip Code.

Am I a new user?

Check “New User” in Section I – “User Information” of the LaRS User Access Form if you currently DO NOT have an FMS User ID.

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What do I select if I am both a Servicer and a Lender?

If you are both a Servicer and a Lender, you need to select both “Servicer” and “Lender” in Section I-11 – “Organization Information and Level of Access” of the LaRS User Access Form. Be sure to provide your Servicer ID and Lender ID(s).

Who signs my security form if I am my own supervisor?

If you have signing authority for your department, an “Applicant Supervisor” signature is not required in Section II – “Signatures” of the LaRS User Access Form. However a Titled Executive Signature (Section II-6) may be required.

What do I do if I have multiple LIDs?

Each LID must be listed in the table in Section I-11a – “Lender ID Information for Lenders or Lender Trustees” of the LaRS User Access Form. For each LID, you must enter the level of access you require (i.e., Submit, Maintain, View) and check the “Add” column.

What do I do if I have multiple users that need to access the system?

Each user who will be using LaRS must complete a separate LaRS User Access Form.

What browsers can I use to access LaRS?

In order to access FMS, you must have one of the following OS Browsers and java version:

- Internet Explorer 11 (64-bit and 32-bit version) on Microsoft Windows 10, 8.1, 7 with Java 1.7.0_10 and higher and with java 1.8.0_25 and higher
- Firefox 45.x on Microsoft Windows 10, 8.1, 7 and Vista with Java 1.7.0_10 and higher and with java 1.8.0_25 and higher
- Firefox 38.x on Microsoft Windows 10, 8.1, 7 and Vista with Java 1.7.0_10 and higher and with java 1.8.0_25 and higher
- Google Chrome v35 on Microsoft Windows 7
- Google Chrome v44 on Microsoft Windows 8.1 and 10
- Safari 8.01 on OS X v 10.10.2 with Java version 1.7.0_72 and higher and 1.8.0_31 and higher
- Safari 7.01 on OS X v 10.9.1 with Java version 1.7.0_45 and higher and 1.8.0_25 and higher
- Safari 6.02 OS X v 10.7.5 and v 10.8.2 with Java version 1.7.0_21 and higher and 1.8.0_25 and higher

What ports do I need to open to access LaRS through my firewall or proxy server?

Port 443 needs to be open for Bi-Directional Internet Traffic in order to access LaRS. If you are using the correct browser version and the page is still hanging, there may be a network issue and you will need to verify with your technical staff that the appropriate ports are open.

Can I use a Proxy server?

You can use a proxy server if you can open Port 443 for Bi-Directional Internet Traffic.

What if the “hot link” on the Portals site does not bring me to the LARS application?

If this occurs, you should manually type in the LARS URL (<https://fsa-fms.ed.gov>). If Java Runtime Environment (JRE) does not begin loading the first time that you access LARS, you may download it by going to <https://www.java.com/en/download/index.jsp> and downloading the Java software.

I successfully downloaded JRE but the sign on the screen for LARS does not appear, why is this?

This may occur because the browser is still preparing to run JRE. This process may take up to 1 hour. If after 1 hour you still cannot access LARS, please call the Help Desk at 1-800-433-7327, Option #3.