Technical Update GA-2011-07

December 8, 2011

**Change to Login Process for NSLDS Professional Access Web Site
Planned for December 18, 2011**

*This information is intended for the person in your organization who is responsible for working
with the National Student Loan Data System (NSLDS). Please ensure the appropriate person
receives this update.*

We would like to inform the community of an upcoming change to the login process for the
NSLDS Professional Access Web site. Beginning Sunday, December 18, 2011, National Student
Loan Data System (NSLDS) users will no longer enter their NSLDS ID and password to log in
to the Web site. Instead, a Federal Student Aid User ID (FSA User ID) and password will be
used to authenticate each user's identity prior to allowing access to the NSLDS Professional
Access Web site.

This change will bring the NSLDS behind Federal Student Aid's Access and Identity
Management System (AIMS) and is another step toward our goal of providing a "single sign-on"
process for users of multiple systems. Through AIMS, authorized users are able to log in once to
access multiple Federal Student Aid systems rather than needing to log in multiple times using
various authentication methods.

The implementation will also include an enhancement to the AIMS login process for users of all
Federal Student Aid systems that are behind AIMS. The enhancement will ensure that each FSA
User ID will be able to be logged in through only one computer (or machine) at a time. We
appreciate the community's understanding as we take this additional step in ensuring the security
of the information contained in our Federal Student Aid systems.

In this update, we provide the following important information related to the implementation of
the new NSLDS login process:

- Schedule For Implementation

- What Is Changing

- What Is **Not** Changing

- NSLDS User Preparation

- Contact Information

We appreciate the assistance that all NSLDS users will provide as we move the NSLDS behind AIMS and implement the new login process.

Schedule For Implementation

We plan to move the NSLDS behind AIMS on Sunday, December 18, 2011. We expect to complete the move by 11:00 A.M. (ET), which is the end of the weekly routine maintenance period.

Accordingly, NSLDS users need to be prepared to use their FSA User ID and password to access the NSLDS Professional Access Web site beginning at 11:00 A.M. (ET) on December 18th.

Note: If our estimated completion time changes significantly prior to the implementation, we will inform the community through a subsequent update.

What Is Changing

As stated above, the primary change is that an NSLDS user will no longer enter his or her NSLDS ID and password to log in and access the NSLDS Professional Access Web site. Instead, each NSLDS user will enter an FSA User ID and password to log in and access the NSLDS.

In addition, an NSLDS user who is authorized to use one or more of the other Federal Student Aid systems/Web sites that are behind AIMS will have access to those systems. The other systems/Web sites that are currently behind AIMS and potentially accessed by guaranty agencies are the Financial Partners Datamart, eCDR Appeals, and SAIG Enrollment.

Depending on whether they use one or more of the Federal Student Aid systems listed above, some NSLDS users may need to take action prior to the implementation planned for Sunday, December 18, 2011.

- *If an NSLDS user currently accesses one or more of the systems listed above,* he or she will need to take no further action prior to the December 18th implementation.

- *If an NSLDS user does not currently access one or more of the systems listed above,* he or she will need to follow the instructions for "Users Without FSA User ID and Password" provided later in this announcement and obtain an FSA User ID and password prior to the December 18th implementation.

Another change related to moving the NSLDS behind AIMS applies to NSLDS users who currently have multiple NSLDS IDs for multiple organizations with which they have a relationship. These users will have only one FSA User ID and an associated password and will use these same credentials for all organizations with which they have a relationship. Each time a user accesses the NSLDS, he or she will choose the organization for which the user will complete borrower lookups, research, or actions. If the user needs to complete work for another

organization, the user will return to the NSLDS home page and select that other organization before beginning the new organization's work.

Important Reminder: Each NSLDS user who has relationships with multiple organizations will continue to be responsible for ensuring that he or she correctly identifies the organization for which the user is working, completes borrower lookups/research/actions for only that organization, and then returns to the NSLDS home page and selects another organization before beginning a new organization's work.

Finally, there will be a change in the steps an NSLDS user will complete to log in to the NSLDS Professional Access Web site.

- *If logged in under another system behind AIMS,* the NSLDS user will open a new tab within the browser and go to the NSLDS Professional Access Web site at https://www.nsldsfap.ed.gov/nslds_FAP/secure/welcome.jsp. The user will arrive at the secured NSLDS welcome page and select his or her organization before clicking on Continue. If associated with multiple organizations, the user will select the organization for which he or she will complete borrower lookups/research/actions and click on Continue. Next, the user will be presented with the NSLDS Privacy Act agreement, CAPTCHA challenge, and Rules of Behavior agreement that he or she has always completed prior to accessing the Web site. After completing these security-related acknowledgements, the user will navigate the Web site as needed.

- *If not logged in under another system behind AIMS,* the NSLDS user will go to the NSLDS Professional Access Web site at https://www.nsldsfap.ed.gov/nslds_FAP/default.jsp. The user will arrive at the unsecured NSLDS welcome page and click on Click to Continue. Next, the user will be presented with an AIMS log in page. The user will enter his or her FSA User ID and associated password on this page and click on Submit. The user will then arrive at the secured NSLDS welcome page and select his or her organization before clicking on Continue. If associated with multiple organizations, the user will select the organization for which he or she will complete borrower lookups/research/actions and click on Continue. Finally, the user will be presented with the NSLDS Privacy Act agreement, CAPTCHA challenge, and Rules of Behavior agreement that he or she has always completed prior to accessing the Web site. After completing these security-related acknowledgements, the user will navigate the Web site as needed.

What Is Not Changing

The NSLDS Professional Access Web Site functionality will not be impacted and there will be no change to the current process of sending data to and receiving data from the NSLDS through the Student Aid Internet Gateway (SAIG).

In addition, NSLDS users will continue to complete online NSLDS security training when they first become users and annually thereafter. Each user will be notified when it is necessary to complete this training to initiate or maintain his or her NSLDS access privileges.

NSLDS User Preparation

An NSLDS user is an individual who has been granted NSLDS online services by his or her organization's Primary Destination Point Administrator (PDPA). Some NSLDS users currently have FSA User IDs and passwords because they are authorized users of one or more Federal Student Aid systems that are currently behind AIMS. Other NSLDS users do not yet have FSA User IDs and passwords. Below, we address the actions each type of NSLDS user must take prior to implementation of the new login process for the NSLDS Professional Access Web Site planned for Sunday, December 18, 2011.

Users With FSA User ID and Password

NSLDS users who currently have an FSA User ID and password ***will need to take no additional action*** to be able to access the NSLDS Professional Access Web site beginning December 18th.

Password Refresh Reminder: If an NSLDS user has not used his or her FSA ID and password within 90 days prior to the user's first attempt to log in to the NSLDS after it moves behind AIMS, the user will be prompted to refresh his or her password. After refreshing his or her password, the user will be able to proceed with logging in to the NSLDS Professional Access Web site.

Users Without FSA User ID and Password

NSLDS users who do not currently have an FSA User ID and password ***will need to take action*** to be able to access the NSLDS Professional Access Web site beginning December 18th.

These users will need to complete two actions—Ensure PDPA Makes E-mail Address Updates and Register for FSA User ID.

- ***Ensure PDPA Makes E-mail Address Updates –*** This action needs to be completed by the NSLDS user's PDPA. If the NSLDS user's current e-mail address is not accurately reflected within the SAIG Enrollment Web site, the PDPA must access that Web site and update the user's e-mail address. It is this e-mail address to which FSA User ID registration and password establishment information will be sent. Accordingly, it is critical that the PDPA completes a needed e-mail address update prior to the NSLDS user registering for an FSA User ID.

- ***Register for FSA User ID –*** This action needs to be completed by the NSLDS user after the user's PDPA has completed a needed e-mail address update as explained above. The NSLDS user must complete the following steps:

  Step 1: Go to https://fsawebenroll.ed.gov/PMEnroll/PMAccountServlet.jrun.

  Step 2: Enter the identifying information requested and click on Submit.

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

Once the registration process is complete, an FSA User ID will be e-mailed to the NSLDS user at the e-mail address reflected within the SAIG Enrollment Web site. The user will then have the credentials needed for the new NSLDS login process.

As a final reminder, ***an NSLDS user will need an FSA User ID to access the NSLDS Professional Access Web site beginning December 18, 2011.*** If the NSLDS user does not obtain an FSA User ID prior to the transition, the user will not be able to access the NSLDS Professional Access Web site until he or she completes the registration steps outlined above.

Contact Information

Again, we appreciate the assistance that all NSLDS users will provide as we move the NSLDS behind AIMS and implement the new login process. We will remind the community of this process change prior to the implementation; however, we encourage all users who must register for an FSA User ID to act promptly.

If you have questions about how to enroll to become an NSLDS user or how to register for an FSA User ID, contact CPS/SAIG Technical Support at 800/330-5947 (TDD/TTY 800/511-5806) or by e-mail at CPSSAIG@ed.gov.

If you have questions about the NSLDS or navigating the NSLDS Professional Access Web site, contact the NSLDS Customer Support Center at 800/999-8219. You can also contact Customer Support by e-mail at nslds@ed.gov.