

Getting Started with ELMNet

In this chapter we will look at ELMNet and ELMWeb, learn to log on to the system, and change your password.

ELM Resources is a non-profit, mutual benefit corporation of FFELP (Federal Family Education Loan Program) and private loan providers.

ELMNet is a technology platform for data exchange, which allows schools to choose their loan providers.

ELMWeb is a web-based interface into the ELMNet system. You can work with FFELP (Federal Family Education Loan Program) and Alternative loans on the Internet. Through ELMWeb you can retrieve and update your students' loans, process certification requests, create reports and more.

How to Use This Manual

The icon key at left shows some of the icons you may find in this manual.



Note: This symbol indicates an important note to remember or a caution.



Tip: This symbol indicates a secret or a shortcut.



Test your knowledge: This symbol indicates a review which will allow you to see if you understand what has been presented.

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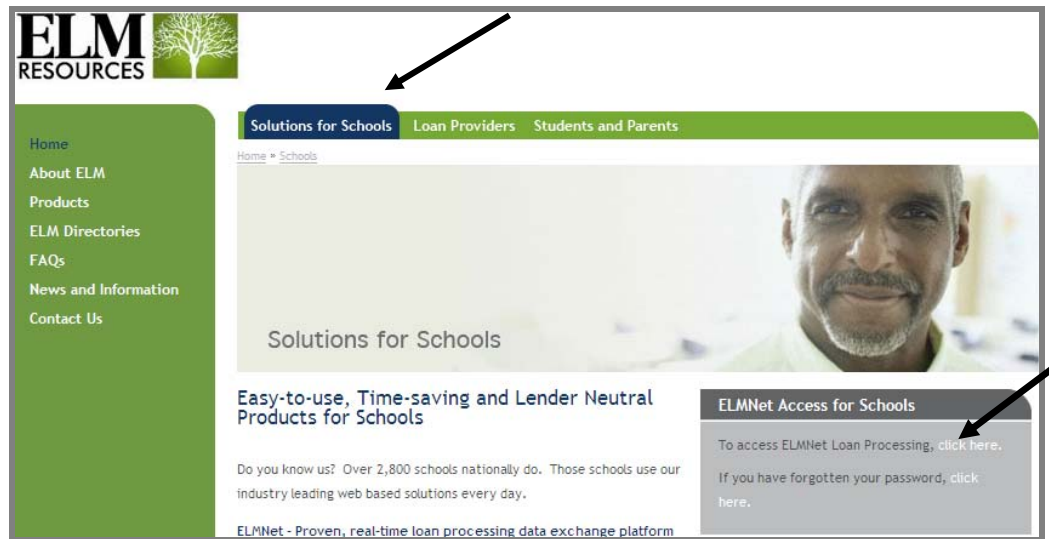
Logging in to ELMWeb

The screenshot shows the ELM Resources website home page. At the top left is the ELM Resources logo, which includes a stylized tree icon. Below the logo is a green navigation menu with the following items: Home, About ELM, Products, ELM Directories, FAQs, News and Information, and Contact Us. To the right of the navigation menu is a horizontal green bar with three tabs: Solutions for Schools, Loan Providers, and Students and Parents. Below this bar is a large banner image of a smiling woman wearing a headset. To the right of the image is the text: "Solutions you need, Service you can count on". Below the banner is a section titled "Freedom of Choice!" with two paragraphs of text. The first paragraph discusses lending options and regulations. The second paragraph discusses ELM's history and products. Below the text is a "LEARN MORE" link. To the right of the text is a "Customer Testimonial" section featuring a video player with a play button and a photo of La Saundra Floyd-Craig, Director of Financial Aid at Southern Illinois University. Above the video player is a "Customer Testimonial" header. To the left of the video player is an "ELM News" section with a "view all" link and a list of news items, including "ELM Resources Disburses \$9.5 Billion in Student Loans During Fall 2009".

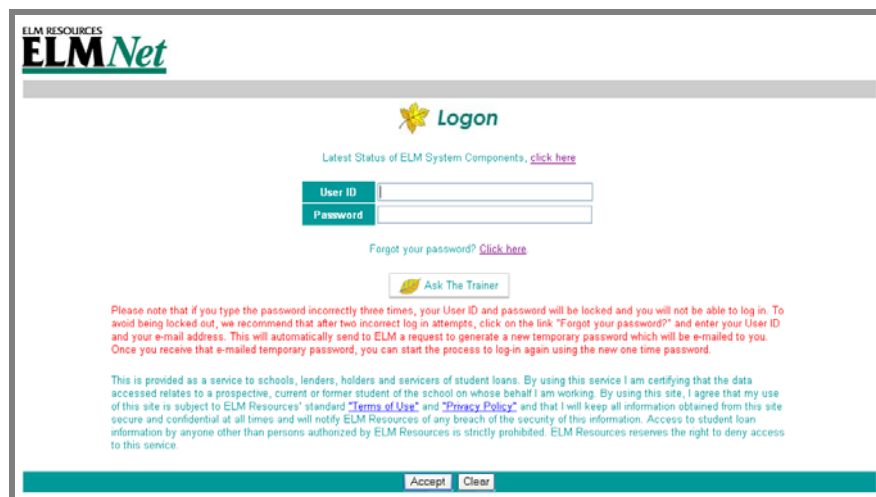
To log in to ELMWeb:

1. Go to www.elmresources.com.
2. The ELM Resources home page will appear. This page allows you to access the school user manual and online tutorials, and to log in.
3. To log in, click the **Solutions for Schools** tab at the top of the page.

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4. Select **click here** in the **ELMNet Access for Schools** portlet.

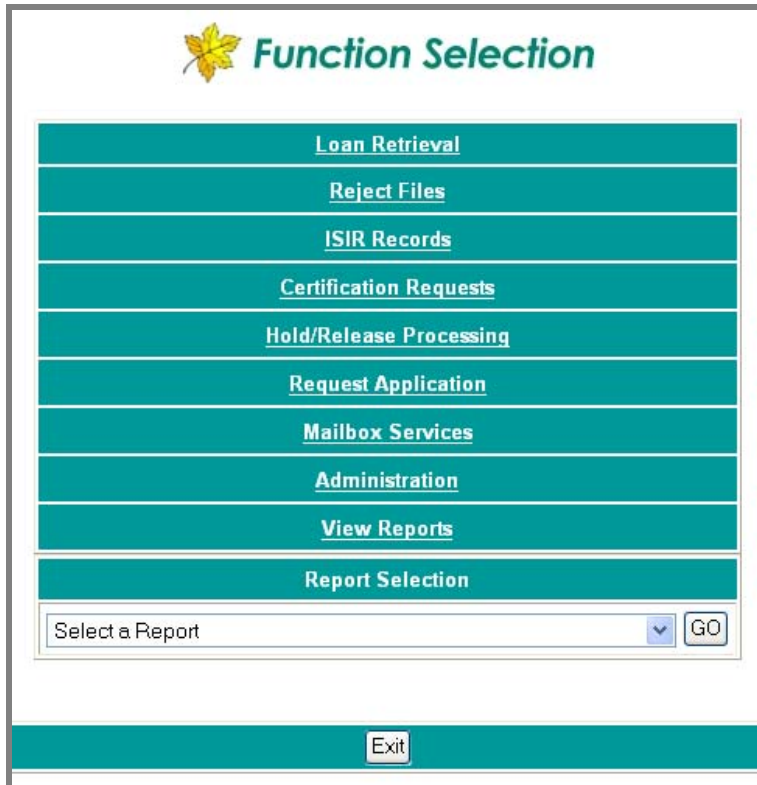


👉 You may want to bookmark the **Logon** page, so you can open it quickly.

5. Enter your User ID, and then press **Tab** to go to the **Password** field.
6. Enter your password.
7. Click **Accept**.

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Using the Function Selection Menu



The screenshot shows a web interface titled "Function Selection" with a yellow maple leaf icon. The menu consists of several teal buttons with white text, each containing a function name underlined. The functions are: Loan Retrieval, Reject Files, ISIR Records, Certification Requests, Hold/Release Processing, Request Application, Mailbox Services, Administration, and View Reports. Below these is a "Report Selection" section with a dropdown menu labeled "Select a Report" and a "GO" button. At the bottom of the menu is an "Exit" button.

The **Function Selection** menu is the main menu used to access school loan functions. From this page, you can:

- Retrieve and update loans and disbursements.
- Review rejected files.
- Certify loans using ISIR records (no longer used as of 07/01/2010).
- Process certification requests.
- Process hold and release statuses for disbursements.
- Create new Alternative loan applications.
- Send and receive files to and from your ELM mailbox.
- Change password and security information.
- Create and view reports.

 To move through the ELMWeb pages, be sure to use the ELMWeb **Back** button, not the browser **Back** button. The ELMWeb **Back** button will take


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you to the last logical page, not the last viewed page. Using the ELMWeb **Back** button will make sure that the information on the page is properly closed.

Changing a Password

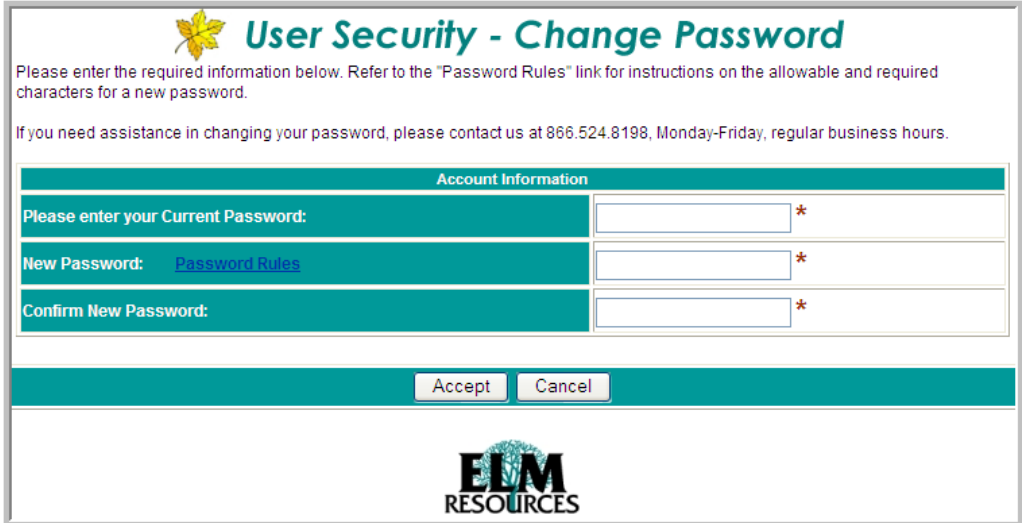
To change your password:

1. From the **Function Selection** menu, select **Administration**.



The screenshot shows a web interface titled "Administrative Functions" with a yellow leaf icon. It contains two menu items: "Change Password" and "Update Verification Information". The "Change Password" item is selected, with a green dot and an arrow pointing to it. Below the menu items are two buttons: "Select" and "Back". At the bottom of the interface is the ELM RESOURCES logo.

2. Select **Change Password**.
3. Click **Select**.



The screenshot shows a web interface titled "User Security - Change Password" with a yellow leaf icon. It includes the following text: "Please enter the required information below. Refer to the 'Password Rules' link for instructions on the allowable and required characters for a new password." and "If you need assistance in changing your password, please contact us at 866.524.8198, Monday-Friday, regular business hours." Below this is a form with three input fields: "Please enter your Current Password:", "New Password: [Password Rules](#)", and "Confirm New Password:". Each field has a red asterisk to its right. Below the form are two buttons: "Accept" and "Cancel". At the bottom of the interface is the ELM RESOURCES logo.

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4. Enter your current password in the **Current Password** field.
5. Enter your new password in the **New Password** field.
6. Enter your new password in the **Confirm New Password** field.
7. Click **Accept**.

The following password guidelines must be met in order to create a valid password:

- The password cannot be one of your 12 previous passwords.
- The password must be at least 8 characters long and no more than 14 characters long.
- The password must contain characters from at least three (3) of the following four (4) classes :
 1. English upper-case letters: A, B, C, ... Z
 2. English lower-case letters: a, b, c, ... z
 3. Westernized Arabic numerals: 0, 1, 2, ... 9
 4. Non-alphanumeric ("special characters"), such as punctuation symbols: !, @, #, \$, %, *, ? (excluding the space bar - a space is invalid, and a double quote is invalid)
- The password cannot contain your User ID or any part of your full name.
- Passwords may only be changed 1 time within any 24 hour period.

Forgetting Your Password

If you forget your password:

1. Go to the **Logon** page.

ELM RESOURCES
ELM Net

Logon

Latest Status of ELM System Components, [click here](#)

User ID

Password

Forgot your password? [Click here](#)

Ask The Trainer


Please note that if you type the password incorrectly three times, your User ID and password will be locked and you will not be able to log in. To avoid being locked out, we recommend that after two incorrect log in attempts, click on the link "Forgot your password?" and enter your User ID and your e-mail address. This will automatically send to ELM a request to generate a new temporary password which will be e-mailed to you. Once you receive that e-mailed temporary password, you can start the process to log-in again using the new one time password.

This is provided as a service to schools, lenders, holders and servicers of student loans. By using this service I am certifying that the data accessed relates to a prospective, current or former student of the school on whose behalf I am working. By using this site, I agree that my use of this site is subject to ELM Resources' standard [Terms of Use](#) and [Privacy Policy](#), and that I will keep all information obtained from this site secure and confidential at all times and will notify ELM Resources of any breach of the security of this information. Access to student loan information by anyone other than persons authorized by ELM Resources is strictly prohibited. ELM Resources reserves the right to deny access to this service.

Accept Clear

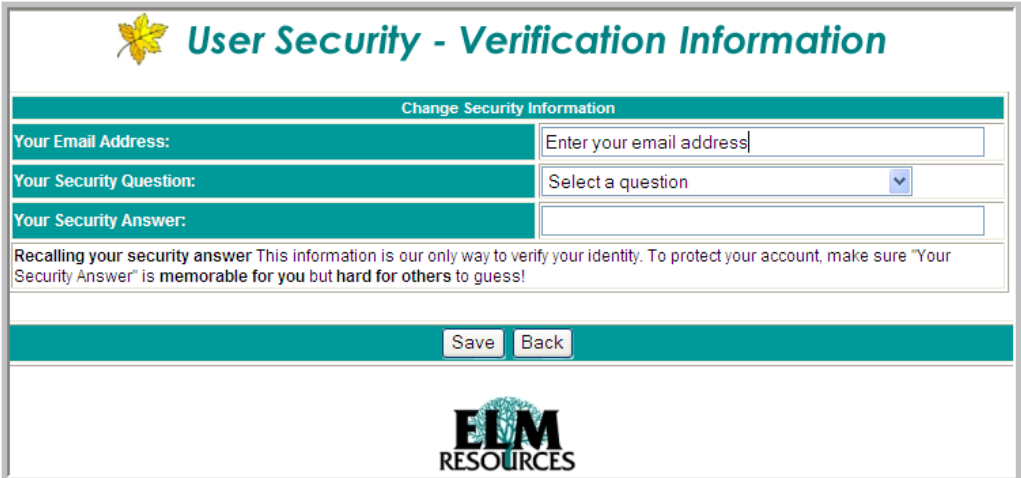
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2. Click **Forgot your password?**.



The screenshot shows a web form titled "User Security - Forgot Password" with a yellow maple leaf icon. Below the title is a teal header bar labeled "User Verification". The form contains two input fields: "Please enter your user ID:" and "Please enter your email address:". At the bottom of the form are two buttons: "Continue" and "Back".

3. Enter your User ID.
4. Enter your email address.
5. Click **Continue**.



The screenshot shows a web form titled "User Security - Verification Information" with a yellow maple leaf icon. Below the title is a teal header bar labeled "Change Security Information". The form contains three input fields: "Your Email Address:" (with a placeholder "Enter your email address"), "Your Security Question:" (with a dropdown menu "Select a question"), and "Your Security Answer:". Below these fields is a warning message: "Recalling your security answer This information is our only way to verify your identity. To protect your account, make sure 'Your Security Answer' is memorable for you but hard for others to guess!". At the bottom of the form are two buttons: "Save" and "Back". The ELM RESOURCES logo is visible at the bottom center of the page.

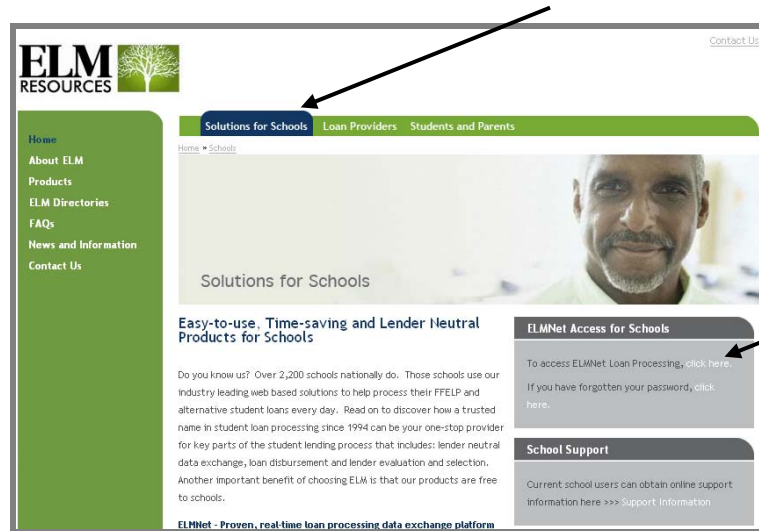
6. You will be asked to answer your security question that you previously selected. Enter the answer to the security question in the **Your Security Answer** field.
7. If you answer the security question correctly, you will receive a one-time-use-only password by email from ELM. This password lets you log in one time to change your password. The one-time-use-only password is only good for ninety days.

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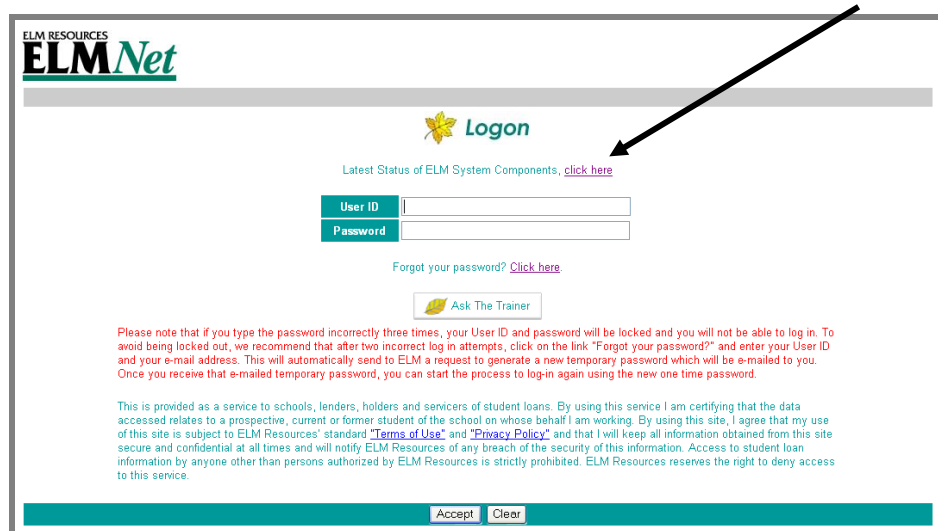
Checking ELMNet System Components

To see if there are any production system problems:

1. From the ELM Resources home page, click the **Solutions for Schools** tab, then select **click here** in the **ELMNet Access for Schools** portlet.



2. The Logon page will appear. Select **Latest Status of ELM System Components**, **click here**.



3. The status page will appear. This page will show if there are any production delays or outages.

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Web	● Operational
E-Mail (POP3)	● Operational
Batch Processing	● Running normally
Disbursements	● Available
File Delivery	● Operational
Nightly Reports	● Available
Request Actuate On-Demand Reports	● Available
View Actuate On-Demand Reports	● Available

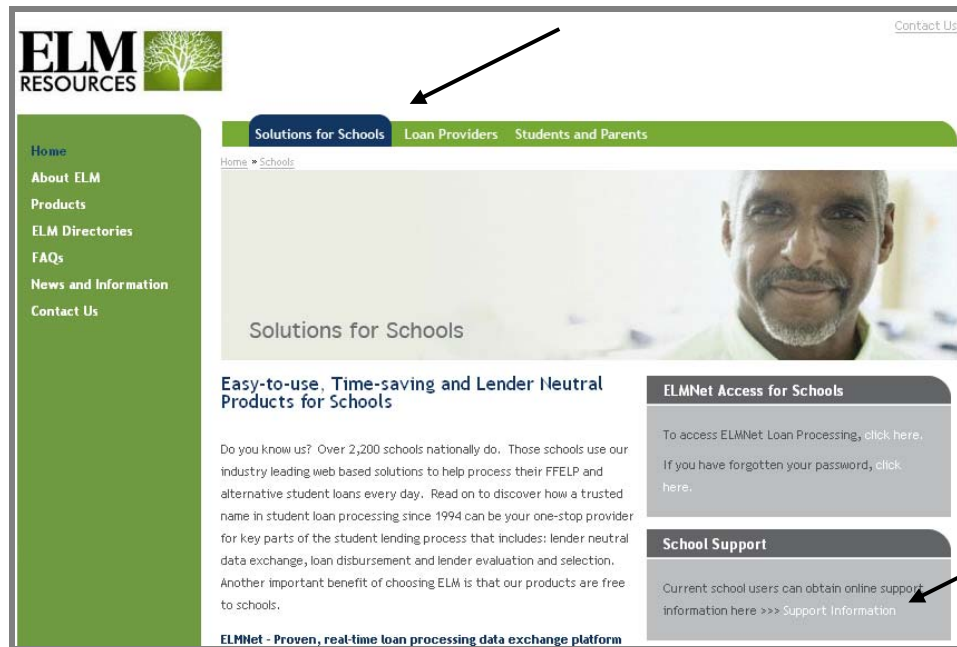
- Green dot – indicates the system is operational
- Orange dot – indicates a system delay or slow down
- Red dot – indicates a system outage
- Yellow dot – indicates additional information about the system

Using Online Resources

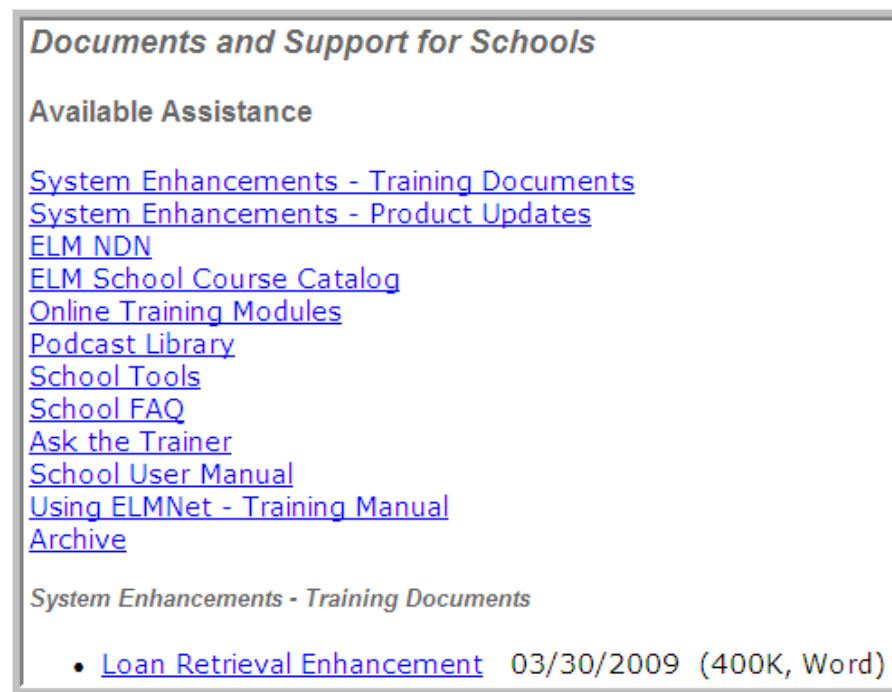
ELM Resources maintains a library of online resources to help you use ELMNet. To look at ELM's library of online resource materials:

1. From the ELM Resources home page, click the **Solutions for Schools** tab.

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2. Select **Support information** in the **School Support** portlet.



3. The **Documents and Support for Schools** page will appear. On this page you can view:

- Step-by-step instructions for recent ELMNet enhancements.

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- ELM NDN details
- The ELM Course Catalog
- A library of online self-paced tutorials. These are 2-3 minute tutorials that demonstrate all of the different ELMNet functions. Some topics also have an interactive self-test module.
- Podcasts – audio clips with information about ELMNet and ELM Resources.
- School Tools – a set of documents explaining ELM Automatic Mailbox, ELM NDN, Excel macros, and many other subjects.
- Ask the Trainer – A link to ask an ELM trainer any question you may have about ELMNet.
- The *School User Manual*.
- The *Using ELMNet* training manual.

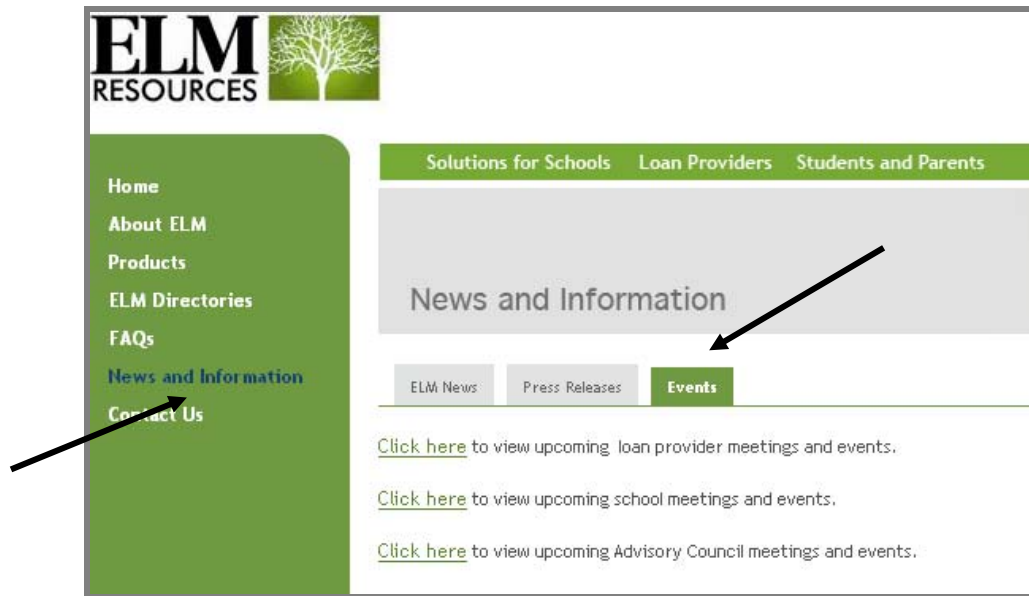
Signing up for a Webinar

ELM Resources offers monthly webinars, which allow you to do the training on the web, while listening to a trainer by phone.

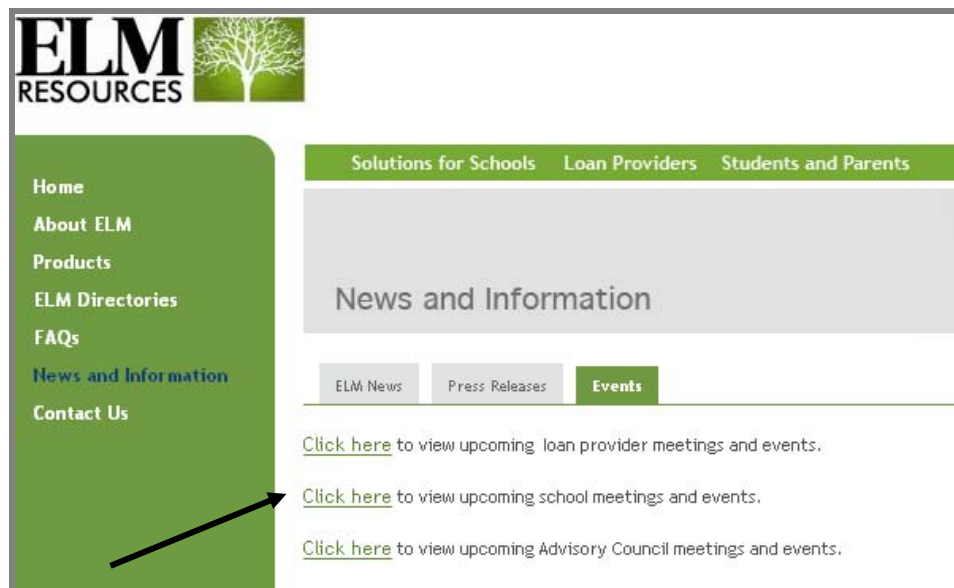
To sign up for a webinar:

1. From the ELM Resources home page, click the **News and Information** hyperlink on the left side of the page, then click **Events**.

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2. Click the **click here** link for upcoming school meetings and events.



3. A list of upcoming webinars will appear.
4. Click on the webinar that you would like to attend to view additional information about the session.
5. Scroll to the bottom of the page for an online registration form.

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Register Here
(fields in red or with asterisks must be filled out)

First Name*:
Last Name*:
Title*:
School*:
Phone*:
Email*:
Address:
City:
State:
Zip:
Fax:

Handouts Only: Check here if you cannot attend, but wish to be informed when handouts are available for download.

Notes:
(Enter any special notes or requirements about your reservation here):

6. Fill out the form and click **Register** to sign up for the webinar.
7. You will receive a registration confirmation and additional instructions for the workshop.

Exercise 1

Getting Started

1. Use your Internet browser to log on to the ELM Resources home page.
2. Log on to ELMWeb as a school user.
3. Log in to change your password. Don't accept the change.
4. How often do you need to change your password?
5. Find the online School User Manual.
6. Check the current status of ELMNet's system components.
7. Check to see if there are any upcoming webinars.