

My IFAP Registration and IFAP Subscription E-mail Notification Service

Attachment to May 2013 Announcement

Federal Student Aid offers a subscription e-mail notification service through the [Information for Financial Aid Professionals \(IFAP\) Web site](#). This service is a useful tool available to customers registered for My IFAP. Through the service customers receive an e-mail listing all of the documents posted to the IFAP Web site within the past week. The documents are listed according to the document type (for example, Dear Colleague Letters and Electronic Announcements) and include the posting date, a brief subject, and a hyperlink to the posted document on the IFAP Web site.

The IFAP subscription e-mail notifications are typically delivered every Saturday, unless a customer selects to receive the notifications daily. The service can be stopped at any time.

Registering for My IFAP

To initially receive IFAP subscription e-mail notifications, a customer must register for the service via the My IFAP link located at the top of the left sidebar on the IFAP Web site. After clicking on the My IFAP link, the customer selects the second item listed, New User Registration.

On the My IFAP – New User Registration page, the customer fills out the registration form online and:

- Provides name, e-mail address, and school or organizational information
- Creates a password (a username is provided automatically)
- Sets up security questions in case the customer needs to reset his or her password

The customer is *not* required to log in to My IFAP to receive IFAP subscription e-mail notifications or to use the IFAP Web site.

Receiving Subscription E-mails

Once a customer has completed the New User Registration form and submitted his or her information, the customer is automatically subscribed to the weekly e-mail notifications.

Upon initial registration, a customer can then log in to My IFAP to customize his or her subscription e-mail options. One option is to select to receive IFAP subscription e-mails on a daily basis. Another option is to select to receive IFAP e-mail notifications only when documents of a specific type (for example, Dear Colleague Letters and Electronic Announcements) or a specific topic are posted to the IFAP Web site.

Resetting My IFAP Password

A My IFAP password expires 90 calendar days after it is created unless the customer changes his or her password during the 90-day period. If the password expires, the customer's profile will still exist and receipt of the subscription e-mails will not be interrupted. However, the customer will not be able to update his or her profile.

To reset an expired My IFAP password, the customer answers the security questions that are established within his or her profile. If security questions have not been set up, the customer needs to contact Web Communications or the Research and Customer Care Center for assistance. The new password must meet all Federal Student Aid password standards.

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Once a customer requests a new password, he or she cannot request another new password until after five calendar days have passed. The customer needs to contact Web Communications or the Research and Customer Care Center for assistance if another password is needed before that time.

Interruption in Subscription E-mails

As long as a customer's My IFAP profile includes a valid e-mail address, the customer will receive IFAP subscription e-mail notifications without interruption. If the customer's e-mail address is not valid, Federal Student Aid will receive an "undeliverable" e-mail response and remove the customer's My IFAP profile from its records. At this point, the customer's IFAP subscription e-mail notification service will be interrupted.

Note: E-mail responses that indicate a customer is "out of the office" are different than "undeliverable" responses and do not result in IFAP subscription e-mail notification service interruption.

When a customer knows that his or her e-mail address is going to change, the customer should take the following steps to avoid interruption in the IFAP subscription e-mail notification service:

- Log in to [My IFAP](#) before the customer's e-mail address is no longer valid.
- Update the customer's profile with the new e-mail address and other information, if applicable.

If a customer is unable to update his or her e-mail address before it becomes invalid and causes an interruption in IFAP e-mail subscription notifications, the customer will need to re-register for My IFAP.

Contact Information

For assistance with logging in to your My IFAP profile, there are three options.

- Send an e-mail to Web Communications at ifap@ed.gov.
- Send an e-mail to Web Communications by clicking on the Feedback tab located in the top menu bar of the IFAP Web site and then clicking on the Feedback Regarding IFAP or My IFAP box.

Note: In either of the above cases, be sure to include your contact information when submitting your inquiry if you would like to receive a response from Federal Student Aid.

- Call the Research and Customer Care Call Center for assistance at 800/433-7327.