Technical Update GA-2008-08

October 19, 2008

Security Monitoring

This information is intended for the person in your organization who is responsible for working with NSLDS. If that person is not you, please forward this update to the appropriate person.

Introduction

The purpose of this Technical Update is to inform Guaranty Agencies (GAs) of National Student Loan Data System (NSLDS) security enhancements. These changes will protect personally identifiable information of Title IV aid recipients from unauthorized access and tools to assist Primary Destination Point Administrators (PDPAs) in researching the user activity at their organization.

The enhancements include:
- SSN masking on most web pages
- Email Alert Notifications to PDPAs
- Reports to help PDPAs research potential security violations at their organizations

Masking SSN on Web Pages

Most web pages on the NSLDSFAP Web site will mask Social Security Numbers and only display the last four digits.

Type in the three identifiers and click the Retrieve button.

Menu	Aid	Enroll	Org	Report	Tran

Loan History | Overpayment List | Grants | Student Access Interface

SSN: 181881019   First Name: Syncs   DOB: 06151978 (MMDDCCYY)   [Retrieve]
Logged on as: TEST TESTER from ROCHESTER INSTITUTE OF TECHNOLOGY

No student currently selected.

The first five digits of the SSN will not display on the page. However, the full SSN can be revealed by positioning your mouse pointer over the masked SSN.
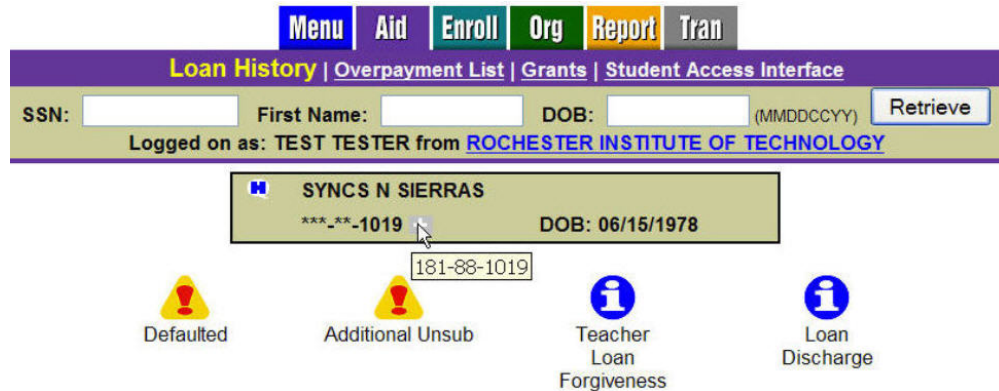
NSLDS recognizes that users with On-Line Loan Update and Teacher Loan Forgiveness/Discharge Update capability need to ensure updates are applied to the appropriate borrower. Therefore the following pages will not be masked for persons with the appropriate secure access:

- Loan Update
- Loan Teacher Loan Forgiveness Add
- Loan Discharge Add

Email Alert Notifications to PDPAs

NSLDS actively monitors online user activity and is implementing new notification procedures and security monitoring reports for PDPAs. If a user appears to have engaged in an activity that may be a violation of online user access, NSLDS will email an alert to the user's PDPA.

For certain types of potential violations, NSLDS will simply email the PDPA, and the PDPA is required to use the new security monitoring reports to research the user's activities. For other types of potential violations, NSLDS will suspend the online ID and any other IDs associated with the user. NSLDS will also email the PDPA associated with each online user ID.

The PDPA of the organization where the potential violation occurred is required to use the new security monitoring reports to investigate if the user violated security policies. The PDPA is responsible to take action and if appropriate, terminate the online NSLDS access by going to the www.fsawebenroll.ed.gov Web site to deactivate online services.

New Reports to Assist the PDPA's Monitoring Process

NSLDS has developed security reports for the PDPA to actively monitor the activities of users at their organization. The PDPA can view the list of security reports on the NSLDSFAP Web site by navigating to the Reports Tab and choosing the Web Report List link. The new reports can be viewed directly on the NSLDSFAP Web site as an Adobe^{TM} PDF file or delivered over the Student

Aid Internet Gateway (SAIG) to the PDPA's TG mailbox.

If a report delivered as a PDF file includes Social Security Numbers, it will mask all but the last four digits. Similar to masking on the web pages, the PDPA can reveal the full SSN by positioning their mouse pointer over the masked SSN. For a report that displays the full SSN, the PDPA should choose an Output Medium of "SAIG" which will send the results to their SAIG mailbox.

The PDPA of the organization has received an email from NSLDS explaining the reports. They are also described in NSLDS Newsletter 20 available on the Financial Partners Web site at www.fp.ed.gov.

The following is a brief description of the new reports:

Reports for all PDPAs

- Unusual IP Address Report (SECIP1) provides the PDPA a list of the organization's online users who logged on from an Internet Protocol (IP) address which may be unfamiliar.

- Successful and Unsuccessful Lookups Report (SECLK1) provides the PDPA with the organization's NSLDS online users and the number of lookups where the Title IV aid recipient was found or not found.

- No Relationship to Borrower Report (SECRL1) provides the PDPA a list of the organization's online users and the financial aid recipients they looked up where no relationship currently exists on NSLDS between the organization and the recipient.

- NSLDS Usage Summary Report (SECUS1) provides the PDPA a list of the organization's online users and their NSLDS activities:

  o date last logged on
  o average number of logged on hours per day
  o number of borrower records accessed
  o list of unique security email notifications generated for the user
  o information of those online users who are suspended or deactivated, with date and reason

- Unusual Working Hours Report (SECWH1) provides the PDPA a list of the organization's NSLDS online users who logged on the NSLDSFAP Web site at times specified in the request parameters.

Report for PDPA for Guaranty Agencies

- In addition to the five reports described above, PDPAs for Guaranty Agencies have access to the GA Deletion Report (SECUP1). It provides a list of GA online update users and the number of loans they have deleted.

Example of the GA Deletion Report:

Privacy Act of 1974 (AS AMENDED)					
Report Id: SECUP1		U.S. Department of Education		Date: 09/18/2008	
Page # : 1		National Student Loan Data System		Time: 10:46:38	
		GA Deletion Report			
Report Parameters:	Org Code:	GA123			
	Begin Date:	08/01/2008			
	End Date:	09/17/2008			
Sort Sequence:	User Id				

User Id	SAIG Mailbox	Last Name	First Name	Date	# Loan Deletes
GA123AB	TG98765	DAY	HECTOR	08/02/2008	4
GA456XY	TG43210	JOHNSON	MELISSA	08/04/2008	1
GA987QZ	TG12345	SMITH	MARK	09/05/2008	2

If you have any questions, please contact the NSLDS Customer Service Center at (800) 999-8219, or e-mail NSLDS@ed.gov