Table of Contents

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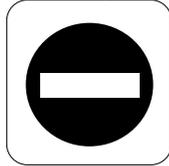# Chapter 2: Getting Started

**2.1
INTRODUCTION**

Introduction

The tasks of getting started involve an understanding of security issues and information you need to know about access, logging on and logging off of NSLDS.   This chapter addresses these topics.

Security

NSLDS contains information about private citizens that is subject to the provisions of Public Law (PL) 93-579, the Privacy Act of 1974.   NSLDS is designed to protect data from both intentional and inadvertent disclosure or destruction. All output from NSLDS computers or terminals (including any output that users may produce) may contain data that is subject to the Privacy Act. Therefore, your school must protect the privacy of this data.

**2.1.1
Personnel Security**

Personnel Security

As an authorized user of NSLDS, you are personally liable for any unauthorized disclosure of NSLDS data subject to the Privacy Act and failure to adhere to NSLDS standards and procedures. The "Notice of Criminal Liability" is a statement which serves as a reminder of the liability associated with access and use of NSLDS. It is also a verbatim copy of the statement signed by users applying for access to NSLDS.

A copy of the Notice of Criminal Liability follows on the next page.

> **Notice of Criminal Liability Under the Privacy Act**
>
> The information provided to me by the Department of Education is protected by the Privacy Act of 1974, as amended. The protection of this information, once entrusted to me, becomes my responsibility. Therefore, I agree to protect the privacy of all information that has been provided to me as an agent of the Department. I understand that the criminal penalties identified below may be enforced if I violate the requirements of the Privacy Act.
>
> 5 U.S.C. 552a, as amended,
>
> (*i*)(1) Any officer or employee of an agency, who by virtue of his employment or official position, has possession of, or access to, agency records which contain individually identifiable information the disclosure of which is prohibited by this section or by rules or regulations established thereunder, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than $5,000.
>
> (2) Any officer or employee of any agency who willfully maintains a system of records without meeting the notice requirements of subsection (e) (4) of this section shall be guilty of a misdemeanor and fined not more than $5,000.
>
> (3) Any person who knowingly and willfully requests or obtains any record concerning an individual from an agency under false pretenses shall be guilty of a misdemeanor and fined not more than $5,000.
>
> I certify that I have read and understood the criminal penalties of the Privacy Act, as stated above, and that I agree to comply with the government's requirements for the protection of any information covered by the Privacy Act.
>
> Source: The Privacy Act of 1974 (as amended)

2.1.2
Computer Facilities

Computer Facilities

You must protect your computer hardware from unauthorized access during online NSLDS sessions. Terminals should be located so that co-workers who are not authorized to access NSLDS cannot view the computer terminal during online NSLDS sessions. In addition, computers should not be left unattended during online NSLDS sessions.

2.1.3
Magnetic Media

Magnetic Media

You must clearly mark computer tapes or diskettes containing student loan data to indicate that they contain Privacy Act information, and emphasize the penalties for unauthorized disclosure. When NSLDS users make copies of tapes or diskettes, they are responsible for ensuring that correct markings are included. In addition, any computer tape or diskette containing Privacy Act information must be stored in a secure location.

2.1.4
Printed Materials

Printed Materials

You must clearly mark printed reports containing student loan information to indicate that they contain Privacy Act information, and emphasize the penalties for unauthorized disclosure. When NSLDS users make copies of reports, they are responsible for ensuring that correct markings are included. In addition, any printed matter containing Privacy Act information must be stored in a secure location.

2.2
CUSTOMER SERVICE
CENTER (CSC)

We know that from time to time you may have questions or needs which cannot be resolved by using the manuals and/or the CBT. This is why the Customer Service Center (CSC) was created. You should become familiar with the CSC's responsibilities and services and take advantage of this service.

The CSC is operated by the NSLDS contractor and may be contacted as follows:

NSLDS **Customer Service Center** **1-800-999-8219** **7 a.m. - 7 p.m. Eastern Time** **Monday - Friday** *except Federal holidays*

CSC Responsibilities and Services

You may consult with a Customer Service Representative (CSR) about a wide variety of topics relating to NSLDS. The CSR can assist in the following areas:

- Answering questions regarding system availability, processing times, status of processing a school's transmissions, and system navigation.

- Coordinating with schools, Guaranty Agencies, and organizations responsible for other systems regarding transmission problems that affect their ability to obtain data from, or provide data to, NSLDS.

- Answering questions regarding the availability of defined products and reports.

- Assisting with log on ID and password inquiries, and problems.

**2.2
CUSTOMER SERVICE
CENTER (CSC)**
(continued)

- Accepting system trouble reports regarding NSLDS and/or the software and hardware supplied to schools.

- Information on training availability.

• Information concerning missing or late reports.

Problem Reporting Procedures via CSC

A system has been established to facilitate problem solving over the phone.

Note: Keep this "Problem Reporting" list handy for future reference.

When you call the CSC for assistance in reference to a system problem, we ask that you be at your workstation and be prepared to give the CSR the following five important pieces of information:

1. The type of workstation hardware (e.g., 486/33 IBM-compatible),

2. The exact wording of any messages displayed online,

3. The identifier of the NSLDS screen you were using when the problem occurred. The screen identifier is in the upper left corner of all NSLDS screens (e.g., RC00, RC20, RC41),

4. A description of what happened and what you were doing when the problem occurred, and

5. What actions you have taken to correct the problem.

This information will help the CSR provide you with a timely response or direct your inquiry to an appropriate specialist for research.

**2.3
ACCESS AND
LOG ON TO NSLDS**

You can access information in NSLDS by two methods:

1. **The "Store and Forward" Facility**

This lets you send and receive batch files to NSLDS through a mailbox on the Title IV WAN (Wide Area Network). This is how NSLDS will send files, reports, and transcripts that you have requested. You can receive this information through a PC and modem connection, or from your school's mainframe connection to the WAN.

2. **Online Access**

This is obtained only through your PC. You will have real-time access to NSLDS -- what you see is current and any updates or requests that you make are recorded instantaneously. NSLDS has designed online, Customer Information Control Screens (CICS) that meet your functional requirements.

Access Campus-wide

Some of the functions of NSLDS may not be important to your office, but are needed by other offices on your campus. Because NSLDS functions may cut across traditional organizational structures, schools are encouraged to establish multiple contact sites, or destination points, with NSLDS.

Here are some examples:

- The financial aid office can be a destination point for aid-related functions.

- The campus registrar may be a destination point for the SSCR function.

- The business office may be a destination point for sending and receiving Perkins loan data and using the online borrower tracking function.

**2.3
ACCESS AND
LOG ON TO NSLDS**
(continued)

You can create separate destination points by submitting separate applications to Title IV WAN. Each destination point will have its own online User ID for sign-on purposes, and access will be restricted to those functions identified on the sign-up forms. For example, a registrar's office can be restricted from having access to FAT online functions.

Mainframe users will receive WAN connection software appropriate to their systems when they submit their WAN applications. The mailbox associated with a mainframe system can serve multiple online destination points and NSLDS can distribute all batch files to a central mainframe mailbox.

Please contact Title IV WAN at 1-800-615-1189 for more information on mainframe connections.

PC users will utilize two ED supplied software programs to communicate with NSLDS. They are:

- EDconnect -- this will connect you to the WAN and your mailbox so that you can send and receive batch files from NSLDS.

- NET*Connect -- this will connect you to the WAN and to NSLDS.

Both software packages will be sent to you when you sign up for the Title IV WAN. To activate the PC program, you must be at the Integrated Application Menu of the WAN software. Under the Communications Menu Bar, you will find both programs. See the WAN documentation for details on these programs.

**2.3.1
Prerequisite
Information**

You can access NSLDS from your personal computer (PC) by selecting the Communications menu from the Title IV WAN Integrated Application Menu (IAM) and running NET*Connect.

The process of the IAM-NSLDS communication and access is illustrated on the next page.

IAM-NSLDS Communication and Access
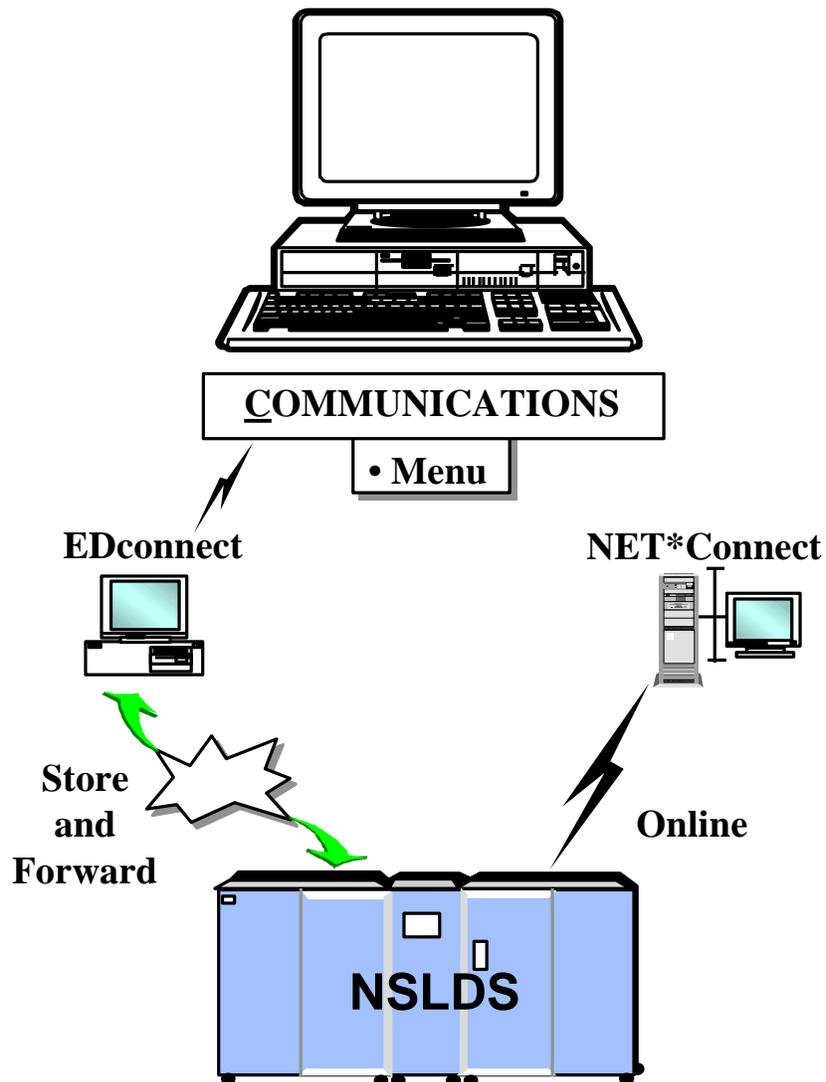
NSLDS Disclosure Screen

The NSLDS option is selected from the NET*Connect menu. An image of the System Log On screen is displayed as follows.

```
WELCOME TO THE NATIONAL STUDENT LOAN DATA SYSTEM    CICSNSLP
        USERID:
        PASSWORD:                       NEW PASSWORD (IF DESIRED):

DISCLOSURE STATEMENT
   THE USER UNDERSTANDS THAT THE DEPARTMENT OF EDUCATION, ITS
   AGENTS AND SUB-CONTRACTORS HAVE SIGNED UP TO MEET THE
   REQUIREMENTS OF THE PRIVACY ACT OF 1974 (AS AMENDED). AS
   SUCH, BY ENTERING THIS SYSTEM, THE USER HEREBY VERIFIES THAT
   HE/SHE HAS READ THE PRIVACY ACT OF 1974 (AS AMENDED), THAT
   THE USER UNDERSTANDS THE REQUIREMENTS OF THE ACT, AND THAT
   THE USER HAS NO REMAINING QUESTIONS.

MONITORING NOTICE
   THIS SYSTEM IS FOR THE USE OF AUTHORIZED USERS ONLY.
   INDIVIDUALS USING THIS COMPUTER SYSTEM WITHOUT AUTHORITY ARE
   SUBJECT TO HAVING ALL OF THEIR ACTIVITIES ON THIS SYSTEM
   MONITORED AND RECORDED BY SYSTEM PERSONNEL.  IN THE COURSE OF
   MONITORING INDIVIDUALS IMPROPERLY USING THIS SYSTEM, OR IN
   THE COURSE OF SYSTEM MAINTENANCE, THE ACTIVITIES OF
   AUTHORIZED USERS MAY ALSO BE MONITORED.
   ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH
   MONITORING AND IS ADVISED THAT IF SUCH MONITORING REVEALS
   POSSIBLE EVIDENCE OF CRIMINAL ACTIVITY, SYSTEM PERSONNEL MAY
   PROVIDE THE EVIDENCE OF SUCH MONITORING TO LAW ENFORCEMENT
   OFFICIALS.
```

Note:
> Please take a moment to read the Disclosure Statement and Monitoring Notice before proceeding.

The CICS System Log On screen always displays the NSLDS Disclosure Statement and Monitoring Notice. All information contained in NSLDS is protected by federal regulations under the Privacy Act of 1974 (as amended).

> **It is your responsibility under federal law to comply with Privacy Act regulations governing the protection of information in this database.**

Log On Steps

Log on steps are described here; later in this chapter you will see a step-by-step procedure table. To log on to NSLDS, you will:

1. Type your NSLDS user ID at the prompt. Your user ID and password are mailed to you shortly after you sign up for Title IV WAN access.

2. Advance your cursor to the PASSWORD field.

3. Type your NSLDS password. Your password does not display as you type, but the cursor advances across the screen.

4. Press ENTER**.** The cursor advances to a prompt in the lower left portion of the screen.

2.3.2 Passwords for Schools

When you log on to CICS for the first time, your initial password expires.

The system displays the message "Password Expired," and prompts you to enter a new password. You must change your password at this time. See the screen image below.

```
Password Expired - enter new password

MBn    a
```

"Password Expired" Message

Changing Your Password in CICS

To change your password in CICS, you will:

1. Type your User ID (e.g., ED0000) at the prompt.

2.3.2
Passwords for
Schools
(continued)

2. Press Tab to advance to the PASSWORD field.

3. Type your current password. Your password does not
    display as you type, but the cursor advances across the
    screen.

4. Press Tab to advance your cursor to the NEW PASSWORD
    field.

5. Type your new password. Your password does not display
    as you type, but the cursor advances across the screen.

6. Press ENTER.

Invalid User ID or Password in CICS

If you entered an invalid User ID or your password has expired,
the system displays an error message at the bottom of the
screen. See the image below.

```
Invalid Sign-on attempt   /   RC=0016

MBn    a
```

"Invalid Sign-on Attempt" Message

After three unsuccessful log on attempts, a lockout is activated
but the system continues to display the "Invalid Sign-on
Attempt" message if you try to log on to CICS.

You must contact the CSC (1-800-999-8219) to request that
your user ID and password be reset.

When you call CSC, you will be required to verify your account
by providing two confidential items from your User Participation
Request Form. The CSC will then contact the security
administration and authorize that the password be promptly
reset (this typically takes an hour or less). CSC will issue you a
temporary password.

**2.3.2
Passwords for
Schools**
(continued)

You must complete another log on sequence and change the
temporary password to a new password.

Passwords follow established conventions and security rules.
Each password must:

- Be six to eight characters in length,
- Contain at least one alpha and one numeric character, and
- Be changed at least once each 30 calendar days to remain
  active.

When changing passwords, avoid using family names or initials
as passwords (i.e., yourself, spouse, children, or pets).

Passwords should NEVER be:

- Revealed to other persons,

- Written down, or

- Included as a part of an automatic log on sequence on any
  PC-based or memory-equipped terminal or system.

Password selection is made and controlled by the user to prevent
possible compromise. Passwords may be changed each day, but
must be changed every 30 days. On the 25th day during log on,
the system displays a warning message reminding users to
change their password.

Restrictions on Passwords

Do Not Reuse a Password
NSLDS security does not allow you to reuse the same
password consecutively. You must supply a new unique
password. The system keeps a log of your last four
passwords to ensure that they are not reused.

2.3.2
Passwords for
Schools
(continued)

Successful Log On to CICS

After you log on to CICS, the "NSLDS CICS Sign-On Complete" screen will display for several seconds.

```
     NN       NNN     SSSSSSS      IIL     DDDDD      SSSSSSS
     NNN      NNN    SSSSSSSSS     IIL      DDD DDD  SSSSSSSSS
    NNNN      NNN    SSS     SSS   IIL      DDD  DDD  SSS    SSS
   NNNNN      NNN    SSS           IIL      DDD  DDD SSS
   NNN NN NNN        SSSSSSSSSSS   IIL      DDD  DDD SSSSSSSSSSS
  NNN   NN NNN            SSS IIL  DDD  DDD           SSS
  NNN    NNNNN    SSS     SSS IIL  DDD  DDD  SSS    SSS
 NNN     NNNN     SSSSSSSSS  IIIIL DDD  DDD   SSSSSSSSS
NNN      NNN      SSSSSS    IIIIIIL DDDDDDD     SSSSSS

            E-SYSTEMS, INC. - GREENVILLE DIVISION
                INFORMATION SERVICES DIVISION

            CICS SIGNON COMPLETE FOR CICSNSLP SYSTEM

           OPERATOR ID:  ED0000  DATE:    07/07/95
            TERMINAL ID:  V009    TIME:    11:00:55
```

And then the "NSLDS Main Menu" screen will automatically display.

The NSLDS Main Menu Options

System Support Main Menu - provides authorized system maintenance users access to inquire about or maintain system support information.

This option is NOT AVAILABLE to schools. Access to the system's support capabilities is restricted to authorized system maintenance personnel. You will get an error message if you attempt to select it.

Reporting Capabilities Main Menu - provides end users (schools) access to online functions. This is the option you will always use.

**2.3.2
Passwords for
Schools**
(continued)

Exit NSLDS and LOG OFF provides users the ability to log off NSLDS.

Pages 2-20 through 2-21 of this User Guide contain step-by-step procedures and screen images for accessing the *"Reporting Capabilities Main Menu"* and Logging Off NSLDS.

In the process of using NSLDS, you will become familiar with the navigation and screen features throughout all the options. The following explanations of frequently used keys and areas of the screen may be helpful.

Frequently Used Areas of the Screen

Action bar
- tells available actions from this screen
- varies between screens

Select / De-select column

("S" selects)

Field Indicator

***see note below**

Enter Action Code here

Screen Title

More Data Indicator choices are +, -, or empty

```
RC06     <<  Ga/School Information(GS)  Name History(NH)
_____
                          NSLDS                       11-07-1995
                  Financial Aid Transcript Details        13:22:36
SSN......: 037000002  First Name: CHRIS        DOB....: 01-01-1960
Last Name: LAMBART                          Schl Yr: 1996  Name History: Y
For Ga/School info make selection(S) and press ENTER
                      --------- Loan Detail ---------           MORE:
                      Acad  Loan   Begin       End       Out Prin
Sel Name              Level Amount Date        Date      Balance Dflt Bkrp
 _  Federal Stafford Loan  1   2500  09-01-1989 05-31-1990   1700
 _  Federal PLUS Loan      1   1750  09-01-1989 05-31-1990      0
 _  Perkins Loan           N   1550  09-01-1990 05-31-1991    900
 _  Federal Stafford       2   2400  09-01-1990 05-31-1991   1800


                       -------- Pell Grant -----------
     Schl Yr  Sched Amt  Disb Amt  Remaining Amount  Percent Eligibility Used
 _    1996      2000      1000         -1000                0.50

                   PRIVACY ACT OF 1974(AS AMENDED)
 RC213-1: Please press ENTER to complete this transaction or PF3 to exit.
 F3=EXIT  F7=BACKWARD  F8=FORWARD
```

* Note: If a field ends in a period, then you may enter data; if it ends in a colon, then the system completes that data field.

Function Keys available for this screen

System message to user - i.e.... error message or information

<table>
<tr><td colspan="3">NSLDS - FREQUENTLY USED KEYS</td></tr>
</table>

FUNCTION KEY	ON-SCREEN EXPLANATION	RESULTING ACTION
F3	EXIT	System goes to previous (and higher) menu level.
F7	BACKWARD MORE: -	Screen display is scrolled backward toward the previous screen.
F8	FORWARD MORE: +	Screen display is scrolled forward toward more information on an additional screen.
F12	RETURN	Takes user to the next higher menu level.
Other Frequently Used Keys		
TAB	Moves the cursor forward to the next field.	
ESC/ TAB	Moves the cursor backward to the previous field.	
ENTER	Allows user input to be sent to mainframe (tells computer to do something).	
S	Selects a line item when an "S" is typed in the "Sel" column.	
Del / Backspace	De-selects a line item in the "Sel" column.	
Action Codes, such as **DP, LO, A1, GH**, etc.	These are 2-character abbreviations, listed across the top of some NSLDS screens, that you will type in the Action Code field. After pressing ENTER, the system will proceed to the screen associated with that Action Code. A list of Action Code explanations is available within each chapter pertaining to a major NSLDS option.	

**2.3.3
How to Log On -
Step-by-Step**

The following pages provide step-by-step procedures for logging on to NSLDS.

	... To Log On to NSLDS	?

STEP #	ACTION	RESULT
1	From the Integrated Application Menu (IAM), Pull down the Communications menu bar Select Net*Connect Press **ENTER**	You will be logged on to the Title IV WAN and be presented with another menu option.
2	Select the number corresponding to NSLDS Press **ENTER**	A sign-on screen will display with the following title: *"Welcome to the National Student Loan Data System."*
3	Type your User ID in the correct field (7 digits) Do not press **ENTER**	The cursor will advance to the password field. Look for the cursor as a cue. <Hint: your User ID is mailed to you shortly after you sign up for Title IV WAN access.>
4	Type in your password in the correct field (6, 7 or 8 digits) **If it is time to change your password, go to step 4a. If not, continue to step 5.**	<Hint: your password does not display as you type, but the cursor advances across the screen.>
4a	To change your password Press **TAB**	The cursor is advanced to the NEW PASSWORD field.

	... To Log On to NSLDS	

STEP #	ACTION	RESULT
4b	Type in your *new* password twice	The new password is accepted. Proceed with step 5.
5	Press **ENTER**	A sign-on screen (SS04) will display with the following title: *"NSLDS Main Menu."*
6	To select "*Reporting Capabilities Main Menu*" from SSO4, Type **2** at the cursor Press **ENTER**	The following screen will display: *"Reporting Capabilities Main Menu"* (RC00).
6	To make a selection from RC00, Type <the number of your choice> at the cursor Press **ENTER**	The main menu of <your choice> will display.

The following screen images are related to logging on to NSLDS.

```
SS04                                              07-28-1994
                                                  13:03:58
                               NSLDS
                         NSLDS Main Menu


   Input the number of your choice and press ENTER.

         _1. System Support Main Menu
          2. Reporting Capabilities Main Menu
          3. Exit NSLDS and LOGOFF



F3=EXIT
```

... and

```
 RC00                                             01-06-1996
                                                  17:30:00

              Reporting Capabilities Main Menu

Input the number of your choice and press ENTER.

         _ 1.  Aggregate Main Menu
           2.  Default Main Menu
           3.  Report Selection Menu
           4.  Borrower Tracking
           5.  Financial Aid Transcript
           6.  Student Status Confirmation Menu
           7.  Overpayments



F3=EXIT
```

2.3.4
How to Log Off

Logging off means terminating your access to NSLDS.

There are two function keys (denoted by **F**) which will assist you in exiting NSLDS, the F12 key and the F3 key.

- The F12 key will always be at the bottom of the screen when you have gone into several levels of a specific function. This will return you to the first screen within that function.

- The F3 key will always take you to the previous screen, regardless of how many levels you have gone into the function.

Exit

Whenever the F3 and the F12 key are at the bottom of the screen, you can use the F12 key and it will take you to the first screen in the specific function. Next, press F3 and it will take you to RC00 (*"Reporting Capabilities Main Menu"*) or you can just keep pressing the F3 key until you exit the *"Reporting Capabilities Main Menu."*

	...To Log Off (Exit) NSLDS	

STEP #	ACTION	RESULT
1	From any screen within an NSLDS function in which you are working, Press **F12** to exit - it will take you to the highest level screen within that function OR Press **F3** until you see the highest level screen within that function	The following screen will ultimately display: **"***Reporting Capabilities Main Menu"* (RC00). <Hint: you may need to press **F12** once or **F3** more than once, depending on their availability on the screen, and your current level within the menu system.>
2	From **"***Reporting Capabilities Main Menu"* (RC00, Press **F3** to exit	The following screen will display: *"NSLDS Main Menu"* (SS04).
3	From *"NSLDS Main Menu"* (SS04), Type **3** or press **F3** to exit NSLDS and log off	The following screen will display: <This varies greatly depending on your individual workstation setup and communications software.> <You will be returned to your original starting point.>

End of Chapter 2

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