

Student Aid Internet Gateway – Overview and Contact Information

SAIG Overview

The Student Aid Internet Gateway (SAIG) was established to allow authorized entities, including postsecondary educational institutions and institutional third-party servicers to exchange data electronically with the U.S. Department of Education (the Department). To participate in the SAIG, each entity must enroll for SAIG access. The enrollment process will enable the organization enrolling to select services to receive, submit, view, and/or update student financial aid data online and by batch using ED software.

Each entity must designate one individual as its Primary Destination Point Administrator (Primary DPA). Each entity is provided with a Primary Destination Point (which is identified by a TG Number/Mailbox). The Primary DPA is the only person within the organization who can enroll other staff as Non-Primary Destination Point Administrators (Non-Primary DPAs) with Destination Points assigned for specific SAIG services. Upon completing the enrollment process, the Primary DPA can add or remove users, edit information about the entity, or change the entity's enrollment in various SAIG services.

Eligible foreign schools must demonstrate they have the administrative capability to properly manage the William D. Ford Federal Direct Loan (Direct Loan) programs. They must participate in all electronic processes required by the Department if those processes are provided at no substantial charge to the school ([34 CFR § 668.16](#)). The Department provides SAIG enrollment at no cost to foreign schools. Failure to comply with this requirement can negatively affect your institution's eligibility status.

Available Services

There are different batch and web services available to foreign schools that participate in the federal student financial aid programs authorized under *Title IV* of the *Higher Education Act of 1965*, as amended (*HEA*) and organizations that contract with an eligible foreign school to perform *Title IV*, *HEA* related functions as a third-party servicer. Organizations can select the appropriate services based on its individual needs. See the "Available Services" section of the latest SAIG [enrollment application](#) for a list of services available. Note that foreign schools are eligible to apply to the William D. Ford Federal Direct Loan (Direct Loan) Program only. Therefore, foreign schools cannot enroll for services that aren't specific to the Direct Loan Program (e.g., electronic Campus-Based programs systems and Federal Grant Services).

ED Software Used to Access Services Available to Foreign Schools

- **EDconnect:** EDconnect is the Department's telecommunications software designed for Windows personal computers that allows users to send and receive data through their assigned SAIG mailbox. The appropriate *Title IV* application system picks up the data, processes the data, performs any required database cross-referencing, and returns the processed data to the user's SAIG mailbox. DPA's enrolled for batch services are automatically enrolled for EDconnect service. The software as well as related technical guides can be found on the Knowledge Center on the [Software and Other Tools](#) page.
- **SAIG Web Portal:** The [SAIG Web Portal](#) is a website that can be used by DPAs to manage their mailboxes, to view data transmissions history to and from their assigned mailboxes, to restore previously received files, and to change their SAIG passwords. It cannot be used to send, receive, or view the contents of files.
- **EDExpress:** A software product provided by the Department that allows institutions to enter, edit, and manage origination and disbursement records to report *Title IV* student financial aid application and Direct Loan data, using EDconnect to transmit data over the SAIG. This software also has functions that institutions can use to package financial aid awards. The software as well as related technical guides can be found on the [Software and Other Tools](#) page.
- **Direct Loan Origination Tool:** The Department provides this web-based functionality at no charge to schools. This tool is accessed by authorized users via the Common Origination and Disbursement (COD) website and allows those users to originate and disburse Direct Loans. The tool is designed to assist schools that have 2,500 or fewer students for whom they will originate loans. **Note:** To be able to use the Direct Loan Origination Tool, your school will first need to request COD website access for personnel at your school who will process Direct Loans.

Enrollment Process

Foreign schools that participate in the federal student financial aid programs authorized under *Title IV, HEA* and organizations that contract with an eligible foreign school to perform *Title IV, HEA* related functions as a third-party servicer are eligible to enroll in the SAIG using this SAIG enrollment application.

Your organization must complete a paper SAIG enrollment application to have a SAIG mailbox and gain access to Federal Student Aid systems, including the Central Processing System (CPS), COD System, and National Student Loan Data System (NSLDS®). Electronic SAIG enrollment is not available for foreign schools and organizations that contract with a foreign school to perform *Title IV, HEA* related functions as a third-party servicer.

Click the link below to access the latest SAIG enrollment application.

<https://fsapartners.ed.gov/sites/default/files/attachments/2020-07/FSSAIGEnrollForm.pdf>

Before completing the SAIG enrollment application, refer to the “Completing the SAIG Enrollment Application” section of the SAIG enrollment application for guidance on how to complete the application. The SAIG Enrollment application is a manual process and paper forms must be mailed to the address listed in the form.

What Happens After an SAIG Enrollment Application is Submitted?

Once a SAIG enrollment application is received by CPS/SAIG Technical Support, the application is screened for acceptability. If the enrollment application is not acceptable (e.g., incomplete, incorrect, etc.), CPS/SAIG Technical Support will contact the Primary DPA of the organization to make them aware of the issue and provide guidance on what steps must be taken for the enrollment application to be approved for processing. If the SAIG enrollment application is screened as acceptable, CPS/SAIG Technical Support will process the application.

After the SAIG enrollment application is processed, the designated DPA will receive an email from CPS/SAIG Technical Support confirming his/her enrollment. This email will include the DPA's unique identifiers, as shown below:

- **TG Number:** When you enroll a new DPA, a destination point will be established with an assigned "TG" number that identifies the DPA's destination point on the SAIG. The TG number (also referred to as the mailbox, SAIG mailbox, or Destination Point mailbox) is the number assigned to your institution when your organization enrolls in SAIG. A TG number is the identifier for the electronic mailbox. It is a five-character alphanumeric string preceded by "TG", such as TGA0001.
- **Pseudo Social Security Number (SSN):** The pseudo-SSN was created solely for the designated Primary DPA and DPA users on the respective enrollment application. This number cannot be shared with any other representatives from your school or anyone outside of your institution.

These two identifiers along with other personal identifiers (i.e., the DPA's name and date of birth) will be needed to request and register for a Federal Student Aid (FSA) User ID.

An FSA User ID is required to access student information. An FSA User ID and password will be used to authenticate each user's identity prior to allowing access to Federal Student Aid systems. Users who need to register for an FSA User ID can do so by completing the following steps:

1. Go to the [SAIG Enrollment website](#) and click on the “FSA User ID Registration” link on the left-hand side of the home page.
2. Enter the identifying information requested and click “Submit”. This will include your pseudo-SSN.

3. Follow the remaining steps, which include establishing a password and setting up challenge questions.

After the FSA User ID registration process is complete and the FSA User ID is received, the user will then need to register his or her Two-Factor Authentication token to associate it with the FSA User ID.

Two-Factor Authentication

To comply with the United States Office of Management and Budget (OMB) mandate, Memorandum M07-16 attachment 1, and as part of our ongoing efforts to ensure the security of the FSA data systems, all authorized users are required to enter two forms of “authentication” to access FSA systems via the Internet.

This security process is an established technology referred to as Two-Factor Authentication (TFA).

- The first factor is something that an individual knows—his or her User ID and password.
- The second factor is something that an individual has—a token that generates a One-Time Password (OTP).

TFA will require each authorized user to log in to our systems with his or her FSA User ID and password as well as an OTP generated by a registered token device that is in the physical possession of the user. **In addition to the SAIG enrollment steps noted above**, each user must have a TFA token.

To request new TFA tokens, the Primary DPA must send an email to TFA.Communications@ed.gov, and include the following details:

- OPE ID number
- School name
- Number of additional tokens requested
- Full name and FSA user ID and/or COD ID of each additional user
- The name of the Primary DPA
- The physical street address where the tokens are to be shipped

Once the tokens are received, the Primary DPA must sign an electronic receipt to acknowledge the tokens were accepted for delivery.

Note that the Department has made a soft token mobile device application option available for TFA. Users can generate a security code from their cell phone or other mobile device instead of a physical token. Details can be found in a [Nov. 2, 2022 Electronic Announcement](#).

To register a TFA token, use the following steps:

1. Go to the following URL: <https://sa.ed.gov/enrole/SAWeb/selfmenu.jsp>
2. Click on the token registration link: “Register/Maintain Token.”
3. Enter your FSA User ID and password and click on “Login.”
4. Complete the token registration information.
5. When the “Success” message is displayed, your token has been registered.

If a user already has a TFA token because he or she accesses another Federal Student Aid system, the user does not need to register it again. Users who do not have a TFA token should contact their Primary DPA to obtain one.

When an authorized user leaves the institution, the Primary DPA should retrieve and assign the leaving individual’s TFA token to a new authorized user once you have completed the appropriate SAIG enrollment application for that new user. You will also need to contact the TFA Support Center to repurpose the old TFA token.

All token related questions (aside from requesting additional tokens) should be directed to TFASupport@ed.gov.

Active Confirmation

Every organization enrolled for an SAIG account is required to review and validate its assigned TG numbers annually. This process is referred to as active confirmation. Active confirmation includes TG numbers (SAIG Mailboxes) with access to the [NSLDS Professional Access website](#) and all user accounts for [FAA Access to CPS Online](#). It also includes TG numbers enrolled for SAIG batch services for the NSLDS, CPS, and COD systems.

Active confirmation is the process of confirming access needs of enrolled staff and deleting access that is no longer required. If active confirmation is not completed within the prescribed timeframe, all services and access assigned to the organization and individuals will be removed.

Schools should monitor the Knowledge Center for electronic announcements regarding the active confirmation of TG numbers in the fall of each year.

Note: Even though active confirmation occurs each year, the Primary DPA must immediately inactivate or delete user access rights for organization employees who no longer require access when notified of the change. The Primary DPA must ensure that the organization has a process to inform the Primary DPA of any changes in a user’s need for access to FSA systems because of changes to job responsibilities or termination of employment.

A Primary DPA can use the SAIG Enrollment website to cancel enrollment/delete any DPAs no longer needing access to FSA systems. For more information about this process, refer to a [July 31, 2020, Foreign School Update](#) posted to the Knowledge Center.

System Access Reminder for FSA websites: In addition to active confirmation, if a user does not access a specific FSA system for 90 calendar days, we will disable the user's access to that system. The number of days of inactivity is unique to **each** system the user is authorized to access. After 365 calendar days of inactivity in a specific system, the user's access will be permanently deactivated.

Contact the CPS/SAIG Technical Support and the TFA Support Center at +1-202-753-6402 or CPSSAIG@ed.gov for the following:

- Assistance with completing the SAIG Enrollment Application
- Technical support for EDconnect/EDExpress
- Assistance with using FAA Access to CPS Online
- For questions specific to TFA, email TFASupport@ed.gov

Contact the NSLDS Technical Support Team at +1-800-999-8219 or NSLDS@ed.gov for the following:

- Enrollment reporting
- Assistance with using the NSLDS website

Contact the FSA Partner and School Relations Center at +1-800-848-0978 or CODSupport@ed.gov for the following:

- Direct Loan origination and disbursement
- Reconciliation
- Obtaining reports from the COD system
- Assistance with using the COD website or the Direct Loan Origination Tool