



F E D E R A L
S T U D E N T A I D
We Help Put America Through School

FSA Modernization Partner

NSLDS II Reengineering
Screens Detail Design:
Login-Menu

Version 2.1

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Document Control

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1.0	Initial Issue	09/30/2002	Sunil Malhotra
2.0	Documented additional business logic and error validation.	11/08/2002	Nipul Bharani
2.1	Incorporated changes from client reviews.	11/26/2002	Nipul Bharani

1 General Information

1.1 Background

The National Student Loan Data System (NSLDS) was established as part of the Higher Education Act of 1965, as amended, to provide a comprehensive repository of information about Title IV aid recipients and their loans, grants, lenders, guaranty agencies, servicers, and schools.

Given these challenges, a project to modernize the system – NSLDS Reengineering – has been undertaken to improve financial and data integrity, reduce operational costs, and improve customer satisfaction. At the heart of the design for a reengineered NSLDS solution are five “big ideas” for radically changing the underlying processes, data structures, and technical platforms supporting the existing system:

- Data Warehousing
- Internal FSA (Federal Student Aid) Direct Access
- Outsourced Enrollment Tracking
- Financial Partner Data Feed Reengineering
- Common Record Extension

The first phase of the NSLDS Reengineering effort is called NSLDS II. NSLDS II Release 1 will focus on the Data Warehousing and Internal FSA Direct Access opportunities, as well as assessing ways to support existing requirements through NSLDS II or other modernized systems. Later releases of work will focus on the remaining three ideas and enhancements.

1.2 NSLDS Points of Entry Overview

There are three main applications in the legacy NSLDS technical architecture that serve as the gateway for accessing and modifying Title IV data online. The applications include the Financial Aid Professional (FAP) website, Student Access Financial Aid Review (SAFAR) website, and the Customer Information Control System (CICS). As part of the NSLDS II replatforming initiative, CICS will be retired and its functionality will be transferred to the FAP website. The User Interface Inventory Matrix (**Reference Appendix B**) documents a comprehensive list of screens for the FAP and Student Access websites and the NSLDS functional area(s) they support.

The FAP website, which can be found at <http://www.nsldfsap.ed.gov>, will be the main user access point for NSLDS II data by Department of Education (ED) personnel, guaranty agencies (GAs), lenders, and schools. It provides support for users by tracking the financial aid and enrollment history for Title IV aid recipients, organizational information for Title IV aid financial partners, access to predefined reports, for some users, the ability to execute ad hoc queries, and the monitoring of student transfers. A lender or school may also allow a servicer

to access the website and provide online updates on their behalf. Each user must be registered with the website and can only log on with a valid User ID and Password.

The two major areas of enhancement for the FAP website will consist of the following:

1. Reengineering the existing reporting architecture
2. Retiring CICS

Reengineering the Reporting Architecture

Reports are currently accessed through the Main Menu, which allows users to execute predefined reports and receive the results either in their SAIG mailbox or download them directly (depending on the users permission level). If a user requires data that is not supported by a predefined report, they are limited to either developing their own query or contacting the support center to develop a query for them. In order to create a query, a user must be familiar with Structured Query Language (SQL), which is the code used to develop a query, the NSLDS data model, whose data elements are used within the SQL, and the Query Management Facility (QMF) tool, which is the application used to execute the query. In order to empower users and improve the customer experience for executing ad hoc queries, the MicroStrategy reporting tool will be implemented. The MicroStrategy reporting tool is a commercial off-the-shelf (COTS) package that has the capability to filter and analyze massive volumes of data to the transaction level. In addition, the MicroStrategy application server has a full range of query optimization algorithms designed to ensure that data is extracted from a database in the most efficient and least resource demanding way.

The new ad hoc reporting functionality will continue to be accessible through the Main Menu and Report screens in the FAP website. The detailed design regarding the report screen changes can be found in the Report Detail Design document.

Retiring CICS

CICS is IBM software that allows ED personnel to connect to the NSLDS mainframe and perform online transactions. Users have the ability to update or access data online from ED Headquarters or Regional offices. The majority of the CICS functionality has already been transitioned to the FAP website in response to user demand for a more user-friendly and flexible tool. The remaining functionality, which includes screens from the System Administration, Default Rate, and Student Status Confirmation menus will be transferred to the FAP website as part of the NSLDS II reengineering initiative. (This will complete the functionality transition to the FAP website, therefore, clearing the path for retiring CICS.) Once CICS has been retired, the FAP website will serve as the default application for ED personnel to access NSLDS II data.

The Student Access website, which can be accessed at <http://www.nslsds.ed.gov>, allows borrowers to securely view and track their financial aid history. They have the ability to view their Title IV loans at a summary or at a detailed loan level. The summary loan level data allows a borrower to view all Title IV loans they are responsible for in a concise format. The detailed loan level data tracks the history of each loan throughout its lifecycle. Each student must be registered with the website and must have a valid User ID and Password to logon. This is a read only website and does not have any update capabilities associated with it.

The following diagram displays the CICS application being retired due to functionality being transitioned to the FAP website during the NSLDS replatforming initiative.

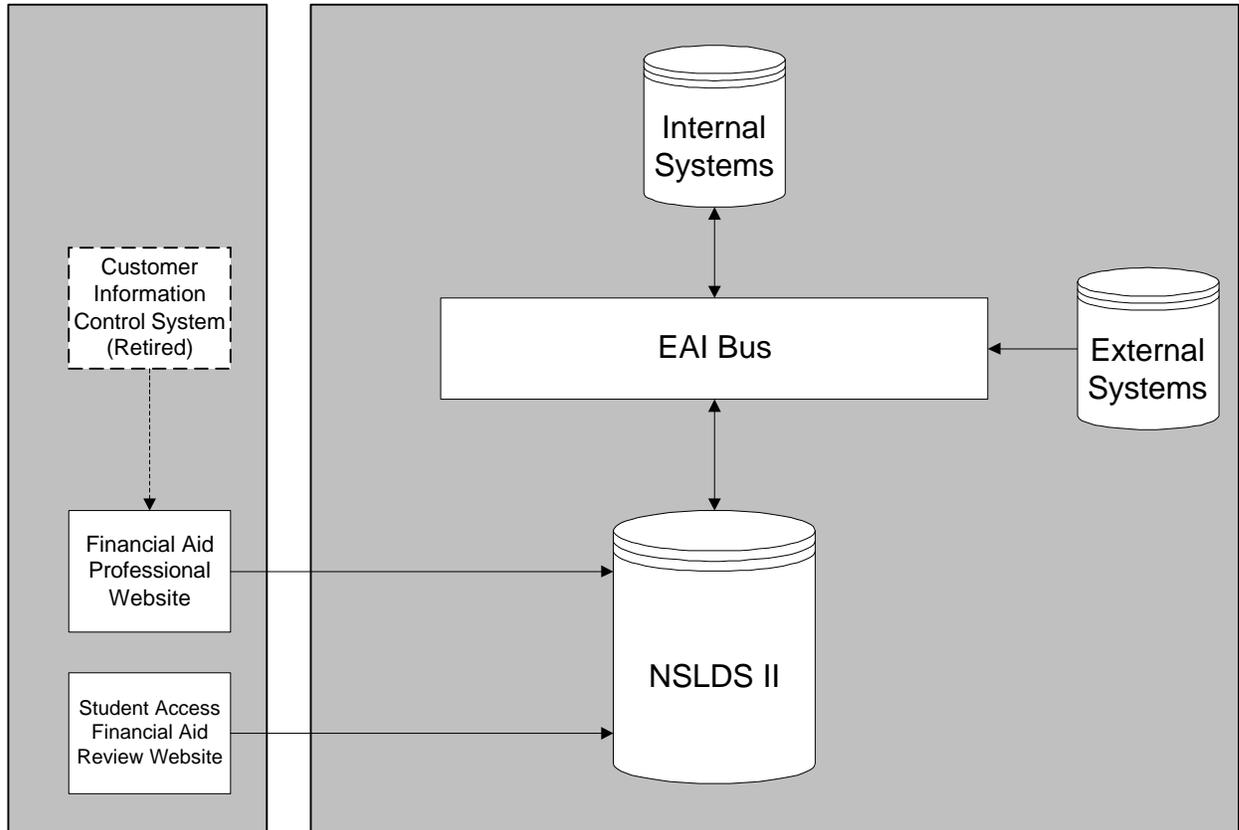


Figure 1, NSLDS II User Interface Diagram

1.3 Screens Detail Design Document Layout

The screens detail design document provides a blueprint for developing each screen that will support the FAP and Student Access websites. The screens detail design document is separated into the following modules:

Financial Aid Professional website

- Login-Menu – Contains the detail design for the Login-Menu screens.
- Financial Aid– Contains the detail design for the Financial Aid screens.
- Enrollment – Contains the detail design for the Enrollment screens.
- Organization – Contains the detail design for the Organization screens.
- Reports – Contains the detail design for the Reports screens.
- Transfer Student Monitoring – Contains the detail design for the Transfer Student Monitoring screens.

- Admin/Support – Contains the detail design for the Admin/Support screens.
- Appendix A – Global Attributes for FAP Website– Lists common icons that may be displayed in the Login-Menu, Financial Aid, Enrollment, Organization, Transfer Student Monitoring, and Admin/Support modules.
- Appendix B - Provides a comprehensive list of all the screens in the FAP and Student Access websites and their associated function groups.

Student Access Financial Aid Review website

- Student Access– Contains the detail design for the Student Access screens

This detail design document will contain the following information for each screen:

1.4 Name of the Screen

Description	Defines the purpose of the screen.
New or Existing	New – Indicates the screen is new to the website. Existing- Indicates the screen previously existed on the website.
User Group (Screen Level)	Identifies which function group currently has access to the screen.
Requirements Traceability	Maps the detail design for the screen to the detailed requirements.
Reference(s)	Lists reference documentation that provides additional detail for each screen.
Business Object	Lists the Business Object the screen will utilize for development purposes.

1.4.1 Software Unit Logic

NSLDS I File Name:	Lists the file name for each screen that was used for NSLDS I (if the screen previously existed).
NSLDS II File Name:	Lists the file name for each screen that will be used for NSLDS II.
Pre-Status:	Lists the screen names and their links that will allow a user to access a specific screen.
Post-Status:	Lists the screen names that are accessible from a specific screen (and the links that will allow a user to navigate to that screen). When the user navigates to another screen, the screen will appear in the same window unless otherwise specified.
Gif Name:	List of Gif, or image, files used in the screen.
Tab Order:	Lists in numeric order of the tab order for each screen.

Note:

Section 3.1 (Class Diagram) of the Application Architecture Detail Design document identifies the ASP pages and the corresponding COOL:Gen Action Blocks (i.e., procedures). This will be used to further define the business logic, error validations and security in a later release.

1.4.2 Design Details

The following screenshot highlights the functionality of the screen:

Provides a design layout of the screen.

Note:

The screenshots depicted in this document were taken from the legacy website. The existing text, links, and data elements will be included in the NSLDS II website as described in this document. However, the actual look of the screens may be modified for the NSLDS II Release. Also, certain text, links, and data elements may be excluded from view based on the user's security access.

1.4.3 Screen Functionality

The following section lists and describes the functionality of each object on the screen.

Name of the Data Element on the screen	
Element	Type of data element (e.g., label, pushbutton, checkbox, textbox).
Definition/Business Rules	Description of the data element and any business rules associated with it.
Actions to be performed	Describes any action associated with the data element.
Business Object (Attribute)	Lists the Business Object(s) and Attribute(s) the data element will utilize for development purposes.
Validation	<ul style="list-style-type: none"> • <i>Condition:</i> Describes the validation that will be performed. <i>Message:</i> Describes the message that will appear to the user. <i>Location:</i> Describes where the validation will occur (i.e., Client or Server) <i>Additional Information:</i> Describes any additional information related to the validation (e.g., gif files appearing with error messages). <p>Note: The validations occur one at a time and are not</p>

Name of the Data Element on the screen	
	listed in any particular order. However, validations will occur from top to bottom and left to right on any given screen unless otherwise specified.

Note:

Section 508 of the Rehabilitation Act of 1998 mandates a website accessibility review. Section 508 requires that electronic and information technology developed, procured, maintained, or used by Federal government agencies must be accessible to persons with disabilities. The system must allow a person with a disability to have comparable access to and use of information as a person without a disability.

The Assistive Technology Group within the FSA Technology Center is responsible for performing Section 508 reviews. During the Build phase, the NSLDS II Modernization Partner team will work with the Assistive Technology Group to verify that the design of the online screens meets Section 508 requirements. The FAP and Student Access websites are currently not Section 508 compliant. The formal accessibility review for NSLDS II will be conducted during the Test phase.

2 Screen Workflow

2.1 Master List of Screens

The following table provides a list of screens for the Login-Menu module of the FAP website for NSLDS II. The table includes the section the screen is explained, screen name, whether the screen is new or existing and a description of the screen.

Section	Screen Name	New/ Existing	Description
3.1	System Log On	Existing	Allows Schools, Lenders, GAs, Servicers, ED and state agencies to log on to the Financial Aid Professional website.
3.2	Privacy Act	Existing	Allows a user to acknowledge they have read and agree with the Privacy Act after each log on.
3.3	Menu	Existing	Allows a user the ability to navigate to the Message Detail, Financial Aid, Enrollment, Organization, Report, Transfer Monitoring, and Support screens (depending on authorization).
3.4	Change Password	Existing	Allows a user to change their password.
3.5	System Requirements	Existing	Describes the system requirements for the Financial Aid Professional website.
3.6	Security	Existing	Provides information regarding website security.
3.7	Contact Us	Existing	Provides user help contact information.
3.8	Frequently Asked Questions	Existing	Provides responses to frequently asked questions regarding the website.
3.9	Download Help	Existing	Allows a user to download help files related to the FAP website.

2.2 Update/Inquiry Diagram

The following diagram displays screens that contain update functionality to the Enterprise Data Warehouse (EDW), as well as, screens that contain inquiry capabilities from the EDW:

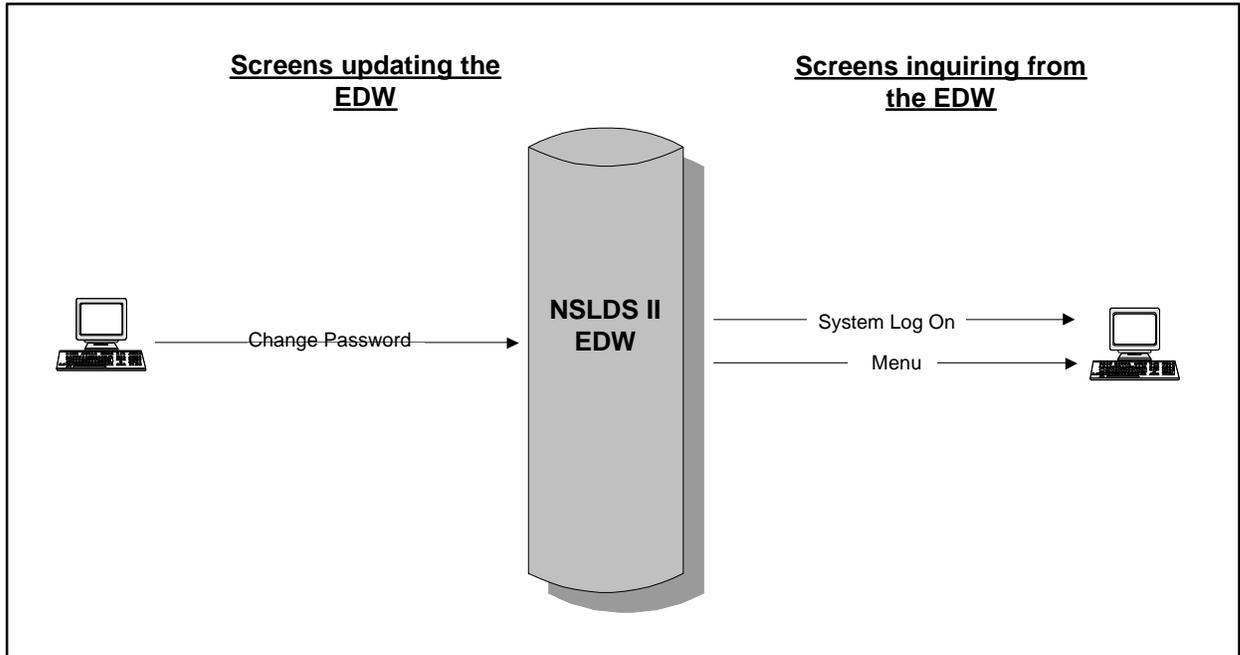


Figure 2, NSLDS II FAP Login-Menu Data Flow

3 Screen Details

3.1 System Log On

Description	Allows Schools, Lenders, GAs, Servicers, ED and state agencies to log on to the Financial Aid Professional website.
New or Existing	Existing
User Group (Screen Level)	\$NSLDS
Requirements Traceability	1.001
Reference(s)	LOGON.ASP, WS01_RACF_LOGON_SVR
Business Object	User

3.1.1 Software Unit Logic

NSLDS I File Name:	logon.asp
NSLDS II File Name:	Logon.jsp
Pre-Status:	This screen is accessible from the following screens (depending on user access privileges): <ul style="list-style-type: none"> • This is the point of entry screen for the FAP website.
Post-Status:	This screen allows a user to navigate to any of the following screens (depending on user access privileges): <ul style="list-style-type: none"> • SAIG Online (Link: Sign-Up Information) • System Requirements (Link: System Requirements) • Monthly Newsletter (Link: News & Events) • Change Password (Link: Change Password) • FAQ (Link: FAQ) • Download Help (Link: Download Help) • Contact Us (Link: Contact Icon) • Acrobat Reader (Link: Adobe Acrobat Icon)
Gif Name:	The following graphical objects may appear on this screen: <ul style="list-style-type: none"> • Help.gif • Contact.gif • Collage.gif • getacro.gif • error.gif

Tab Order:	<ul style="list-style-type: none"> • warn.gif 1. User ID 2. Password 3. Logon 4. URL Navigation bar 5. Contact 6. Help 7. Sign-Up Information 8. System Requirements 9. News & Events 10. Change Password 11. FAQ 12. Download Help 13. Adobe Acrobat Download (GIF)
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3.1.2 Design Details

The following screenshot highlights the functionality of the System Log On screen.



Figure 3, System Log On

3.1.3 Screen Functionality

The following section describes each object on the screen and the functionality behind the object.

Sign Up Information	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Student Aid Internet Gateway Online (SAIG) enrollment site to register for a User Id. The user is directed to the following URL: https://sfawebenroll.ed.gov/T4Enroll/index.htm
Actions to be performed	When clicked, the SAIG screen appears.
Business Object (Attribute)	None.
Validation	None.

System Requirements	
Element	Link
Definition/Business Rules	Allows a user to navigate to the System Requirements screen to obtain browser configuration information.
Actions to be performed	When clicked, the System Requirements screen appears.
Business Object (Attribute)	None.
Validation	None.

News and Events	
Element	Link
Definition/Business Rules	Provides details of new releases or other information important to the financial aid community.
Actions to be performed	When clicked, the monthly NSLDS newsletter appears.
Business Object (Attribute)	None.
Validation	None.

Change Password	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Change Password screen.
Actions to be performed	When clicked, the Change Password screen appears.

Change Password	
Business Object (Attribute)	None.
Validation	None.

FAQ	
Element	Link
Definition/Business Rules	Allows a user to navigate to the FAQ screen to review the answers to a list of frequently asked questions.
Actions to be performed	When clicked, the FAQ screen appears.
Business Object (Attribute)	None.
Validation	None.

Download Help	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Download Help screen.
Actions to be performed	When clicked, the Download Help screen appears.
Business Object (Attribute)	None.
Validation	None.

Acrobat Reader	
Element	Picture/Link
Definition/Business Rules	Allows a user to navigate to the homepage for Adobe Acrobat.
Actions to be performed	When clicked, the Adobe Acrobat homepage appears. URL: http://www.adobe.com/products/acrobat/readstep.html
Business Object (Attribute)	None.
Validation	None.

User ID	
Element	Textbox
Definition/Business Rules	Allows a user to enter their User ID. <i>Min characters - 1</i> <i>Max characters - 8</i>
Actions to be performed	As the user enters their User ID, it is displayed in the textbox in editable format. On Enter Logon pushbutton is enacted.

User ID	
Business Object (Attribute)	User (userID)
Validation	None.

Password	
Element	Textbox
Definition/Business Rules	<p>Allows a user to enter their Password.</p> <p><i>Min characters – 6</i> <i>Max characters - 8</i></p> <p>Passwords are subject to the following rules:</p> <ul style="list-style-type: none"> • Passwords must be six to eight characters in length • At least one character must be a letter • New passwords must be different from the last four passwords a user has used • Passwords are valid for 120 days • After three unsuccessful logon attempts, the user's access to the NSLDS is revoked • Password is displayed as stars as they are entered in the textbox (e.g., ***)
Actions to be performed	<p>As the user enters their password, it is displayed with stars (e.g., ***) in editable format.</p> <p>On Enter Logon pushbutton is enacted.</p>
Business Object (Attribute)	User (currentPassword)
Validation	None.

Logon	
Element	Pushbutton
Definition/Business Rules	<p>Allows a user to submit their User ID and Password.</p> <p>A user must have a valid User Id and Password to successfully log in to the website.</p>
Actions to be performed	<p>By clicking on the pushbutton, validation is performed. If there are no errors and it is the user's first time logging in for the day or the user has clicked cancel in the Privacy Act screen previously during that day, the user is directed to the Privacy Act screen. If it is not the user's first time logging into the website for that day, the user is directed to the Menu screen. If there are errors, the appropriate error message is</p>

Logon	
	displayed, and the user is denied access to the site. If the user is within 8 days of his password expiring (between day 112 and 119), the user is automatically redirected to the Change Password screen.
Business Object (Attribute)	None.
Validation	<p>An error message appears at the top of the screen for the following validations:</p> <ul style="list-style-type: none"> • <i>Condition:</i> A user enters a User ID but not a Password. <i>Message:</i> Please enter your password. <i>Location:</i> Client <i>Additional Information:</i> The font color for the Password field becomes red. Display error.gif. • <i>Condition:</i> A user enters a password but not a User ID. <i>Message:</i> Please enter your User ID. <i>Location:</i> Client <i>Additional Information:</i> The font color for the User ID field becomes red. Display error.gif. • <i>Condition:</i> A user clicks on the Logon pushbutton without entering a User ID and password. <i>Message:</i> Please enter your User ID and Password. <i>Location:</i> Client <i>Additional Information:</i> The font color for the User ID and Password fields becomes red. Display error.gif. • <i>Condition:</i> The User ID is greater than 8 characters. <i>Message:</i> Please enter your User ID of 8 or less characters. <i>Location:</i> Client <i>Additional Information:</i> The font color for the User ID and Password fields becomes red. Display error.gif. • <i>Condition:</i> The Password is greater than 8 characters or less than 6 characters.

Logon	
	<p><i>Message:</i> Please enter your Password of 6 to 8 characters. <i>Location:</i> Client <i>Additional Information:</i> The font color for the User ID and Password fields becomes red. Display error.gif.</p> <ul style="list-style-type: none"> • <i>Condition:</i> Password has expired <i>Message:</i> Your password has expired and you must have your password reset by an NSLDS Customer Service Center Representative. Please contact the NSLDS Support Center at <<TBD><>. <i>Location:</i> Server <i>Additional Information:</i> Display error.gif. • <i>Condition:</i> TBD <i>Message:</i> The User is not an Active, Online user. <i>Location:</i> Server <i>Additional Information:</i> Display error.gif. • <i>Condition:</i> TBD <i>Message:</i> A system error has occurred. Please try again later. <i>Location:</i> Server <i>Additional Information:</i> Display error.gif. • <i>Condition:</i> GA not found. <i>Message:</i> Guaranty Agency was not found. <i>Location:</i> Server <i>Additional Information:</i> Display error.gif. • <i>Condition:</i> Lender not found. <i>Message:</i> Lender was not found. <i>Location:</i> Server <i>Additional Information:</i> Display error.gif. • <i>Condition:</i> Lender Branch Servicer not found. <i>Message:</i> Lender Branch Servicer was not found. <i>Location:</i> Server <i>Additional Information:</i> Display error.gif.

Logon	
	<ul style="list-style-type: none"> • <i>Condition:</i> School not found. <i>Message:</i> School was not found. <i>Location:</i> Server <i>Additional Information:</i> Display error.gif. • <i>Condition:</i> User ID is not recognized. <i>Message:</i> User ID is not recognized. Please refer to help. <i>Location:</i> Server <i>Additional Information:</i> Display error.gif. • <i>Condition:</i> Password is incorrect. <i>Message:</i> Invalid logon. Please check your password. <i>Location:</i> Server <i>Additional Information:</i> Display error.gif. • <i>Condition:</i> TBD <i>Message:</i> This User ID has been revoked. Please contact system support. <i>Location:</i> Server <i>Additional Information:</i> Display error.gif. • <i>Condition:</i> Not one of the tested results. <i>Message:</i> Unknown error. Contact system support. <i>Location:</i> Server <i>Additional Information:</i> Display error.gif. • <i>Condition:</i> TBD <i>Message:</i> Web Session System Error, could not establish session. <i>Location:</i> TBD <i>Additional Information:</i> Display error.gif. • <i>Condition:</i> TBD <i>Message:</i> New password required. <i>Location:</i> TBD <i>Additional Information:</i> Display error.gif. • <i>Condition:</i> TBD <i>Message:</i> Unknown return code from ESM. Contact system support. <i>Location:</i> TBD <i>Additional Information:</i> Display error.gif.

Logon	
	<ul style="list-style-type: none">• <i>Condition:</i> TBD <i>Message:</i> ESM not initialized. Contact System Support. <i>Location:</i> TBD <i>Additional Information:</i> Display error.gif.• <i>Condition:</i> TBD <i>Message:</i> ESM not responding. Contact system support. <i>Location:</i> TBD <i>Additional Information:</i> Display error.gif.• <i>Condition:</i> TBD <i>Message:</i> Revoked in connection to default group. Contact system support. <i>Location:</i> TBD <i>Additional Information:</i> Display error.gif.• <i>Condition:</i> TBD <i>Message:</i> Change Password failed. Contact system support. <i>Location:</i> TBD <i>Additional Information:</i> Display error.gif.• <i>Condition:</i> TBD <i>Message:</i> The new password is not acceptable. Contact system support. <i>Location:</i> TBD <i>Additional Information:</i> Display error.gif. <p>A warning message appears at the top of the screen for the following condition:</p> <ul style="list-style-type: none">• <i>Condition:</i> Bad browser detected. This means the browser is not either Netscape or IE versions 4.x and higher. <i>Message:</i> Only versions 4.x and higher of the Netscape and IE browsers have been certified to work with this application. <i>Location:</i> Client <i>Additional Information:</i> Display warn.gif.

3.2 Privacy Act

Description	Allows a user to acknowledge they have read and agree with the Privacy Act.
New or Existing	Existing
User Group (Screen Level)	\$NSLDS
Requirements Traceability	1.002
Reference(s)	Privacy.asp
Business Object	None.

3.2.1 Software Unit Logic

NSLDS I File Name:	privacy.asp
NSLDS II File Name:	Privacy.jsp
Pre-Status:	<p>This screen allows a user to navigate to any of the following screens (depending on user access privileges):</p> <ul style="list-style-type: none"> • System Log On (Pushbutton: Logon) • Loan History (Link: Privacy Act) • Overpayment History List (Link: Privacy Act) • Overpayment Display (Link: Privacy Act) • Overpayment Update (Link: Privacy Act) • Overpayment Delete (Link: Privacy Act) • Overpayment Add (Link: Privacy Act) • Overpayment Add and Student Add (Link: Privacy Act) • Pell Grant List (Link: Privacy Act) • Student Access Interface (Link: Privacy Act) • Student/PLUS Borrower Name Search (Link: Privacy Act) • Enrollment Summary (Link: Privacy Act) • Enrollment Update (Link: Privacy Act) • Enrollment Detail (Link: Privacy Act) • Enrollment Timeline (Link: Privacy Act) • Enrollment Maintenance (Link: Privacy Act) • Transfer Monitoring List (Link: Privacy Act)
Post-Status:	<p>This screen allows a user to navigate to any of the following screens (depending on user access privileges):</p> <ul style="list-style-type: none"> • Menu (Pushbutton: I Agree) • System Log On (Pushbutton: Cancel and Logout)
Gif Name:	None.

Tab Order:	<ol style="list-style-type: none"> 1. I Agree 2. Cancel and Logout 3. Department of Education Region 0 4. URL Navigation Bar
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3.2.2 Design Details

The following screenshot highlights the functionality of the Privacy Act screen.

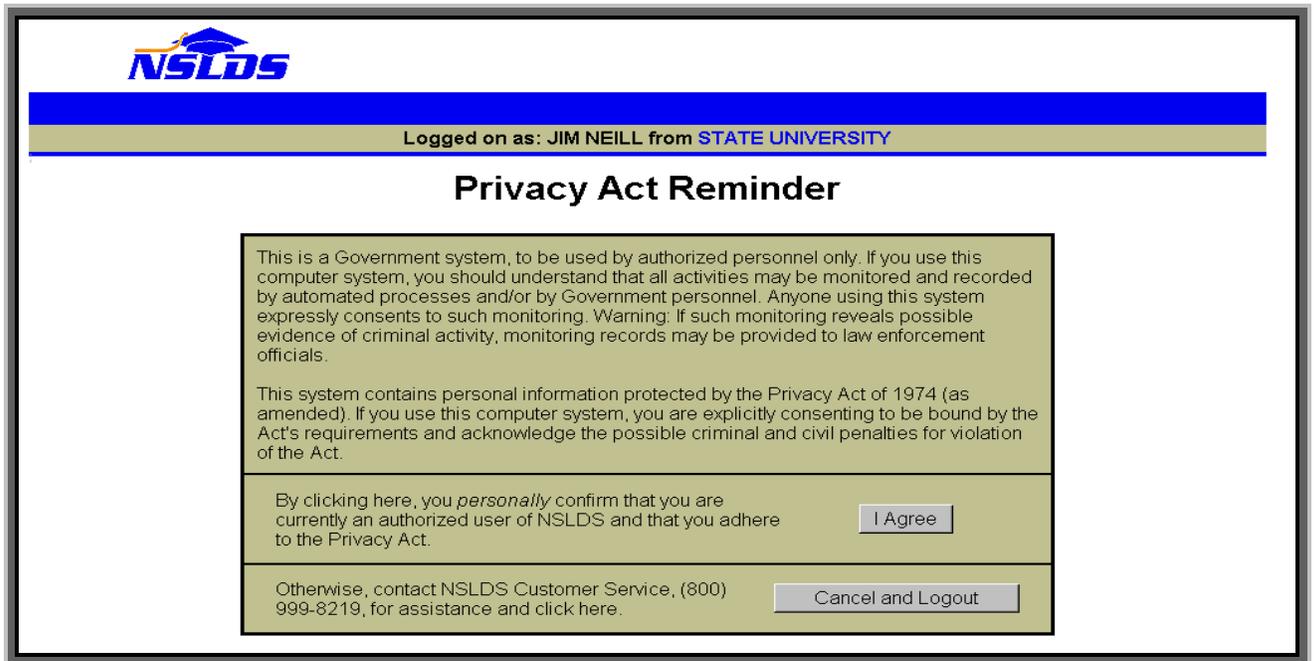


Figure 4, Privacy Act

3.2.3 Screen Functionality

The following section describes each object on the screen and the functionality behind the object.

Privacy Act Reminder	
Element	Label
Definition/Business Rules	<p>Describes the privacy policy for ED.</p> <p>The following content should be displayed:</p> <p>This is a Government system, to be used by authorized personnel only. If you use this computer system, you should understand that all activities may be monitored and recorded by</p>

Privacy Act Reminder	
	<p>automated processes and/or by Government personnel. Anyone using this system expressly consents to such monitoring. Warning: If such monitoring reveals possible evidence of criminal activity, monitoring records may be provided to law enforcement officials.</p> <p>This system contains personal information protected by the Privacy Act of 1974 (as amended). If you use this computer system, you are explicitly consenting to be bound by the Act's requirements and acknowledge the possible criminal and civil penalties for violation of the Act.</p>
Actions to be performed	None.
Business Object (Attribute)	None.
Validation	None.

I Agree	
Element	Pushbutton
Definition/Business Rules	<p>Allows a user to agree with the Privacy Act Reminder. By clicking the pushbutton, the user <i>personally</i> confirms that they are currently an authorized user of NSLDS and that they will adhere to the Privacy Act.</p> <p>The following content should be displayed next to the "I Agree" pushbutton:</p> <p>By clicking here, you personally confirm that you are currently an authorized user of NSLDS and that you adhere to the Privacy Act.</p>
Actions to be performed	When clicked, the Menu screen will appear.
Business Object (Attribute)	None.
Validation	None.

Cancel and Logout	
Element	Pushbutton
Definition/Business Rules	<p>Allows a user to cancel and logout of the Financial Aid Professional (FAP) website. By clicking the pushbutton, the user will be logged off the FAP website.</p>
Actions to be performed	When clicked, the System Log On screen will appear and the session will be terminated.

Cancel and Logout	
	If the user clicks the Cancel and Logout pushbutton, the user must go through the Privacy Act screen each time until he or she accepts the terms of the Privacy Act.
Business Object (Attribute)	None.
Validation	None.

3.3 Menu

Description	Allows a user the ability to navigate to the Financial Aid, Enrollment, Organization, Report, Transfer Monitoring, and Support screens (depending on authorization), and displays the Message Details.
New or Existing	Existing
User Group (Screen Level)	\$NSLDS
Requirements Traceability	1.005
Reference(s)	MENU.ASP, Build III Detail Design Document (Raytheon)
Business Object	Student, Plus Borrower, Message

3.3.1 Software Unit Logic

NSLDS I File Name:	menu.asp
NSLDS II File Name:	Menu.jsp
Pre-Status:	This screen is accessible from all the screens in the FAP website except the following screens (depending on user access privileges): <ul style="list-style-type: none"> • Change Password • System Requirements • Contact Us • FAQ • Download Help • Security
Post-Status:	This screen allows a user to navigate to any of the following screens (depending on user access privileges): <ul style="list-style-type: none"> • Change Password (Link: Change Password) • System Requirements (Link: System Requirements) • Contact Us (Link: Contact Us, Contact Us Icon)

	<ul style="list-style-type: none"> • FAQ (Link: FAQ) • Download Help (Link: Download Help) • Loan History (Link: Loan History, Aid Tab) • Overpayment History List (Link: Overpayment History) • Pell Grant History (Link: Pell Grant) • Student Access Interface (Link: Student Access Interface) • Enrollment Summary (Link: Enrollment Summary, Enroll Tab) • Enrollment Add (Link: Enrollment Add) • Enrollment Update (Link: Enrollment Update) • Enrollment Reporting Schedule (Link: Enrollment Reporting Schedule) • Organization Contact List (Org Tab) • Report (Report Tab) • Transfer Monitoring List (Link: Transfer Monitoring List) • Monitoring Alert Review (Link: Monitoring Alert Review) • School Transfer Profile (Link: School Transfer Profile, Tran Tab) • Help (Link: Help Icon) • System Log On (Link: Logoff Icon) • External Contact List (Support Tab)
Gif Name:	<p>The following graphical objects may appear on this screen:</p> <ul style="list-style-type: none"> • icon_messages_txt.gif • icon_financial_txt.gif • icon_enroll_txt.gif • icon_transfer_txt.gif • error.gif • info.gif
Tab Order:	<ol style="list-style-type: none"> 1. (example message) 9/22/02 - The Default Loan Summary Report 2. Loan History 3. Overpayment History 4. Pell Grant 5. Student Access Interface 6. Enrollment Summary 7. Enrollment Add 8. Enrollment Update 9. Enrollment Reporting Schedule 10. Transfer Monitoring List 11. Monitoring Alert Review 12. School Transfer Profile 13. SSN 14. First Name 15. DOB

	<ul style="list-style-type: none"> 16. URL Navigation Bar 17. Aid Tab 18. Enroll Tab 19. Org Tab 20. Report Tab 21. Tran Tab 22. Support Tab 23. Contact 24. Help 25. Logoff 26. Change Password 27. System Requirements 28. Contact Us 29. FAQ 30. Download Help 31. Department of Education Region 0
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3.3.2 Design Details

The following screenshot highlights the functionality of the Menu screen.

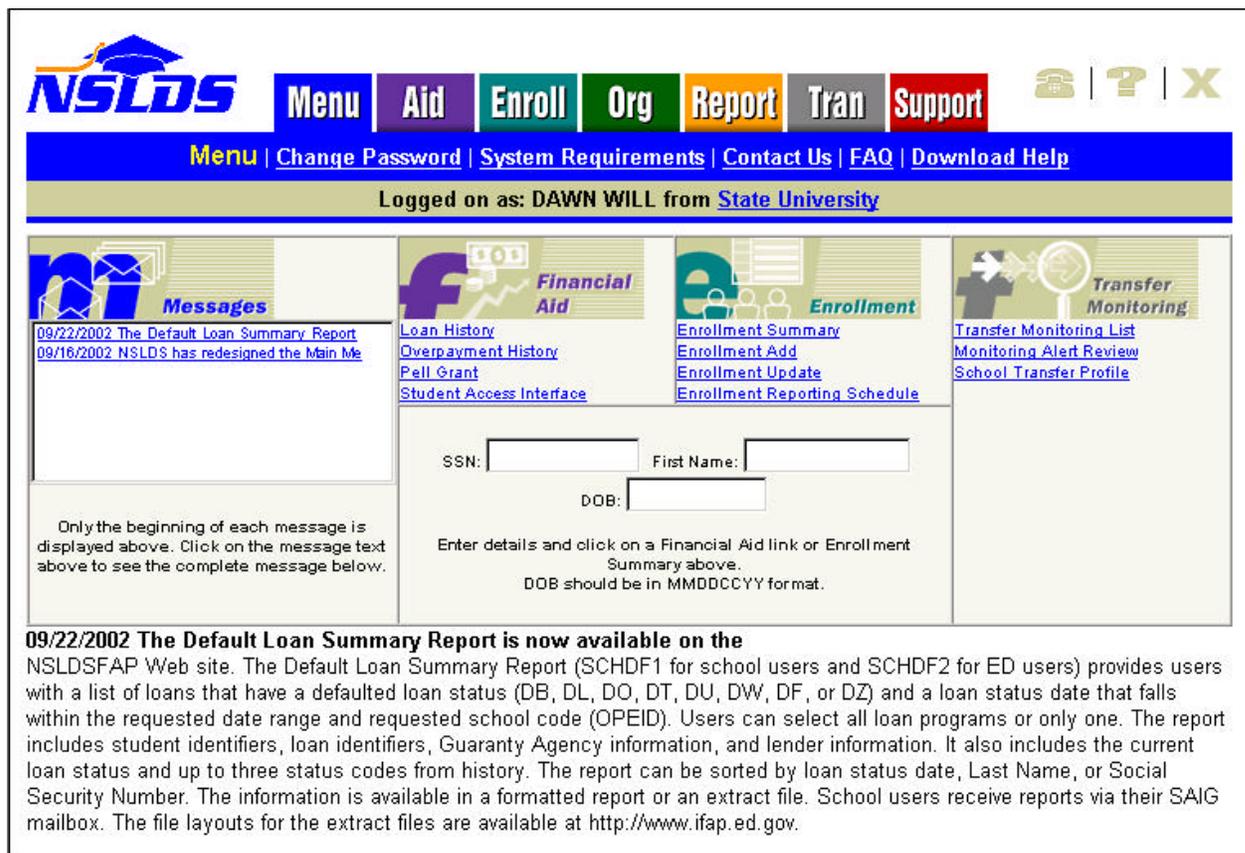


Figure 5, Menu

3.3.3 Screen Functionality

The following section describes each object on the screen and the functionality behind the object.

Change Password	
Element	Link
Definition/Business Rules	Allows user to navigate to the Change Password screen. The Change Password screen is part of the FAP website.
Actions to be performed	When clicked, the Change Password screen appears.
Business Object (Attribute)	None.
Validation	None.

System Requirements	
Element	Link
Definition/Business Rules	Allows user to navigate to the System Requirements screen.
Actions to be performed	When clicked, the System Requirements screen appears.
Business Object (Attribute)	None.
Validation	None.

Contact Us	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Contact Us screen.
Actions to be performed	When clicked, the Contact Us screen appears.
Business Object (Attribute)	None.
Validation	None.

FAQ	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Frequently Asked Questions (FAQ) screen.
Actions to be performed	When clicked, the FAQ screen appears.
Business Object (Attribute)	None.
Validation	None.

Download Help	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Download Help screen.
Actions to be performed	When clicked, the Download Help screen

Download Help	
	appears.
Business Object (Attribute)	None.
Validation	None.

The Default Loan Summary Report (example)	
Element	Link
Definition/Business Rules	<p>Allows a user to navigate to the Message Detail screen.</p> <p>Each message will display the date the message is posted, sequence number, and a link to see the details for the message. Only the first line of each message is displayed in the “Messages” portion of the menu screen.</p> <p>The administrator responsible for entering the message detail into the database will enter the date message is posted, the expiration date for the message. A message will be displayed for a specific period of time. The default is set to 60 days.</p>
Actions to be performed	When clicked, the Message Detail is displayed at the bottom of the Menu Screen.
Business Object (Attribute)	Message (Function Group, Priority, MessageID)
Validation	<p>An error message appears at the top of the screen for the following validations:</p> <ul style="list-style-type: none"> • <i>Condition:</i> TBD <i>Message:</i> Aid Overpayment was not found. <i>Location:</i> TBD <i>Additional Information:</i> Display error.gif. • <i>Condition:</i> TBD <i>Message:</i> Security Profile does not allow access to this data. <i>Location:</i> TBD <i>Additional Information:</i> Display error.gif.

Loan History	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Loan History screen.
Actions to be performed	When clicked, a search is performed based on the criteria entered in the SSN or SSN, First Name and DOB fields. If there are no errors and a

Loan History	
	student is found based on the entered criteria, their loan information is displayed in the Loan Summary screen. If there are no errors and a student is not found based on the entered criteria, display a message in the Loan History screen stating the student was not found. If there are errors, the appropriate error message is displayed in the Loan History screen.
Business Object (Attribute)	None.
Validation	<p>An error message appears at the top of the screen for the following validations:</p> <ul style="list-style-type: none"> • <i>Condition:</i> A user enters an invalid SSN (either greater or less than 9 numeric characters or not in the format 999-99-9999 or 999999999). <p><i>Message:</i> Please enter a 9-digit numeric SSN in the format 999-99-9999 or the format 999999999.</p> <p><i>Location:</i> Client</p> <p><i>Additional Information:</i> The SSN font label will be in red. Display error.gif.</p> • <i>Condition:</i> A user has entered a valid SSN and First Name and an invalid DOB (not in one of the following formats: MMDDCCYY, MM/DD/CCYY, MM-DD-CCYY). <p><i>Message:</i> Please enter the Date of Birth in the MM/DD/CCYY format.</p> <p><i>Location:</i> Client</p> <p><i>Additional Information:</i> The label font color for the DOB field becomes red. Display error.gif.</p> • <i>Condition:</i> A user has entered a SSN and First Name or DOB. <p><i>Message:</i> Please enter either all 3 identifiers or just the SSN.</p> <p><i>Location:</i> Client</p> <p><i>Additional Information:</i> The First Name or DOB font label will be in red (the field that was not filled). Display error.gif.</p> <p>An information message appears at the top of the screen for the following validations:</p>

Loan History	
	<ul style="list-style-type: none"> <p><i>Condition:</i> A user has entered all three identifiers correctly, but the First Name and DOB were not found in NSLDS. <i>Message:</i> Match on SSN. No match on DOB & First Name. The PLUS Borrower SSN was not found. <i>Location:</i> Server <i>Additional Information:</i> Display info.gif.</p> <p><i>Condition:</i> A user has entered an SSN that was not found in NSLDS. <i>Message:</i> The Student SSN was not found. The PLUS Borrower SSN was not found. <i>Location:</i> Server <i>Additional Information:</i> Display info.gif.</p>

Overpayment History	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Overpayment History List screen.
Actions to be performed	When clicked, a search is performed based on the criteria entered in the SSN or SSN, First Name and DOB fields. If there are no errors and a student is found based on the entered criteria, their loan information is displayed in the Overpayment History screen. If there are no errors and a student is not found based on the entered criteria, display a message in the Overpayment History screen stating the student was not found. If there are errors, the appropriate error message is displayed in the Overpayment History screen.
Business Object (Attribute)	None.
Validation	<p>An error message appears at the top of the screen for the following validations:</p> <ul style="list-style-type: none"> <p><i>Condition:</i> A user enters an invalid SSN (either greater or less than 9 numeric characters or not in the format 999-99-9999 or 999999999).</p> <p><i>Message:</i> Please enter a 9-digit numeric SSN in the format 999-99-9999 or the format 999999999.</p> <p><i>Location:</i> Client <i>Additional Information:</i> The SSN font label will</p>

Overpayment History	
	<p>be in red. Display error.gif.</p> <ul style="list-style-type: none"> <p><i>Condition:</i> A user has entered a valid SSN and First Name and an invalid DOB (not in one of the following formats: MMDDCCYY, MM/DD/CCYY, MM-DD-CCYY). <i>Message:</i> Please enter the Date of Birth in the MM/DD/CCYY format. <i>Location:</i> Client <i>Additional Information:</i> The label font color for the DOB field becomes red. Display error.gif.</p> <p><i>Condition:</i> A user has entered a SSN and First Name or DOB. <i>Message:</i> Please enter either all 3 identifiers or just the SSN. <i>Location:</i> Client <i>Additional Information:</i> The First Name or DOB font label will be in red (the field that was not filled). Display error.gif.</p> <p>An information message appears at the top of the screen for the following validations:</p> <ul style="list-style-type: none"> <p><i>Condition:</i> A user has entered all three identifiers correctly, but the First Name and DOB were not found in NSLDS. <i>Message:</i> Match on SSN. No match on DOB & First Name. The PLUS Borrower SSN was not found. <i>Location:</i> Server <i>Additional Information:</i> Display info.gif.</p> <p><i>Condition:</i> A user has entered an SSN that was not found in NSLDS. <i>Message:</i> The Student SSN was not found. The PLUS Borrower SSN was not found. <i>Location:</i> Server <i>Additional Information:</i> Display info.gif.</p>

Pell Grant	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Pell Grant History screen.
Actions to be performed	When clicked, a search is performed based on the

Pell Grant	
	<p>criteria entered in the SSN or SSN, First Name and DOB fields. If there are no errors and a student is found based on the entered criteria, their loan information is displayed in the Pell Grant History screen. If there are no errors and a student is not found based on the entered criteria, display a message in the Pell Grant History screen stating the student was not found. If there are errors, the appropriate error message is displayed in the Pell Grant History screen.</p>
Business Object (Attribute)	None.
Validation	<p>An error message appears at the top of the screen for the following validations:</p> <ul style="list-style-type: none"> <p>• <i>Condition:</i> A user enters an invalid SSN (either greater or less than 9 numeric characters or not in the format 999-99-9999 or 999999999).</p> <p><i>Message:</i> Please enter a 9-digit numeric SSN in the format 999-99-9999 or the format 999999999.</p> <p><i>Location:</i> Client</p> <p><i>Additional Information:</i> The SSN font label will be in red. Display error.gif.</p> <p>• <i>Condition:</i> A user has entered a valid SSN and First Name and an invalid DOB (not in one of the following formats: MMDDCCYY, MM/DD/CCYY, MM-DD-CCYY).</p> <p><i>Message:</i> Please enter the Date of Birth in the MM/DD/CCYY format.</p> <p><i>Location:</i> Client</p> <p><i>Additional Information:</i> The label font color for the DOB field becomes red. Display error.gif.</p> <p>• <i>Condition:</i> A user has entered a SSN and First Name or DOB.</p> <p><i>Message:</i> Please enter either all 3 identifiers or just the SSN.</p> <p><i>Location:</i> Client</p> <p><i>Additional Information:</i> The First Name or DOB font label will be in red (the field that was not filled). Display error.gif.</p> <p>An information message appears at the top of the</p>

Pell Grant	
	<p>screen for the following validations:</p> <ul style="list-style-type: none"> <p><i>Condition:</i> A user has entered all three identifiers correctly, but the First Name and DOB were not found in NSLDS. <i>Message:</i> Match on SSN. No match on DOB & First Name. The PLUS Borrower SSN was not found. <i>Location:</i> Server <i>Additional Information:</i> Display info.gif.</p> <p><i>Condition:</i> A user has entered an SSN that was not found in NSLDS. <i>Message:</i> The Student SSN was not found. The PLUS Borrower SSN was not found. <i>Location:</i> Server <i>Additional Information:</i> Display info.gif.</p>

Student Access Interface	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Student Access Interface screen.
Actions to be performed	When clicked, a search is performed based on the criteria entered in the SSN or SSN, First Name and DOB fields. If there are no errors and a student is found based on the entered criteria, their loan information is displayed in the Student Access Interface screen. If there are no errors and a student is not found based on the entered criteria, display a message in the Student Access Interface screen stating the student was not found. If there are errors, the appropriate error message is displayed in the Student Access Interface screen.
Business Object (Attribute)	None.
Validation	<p>An error message appears at the top of the screen for the following validations:</p> <ul style="list-style-type: none"> <p><i>Condition:</i> A user enters an invalid SSN (either greater or less than 9 numeric characters or not in the format 999-99-9999 or 999999999).</p> <p><i>Message:</i> Please enter a 9-digit numeric SSN in the format 999-99-9999 or the format 999999999.</p>

Student Access Interface	
	<p><i>Location:</i> Client <i>Additional Information:</i> The SSN font label will be in red. Display error.gif.</p> <ul style="list-style-type: none"> <p><i>Condition:</i> A user has entered a valid SSN and First Name and an invalid DOB (not in one of the following formats: MMDDCCYY, MM/DD/CCYY, MM-DD-CCYY). <i>Message:</i> Please enter the Date of Birth in the MM/DD/CCYY format. <i>Location:</i> Client <i>Additional Information:</i> The label font color for the DOB field becomes red. Display error.gif.</p> <p><i>Condition:</i> A user has entered a SSN and First Name or DOB. <i>Message:</i> Please enter either all 3 identifiers or just the SSN. <i>Location:</i> Client <i>Additional Information:</i> The First Name or DOB font label will be in red (the field that was not filled). Display error.gif.</p> <p>An information message appears at the top of the screen for the following validations:</p> <ul style="list-style-type: none"> <p><i>Condition:</i> A user has entered all three identifiers correctly, but the First Name and DOB were not found in NSLDS. <i>Message:</i> Match on SSN. No match on DOB & First Name. The PLUS Borrower SSN was not found. <i>Location:</i> Server <i>Additional Information:</i> Display info.gif.</p> <p><i>Condition:</i> A user has entered an SSN that was not found in NSLDS. <i>Message:</i> The Student SSN was not found. The PLUS Borrower SSN was not found. <i>Location:</i> Server <i>Additional Information:</i> Display info.gif.</p>

SSN	
Element	Textbox

SSN	
Definition/Business Rules	Allows a user to enter a Social Security Number. <i>Min characters – 9</i> <i>Max characters – 11</i> <i>Mask – Must be 9 numeric characters in the format 999-99-9999 or 999999999.</i>
Actions to be performed	As the user enters their SSN, it is displayed in the textbox in editable format.
Business Object (Attribute)	Student (SSN), PlusBorrower (SSN)
Validation	None.

First Name	
Element	Textbox
Definition/Business Rules	Allows a user to enter a First Name. <i>Min characters – 0</i> <i>Max characters – 12</i> <ul style="list-style-type: none"> If a User chooses to enter his First Name, he must also enter the DOB. In this case, at least one character must be entered.
Actions to be performed	As the user enters their Name, it is displayed in the textbox in editable format.
Business Object (Attribute)	Student (firstName), PlusBorrower (firstName)
Validation	None.

DOB	
Element	Textbox
Definition/Business Rules	Allows a user to enter a Date of Birth. <i>Min characters – 0</i> <i>Max characters – 10</i> <i>Mask – Must be numeric characters in the format MMDDCCYY, MM/DD/CCYY, or MM-DD-CCYY.</i> <ul style="list-style-type: none"> If a User chooses to enter his DOB, he must also enter his First Name. In this case, at least 8 characters must be entered.
Actions to be performed	As the user enters their Date of Birth, it is displayed in the textbox in editable format.
Business Object (Attribute)	Student (DOB), PlusBorrower (DOB)
Validation	None.

Enrollment Summary	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Enrollment Summary screen.
Actions to be performed	When clicked, the Enrollment Summary screen appears.
Business Object (Attribute)	None.
Validation	None.

Enrollment Add	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Enrollment Add screen.
Actions to be performed	When clicked, the Enrollment Add screen appears.
Business Object (Attribute)	None.
Validation	None.

Enrollment Reporting Schedule	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Enrollment Update screen.
Actions to be performed	When clicked, the Enrollment Update screen appears.
Business Object (Attribute)	None.
Validation	None.

Enrollment Reporting Schedule	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Enrollment Reporting Schedule screen.
Actions to be performed	When clicked, the Enrollment Reporting Schedule screen appears.
Business Object (Attribute)	None.
Validation	None.

Transfer Monitoring List	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Transfer Monitoring List screen.
Actions to be performed	When clicked, the Transfer Monitoring List screen appears.
Business Object (Attribute)	None.
Validation	None.

Monitoring Alert Review	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Monitoring Alert Review screen.
Actions to be performed	When clicked, the Monitoring Alert Review screen appears.
Business Object (Attribute)	None.
Validation	None.

School Transfer Profile	
Element	Link
Definition/Business Rules	Allows a user to navigate to the School Transfer Profile screen.
Actions to be performed	When clicked, the School Transfer Profile screen appears.
Business Object (Attribute)	None.
Validation	None.

Message Detail	
Element	Label
Definition/Business Rules	Displays the full message and the date the message was posted.
Actions to be performed	None.
Business Object (Attribute)	Message (Date, MessageText)
Validation	None.

3.4 Change Password

Description	Allows a user to change their password.
New or Existing	Existing
User Group (Screen Level)	\$NSLDS
Requirements Traceability	1.006
Reference(s)	CPASS.ASP, WS01_RACF_LOGON_SVR
Business Object	User

3.4.1 Software Unit Logic

NSLDS I File Name:	cpass.asp
NSLDS II File Name:	Cpass.jsp

Pre-Status:	<p>This screen is accessible from the following screens (depending on user access privileges):</p> <ul style="list-style-type: none"> • System Log On (Link: Change Password) • Menu (Link: Change Password)
Post-Status:	<p>This screen allows a user to navigate to any of the following screens (depending on user access privileges):</p> <ul style="list-style-type: none"> • Menu (Change Password) • System Requirements (Link: System Requirements) • Contact Us (Link: Logoff icon, Return to Previous Page Link) • Help (Link: Help Icon) • System Log On (Link: Logoff icon, Return to Previous Page Link)
Gif Name:	<p>The following graphical objects may appear on this screen:</p> <ul style="list-style-type: none"> • Help.gif • Contact.gif • Error.gif • Info.gif
Tab Order:	<ol style="list-style-type: none"> 1. Current Password 2. New Password 3. Confirm Password 4. Contact 5. Help 6. Logoff 7. System Requirements 8. Department of Education Region 0 9. Return to Previous Page 10. Continue pushbutton 11. Change Password pushbutton 12. URL Navigation Bar

3.4.2 Design Details

The following screenshot highlights the functionality of the Change Password screen.

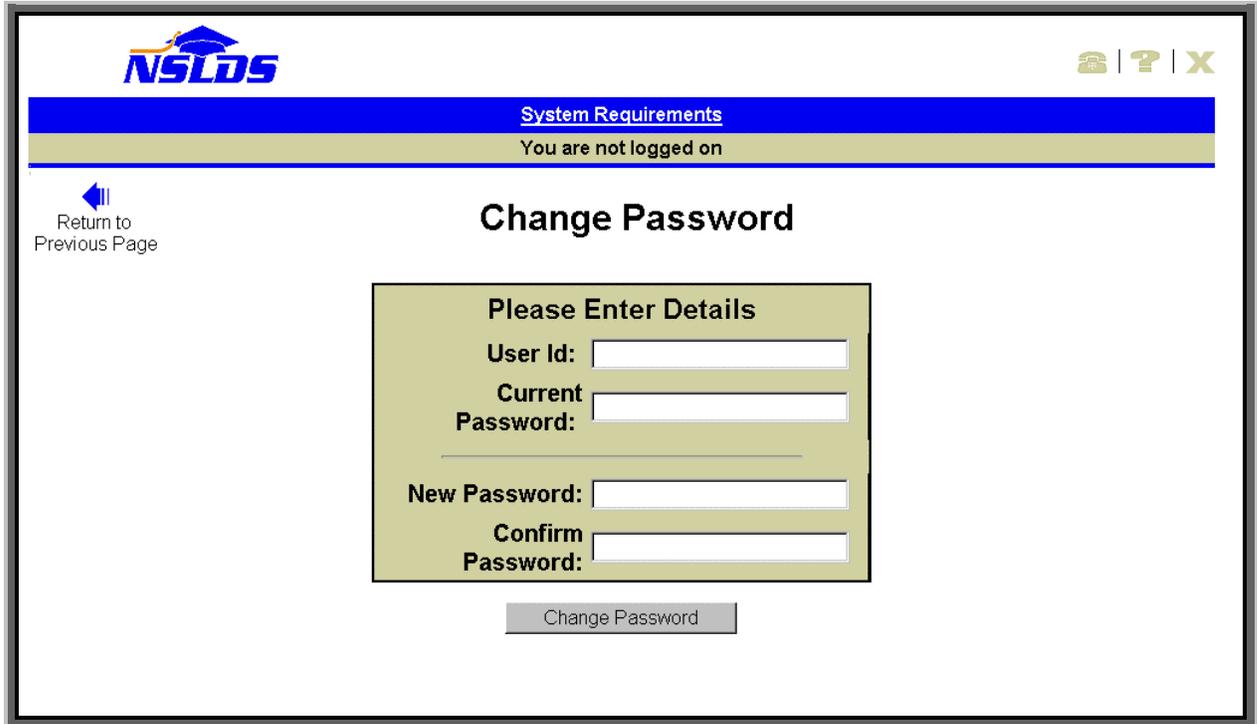


Figure 6, Change Password screen when the user has not logged into the website

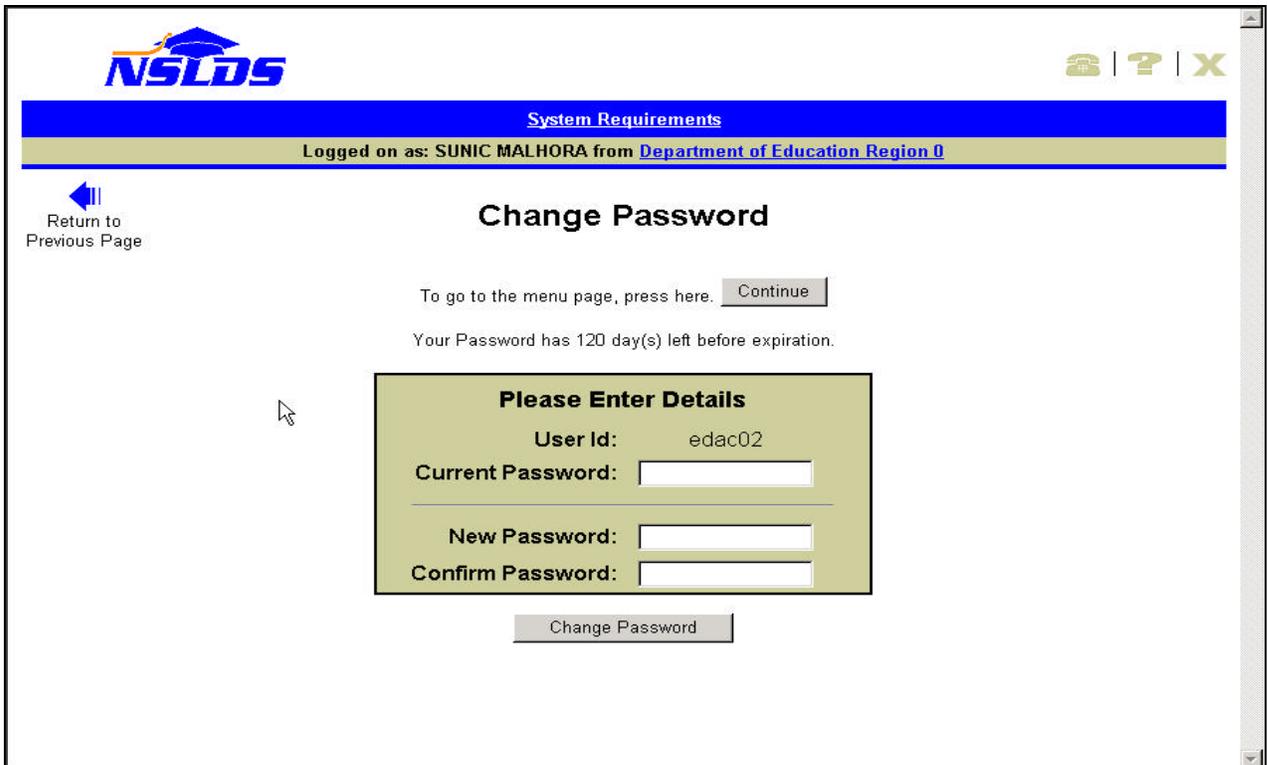


Figure 7, Change Password when user has already logged into the website

3.4.3 Screen Functionality

The following section describes each object on the screen and the functionality behind the object.

System Requirements	
Element	Link
Definition/Business Rules	Allows a user to navigate to the System Requirements screen.
Actions to be performed	When clicked, the System Requirements screen appears.
Business Object (Attribute)	None.
Validation	None.

Return to Previous Page	
Element	Link
Definition/Business Rules	Allows a user to return to the previous page.
Actions to be performed	When clicked, the previous page the user accessed appears.
Business Object (Attribute)	None.
Validation	None.

Continue	
Element	Pushbutton
Definition/Business Rules	<p>Allows a user to navigate to the Menu screen.</p> <ul style="list-style-type: none"> This pushbutton is only displayed if the user has already logged into the website, otherwise, this line is blank. The following text is displayed next to the Continue pushbutton: To go to the menu page, press here <<Continue Pushbutton>> Your password has X day(s) left before expiration. The "X" is a calculated (i.e., dynamic) number that lists the number of days the user has remaining until his or her password expires.
Actions to be performed	By clicking on the pushbutton, the user is directed to the Menu screen.
Business Object (Attribute)	None.

Continue	
Validation	None.

User Id	
Element	Textbox
Definition/Business Rules	<p>Allows a user to enter their User Id.</p> <p><i>Min characters - 1</i> <i>Max characters - 8</i></p> <ul style="list-style-type: none"> • If the user accesses the Change Password screen after logging into the website, the User Id field will be automatically populated with the User's Id. It will appear in read-only format. • If the user accesses the Change Password screen before logging into the website, the user will be able to enter their User Id.
Actions to be performed	<ul style="list-style-type: none"> • The User Id appears in read-only format if the user accesses the Change Password screen after logging into the website. • As the user enters the User Id, it is displayed in the textbox in editable format (if the user accesses the Change Password screen before logging into the website). <p>On Enter Change Password pushbutton is enacted.</p>
Business Object (Attribute)	User (userID)
Validation	None.

Current Password	
Element	Textbox
Definition/Business Rules	<p>Allows a user to enter their current password.</p> <p><i>Min characters - 6</i> <i>Max characters - 8</i></p> <p>Passwords are subject to the following rules:</p> <ul style="list-style-type: none"> • Passwords must be six to eight characters in length • At least one character must be a letter • New passwords must be different from the last four passwords a user has used

Current Password	
	<ul style="list-style-type: none"> • Passwords are valid for 120 days • After three unsuccessful logon attempts, the user's access to NSLDS II is revoked • Password is displayed as stars as they are entered in the textbox (e.g., ***)
Actions to be performed	<p>As the user enters their password, it is displayed with stars (e.g., ***)</p> <p>On Enter Change Password pushbutton is enacted.</p>
Business Object (Attribute)	User (currentPassword)
Validation	None.

New Password	
Element	Textbox
Definition/Business Rules	<p>Allows a user to enter their new password.</p> <p><i>Min characters – 6</i> <i>Max characters – 8</i></p> <p>Passwords are subject to the following rules:</p> <ul style="list-style-type: none"> • Passwords must be six to eight characters in length • At least one character must be a letter • New passwords must be different from the last four passwords a user has used • Passwords are valid for 120 days • After three unsuccessful logon attempts, the user's access to the NSLDS II is revoked • Password is displayed as stars as they are entered in the textbox (e.g., ***)
Actions to be performed	<p>As the user enters their password, it is displayed with stars (e.g., ***)</p> <p>On Enter Change Password pushbutton is enacted.</p>
Business Object (Attribute)	User (currentPassword, passwordHistoryAL)
Validation	None.

Confirm Password	
Element	Textbox
Definition/Business Rules	Allows a user to re-enter their new password.

Confirm Password	
	<p><i>Min characters – 6</i> <i>Max characters – 8</i></p> <p>Passwords are subject to the following rules:</p> <ul style="list-style-type: none"> • Passwords must be six to eight characters in length • At least one character must be a letter • New passwords must be different from the last four passwords a user has used • Passwords are valid for 120 days • After three unsuccessful logon attempts, the user's access to the NSLDS II is revoked • Password is displayed as stars as they are entered in the textbox (e.g., ***)
Actions to be performed	<p>As the user enters their password, it is displayed with stars (e.g., ***)).</p> <p>On Enter Change Password pushbutton is enacted.</p>
Business Object (Attribute)	User (currentPassword, passwordHistoryAL)
Validation	None.

Change Password	
Element	Pushbutton
Definition/Business Rules	Allows a user to submit their new password.
Actions to be performed	<p>When clicked, the following information is submitted: User ID, Current Password, New Password, and Confirm Password. If there are no errors, the user's password is successfully changed. If there are errors, the appropriate message is displayed.</p> <p>Validation is performed.</p>
Business Object (Attribute)	None.
Validation	<p>An error message appears at the top of the screen for the following conditions:</p> <ul style="list-style-type: none"> • <i>Condition:</i> The User ID and Password fields are left blank. <i>Message:</i> Please enter your User ID and Password. <i>Location:</i> Client <i>Additional Information:</i> The label font color for

Change Password	
	<p>the User ID and Password fields becomes red. Display error.gif.</p> <ul style="list-style-type: none"> • <i>Condition:</i> The Password has been filled in, but the User ID field has been left blank. <i>Message:</i> Please enter your User ID. <i>Location:</i> Client <i>Additional Information:</i> The label font color for the User ID field becomes red. Display error.gif. • <i>Condition:</i> The User ID has been filled in, but the Password field has been left blank. <i>Message:</i> Please enter your Password. <i>Location:</i> Client <i>Additional Information:</i> The label font color for the Password field becomes red. Display error.gif. • <i>Condition:</i> The New Password field has been left blank. <i>Message:</i> Please enter your New Password. <i>Location:</i> Client <i>Additional Information:</i> The label font color for the New Password field becomes red. Display error.gif. • <i>Condition:</i> The user enters an invalid Password, one that is not between 6 and 8 characters. <i>Message:</i> Please enter a password of 6 to 8 characters. <i>Location:</i> Client <i>Additional Information:</i> The label font color for the Password field becomes red. Display error.gif. • <i>Condition:</i> The Confirm Password field has been left blank. <i>Message:</i> Please reenter your new Password in the Confirm Password field. <i>Location:</i> Client <i>Additional Information:</i> The label font color for the Confirm Password field becomes red. Display error.gif.

Change Password	
	<ul style="list-style-type: none"> <p>• <i>Condition:</i> The user enters an incorrect user name in the User Id textbox or an incorrect password in the Current Password textbox. <i>Message:</i> Your change password attempt was unsuccessful. Please check your User Id or Current Password. <i>Location:</i> Server <i>Additional Information:</i> The label for the textbox that does not pass validation should be highlighted in red. Display error.gif.</p> <p>• <i>Condition:</i> The user enters a password that is not between 6 to 8 characters or does not contain a letter in the New Password textbox. <i>Message:</i> Your change password attempt was unsuccessful. Please enter a new password of 6 to 8 characters which contains at least one letter. <i>Location:</i> Client <i>Additional Information:</i> The label for the textbox that does not pass validation should be highlighted in red. Display error.gif.</p> <p>• <i>Condition:</i> The user enters a password that is either equal to the User ID or the word 'secret' in the New Password field. <i>Message:</i> Your change password attempt was unsuccessful. Please enter a new password that is neither equal to the User ID nor to the word 'secret'. <i>Location:</i> Client <i>Additional Information:</i> The label font color for the New Password field becomes red. Display error.gif.</p> <p>• <i>Condition:</i> The user enters the same password that was used one of the previous four times in the New Password textbox. The previous passwords for a user are stored in an array. Please reference the Application Architecture Detail Design document. <i>Message:</i> Your change password attempt was unsuccessful. Please enter a new password that is different from your old passwords.</p>

Change Password	
	<p><i>Location:</i> Server <i>Additional Information:</i> The label for the textbox that does not pass validation should be highlighted in red. Display error.gif.</p> <ul style="list-style-type: none"> <p><i>Condition:</i> The user enters a password in the New Password textbox that does not match the password entered in the Confirm Password textbox. <i>Message:</i> Your change password attempt was unsuccessful. Please ensure that the New Password matches the Confirm Password. <i>Location:</i> Client <i>Additional Information:</i> The label for the textbox that does not pass validation should be highlighted in red. Display error.gif.</p> <p><i>Condition:</i> TBD <i>Message:</i> A system error has occurred. Please try again later. <i>Location:</i> Server <i>Additional Information:</i> Display error.gif.</p> <p>An information message appears at the top of the screen for the following conditions:</p> <ul style="list-style-type: none"> <p><i>Condition:</i> The user enters a valid User Id, Current Password, New Password, and Confirm Password. This occurs when the User Id is 8 characters or less and the passwords are between 6 and 8 characters with one character being a letter. <i>Message:</i> Your password was changed successfully. Your password will expire in 120 day(s). <i>Location:</i> Server <i>Additional Information:</i> Display info.gif.</p> <p><i>Condition:</i> Password has expired. <i>Message:</i> Your password has expired and you must have your Password reset by an NSLDS Customer Service Center Representative. Please contact the NSLDS CSC at 1-800-999-8219. <i>Location:</i> Server</p>

Change Password	
	<i>Additional Information:</i> Display info.gif.

3.5 System Requirements

Description	Describes the system requirements for the Financial Aid Professional website.
New or Existing	Existing
User Group (Screen Level)	\$NSLDS
Requirements Traceability	1.007
Reference(s)	sysreqs.asp
Business Object	None.

3.5.1 Software Unit Logic

NSLDS I File Name:	sysreqs.asp
NSLDS II File Name:	Sysreqs.jsp
Pre-Status:	<p>This screen is accessible from the following screens (depending on user access privileges):</p> <ul style="list-style-type: none"> • Change Password (Link: System Requirements) • System Log On (Link: System Requirements) • Menu (Link: Return to Previous Page)
Post-Status:	<p>This screen allows a user to navigate to any of the following screens (depending on user access privileges):</p> <ul style="list-style-type: none"> • Security (Link: go here) • Contact Us (Link: Contact NSLDS) • System Log On (Link: Logoff Icon) • Microsoft Website (Link: www.microsoft.com/ie/) • Netscape Website (Link: www.netscape.com/download/) • Internet Explorer Browser Configuration (Link: NSLDS I.E. configuration) • Netscape Browser Configuration (Link: Netscape Configuration)
Gif Name:	None.
Tab Order:	<ol style="list-style-type: none"> 1. Help 2. Logoff 3. Department of Education Region 0

	<ol style="list-style-type: none">4. Return to Previous Page5. go here6. Contact NSLDS7. www.microsoft.com/ie8. go here9. NSLDS I.E. Configuration10. www.netscape.com/download11. go here12. Netscape Configuration
--	---

3.5.2 Design Details

The following screenshot highlights the functionality of the System Requirements screen.

NSLDS

[Phone Icon] [X Icon]

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	Versions 4.xx and higher. 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.
Download	To download a Microsoft browser, use this link. www.microsoft.com/ie/ It is recommend that you download the 128-bit version. To learn more about security go here .
Configuration	For help with the configuration of Microsoft I.E. browsers, use this link NSLDS I.E. configuration .

Netscape Navigator

Supported Versions	Versions 4.xx and higher. 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.
Download	To download a Netscape browser, use this link. www.netscape.com/download/ It is recommended that you download the 128-bit version. To learn more about security go here .
Configuration	For help with the configuration of Netscape browsers, use this link Netscape configuration .

Figure 8, System Requirements

3.5.3 Screen Functionality

The following section describes each object on the screen and the functionality behind the object.

Return to Previous Page	
Element	Link
Definition/Business Rules	Allows a user to return to the previous page.
Actions to be performed	When clicked, the previous page the user accessed appears.
Business Object (Attribute)	None.
Validation	None.

go here	
Element	Link
Definition	Allows a user to navigate to the Security screen.
Actions to be performed	When clicked, the Security screen appears.
Business Object (Attribute)	None.
Validation	None.

Contact NSLDS	
Element	Link
Definition	Allows a user to navigate to the Contact Us screen.
Actions to be performed	When clicked, the Contact Us screen appears.
Business Object (Attribute)	None.
Validation	None.

www.microsoft.com/ie/	
Element	Link
Definition	Allows a user to navigate to the Microsoft website to download the Internet Explorer browser.
Actions to be performed	When clicked, the Microsoft website appears.
Business Object (Attribute)	None.
Validation	None.

NSLDS I.E. configuration	
Element	Link
Definition	Allows a user to navigate to the Internet Explorer Browser Configuration screen.
Actions to be performed	When clicked, the Internet Explorer Browser Configuration screen appears.
Business Object (Attribute)	None.
Validation	None.

www.netscape.com/download/	
Element	Link
Definition	Allows a user to navigate to the Netscape website to download the Netscape browser.

www.netscape.com/download/	
Actions to be performed	When clicked, the Netscape website appears.
Business Object (Attribute)	None.
Validation	None.

Netscape configuration	
Element	Link
Definition	Allows a user to navigate to the Netscape Browser Configuration screen.
Actions to be performed	When clicked, the Netscape Browser Configuration screen appears.
Business Object (Attribute)	None.
Validation	None.

3.6 Security

Description	Provides information regarding website security.
New or Existing	Existing
User Group (Screen Level)	\$NSLDS
Requirements Traceability	1.011
Reference(s)	ssl.asp
Business Object	None.

3.6.1 Software Unit Logic

NSLDS I File Name:	ssl.asp
NSLDS II File Name:	Ssl.jsp
Pre-Status:	This screen is accessible from the following screens (depending on user access privileges): <ul style="list-style-type: none"> • System Requirements (Link: System Requirements)
Post-Status:	This screen allows a user to navigate to any of the following screens (depending on user access privileges): <ul style="list-style-type: none"> • Contact Us (Link: Contact Icon) • System Log On (Link: Logoff Icon) • System Requirements (Link: Return to Previous Page)
Gif Name:	None.
Tab Order:	1. Contact

	<ol style="list-style-type: none"> 2. Logoff 3. Department of Education Region 0 4. Return to Previous Page 5. URL Navigation Bar
--	---

3.6.2 Design Details

The following screenshot highlights the functionality of the Security screen.

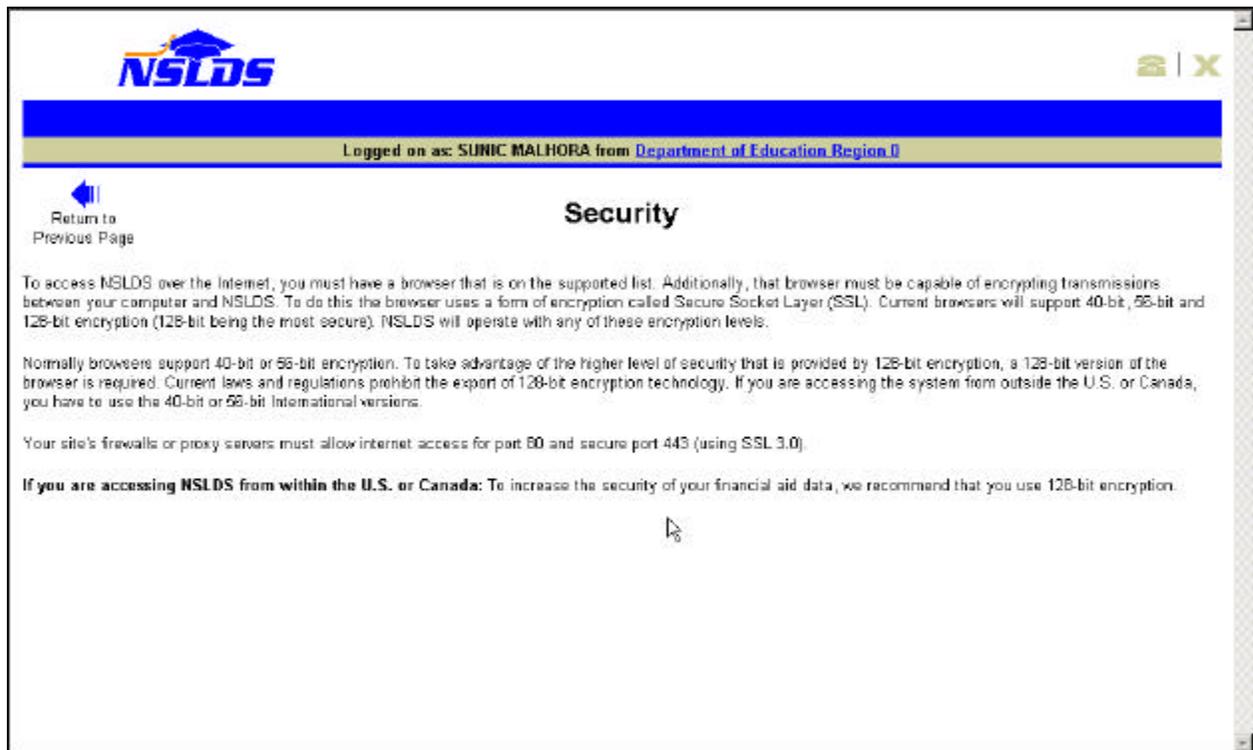


Figure 9, Security

3.6.3 Screen Functionality

The following section describes each object on the screen and the functionality behind the object.

Return to Previous Page	
Element	Link
Definition/Business Rules	Allows a user to return to the previous page.
Actions to be performed	When clicked, the previous page the user accessed appears.
Business Object (Attribute)	None.
Validation	None.

Security	
Element	Label
Definition	<p>Describes the recommended security settings for Internet browsers. The following content should be displayed:</p> <p>To access NSLDS over the Internet, you must have a browser that is on the supported list. Additionally, that browser must be capable of encrypting transmissions between your computer and NSLDS. To do this the browser uses a form of encryption called Secure Socket Layer (SSL). Current browsers will support 40-bit, 56-bit and 128-bit encryption (128-bit being the most secure). NSLDS will operate with any of these encryption levels.</p> <p>Normally browsers support 40-bit or 56-bit encryption. To take advantage of the higher level of security that is provided by 128-bit encryption, a 128-bit version of the browser is required. Current laws and regulations prohibit the export of 128-bit encryption technology. If you are accessing the system from outside the U.S. or Canada, you have to use the 40-bit or 56-bit International versions.</p> <p>Your site's firewalls or proxy servers must allow internet access for port 80 and secure port 443 (using SSL 3.0).</p> <p>If you are accessing NSLDS from within the U.S. or Canada: To increase the security of your financial aid data, we recommend that you use 128-bit encryption.</p>
Actions to be performed	None.
Business Object (Attribute)	None.
Validation	None.

3.7 Contact Us

Description	Provides user help contact information.
New or Existing	Existing
User Group (Screen Level)	\$NSLDS

Requirements Traceability	1.008
Reference(s)	contact.asp
Business Object	None.

3.7.1 Software Unit Logic

NSLDS I File Name:	contact.asp
NSLDS II File Name:	Contact.jsp
Pre-Status:	This screen is accessible from the following screens (depending on user access privileges): <ul style="list-style-type: none"> • All screens
Post-Status:	This screen allows a user to navigate to any of the following screens (depending on user access privileges): <ul style="list-style-type: none"> • All screens (Link: Return to previous page)
Gif Name:	None.
Tab Order:	<ol style="list-style-type: none"> 1. Logoff 2. Department of Education Region 0 3. Return to Previous Page 4. nsldscoe@raytheon.com 5. URL Navigation Bar

3.7.2 Design Details

The following screenshot highlights the functionality of the Contact Us screen.

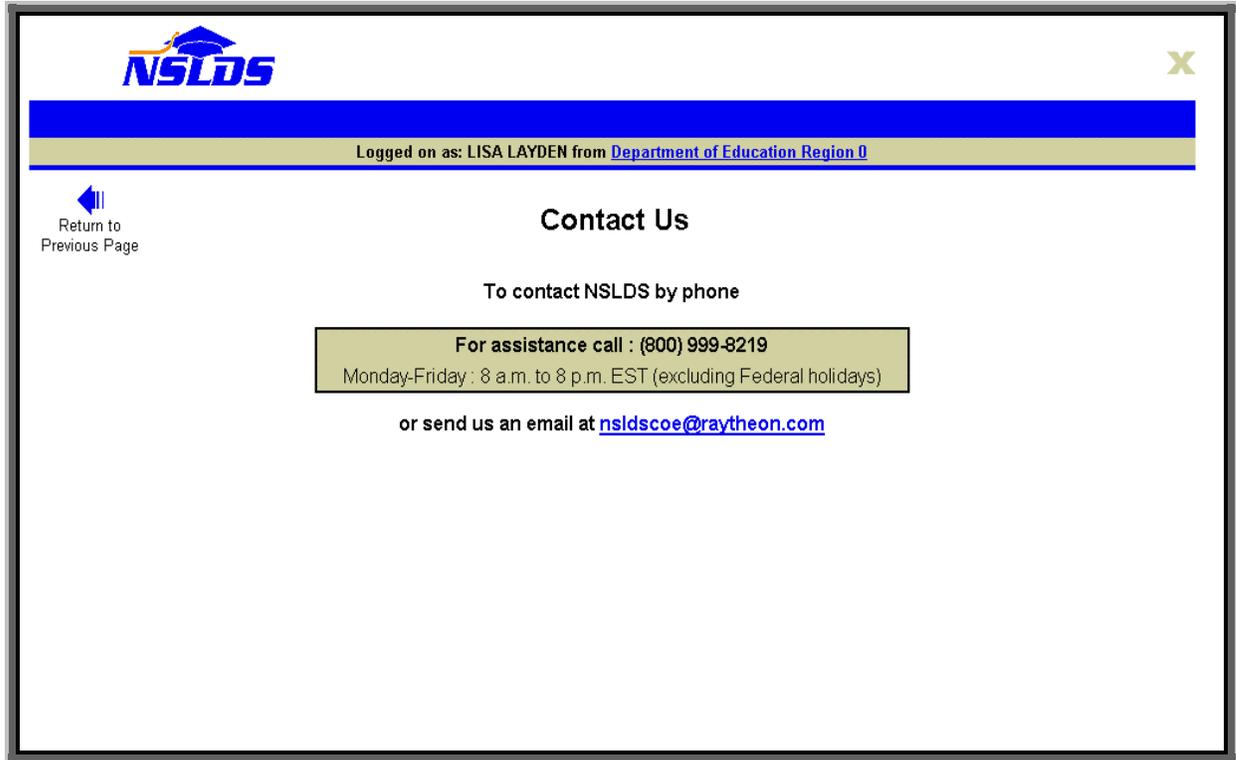


Figure 10, Contact Us

3.7.3 Screen Functionality

The following section describes each object on the screen and the functionality behind the object.

Return to Previous Page	
Element	Link
Definition/Business Rules	Allows a user to return to the previous page.
Actions to be performed	When clicked, the previous page the user accessed appears.
Business Object (Attribute)	None.
Validation	None.

Contact Us	
Element	Label
Definition/Business Rules	Describes information to contact NSLDS by phone. The following content should be displayed: For assistance call: (800) 999-8219 Monday – Friday: 8 a.m. to 8 p.m. EST (excluding Federal holidays)
Actions to be performed	None.
Business Object (Attribute)	None.

Contact Us	
Validation	None.

NSLDS II Support Staff	
Element	Link
Definition	Allows a user to email the NSLDS II support staff.
Actions to be performed	When clicked, the user's email is launched and a new email memo is opened. The "TO" field in the email memo will be automatically populated with the email address of the NSLDS II support staff. The email address of the NSLDS II support staff will be identified during a later phase of this initiative.
Business Object (Attribute)	None.
Validation	None.

3.8 Frequently Asked Questions (FAQ)

Description	Provides responses to frequently asked questions regarding the website.
New or Existing	Existing
User Group (Screen Level)	\$NSLDS
Requirements Traceability	1.009
Reference(s)	faq.asp
Business Object	None.

3.8.1 Software Unit Logic

NSLDS I File Name:	faq.asp
NSLDS II File Name:	Faq.jsp
Pre-Status:	This screen is accessible from the following screens (depending on user access privileges): <ul style="list-style-type: none"> • System Log On (Link: FAQ) • Menu (Link: FAQ)

Post-Status:	<p>This screen allows a user to navigate to any of the following screens (depending on user access privileges):</p> <ul style="list-style-type: none"> • Previous Page (the user will be redirected to the page that was initially used to navigate to the FAQ screen) • Contact Us (Link: Contact Icon) • System Log On (Link: Logoff) • System Requirements (Link: System Requirements) • Student Aid Internet Gateway Online (the SAIG online screen is not part of the FAP website) (Link: www.sfawebenroll.ed.gov)
Gif Name:	None.
Tab Order:	<ol style="list-style-type: none"> 1. Contact 2. Logoff 3. Department of Education Region 0 4. Return to Previous Page 5. (example question) What is NSLDS? 6. (example) Return to Top of Page 7. URL Navigation Bar

3.8.2 Design Details

The following screenshot highlights the functionality of the FAQ screen.

You are not logged on

 Return to Previous Page

Frequently Asked Questions

[About the National Student Loan Data System \(NSLDS\)](#)

- [1. What is NSLDS?](#)
- [2. What are the sources for the information?](#)
- [3. How often is the information updated?](#)
- [4. Can I update loan information and personal identifiers online?](#)
- [5. What section of the site can I use to satisfy the FAT requirement?](#)
- [6. How can I suggest improvements or changes to the site?](#)

[Technical/Browser questions](#)

- [7. Is the site secure?](#)
- [8. Am I charged for using the site?](#)
- [9. Can I use another browser 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?](#)
- [15. Why do the pictures and graphics appear washed out or fuzzy?](#)
- [16. Why can't I view the entire page on my PC?](#)
- [17. Why does my session crash periodically?](#)
- [18. When my computer crashes, how can I re-establish connection to the site? Do I need to call someone to log me off?](#)
- [19. Why are pages being displayed with previously viewed content?](#)
- [20. How do I clear cache?](#)

[Access questions](#)

- [21. Can multiple users in my office access the site with my user ID/password?](#)
- [22. Can a servicer access the site?](#)
- [23. Do students have access to the information?](#)
- [24. Can I give this information to students?](#)
- [25. Who can have access to the site?](#)

[Problem questions](#)

- [26. What if the information in NSLDS is incorrect?](#)
- [27. What if information is missing from NSLDS?](#)
- [28. How do I resolve duplicate overpayment debts reported to NSLDS?](#)
- [29. What if no contacts are listed in the Organization Contact pages?](#)

[Printing questions](#)

- [30. Why does the printout look different from the Web page?](#)
- [31. Why does my browser sometimes crash when printing a Web page?](#)
- [32. Why is the background image not printed in Internet Explorer?](#)
- [33. Why is the background image not printed in Netscape Navigator?](#)

Figure 11, FAQ

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. What are the sources for the information?

The sources for the information include the following:

- 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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3. How often is the information updated?

GAs, schools, DCS, and FFEL report loan information monthly. The DCS and FDLP report information weekly. The Central Processing System and the Federal Pell Grant Program report information daily. Schools, or their servicers, report overpayments within 30 days of discovery of the overpayment.

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4. Can I update loan information and personal identifiers online?

No. Only data providers can update loan information and personal identifiers in their regular submittals to NSLDS.

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5. What section of the site can I use to satisfy the FAT requirement?

The FATs (Financial Aid Transcripts) are no longer a requirement. With postscreening and the introduction of the transfer monitoring process, schools are no longer required to respond to requests for paper FATs.

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6. How can I suggest improvements or changes to the site?

Click [Contact Us](#) in the NSLDS Web site or call the NSLDS Customer Service Center at 1-800-999-8219 Monday through Friday, 8:00 am to 8:00 pm ET.

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Figure 12, FAQ – About the National Student Data Loan System (NSLDS)

Technical/Browser questions

7. Is the site secure?

Yes. The first step is the use of a secure browser. Certain browsers and certain computers have the ability to communicate securely by scrambling the information as it passes across the Internet. The method of communication is called SSL, or Secure Sockets Layer. We require the use of a secure browser before a connection can be made to NSLDS. After you reach us using the secure browser, the information is also scrambled again to ensure only authorized NSLDS users can read it.

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8. Am I charged for using the site?

The Department of Education does not charge for access to the site. Your Internet service provider (ISP), however, may charge for Internet access.

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9. Can I use another browser besides Netscape or Microsoft Internet Explorer?

Yes, but the site is designed to be used with Netscape or Internet Explorer. The [System Requirements](#) page identifies the specific versions recommended. The Web pages may not display or function correctly with other browsers.

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10. Can I use a different version of Netscape or Microsoft Internet Explorer?

Yes, but the site is designed to be used with specific versions of Netscape or Internet Explorer. The [System Requirements](#) page identifies the recommended versions. The Web pages may not display or function correctly with a version not listed on the [System Requirements](#) page.

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11. How long can I be inactive before the site automatically logs me off?

You can be inactive (you do not use your mouse or keyboard) for 30 minutes.

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12. Why am I experiencing a slow response?

There can be several reasons why a user may experience a slow response time. First, you may be connected to the site by a slow modem. If this is the case, upgrading to a faster modem is highly recommended. If you are using the site during peak usage time (around 10 am weekdays) you might consider using the site during off-peak hours when response times should be faster.

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13. When the site tells me that it is not responding, what should I do?

You are probably using the site during a period of high usage. It is recommended that you try the site at a non-peak time. If the problem persists, call the NSLDS Customer Service Center at 1-800-999-8219 Monday through Friday, 8:00 am to 8:00 pm ET.

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14. Why are the graphics or pictures not appearing?

You may have the graphics or picture option setting on your browser turned off. Consult your browser's Help for details on setting this option.

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15. Why do the pictures and graphics appear washed out or fuzzy?

There are a few reasons why this may happen. First, you may have your display set to a minimal number of colors. Also, you should have your display set at the highest possible resolution possible. We recommend a resolution of at least 800x600.

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16. Why can't I view the entire page on my PC?

Some pages are too large to be viewed entirely on one screen. However, you can increase the amount of a Web page that you can see by setting your display to maximum resolution.

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17. Why does my session crash periodically?

Session crashes are usually caused by problems with the user's PC. This can be especially true if the user has an older computer with a slow processor and a small amount of memory. We recommend closing all other applications when using your browser in order to free system memory. If this does not work, you should reboot your computer and try again. You may want to consider adding memory to your PC and removing applications from your start-up file.

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18. When my computer crashes, how can I re-establish connection to the site? Do I need to call someone to log me off?

Just log on to the site again. Your previous session is automatically disconnected. You do not need to call someone to log you off.

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19. Why are pages being displayed with previously viewed content?

Your browser can store copies of previously visited pages in a cache file on your computer. This means that pages may be redisplayed from the cache with old content rather than being displayed with the requested information. The caching of pages is dependent on the cache setting in your browser configuration. Refreshing can be forced by using the browser's Refresh/Reload button; this requests the new information from NSLDS and ignores the computer's cache. Clearing the browser's cache can relieve this problem. Also see the System Requirements page for details on configuring your browser.

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20. How do I clear the cache?

IE 5.x

- Click the Tools menu, then the Internet Options command.

- Click the General tab. In the Temporary Internet Files section, click **Delete Files**. Click **Delete all offline content**, and then click **OK**.

IE 4.x

- Click the View menu, then the Internet Options command.

- Click the General tab. In the Temporary Internet Files section, click **Delete Files**. Click **Delete all subscription content**, and then click **OK**.

Netscape 4.x

- Click the Edit menu, then the Preferences command.

- Click **Advanced** in the list on the left-hand side of the dialog box.

- Click **Cache**.

- Click **Clear Memory Cache** and **Clear Disk Cache**. Each action may take a few seconds, depending on the cache size.

Netscape 3.x

- Click the Options menu, then click the Network Preferences command.

- Click the Cache tab.

- Click **Clear Memory Cache Now** and **Clear Disk Cache Now**. Each action may take a few seconds, depending on the cache size.

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Figure 13, FAQ - Technical/Browser Questions

Access questions

21. Can multiple users in my office access the site with my user ID/password?

No. Access is restricted to the individual assigned to the NSLDS user ID. No one else in your office should know your user ID or password.

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22. Can a servicer access the site?

Yes. The school may complete the SAIG enrollment form online and have the individual named in the enrollment form as a school official.

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23. Do students have access to the information?

No. Students have access to the [NSLDS Student Access Web site](#).

[Return to top of page](#)

24. Can I give this information to students?

Yes. It is permissible to show or print a student's information to/for that student.

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25. Who can have access to the site?

Anyone at your institution may apply for access, but each person must fill out a separate enrollment form. The enrollment form can be found at www.sfawebenroll.ed.gov. Each person is assigned his or her own user ID after the enrollment form has been processed.

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Figure 14, FAQ – Access Questions

Problem questions

26. What if the information in NSLDS is incorrect?

You should contact the data provider included in the NSLDS record, and provide it with information that assists the data provider in its investigation and possible correction of the errors.

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27. What if information is missing from NSLDS?

Due to time lapses in reporting, information may not be contained in NSLDS at the time of inquiry. If the student's loan information is not available within 45 days of disbursement, you may want to contact the Guaranty Agency, Direct Loan Servicing Center or the student's school.

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28. How do I resolve duplicate overpayment debts reported to NSLDS?

We have identified a small number of duplicate overpayment debts in NSLDS. These duplicates show the same overpayment as being held by a school and also by the Department's Debt Collection Service (DCS). They occur when the identifiers for the overpayment are not properly reported and matched. The method described below is the fastest and most efficient way to update a student's record if he or she is being denied aid as a result of a duplicate overpayment debt.

If you come across one of these cases when determining eligibility for an applicant, and you are certain that the two overpayments are exactly the same, you may pay the student Title IV aid once you have resolved the overpayment issue and the student is otherwise eligible.

If you find one of these duplicates you should contact the school that originally reported the overpayment (contact information is available on the NSLDS Web pages) and inform them of the problem. That school (or you, if you identified the problem with one of your own overpayments) should, after confirming that the two overpayments in NSLDS are duplicates of each other, **delete** the school-reported overpayment using the NSLDS Overpayment Delete Confirmation page.

Before deleting an overpayment debt, the school must:

- Verify that the school no longer has any responsibility for the overpayment.
- Using this Web site, validate that the overpayment debt has been reported to NSLDS (by DCS GA555). It does not matter if DCS has reported the overpayment debt as repaid.

If both of the conditions above are true, the overpayment debt can be deleted as follows:

- Click **Overpayment History** in the **Aid** tab. Click on the desired Student.
- Click numbered bullet next to the Overpayment debt showing your school as the Source. This navigates you to the Overpayment Display page.
- Click **Delete**. This navigates you to the Overpayment Delete Confirmation page.
- Click **Confirm**. This removes the overpayment from the system.

A new ISIR is generated and sent to all schools listed on the FASFA.

If you have any questions or need assistance to delete an overpayment debt, please contact the NSLDS Customer Service Center at 1-800-999-8219 or via email at nsldscoe@raytheon.com.

[Return to top of page](#)

29. What if no contacts are listed in the Organization Contact pages?

If you need to reach a data provider and there are no contacts listed, call the NSLDS Customer Service Center at 1-800-999-8219. They may be able to assist you. The information on these pages is dependent upon the users providing current names, phone numbers, and other contact information. We encourage you to maintain accurate contact information and help encourage other financial aid professionals to enter their organization's contact information.

[Return to top of page](#)

Figure 15, FAQ – Problem Questions

Printing questions

30. Why does the printout look different from the Web page?

Your browser formats content according to the size of the printed page, not the size of the on-screen window. Text is word-wrapped and graphics are repositioned to accommodate paper size.

[Return to top of page](#)

31. Why does my browser sometimes crash when printing a Web page?

Sometimes Web pages contain complex graphics. Complex graphic images may stress the printer driver beyond what it can handle. Usually, the printer manufacturer is aware of such a problem, and may already have an updated printer driver available for you. Check your printer manufacturer's Web site for an updated driver. Installing the latest driver should solve the printing problems for you.

[Return to top of page](#)

32. Why is the background image not printed in Internet Explorer?

The printing of background images is not supported in Internet Explorer version 1 for Windows 95.

- You may be able to work around this problem by copying the image from Internet Explorer to the clipboard. To do so, press ALT+PRINT SCREEN in Internet Explorer. Then, open any program that supports pasting bitmap images (such as Paint), paste the image into the program, and then print the image.
- The other solution is to obtain Microsoft Internet Explorer version 4.XX, 5.XX, or higher. These versions can print background images.

[Return to top of page](#)

33. Why is the background image not printed in Netscape Navigator?

Beginning with version 4.5x, there is now an option that allows you to print the background (image or color) along with the Web page you are printing. From the File menu, choose Page Setup. Within the Page Options section, choose Print Backgrounds. In Navigator 2.0x, 3.0x, and 4.0x only the foreground of a Web page can be printed.

[Return to top of page](#)

Last updated: April 30, 2002

Figure 16, FAQ - Printing Questions

3.8.3 Screen Functionality

The following section describes each object on the screen and the functionality behind the object.

Return to Previous Page	
Element	Link
Definition/Business Rules	Allows a user to return to the previous page.
Actions to be performed	When clicked, the previous page the user accessed appears.
Business Object (Attribute)	None.
Validation	None.

About the National Student Data Loan System (NSLDS)	
Element	Link
Definition/Business Rules	Allows a user to navigate to the About the National Student Loan Data System (NSLDS) section of the FAQ screen.
Actions to be performed	When clicked, the About the National Student Data Loan System (NSLDS) section of the FAQ screen appears.
Business Object (Attribute)	None.
Validation	None.

The following FAQs will be listed in the About the National Student Data Loan System (NSLDS) section. A user should be able to return to the top of FAQ page from each response to an FAQ.

Question	Answer	Comments
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.	
What are the sources for the information?	The sources for the information include the following: 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),	

Question	Answer	Comments
	for applicant information Guaranty Agencies, Schools, and Lenders, for information on students, loans, and grants	
How often is the information updated?	GAs, schools, DCS, and FFEL report loan information monthly. The DCS and FDLP report information weekly. The Central Processing System and the Federal Pell Grant Program report information daily. Schools, or their servicers, report overpayments within 30 days of discovery of the overpayment.	
Can I update loan information and personal identifiers online?	No. Only data providers can update loan information and personal identifiers in their regular submittals to NSLDS.	
What section of the site can I use to satisfy the FAT requirement?	The FATs (Financial Aid Transcripts) are no longer a requirement. With postscreening and the introduction of the transfer monitoring process, schools are no longer required to respond to requests for paper FATs.	
How can I suggest improvements or changes to the site?	Click Contact Us in the NSLDS Web site or call the NSLDS Customer Service Center at 1-800-999-8219 Monday through Friday, 8:00 am to 8:00 pm ET.	The "Contact Us" text should be a hyperlink that will direct the user to the Contact Us screen.

Technical/Browser questions	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Technical/Browser question section of the FAQ screen.
Actions to be performed	When clicked, the Technical/Browser question section of the FAQ screen appears.
Business Object (Attribute)	None.
Validation	None.

The following FAQs will be listed in the Technical/Browser questions section. A user should be able to return to the top of FAQ page from each response to an FAQ.

Question	Answer	Comments
Is the site secure?	Yes. The first step is the use of a secure browser. Certain browsers and certain computers have the ability to communicate securely by scrambling the information as it passes across the Internet. The method of communication is called SSL, or Secure Sockets Layer. We require the use of a secure browser before a connection can be made to NSLDS. After you reach us using the secure browser, the information is also scrambled again to ensure only authorized NSLDS users can read it.	
Am I charged for using the site?	The Department of Education does not charge for access to the site. Your Internet service provider (ISP), however, may charge for Internet access.	
Can I use another borrower besides Netscape or Microsoft Internet Explorer?	Yes, but the site is designed to be used with Netscape or Internet Explorer. The System Requirements page identifies the specific versions recommended. The Web pages may not display or function correctly with other browsers.	The "System Requirements" text should be a hyperlink that will direct the user to the System Requirements screen.
Can I use a different version of Netscape or Microsoft Internet Explorer?	Yes, but the site is designed to be used with specific versions of Netscape or Internet Explorer. The System Requirements page identifies the recommended versions. The Web pages may not display or function correctly with a version not listed on the System Requirements page.	The "System Requirements" text should be a hyperlink that will direct the user to the System Requirements screen.
How long can I be inactive before the site automatically logs me off?	You can be inactive (you do not use your mouse or keyboard) for 30 minutes.	
When am I experiencing a slow response?	There can be several reasons why a user may experience a slow response time. First, you may be connected to the site by a slow	

Question	Answer	Comments
	modem. If this is the case, upgrading to a faster modem is highly recommended. If you are using the site during peak usage time (around 10 am weekdays) you might consider using the site during off-peak hours when response times should be faster.	
When the site tells me that it is not responding, what should I do?	You are probably using the site during a period of high usage. It is recommended that you try the site at a non-peak time. If the problem persists, call the NSLDS Customer Service Center at (XXX-XXX-XXXX) Monday through Friday, 8:00 am to 8:00 pm ET.	
Why are the graphics or pictures not appearing?	You may have the graphics or picture option setting on your browser turned off. Consult your browser's Help for details on setting this option.	
Why do the graphics and pictures appear washed out or fuzzy?	There are a few reasons why this may happen. First, you may have your display set to a minimal number of colors. Also, you should have your display set at the highest possible resolution possible. We recommend a resolution of at least 800x600.	
Why can't I view the entire page on my PC?	Some pages are too large to be viewed entirely on one screen. However, you can increase the amount of a Web page that you can see by setting your display to maximum resolution.	
Why does my session crash periodically?	Session crashes are usually caused by problems with the user's PC. This can be especially true if the user has an older computer with a slow processor and a small amount of memory. We recommend closing all other applications when using your browser in order to free system memory. If this does not work,	

Question	Answer	Comments
	you should reboot your computer and try again. You may want to consider adding memory to your PC and removing applications from your start-up file.	
When my computer crashes, how can I re-establish connection to the site? Do I need to call someone to log me off?	Just log on to the site again. Your previous session is automatically disconnected. You do not need to call someone to log you off.	
Why are pages being displayed with previously viewed contact?	Your browser can store copies of previously visited pages in a cache file on your computer. This means that pages may be redisplayed from the cache with old content rather than being displayed with the requested information. The caching of pages is dependent on the cache setting in your browser configuration. Refreshing can be forced by using the browser's Refresh/Reload button; this requests the new information from NSLDS and ignores the computer's cache. Clearing the browser's cache can relieve this problem. Also see the System Requirements page for details on configuring your browser.	
How do I clear the cache?	<p>IE 5.x</p> <ul style="list-style-type: none"> • Click the Tools menu, then the Internet Options command. • Click the General tab. In the Temporary Internet Files section, click Delete Files. Click Delete all offline content, and then click OK. <p>IE 4.x</p> <ul style="list-style-type: none"> • Click the View menu, then the Internet Options command. 	

Question	Answer	Comments
	<ul style="list-style-type: none"> Click the General tab. In the Temporary Internet Files section, click Delete Files. Click Delete all subscription content, and then click OK. <p>Netscape 4.x</p> <ul style="list-style-type: none"> Click the Edit menu, then the Preferences command. Click Advanced in the list on the left-hand side of the dialog box. Click Cache. Click Clear Memory Cache and Clear Disk Cache. Each action may take a few seconds, depending on the cache size. <p>Netscape 3.x</p> <ul style="list-style-type: none"> Click the Options menu, then click the Network Preferences command. Click the Cache tab. Click Clear Memory Cache Now and Clear Disk Cache Now. Each action may take a few seconds, depending on the cache size. 	

Access questions	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Access question section of the FAQ screen.
Actions to be performed	When clicked, the Access question section of the FAQ screen appears.
Business Object (Attribute)	None.
Validation	None.

The following FAQs will be listed in the Access questions section. A user should be able to return to the top of FAQ page from each response to an FAQ.

Question	Answer	Comments
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Can multiple users in my office access the site with my user ID?	No. Access is restricted to the individual assigned to the NSLDS user ID. No one else in your office should know your user ID or password.	
Can a servicer access the site?	Yes. The school may complete the SAIG enrollment form online and have the individual named in the enrollment form as a school official.	
Do students have access to the information?	No. Students have access to the NSLDS Student Access Web site.	
Can I give this information to students?	Yes. It is permissible to show or print a student's information to/for that student.	
Who can have access to the site?	Anyone at your institution may apply for access, but each person must fill out a separate enrollment form. The enrollment form can be found at www.sfawebenroll.ed.gov . Each person is be assigned his or her own user ID after the enrollment form has been processed.	

Problem questions	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Problem question section of the FAQ screen.
Actions to be performed	When clicked, the Problem question section of the FAQ screen appears.
Business Object (Attribute)	None.
Validation	None.

The following FAQs will be listed in the Problem questions section. A user should be able to return to the top of FAQ page from each response to an FAQ.

Question	Answer	Comments
What if the information in NSLDS is incorrect?	You should contact the data provider included in the NSLDS record, and provide it with information that assists the data provider in its investigation and possible correction of the errors.	
What if information is missing from NSLDS?	Due to time lapses in reporting, information may not be contained in NSLDS at the time of inquiry. If the	

Question	Answer	Comments
	<p>student's loan information is not available within 45 days of disbursement, you may want to contact the Guaranty Agency, Direct Loan Servicing Center or the student's school.</p>	
<p>How do I resolve duplicate overpayment debts reported to NSLDS?</p>	<p>We have identified a small number of duplicate overpayment debts in NSLDS. These duplicates show the same overpayment as being held by a school and also by the Department's Debt Collection Service (DCS). They occur when the identifiers for the overpayment are not properly reported and matched. The method described below is the fastest and most efficient way to update a student's record if he or she is being denied aid as a result of a duplicate overpayment debt.</p> <p>If you come across one of these cases when determining eligibility for an applicant, and you are certain that the two overpayments are exactly the same, you may pay the student Title IV aid once you have resolved the overpayment issue and the student is otherwise eligible.</p> <p>If you find one of these duplicates you should contact the school that originally reported the overpayment (contact information is available on the NSLDS Web pages) and inform them of the problem. That school (or you, if you identified the problem with one of your own overpayments) should, after confirming that the two overpayments in NSLDS are duplicates of each other, delete the school-reported overpayment using the NSLDS Overpayment Delete Confirmation page.</p> <p>Before deleting an overpayment debt, the school must: Verify that the school no longer has any responsibility for the overpayment. Using this Web site, validate that the overpayment debt has been reported to</p>	

Question	Answer	Comments
	<p>NSLDS (by DCS GA555). It does not matter if DCS has reported the overpayment debt as repaid.</p> <p>If both of the conditions above are true, the overpayment debt can be deleted as follows: Click Overpayment History in the Aid tab. Click on the desired Student. Click numbered bullet next to the Overpayment debt showing your school as the Source. This navigates you to the Overpayment Display page. Click Delete. This navigates you to the Overpayment Delete Confirmation page. Click Confirm. This removes the overpayment from the system.</p> <p>A new ISIR is generated and sent to all schools listed on the FASFA.</p> <p>If you have any questions or need assistance to delete an overpayment debt, please contact the NSLDS Customer Service Center at (XXX-XXX-XXXX) or via email at NSLDS II support staff (NOTE: the NSLDS II support staff will be replaced by the NSLDS II support staff email address).</p>	
<p>What if no contacts are listed in the Organization Contact pages?</p>	<p>If you need to reach a data provider and there are no contacts listed, call the NSLDS Customer Service Center at 1-800-999-8219. They may be able to assist you. The information on these pages is dependent upon the users providing current names, phone numbers, and other contact information. We encourage you to maintain accurate contact information and help encourage other financial aid professionals to enter their organization's contact information.</p>	

Printing questions	
Element	Link
Definition/Business Rules	Allows a user to navigate to the Printing question

Printing questions	
	section of the FAQ screen.
Actions to be performed	When clicked, the Printing question section of the FAQ screen appears.
Business Object (Attribute)	None.
Validation	None.

The following FAQs will be listed in the Problem questions section. A user should be able to return to the top of FAQ page from each response to an FAQ.

Question	Answer	Comments
Why does the print out look different from the Web page?	Your browser formats content according to the size of the printed page, not the size of the on-screen window. Text is word-wrapped and graphics are repositioned to accommodate paper size.	
Why does my browser sometime crash when printing a Web page?	Sometimes Web pages contain complex graphics. Complex graphic images may stress the printer driver beyond what it can handle. Usually, the printer manufacturer is aware of such a problem, and may already have an updated printer driver available for you. Check your printer manufacturer's Web site for an updated driver. Installing the latest driver should solve the printing problems for you.	
Why is the background image not printed in Internet Explorer?	The printing of background images is not supported in Internet Explorer version 1 for Windows 95. <ul style="list-style-type: none"> You may be able to work around this problem by copying the image from Internet Explorer to the clipboard. To do so, press ALT+PRINT SCREEN in Internet Explorer. Then, open any program that supports pasting bitmap images (such as Paint), paste the image into the program, and then print the image. The other solution is to obtain Microsoft Internet Explorer version 4.XX, 5.XX, or higher. These versions can print background images. 	
Why is the	Beginning with version 4.5x, there is now	

Question	Answer	Comments
background image not printed in Netscape Navigator?	an option that allows you to print the background (image or color) along with the Web page you are printing. From the File menu, choose Page Setup. Within the Page Options section, choose Print Backgrounds. In Navigator 2.0x, 3.0x, and 4.0x only the foreground of a Web page can be printed.	

3.9 Download Help

Description	Allows a user to download help files related to the FAP website.
New or Existing	Existing
User Group (Screen Level)	\$NSLDS
Requirements Traceability	1.003
Reference(s)	DOWNHELP.asp
Business Object	None.

3.9.1 Software Unit Logic

NSLDS I File Name:	DOWNHELP.asp
NSLDS II File Name:	DownHelp.jsp
Pre-Status:	<p>This screen is accessible from the following screens (depending on user access privileges):</p> <ul style="list-style-type: none"> • System Log On (Link: Download Help) • Menu (Link: Download Help)
Post-Status:	<p>This screen allows a user to navigate to any of the following screens (depending on user access privileges):</p> <ul style="list-style-type: none"> • System Log On (Link: Return to Previous Page) • Menu (Link: Return to Previous Page) • Organization Contact List (Link: <User's Organization Name>)
Gif Name:	None.
Tab Order:	<ol style="list-style-type: none"> 1. Contact 2. Logoff 3. Department of Education Region 0

	<ol style="list-style-type: none"> 4. Return to Previous Page 5. Download Adobe Acrobat Reader (gif) 6. Getting Started 7. Financial Aid 8. Enrollment 9. Organization 10. Transfer Monitoring 11. Reporting 12. All Help 13. All Help 14. URL Navigation Bar
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3.9.2 Design Details

The following screenshot highlights the functionality of the Download Help screen.

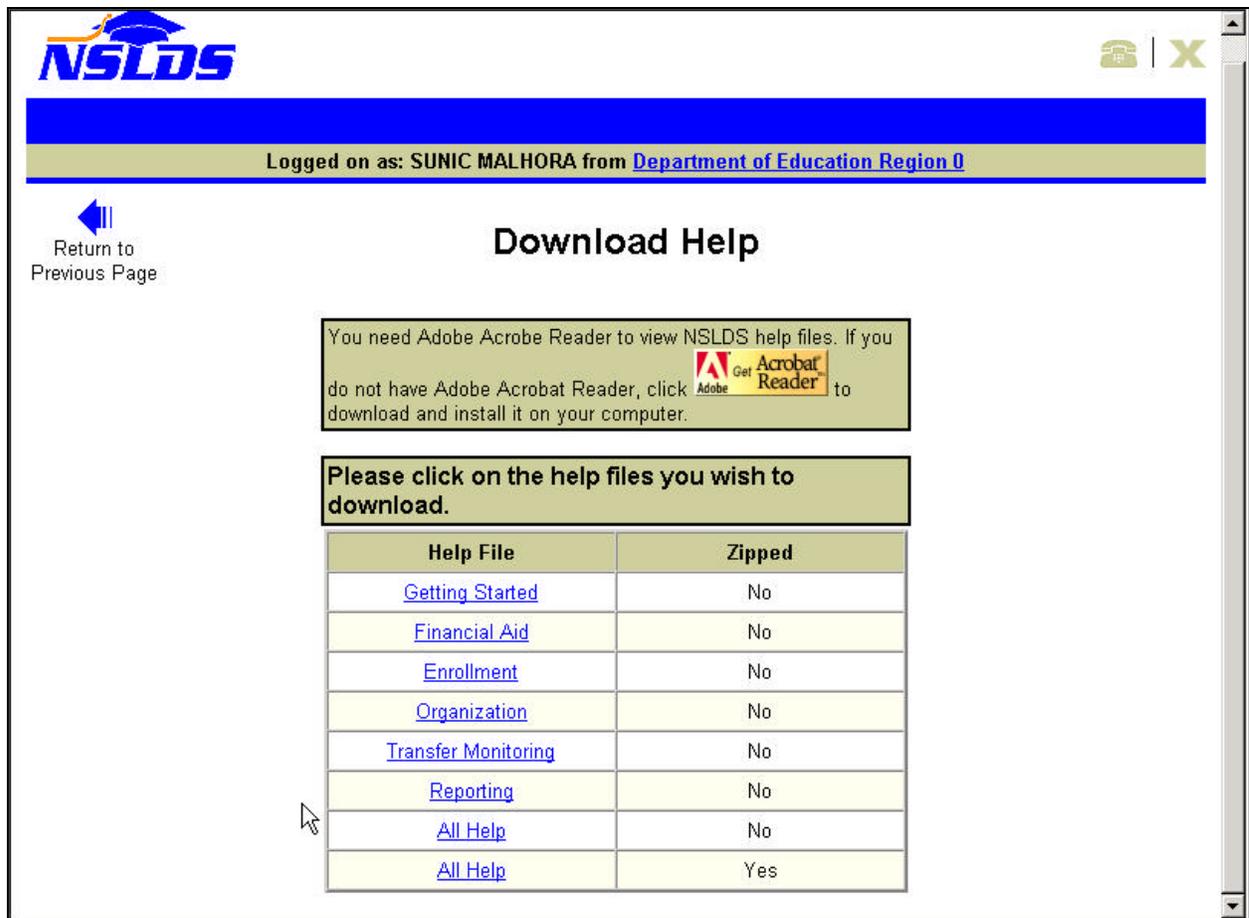


Figure 17, Download Help

3.9.3 Screen Functionality

The following section describes each object on the screen and the functionality behind the object.

Return to Previous Page	
Element	Link
Definition/Business Rules	Allows a user to return to the previous page.
Actions to be performed	When clicked, the previous page the user accessed appears.
Business Object (Attribute)	None.
Validation	None.

Acrobat Reader	
Element	Picture/Link
Definition/Business Rules	Allows a user to navigate to the homepage for Adobe Acrobat.
Actions to be performed	When clicked, the Adobe Acrobat homepage appears.
Business Object (Attribute)	None.
Validation	None.

Getting Started	
Element	Link
Definition/Business Rules	Allows a user to navigate to the help pages for the Getting Started section. The following help pages should be accessible: System Log On System Requirements Change Password Menu Message Detail Navigation Glossary The System Log On page is the default page.
Actions to be performed	When clicked, the help pages for the Getting Started section appear.
Business Object (Attribute)	None.
Validation	None.

Financial Aid	
Element	Link

Financial Aid	
Definition/Business Rules	<p>Allows a user to navigate to the help pages for the Financial Aid section. The following help pages should be accessible:</p> <ul style="list-style-type: none"> Loan History Loan Detail Borrower Name History Borrower SSN History Student/Borrower Selection Overpayment History Overpayment Add Overpayment Add and Student Add Overpayment Display Overpayment Update Overpayment Delete Pell Grant History Student Access Interface <p>The Loan History page is the default page.</p>
Actions to be performed	When clicked, the help pages for Financial Aid section appear.
Business Object (Attribute)	None.
Validation	None.

Enrollment	
Element	Link
Definition/Business Rules	<p>Allows a user to navigate to the help pages for the Enrollment section. The following help pages should be accessible:</p> <ul style="list-style-type: none"> Enrollment Summary Enrollment Detail Enrollment Timeline Enrollment Maintenance Enrollment Add Enrollment Update Enrollment Reporting Schedule Enrollment Reporting Create Enrollment Reporting Modify <p>The Enrollment Summary page is the default page.</p>
Actions to be performed	When clicked, the help pages for Enrollment Summary section appear.
Business Object (Attribute)	None.

Enrollment	
Validation	None.

Organization	
Element	Link
Definition/Business Rules	<p>Allows a user to navigate to the help pages for the Organization section. The following help pages should be accessible:</p> <ul style="list-style-type: none"> Organization Contact List Organization Contact Detail Organization Contact Update Organization Contact Delete Organization Contact Add Organization Search Data Provider Schedule Repayment Information Cohort Default Rate History List <p>The Organization Contact List page is the default page.</p>
Actions to be performed	When clicked, the help pages for the Organization section appear.
Business Object (Attribute)	None.
Validation	None.

Transfer Monitoring	
Element	Link
Definition/Business Rules	<p>Allows a user to navigate to the help pages for the Transfer Monitoring section. The following help pages should be accessible:</p> <ul style="list-style-type: none"> Transfer Monitoring Student List Student Monitoring Add Student Monitoring Detail Student Monitoring Delete Monitoring Alert Review School Transfer Profile School Transfer Profile Update School Transfer Profile Add <p>The Transfer Monitoring List page is the default page.</p>
Actions to be performed	When clicked, the help pages for the Transfer Monitoring section appear.

Transfer Monitoring	
Business Object (Attribute)	None.
Validation	None.

Reporting	
Element	Link
Definition/Business Rules	Allows a user to navigate to the help pages for the Reporting section.
Actions to be performed	When clicked, the help pages for the Reporting section appear.
Business Object (Attribute)	None.
Validation	None.

All Help (not zipped)	
Element	Link
Definition/Business Rules	<p>Allows a user to navigate to the help pages for the All Help (not zipped) section. The following help pages should be accessible:</p> <ul style="list-style-type: none"> System Log On System Requirements Change Password Menu Message Detail Navigation Glossary Loan History Loan Detail Borrower Name History Borrower SSN History Student/Borrower Selection Overpayment History Overpayment Add Overpayment Add and Student Add Overpayment Display Overpayment Update Overpayment Delete Pell Grant History Student Access Interface Enrollment Summary Enrollment Detail Enrollment Timeline Enrollment Maintenance Enrollment Add Enrollment Update

All Help (not zipped)	
	Enrollment Reporting Schedule Enrollment Reporting Create Enrollment Reporting Modify Organization Contact List Organization Contact Detail Organization Contact Update Organization Contact Delete Organization Contact Add Organization Search Data Provider Schedule Repayment Information Cohort Default Rate History List Reports Transfer Monitoring Student List Student Monitoring Add Student Monitoring Detail Student Monitoring Delete Monitoring Alert Review School Transfer Profile School Transfer Profile Update School Transfer Profile Add The System Log On page is the default page.
Actions to be performed	When clicked, the help pages for the All Help (not zipped) section appear.
Business Object (Attribute)	None.
Validation	None.

All Help (zipped)	
Element	Link
Definition/Business Rules	Allows a user to open the zipped All Help pdf file.
Actions to be performed	When clicked, a PDF file for the All Help pages appears.
Business Object (Attribute)	None.
Validation	None.

4 Appendix A – Screens Global Attributes

5 Appendix B – User Interface Inventory Matrix

6 Appendix C – Website Help