

Using Administrative Functions

In this chapter we will look at changing your password and selecting security information.

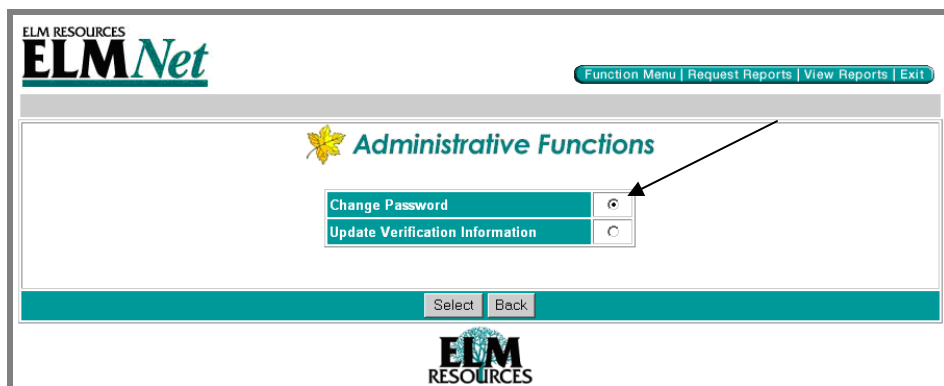
The Administrative functions allow you to change your password, and select the security question you will be asked if you forget your password. You will need to change your password every 90 days. After 90 days your User ID will become inactive, and you will need to contact your institution's Security Contact for assistance. After 120 days your User ID will be deleted, and your institution's Security Contact will need to request a new User ID for you.

 The **Security Contact** is the person at your company who receives and maintains your institution's ELM User IDs.

Changing a Password


To change your password:

1. From the **Function Selection** menu, select **Administration**.
2. Select **Change Password**.



3. Click **Select**. The User Security – Change Password page appears.

ELM RESOURCES
ELMNet

 **User Security - Change Password**


Please enter the required information below:

Account Information	
Please enter your Current Password:	<input type="password"/> *
New Password: Password Rules	<input type="password"/> *
Confirm New Password:	<input type="password"/> *

Accept Cancel

ELM
RESOURCES

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**.

 **User Security - Password Rules**

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
ELMNet

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

2. Click the **Forgot your password?** hyperlink. The User Security – Forgot Password page appears.

User Security - Forgot Password

User Verification

Please enter your user ID:

Please enter your email address:


Continue Back

If you have any questions, please contact us at 866.524.8198,
Monday - Friday, regular business hours.

ELM
RESOURCES

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

ELM RESOURCES
ELMNet

 **User Security - Forgot Password Continued**


Predetermined Question

What is your pet's name?

ELM
RESOURCES

6. The User Security – Forgot Password Continued page appears. Enter the answer to the security question you previously selected.
7. Click **Continue**. The Confirmation page will appear.

ELM RESOURCES
ELMNet

 **User Security - Forgot Password Confirmation**

A new password will be generated and sent to you via email.

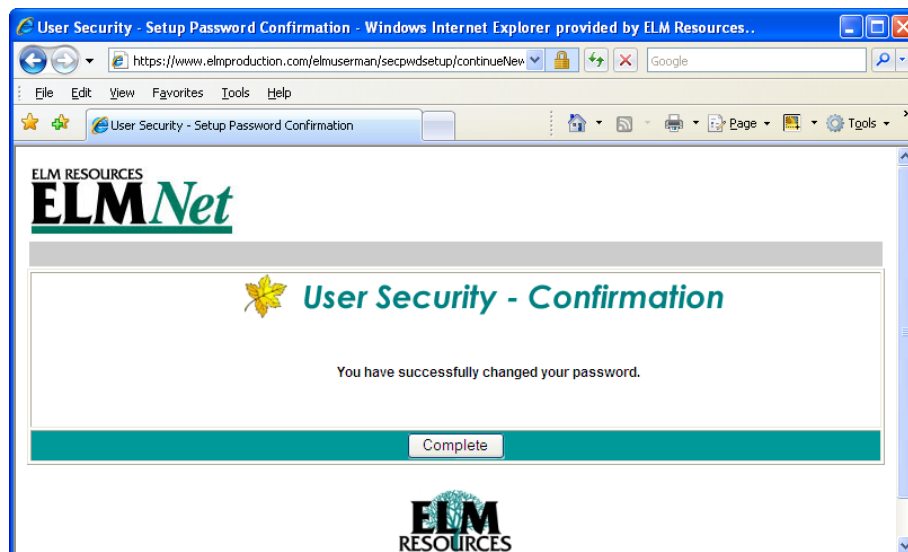
ELM
RESOURCES

8. Click **Exit**. You will receive a one-time-use-only password by e-mail. This password lets you log in one time, and change your password. The one-time-use-only password must be used within ninety days. The security contact at your institution receives an automatic notification when a password is reset.
9. Copy and paste the one-time-use-only password into the password field on the **Logon** page.
10. Click **Accept**.
11. The Verification Information page appears. Click **Continue**.

USING ADMINISTRATIVE FUNCTIONS





12. The Select New Password page will appear.
13. Create and enter a new password in the **New Password** field. The new password must follow the password rules.
14. Confirm the new password by entering it in the **Confirm New Password** field.
15. Click **Continue**.



16. The Confirmation page will appear. Click **Complete**.

USING ADMINISTRATIVE FUNCTIONS

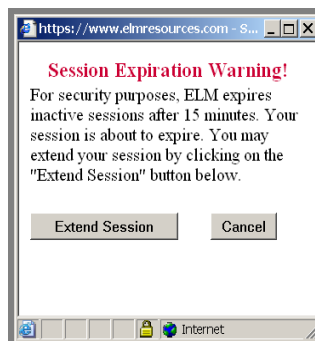
17. The **Logon** page will appear. You can now log in with your User ID and new password.

-  If you try to log in to ELMNet four times unsuccessfully, then you will be locked out of the system and must request a one-time-use-only password from your institution's ELM Security Contact.
-  One-time-use-only passwords are given to first-time users, users whose User IDs have expired, users who have locked themselves out of the system, and users who have forgotten their password.

Working with System Timeouts

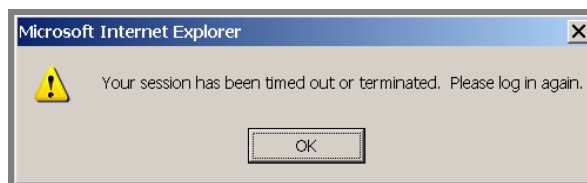
To provide greater security, the ELMNet system times out after fifteen minutes of inactivity. Inactivity means that you have not moved to a new page or transmitted data. If you are entering data on a page and have not moved to a new page or transmitted data, then the system will time out. This security measure helps prevent unauthorized use of your account if you are away from your desk for longer than fifteen minutes.

The system will provide a pop-up warning after fourteen minutes of inactivity. You can click **Extend Session** to continue working.




To continue working:

1. Click **Extend Session**.
2. If you do not click **Extend Session**, the system will time out, and you will receive a time-out message. You will need to log in again to continue working.




USING ADMINISTRATIVE FUNCTIONS

-  If your computer has a pop-up blocker activated, you will not receive the **Extend Session** warning. If you want to receive the **Extend Session** warning, disable your pop-up blocker for the ELMNet website.

Working with User Accounts as the ELM Security Contact

If you are the designated Security Contact for ELMNet at your institution, then you can submit requests to create user accounts. In addition, ELM Security Contacts are able to reset passwords, modify permissions and deactivate user accounts.

-  ELM allows loan providers to designate more than one person as a Security Contact. Contact ELM if you would like to designate additional Security Contacts for your institution.

To set up a new user:

The Security Contact for your institution should send the following information to ELM, or contact Member Services for a form if multiple new user IDs are needed:

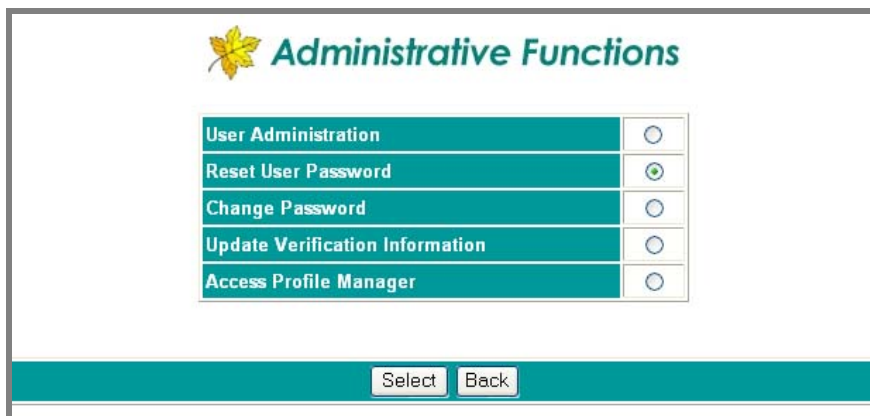
- **Company Name**
- The new user's **Last Name**
- The new user's **First Name**
- The new user's **Telephone number**
- The new user's **Fax number**
- The new user's **Email Address**
- The lender code and branch which will be associated with this new user
- The permissions to be associated with this new userid. The permissions can be:
 - **Inquiry Only** – This allows the user to view data, but make no change requests.
 - **Inquiry/Update** – This allows the user to view data and request changes.
 - **Inquiry/Update/Mailbox** – This allows the user to view data, request changes, send and receive files through ELMNet Mail Box Services.

USING ADMINISTRATIVE FUNCTIONS

- **Inquiry/Mailbox** – This allows the user to view data, send and receive files through ELMNet Mail Box Services. The user will not be able to request changes.

To reset a user password:

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

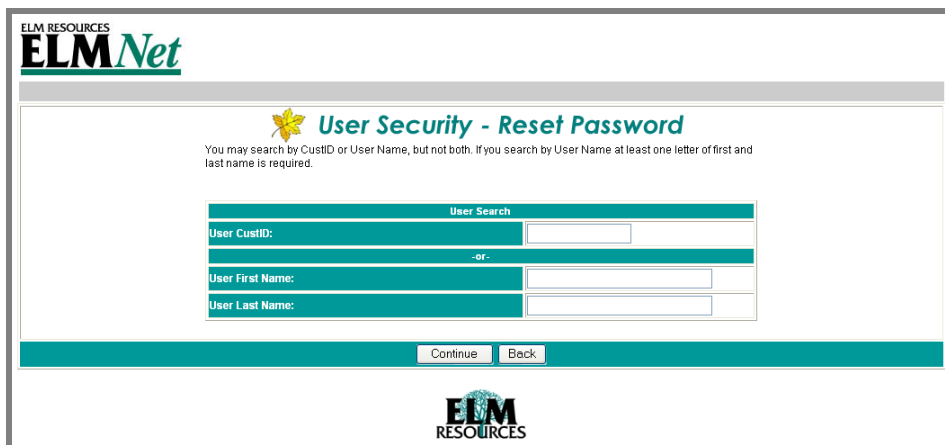


The screenshot shows a web interface titled "Administrative Functions" with a yellow leaf icon. Below the title is a list of five menu items, each with a radio button to its right:

User Administration	<input type="radio"/>
Reset User Password	<input checked="" type="radio"/>
Change Password	<input type="radio"/>
Update Verification Information	<input type="radio"/>
Access Profile Manager	<input type="radio"/>

At the bottom of the menu are two buttons: "Select" and "Back".

2. Select **Reset User Password**. Click **Select**.




The screenshot shows the "User Security - Reset Password" screen. At the top left is the "ELM RESOURCES ELMNet" logo. Below the title is a search instruction: "You may search by CustID or User Name, but not both. If you search by User Name at least one letter of first and last name is required." Below this is a "User Search" form with three input fields:

User CustID:	<input type="text"/>
-or-	
User First Name:	<input type="text"/>
User Last Name:	<input type="text"/>

At the bottom of the form are two buttons: "Continue" and "Back". The ELM RESOURCES logo is at the bottom center of the page.

3. Enter the User ID in the **CustID** field or enter the User's first name and last name.

 A Security Contact cannot reset their own password, or the password of another Security Contact. You must contact ELM to have a Security Contact's password reset.

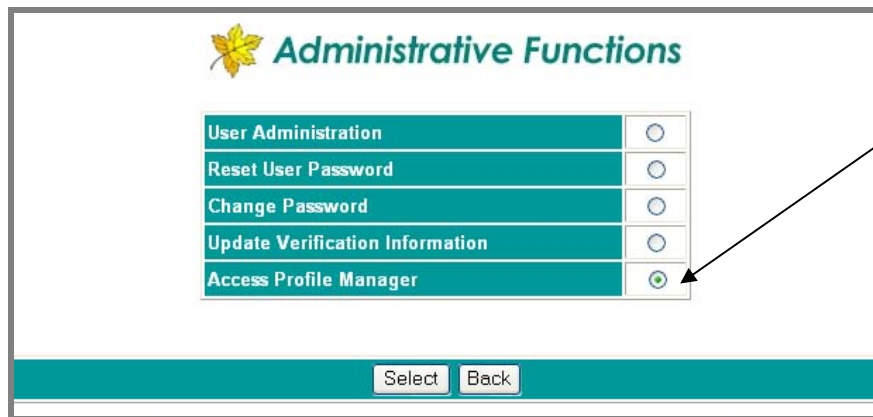
4. The **User Security – Verification** screen is displayed.
5. Verify that the correct User ID whose password needs to be reset is displayed.

USING ADMINISTRATIVE FUNCTIONS

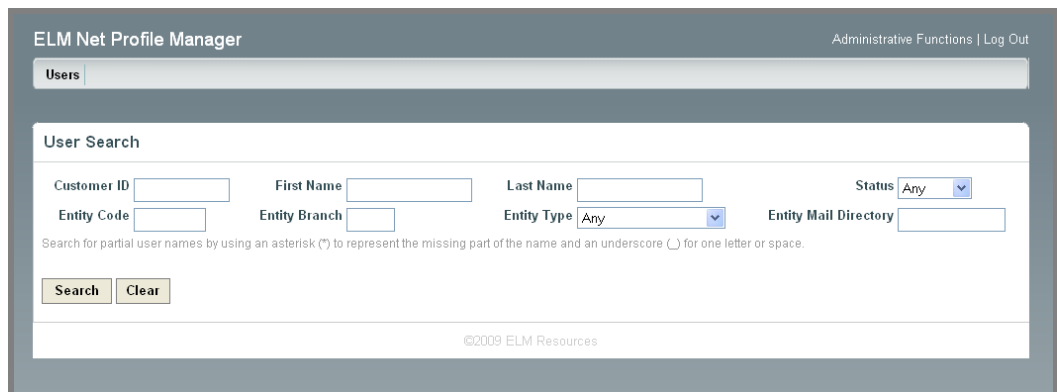
6. Verify that the e-mail address is accurate.
7. Select **Generate Password**.
8. The message that the password has been generated and e-mailed to the user will be displayed.

To update a User's access to ELMNet and contact information:


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



2. Select **Access Profile Manager**. Click **Select**.

A screenshot of the "ELM Net Profile Manager" web application. The page has a header with "Administrative Functions | Log Out" on the right. Below the header is a "Users" tab. The main content area is titled "User Search" and contains several search fields: "Customer ID", "First Name", "Last Name", "Entity Code", "Entity Branch", "Entity Type" (a dropdown menu set to "Any"), and "Entity Mail Directory" (a text input field). There is also a "Status" dropdown menu set to "Any". Below the search fields is a small instruction: "Search for partial user names by using an asterisk (*) to represent the missing part of the name and an underscore _ for one letter or space." At the bottom of the search area are "Search" and "Clear" buttons. The footer of the page contains the text "©2009 ELM Resources".

3. The **ELMNet Profile Manager** screen is displayed.
4. Enter the Customer ID or enter the User's first name or last name.

 When you enter a first name or last name, you may enter just the first letter of that name.

5. Click **Search**.

USING ADMINISTRATIVE FUNCTIONS

ELM Net Profile Manager Administrative Functions | Log Out

Users

User Search Results

Customer ID: LEN55TT First Name: s Last Name: Test Status: Any

Entity Code: 003333 Entity Branch: 00 Entity Type: Any Entity Mail Directory: XYZ Lending

Search for partial user names by using an asterisk (*) to represent the missing part of the name and an underscore (_) for one letter or space.

Search Clear

<Previous | Page 1 of 1 | Next>

Customer ID	First Name	Last Name	Mailbox Access	System Authority	User Role	Email	Phone Number	Status	Company Name	Receive Email Updates
LEN55TT	Tom	Test	No	Inquiry Only	USER	tomtest@xyzl.com	(555)555-5555	Active	XYZ Lending	No

<Previous | Page 1 of 1 | Next>
Export options: CSV | Excel | XML | PDF

©2009 ELM Resources

6. The **ELMNet Profile Manager** screen is displayed with a list of all users found that met your search criteria.
7. To select the user whose details you wish to view, click the User ID, first name or last name.

To send an e-mail to the user using your e-mail program, you may click the e-mail address.

ELM Net Profile Manager Administrative Functions | Log Out

Users

User Details for Tom Test

Basic Details

First Name * Tom Last Name * Test

Phone Number * 5555555555 Phone Extension

Fax Number

Email * tomtest@xyzl.com

Test or Production * Test

Database Status * Active

Domain Status Pwd Expired

Company Name ELM University - Main Campus

Access Details

Mailbox Access Non-Cash Transaction Access

Certification Access Cash Transaction Access

System Authority * Inquiry Only

User Role * User

Entity SCHOOL

Field should be blank if user needs access to multiple mailboxes.

Save Manage Groups Disable Terminate

* = Required Field

<Previous | Page 1 of 1 | Next>

Entity Name	Entity Code	Entity Branch	Entity Mail Directory	Entity Type
XYZ Lending	003333	00	XYZ	LENDER

<Previous | Page 1 of 1 | Next>
Export options: CSV | Excel | XML | PDF

©2009 ELM Resources

USING ADMINISTRATIVE FUNCTIONS

8. The **ELMNet Profile Manager** screen is displayed.

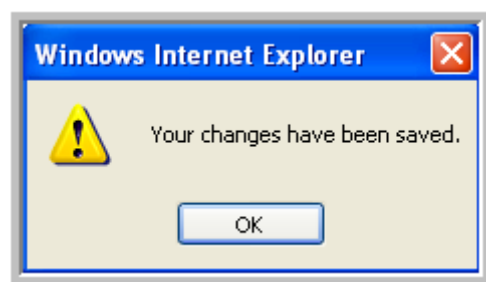
☞ Required fields appear with a red asterisk after the field name. Fields in gray cannot be modified.

9. Under **Basic Details**, you may update the following fields: First Name, Last Name, Phone Number, Phone Extension, Fax Number, Email address.

10. Under **Access Details**, you may update the following fields: Mailbox Access, Certification Access, Non-cash Transaction Access, Cash Transaction Access, and System Authority. Checking any of the boxes will give the userid access to the area.

- Mailbox Access: A checkmark here gives the User access to Mailbox Services (reports and files) sent via ELMNet.
- Certification Access: A checkmark here gives the User access to view and certify Certification Requests posted on ELMNet. Check this if the user has Inquiry Only Access and you want the user to see or certify the Certification Requests.
- System Authority:
 - i. No Web Access: Users will be provided an ELMNet ID, but will not be able to logon.
 - ii. Inquiry Only: provides view only access to ELMNet records.
 - iii. Update: provides edit ability to ELMNet records.
- Non-Cash Transaction Access: allows Users to process non-cash changes to loan records (such as a change to the Hold/Release flag). Un-check this if the user has Update Access and you do not want the user to be able to make Non-Cash Transaction change requests.
- Cash Transaction Access: allows Users to process cash changes to loan records (such as a return of funds). Un-check this if the user has Update Access and you do not want the user to be able to make Cash Transaction change requests.

11. Click Save.



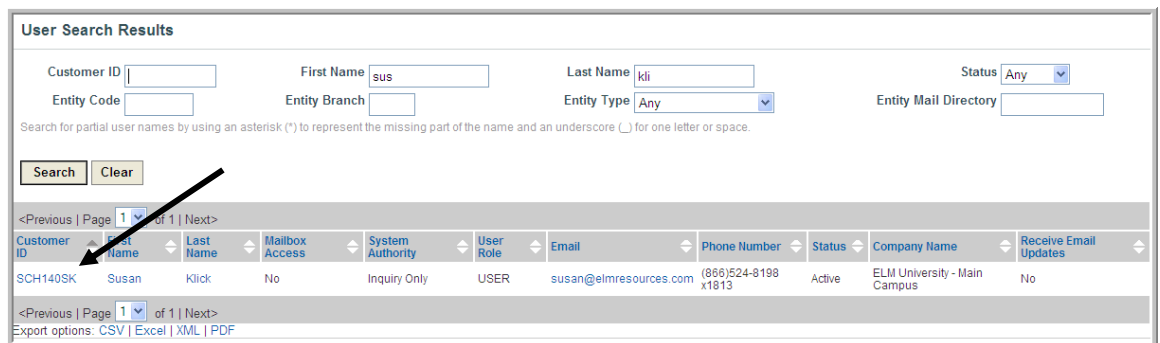
USING ADMINISTRATIVE FUNCTIONS

12. Click OK.

 It is recommended that **System Authority** be selected before any check boxes are selected.

To temporarily disable a User's access to ELMNet:

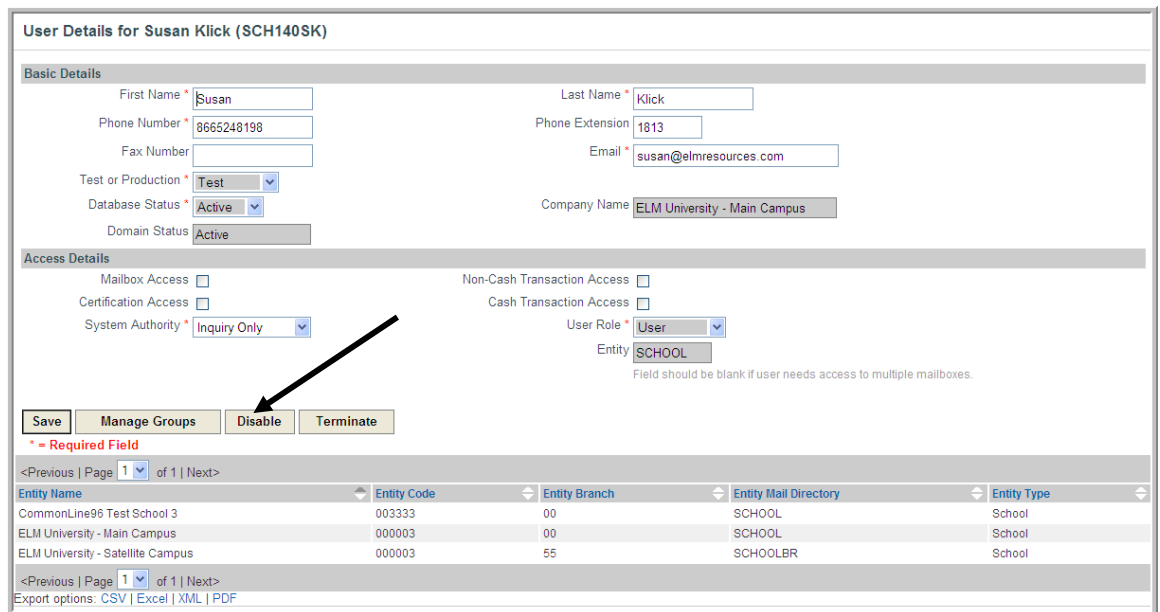
1. In Profile Manager, click the link to the **Customer ID** you wish to access.



The screenshot shows the 'User Search Results' page. At the top, there are search filters for Customer ID, First Name (sus), Last Name (kli), Entity Code, Entity Branch, Entity Type (Any), and Status (Any). Below the filters are 'Search' and 'Clear' buttons. A table below shows search results for user SCH140SK, Susan Klick. An arrow points to the 'Customer ID' column header.

Customer ID	First Name	Last Name	Mailbox Access	System Authority	User Role	Email	Phone Number	Status	Company Name	Receive Email Updates
SCH140SK	Susan	Klick	No	Inquiry Only	USER	susan@elmresources.com	(866)524-8198 x1813	Active	ELM University - Main Campus	No

2. The **User Details** page appears.



The screenshot shows the 'User Details for Susan Klick (SCH140SK)' page. It is divided into 'Basic Details' and 'Access Details' sections. Basic details include First Name (Susan), Last Name (Klick), Phone Number (8665248198), Phone Extension (1813), Fax Number, Email (susan@elmresources.com), Test or Production (Test), Database Status (Active), Domain Status (Active), and Company Name (ELM University - Main Campus). Access details include Mailbox Access, Certification Access, System Authority (Inquiry Only), Non-Cash Transaction Access, Cash Transaction Access, User Role (User), and Entity (SCHOOL). At the bottom, there are buttons for 'Save', 'Manage Groups', 'Disable', and 'Terminate'. An arrow points to the 'Disable' button.

* = Required Field


Entity Name	Entity Code	Entity Branch	Entity Mail Directory	Entity Type
CommonLine95 Test School 3	003333	00	SCHOOL	School
ELM University - Main Campus	000003	00	SCHOOL	School
ELM University - Satellite Campus	000003	55	SCHOOLBR	School

3. Click **Disable** to prevent the User from being able to access ELMNet.

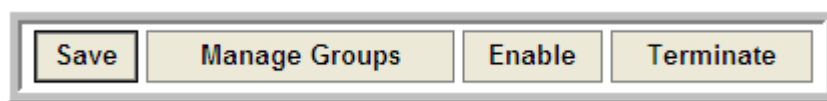
USING ADMINISTRATIVE FUNCTIONS



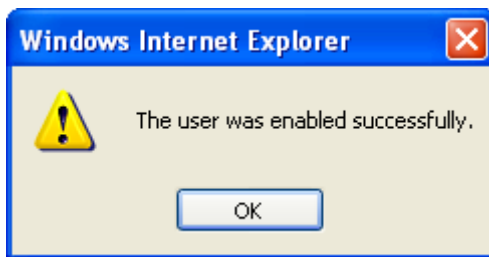
4. Click **OK**.

 The Disable button allows for a temporary suspension of a user's access to ELMNet. Once disabled, the User's ID will not be deleted by ELM, and can be reactivated in the future.

5. To reactivate an ID that was previously disabled, access the User's ID from the **User Details** page. The button now says **Enable**.



6. Click **Enable**.
7. The User's ID will be reactivated. Click **OK**.



To terminate a User's access to ELMNet:

1. In Profile Manager, click the link to the **Customer ID** you wish to access.

USING ADMINISTRATIVE FUNCTIONS

User Search Results

Customer ID First Name Last Name Status
Entity Code Entity Branch Entity Type Entity Mail Directory

Search for partial user names by using an asterisk (*) to represent the missing part of the name and an underscore () for one letter or space.

<Previous | Page 1 of 1 | Next>

Customer ID	First Name	Last Name	Mailbox Access	System Authority	User Role	Email	Phone Number	Status	Company Name	Receive Email Updates
SCH140SK	Susan	Klick	No	Inquiry Only	USER	susan@elmresources.com	(866)524-8198 x1813	Active	ELM University - Main Campus	No

<Previous | Page 1 of 1 | Next>
Export options: CSV | Excel | XML | PDF

2. The **User Details** page appears.

User Details for Susan Klick (SCH140SK)

Basic Details

First Name * Last Name *
Phone Number * Phone Extension
Fax Number
Test or Production * Email *
Database Status * Company Name
Domain Status

Access Details

Mailbox Access Non-Cash Transaction Access
Certification Access Cash Transaction Access
System Authority * User Role *
Entity
Field should be blank if user needs access to multiple mailboxes.

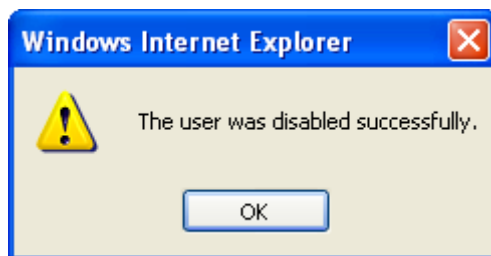
* = Required Field


<Previous | Page 1 of 1 | Next>

Entity Name	Entity Code	Entity Branch	Entity Mail Directory	Entity Type
CommonLine96 Test School 3	003333	00	SCHOOL	School
ELM University - Main Campus	000003	00	SCHOOL	School
ELM University - Satellite Campus	000003	55	SCHOOLBR	School

<Previous | Page 1 of 1 | Next>
Export options: CSV | Excel | XML | PDF

3. Click **Terminate** to prevent the User from being able to access ELMNet. Click **OK**.



 The **Terminate** button results in a permanent action to deactivate the user ID. If a userid has been terminated, it cannot be reactivated. A new userid for the user will need to be requested.

USING ADMINISTRATIVE FUNCTIONS

4. Click **OK**.

To manage groups

Managing groups allows you to add or remove groups that are assigned (i.e. allowing staff to belong to groups that represent related entities that share ELMNet loan functionality):

1. In Profile Manager, click the link to the **Customer ID** you wish to access.
2. The **User Details** page appears.
3. Click **Manage Groups** to add or delete Groups from the User's access.

User Details for Susan Klick (SCH140SK)

Basic Details

First Name * Susan Last Name * Klick
Phone Number * 8665248198 Phone Extension 1813
Fax Number
Email * susan@elmresources.com
Test or Production * Test
Database Status * Active Company Name ELM University - Main Campus
Domain Status Active

Access Details

Mailbox Access Non-Cash Transaction Access
Certification Access Cash Transaction Access
System Authority * Inquiry Only User Role * User
Entity SCHOOL
Field should be blank if user needs access to multiple mailboxes.

Save Manage Groups Disable Terminate

* = Required Field

<Previous | Page 1 of 1 | Next>

Entity Name	Entity Code	Entity Branch	Entity Mail Directory	Entity Type
CommonLine96 Test School 3	003333	00	SCHOOL	School
ELM University - Main Campus	000003	00	SCHOOL	School
ELM University - Satellite Campus	000003	55	SCHOOLBR	School

<Previous | Page 1 of 1 | Next>
Export options: CSV | Excel | XML | PDF

4. The **Manage User Groups** page will be displayed.

USING ADMINISTRATIVE FUNCTIONS

ELM Net Profile Manager Administrative Functions | Log Out

Users

Manage User Groups for Kathy Williams (SCH226KW)

Existing Groups

Current Groups --Select One-- Delete Group

New Groups

New Groups --Select One-- Add Group

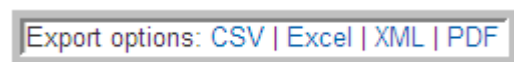
Back

5. Under Existing Groups: select the drop down arrow next to Current Groups to view all assigned Groups for this user. You may delete a group from this user's access by highlighting a group and selecting **Delete Group**.
6. Under New Groups: select the drop down arrow next to New Groups to view all Groups that could be assigned to this user. You may add a group to this user's ID by highlighting a group and selecting **Add Group**.

✎ If you have not been granted access to certain groups for your institution, you will not be able to view those groups nor perform add/delete functions for their users. If you delete all the groups for a user, you will not be able to manage that user in the future.

To export or print the results:

1. Options are noted in the lower left-hand corner of both the Profile Manager and User Details screens.



2. Click on the option you need:
 - a. CSV: opens a Comma Separated Value file.
 - b. Excel: opens an Excel spreadsheet.
 - c. XML: opens the Internet browser and provides the data in XML code.
 - d. PDF: opens a PDF document.
3. Save or print the file in the chosen format.