

**Email to State and Territorial Education Agency Officials
Attachment to August 2017 Electronic Announcement**

Subject: Teacher Cancellation Low Income (TCLI) Directory

Dear Teacher Cancellation Low Income Directory Liaison:

This is a reminder that the U.S. Department of Education Teacher Cancellation Low Income (TCLI) Directory website is available for you to upload your current 2017-2018 list of low-income schools and to update prior year listings as appropriate.

Important Note: Effective September 24, 2017, Federal Student Aid will change user password requirements for the TCLI Directory website. Refer to the Additional Password Information section below to learn more.

One of the eligibility requirements for teachers to receive loan cancellation or forgiveness under the Federal Perkins Loan (Perkins Loan) Program, the Federal Family Education Loan (FFEL) Program, and the William D. Ford Federal Direct Loan (Direct Loan) Program is that the teacher must teach at an elementary or secondary school or educational service agency that serves low-income families and is listed in the TCLI Directory. In addition, teaching at a low-income school or educational service agency listed in the TCLI Directory is one of the requirements for satisfying the service obligation under the Teacher Education Assistance for College and Higher Education (TEACH) Grant Program.

It is important that a state or territory update its list of low-income serving schools and educational service agencies so that Perkins Loan, FFEL, and Direct Loan borrowers and TEACH Grant recipients who teach in that state can receive federal program benefits for which they may be entitled.

An updated User Guide dated July 2017 is available as a menu option after you are logged in to the TCLI Directory website at <https://tcli.ed.gov>.

If you have questions about using the TCLI Directory website, contact the Campus-Based Call Center at 877/801-7168. You may also email CBFOB@ed.gov. Representatives are available Monday through Friday from 8:00 A.M. until 8:00 P.M. (ET).

Sincerely,

Alanna Nelson
TCLI Liaison
Federal Student Aid

Additional Password Information

New password requirements for the TCLI Directory website (<https://tcli.ed.gov>) will take effect on September 24, 2017.

1. Passwords must be a minimum of 12 characters long and contain each of the following:
 - a. English uppercase letters (A-Z)
 - b. English lowercase letters (a-z)

- c. Westernized Arabic numerals (0-9)
 - d. Non-alphanumeric special characters (for example, !, @, #, \$, &, *)
- 2. Passwords will expire every 90 days
 - 3. Accounts will be deactivated after 120 days of no login activity

After September 24, 2017, ALL users will be prompted to change their password upon first login.

Users who have not attempted to login for 120 days or longer will receive notification that their account has been deactivated. They will need to contact the Campus-Based Call Center to have their account reactivated and be issued a temporary password.

To complete the password reset and/or account reset process, users must be able to provide their response to the security question they established when they registered for their account on the site. If unable to provide the correct response, the user will have to complete the registration process again (<https://tcli.ed.gov> > Login > Register).

For questions about these changes or any login issues, contact the Campus-Based Call Center at the contact information listed above.