

Web Access–Menu

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4.1 Menu Overview

The Menu page (Figure 4–1) allows you to view system messages and access Financial Aid and Enrollment data. It also includes help-related links and icons, which are used throughout the site as quick and easy information and navigation tools.

The screenshot displays the NSLDS Menu page. At the top left is the NSLDS logo. A navigation bar contains tabs for Menu, Aid, Enroll, Org, and Report. Below this is a secondary navigation bar with links: Menu, Change Password, System Requirements, Contact Us, FAQ, and Download Help. The user is logged in as SAM BRUTCHER from Department of Education Region 0. The page is divided into three main sections: Messages, Financial Aid, and Enrollment. The Messages section shows two messages from 07/17/2003 and 01/01/2000. The Financial Aid section includes links for Loan History, Overpayment History, Pell Grant, and Student Access Interface. The Enrollment section includes links for Enrollment Summary and Enrollment Reporting Schedule. Below these sections are input fields for SSN, First Name, and DOB, with instructions to enter details and click on a Financial Aid link or Enrollment Summary above. A notice at the bottom states that the School Profile Web page has been enhanced and is now available to all users.

07/17/2003 The School Profile Web Page Has Been Enhanced and is Now Available to All Users. The School Profile Web page was previously available to ED users only and is now available to all school, guaranty agency, and lender users. In addition, the NSLDS School Profile Web page has been modified to display additional school data. Enhancements to the page include the addition of the school's official Web address, Program Participation Agreement (PPA) approval and expiration dates, and an indicator for schools designated "loan deferment only." To accommodate these changes, the data are now displayed in a different order. Please refer to the online help pages for complete information.

Figure 4–1, Menu

4.2 Navigation Tabs and Navigation Bar

The Navigation Tabs are located across the top of every page. Each tab provides a link to the main page of a corresponding section. These tabs allow you to navigate without having to return to the Menu page.

- Click **Menu** to access the Menu page.
- Click **Aid** to access the Loan History page.
- Click **Enroll** to access the Enrollment Summary page.
- Click **Org** to access the Organization Contact List page.
- Click **Report** to access the Report List page.
- Click **Tran** to access the Transfer Student Monitoring List (school users only).

The Navigation Bar is directly below the Navigation Tabs, and includes links to the other pages within that section. Your name and your institution's name display below the specified links.

Disclaimer

ED staff has access to most of the functions that are available. However, some functions are limited to those users who have a need for them. **The Transfer Student Monitoring pages and other pages are only available and viewable to school users (the Tran Menu tab only appears for school users).**

The Menu Tab includes the following Navigation Bar links:

- Click **Change Password** to change your password.
- Click **System Requirements** for instructions on the minimum system requirements and how to download and configure the Netscape Navigator or Microsoft Internet Explorer browser.
- Click **Contact Us** for the Customer Service Center phone number, e-mail address, and hours of operation.
- Click **FAQ** to view the list of Frequently Asked Questions about this site.
- Click **Download Help** to download all or part of the Help page.

4.2.1 Change Password

The Change Password page (Figure 4–2) allows you to change your current password. The NSLDS web site requires you to enter your NSLDS User ID and current password. After successfully logging on and accepting the Privacy Act page terms and conditions, the Main Menu appears.

To change your password:

1. Enter your **User ID** and current **Password**.
2. In the **New Password** area, enter a new password. Then enter the new password in the **Confirm Password** area.
3. Click **Change Password**. An icon and message appear indicating that your password updated successfully.

Note: If you are already logged onto the NSLDS web site and do not wish to change your password, click **Continue** to flow to the Main Menu.

Passwords are subject to the following rules:

- Passwords must be six to eight characters in length.
- At least one character must be a number; however, the first character must be a letter.
- The new password must be different from your last four passwords.
- Passwords are valid for 120 days.
- After three unsuccessful logon attempts, your access to the NSLDS will be revoked.
- If you need a copy of the Adobe Acrobat Reader, click the Adobe Acrobat Reader icon next to the Download Help link on the right of the page. You will link to <http://www.adobe.com/products/acrobat/readstep.html>.
- If you have any problems accessing the NSLDS, call the Customer Service Center at **1–800–999–8219**, Monday through Friday from 8 a.m. to 8 p.m. ET.

The screenshot shows the NSLDS user interface for changing a password. At the top left is the NSLDS logo. To the right are icons for help, search, and close. A blue navigation bar contains the text 'System Requirements' and 'You are not logged on'. Below this is a 'Return to Previous Page' link with a left-pointing arrow. The main heading is 'Change Password'. A central form box titled 'Please Enter Details' contains four input fields: 'User Id', 'Current Password', 'New Password', and 'Confirm Password'. Below the form is a 'Change Password' button.

Figure 4–2, Change Password

4.2.2 System Requirements

The System Requirements page (Figure 4–3) describes the software you need to access the NSLDS Web site. You must use the Microsoft Internet Explorer (version 4.0 or higher) browser or the Netscape (version 4.0 or higher) browser. If you do not have one of these browsers, you must download one. To provide a higher level of security, it is recommended that you use the 128-bit version of the browser.

In addition, the browser must be capable of encrypting transmissions between your computer and the NSLDS. To do this, the browser uses a form of encryption called Secure Socket Layer (SSL). The NSLDS can operate with browsers that support 40-bit, 56-bit, and 128-bit encryption (128-bit is the most secure).

The System Requirements page includes the following links:

- Click **go here** for more details about security.
- Click **Contact NSLDS** for Web site questions.
- Click www.microsoft.com/ie/ to download the Microsoft Internet Explorer browser.
- Click **NSLDS I.E. configuration** for help with the configuration of Microsoft Internet Explorer browsers.
- Click www.netscape.com/download/ to download the Netscape browser.
- Click **Netscape configuration** for help with the configuration of Netscape browsers.




Logged on as: BRUCE TAYLOR from [ALABAMA AGRICULTURAL & MECHANICAL UNIVERSITY](#)



Return to
Previous Page

System Requirements

To use NSLDS, you need one of the following supported browsers from Microsoft or Netscape. If you do not have one of these, you will need to download one. To provide a higher level of security, it is recommended that you use the 128-bit version of the browser. For more information regarding security, [go here](#).

To identify the version of the browser that you are currently using, use the **Help** menu item on your browser and select **About browser name**.

If you still have questions, please [Contact NSLDS](#).

It is not possible to access NSLDS unless you have one of these browsers.

Microsoft Internet Explorer

Supported Versions	<p>Versions 4.xx and higher.</p> <p>NSLDS has been tested with versions up to and including 5.5. If you have a later version than this, you may have problems. It is recommended that you use one of the versions specified above.</p>
Download	<p>To download a Microsoft browser, use this link.</p> <p style="text-align: center;">www.microsoft.com/ie/</p> <p>It is recommend that you download the 128-bit version. To learn more about security go here.</p>
Configuration	<p>For help with the configuration of Microsoft I.E. browsers, use this link NSLDS I.E. configuration.</p>

Netscape Navigator

Supported Versions	<p>Versions 4.xx and higher.</p> <p>NSLDS has been tested with versions up to and including 6.1. If you have a later version than this, you may have problems. It is recommended that you use one of the versions specified above.</p>
Download	<p>To download a Netscape browser, use this link.</p> <p style="text-align: center;">www.netscape.com/download/</p> <p>It is recommended that you download the 128-bit version. To learn more about security go here.</p>
Configuration	<p>For help with the configuration of Netscape browsers, use this link Netscape configuration.</p>

Figure 4–3, System Requirements

4.2.3 Contact Us

The Contact Us page (Figure 4–4) provides information on how to contact NSLDS by telephone or by e-mail. To contact NSLDS for assistance by phone, call 1-800-999-8219, or e-mail the Customer Service Center at nslds@pearson.com.

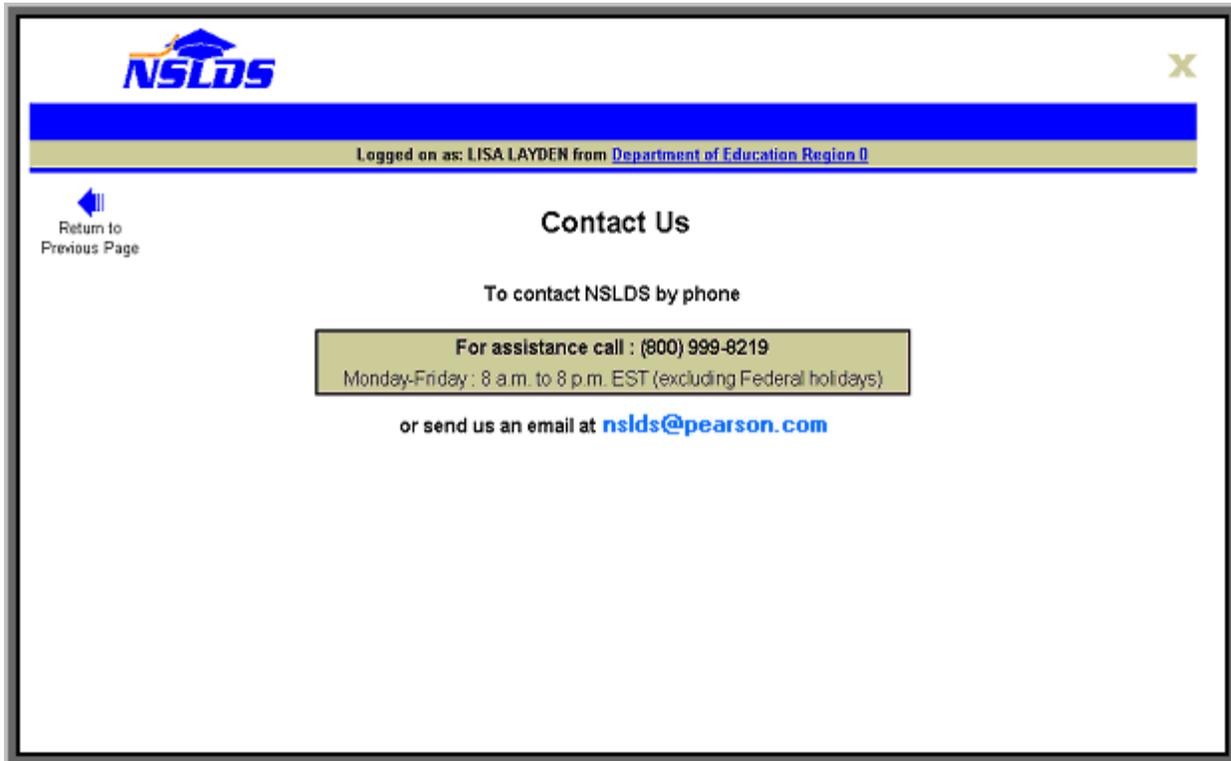


Figure 4–4, Contact Us

4.2.4 FAQ

There are five categories of FAQs (Frequently Asked Questions) (Figure 4–5):

- About the National Student Loan Data System (NSLDS)
- Technical/Browser questions
- Access questions
- Problem questions
- Printing questions

Each category includes a list of FAQs relating to that topic. Select your question from the appropriate category and click on it to view the answer (Figure 4–6).

The screenshot displays the NSLDS website's FAQ page. At the top left is the NSLDS logo, and at the top right are icons for help and search. A blue navigation bar contains the text "Logged on as: BRUCE TAYLOR from ALABAMA AGRICULTURAL & MECHANICAL UNIVERSITY". Below this is a "Return to Previous Page" link with a left-pointing arrow. The main heading is "Frequently Asked Questions". The first category is "About the National Student Loan Data System (NSLDS)", which includes a list of six questions: 1. What is the NSLDS?, 2. Where does the data come from?, 3. How often is data updated in the NSLDS?, 4. Can I update loan information and personal identifiers online?, 5. What section of the site can I use to satisfy the FAT requirement?, and 6. How can I suggest improvements or changes to this site?. The second category is "Technical / Browser questions", which includes a list of eight questions: 7. Is the site secure?, 8. Am I charged for online usage to the Web?, 9. Can I use another browser to view NSLDS besides Netscape or Microsoft Internet Explorer?, 10. Can I use a different version of Netscape or Microsoft Internet Explorer?, 11. How long can I be inactive before the site automatically logs me off?, 12. Why am I experiencing a slow response?, 13. When the site tells me that it is not responding, what should I do?, 14. Why are the graphics or pictures not appearing?, and 15. Why do the pictures and graphics in the NSLDS Web site look washed out or fuzzy?.

Figure 4–5, Frequently Asked Questions, 1 of 2

About the National Student Loan Data System (NSLDS)

1. What is NSLDS?

The National Student Loan Data System (NSLDS) is the national database of information about loans and grants awarded to students under Title IV of the Higher Education Act (HEA) of 1965. NSLDS provides a centralized, integrated view of Title IV loans and grants during their complete life cycle, from aid approval through disbursement, repayment, delinquency and closure.

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2. Where does the data come from?

The Department of Education data sources include the:

- Federal Family Education Loan Program (FFELP), for information on federal student loans
- Department of Education Debt Collection Services (DCS), for information on defaulted loans held by the Department of Education
- Federal Direct Loan Program (FDLP), for information on Federal Direct Student Loans
- Federal Pell Grant Program, for Pell Grant information
- Central Processing System (CPS), for applicant information
- Guaranty Agencies, Schools, and Lenders, for information on students, loans, and grants

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Figure 4–6, Frequently Asked Questions, 2 of 2

4.2.5 Download Help

The Download Help page (Figure 4–7) allows you to download the various NSLDS help sections to your personal computer. You need Adobe Acrobat Reader to view NSLDS help files. If you do not have Adobe Acrobat Reader, you can click on the icon provided and download Adobe on your computer.

NSLDS

You are not logged on

Return to Previous Page

Download Help

You need Adobe Acrobat Reader to view NSLDS help files. If you do not have Adobe Acrobat Reader, click  to download and install it on your computer.

Please click on the help files you wish to download.

Help File	Zipped
Getting Started	No
Financial Aid	No
Enrollment	No
Organization	No
Transfer Monitoring	No
Reporting	No
All Help	No
All Help	Yes

Figure 4–7, Download Help

4.2.6 Using the Icons and Symbols

To answer general questions about this site, icons are located in the upper right-hand corner of every page. If you are having trouble getting started, remember that this site works best when you use either the Netscape (version 4.0 or higher) browser or the Microsoft Internet Explorer (version 4.0 or higher) browser. You can call the Customer Service Center at 1–800–999–8219 if you have any problems.

- Clicking the  icon takes you to the NSLDS Customer Service Center page with contact information.
- Clicking the  icon takes you to a Help page. These icons appear in areas where you may have questions. From Help:
 - Clicking the  icon takes you to the glossary of NSLDS Web site terms.
 - Clicking the  icon allows you to print the current Web page.
- Clicking the  icon logs you out and returns you to the Logon page.

NSLDS displays many other icons and symbols to identify useful information and error conditions. The following table describes the purpose of all icons and symbols used in the NSLDS Web site.

Legend of Icons and Symbols

Icon/Symbol	Description
	Contact icon links you to the NSLDS contact information page for help by phone or email.
	Help icon links you to the specific Help page.
	Exit icon logs you off and returns you to the Logon page.
	Colored tab with white text indicates that you are in the active subject area.
	Tan tab with black text indicates that other subject areas are available to you by clicking that tab.
	Popup text appears near the mouse pointer explaining an icon's function. (This is an example of that text.)
	Underlined blue text links you to additional information.

	Left arrow icon returns you to a specified page. For example:  Return to Menu.
	Right arrow icon links you to the next page in a series of pages. For example:  Go to Report Log.
	Previous group arrow icon links you to the previous list of items for this page.
	Next group arrow icon links you to the next list of items for this page.
	Alert symbol warns you of critical information that is not in error. For example: The borrower has defaulted loans.
	Information symbol notifies you that additional facts are available. For example: The borrower has received Pell Grants.
	Error symbol alerts you of an error. If the error is an entry error, the prompt for the box is displayed in bold RED .
	Capitalized Interest symbol notifies you that the identified Outstanding Principal Balance contains Capitalized Interest.
	Lock icon indicates the loan is locked and cannot be updated.
	History icon links you to the Borrower Name History page or Borrower SSN History page if history exists in the database.
	Active Bullet Number icon allows you to update, delete, or see more detail. Blue is the active selection color.
	Inactive Bullet Number indicates that no additional information is available regarding this item.
	Plus symbol provides you more detailed information. It is activated when the mouse pointer is on the symbol.
	Report Log Page icon links you to the Report Log.
	E-mail icon links you to e-mail.
	Glossary icon links you to the Glossary page.
	Print icon allows you to print the Help page.
	Close icon allows you to close the Help page.

4.3 Messages

A list of system messages appears under the Messages heading on the Menu page. Each line of the list displays the date a message was posted and the beginning words of the message. To display the full message, click it. The message text appears at the bottom of the Menu page.

4.4 Financial Aid

Links to the Financial Aid pages appear under the Financial Aid heading on the Menu page. The Financial Aid pages contain data about a borrower's loans, grants, and overpayments. Based on your access authority, you can view some or all of these pages.

To access a borrower's financial aid data:

1. Type the **SSN**, **First Name**, and **DOB** of the borrower.
2. Click one of the following links:
 - **Loan History** to view a complete history of the student's Title IV loan portfolio as reported to the NSLDS database.
 - **Overpayment History** to view or update any Perkins Loan, SEOG, or Pell Grant overpayments.
 - **Pell Grant** to view all the Pell Grants that have been reported for a student.
 - **Student Access Interface** to go to the Student Access Interface page.

4.5 Enrollment

Links to the Enrollment pages appear under the Enrollment heading on the Menu page. The Financial Aid pages contain information about student enrollment at every school where enrollment has been reported for a student. Based on your access authority, you can view some or all of these pages.

To access a borrower's enrollment data:

1. Type the **SSN**, **First Name**, and **DOB** of the borrower.
2. Click one of the following links:
 - **Enrollment Summary** for a quick overview of a student's current enrollment status.
 - **Enrollment Add** to retrieve student records to add enrollment information on the Enrollment Maintenance page (school users only).

- **Enrollment Update** to retrieve enrollment information for students attending your school to be updated on the Enrollment Maintenance page (school users only).
- **Enrollment Reporting Schedule** to view a user profile as well as current and past schedules for organizations that report or receive information about the enrollment status of students receiving federal student aid.

