



ELMNet Frequently Asked Questions

Passwords and Security

I forgot my password. What do I do?

There is a **Forgot your password?** hyperlink on the **Logon** page. Click on the hyperlink and you will be prompted for your User ID and e-mail address. You will then be asked a security question that you have previously set up. If you answer the security question correctly, you will receive a one-time-use-only password that will allow you to log in and change your password.

I forgot my password, and tried to log in four times. Now I'm locked out. What do I do?

If you unsuccessfully try to log in four times, then you are locked out of the system, and will need to contact your institution's ELM Security Contact for assistance. A one-time-use-only password will be sent to you in an e-mail once your password has been reset. You can use this one-time-use-only password to log in and change your password.

We have a new employee. What information do you need to create an ELMNet User ID for them?

Your institution's Security Contact will need their name, phone number, fax number, and e-mail address. You will need to decide what their access level will be – inquiry or update – and if they will be allowed to access your school's ELM mailbox. The Security Contact will enter the necessary information by clicking **Administration** on the **Function Selection Screen** and then selecting **User Administration**.

ELMNET FREQUENTLY ASKED QUESTIONS

Can the timeout feature be lengthened or disabled?

The timeout feature cannot be disabled. This security measure helps prevent the unauthorized use of your account to access private financial data 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 then click **Extend Session** to continue working.

I'm not getting a warning when the system is about to time out. Why not?

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

What should I do if I'm getting timed out of ELMNet in less than fifteen minutes?

To stay logged into ELMNet, you must transmit data to ELM every fifteen minutes or less, or navigate to a new screen. If you are being timed out in less than fifteen minutes even though you are actively working in ELMNet, follow these steps:

1. Add ELM as a trusted site in your web browser.
2. Clear your temporary Internet files.
 - a. Go to your Start menu, then to Control Panel and then open Internet Options.
 - b. Once open, under the tab labeled General, you should see a heading for Browsing history. If you click on the Delete button another window will open for you to select what temporary files to delete.
 - c. Delete Temporary Internet Files, Cookies and History.
 - d. Restart your computer.
 - e. Manually type in the following website address:
<https://www.elmproduction.com>.
 - f. Log into ELMNet as normal.

Sending and Receiving Files

I can't find a file that I downloaded yesterday. How do I get it back?

ELMNet has a **List Recently Downloaded Files** function in Mailbox Services that allows you to retrieve files, reports and disbursement rosters that you have downloaded in the past seven days. If you downloaded the files more than seven days ago, then you will need to call an ELM representative for assistance.

My files are rejecting in ELMNet because they have multiple file extensions. I can't see the extensions on my computer. What do I do?

If you send in files with multiple file extensions, such as *.sis.txt* or *.sis.dat*, they may cause your file to fail, which can delay the processing of those files. Make sure that your system

ELMNET FREQUENTLY ASKED QUESTIONS

does not create multiple file extensions for your outgoing files. If you are unable to view file extensions on your computer, change this setting by going to your Desktop. Double-click **My Computer**. Click **Tools**, and select **Folder Options**. Select the **View** tab. Make sure that there is no check in the **Hide extensions for known file types** checkbox. Click **Apply**. You will be able to view your file extensions, and remove multiple file extensions. Check to make sure that your outgoing files meet ELMNet file-naming conventions.

Can CLC files with multiple headers and trailers be processed through ELMNet?

CLC files with multiple headers and trailers can be processed through ELMNet, but the files must go through the SPC converter process. Schools that choose to do this must be set up for this process. Contact an ELM representative if you wish to use this process.

Certification Requests

What's a promissory note delivery method and which option do I pick?

The **Promissory Note Delivery Code** field tells the loan originator, when a promissory note is required, how your school would prefer to collect the promissory note. The options are **Print**, **Web** or **E-mail**. If this value exists in the record sent by the lender, this field will be pre-populated. If the field is not pre-populated, and you are unsure which option to choose, the **Print** option is the default since some service providers may not support web or e-mail promissory notes. If a promissory note is already on file the value of this field has no operational impact.

I created a default set for working with freshman applications. How can I share it with the other staff in my office?

The default sets you create are specific to your User ID. If you want others in your office to use this same default, print the default page, and have them set up their defaults with the same values.

My certification request record has been locked. How did this happen?

If you exit the record by using your browser's **Back** button instead of the ELMNet **Back** button, the record may be locked. You will need to call ELM to have the record unlocked. An unlock program runs nightly on ELMNet to unlock locked records.

I was entering a student's loan certification information. I was interrupted, and when I came back my ELMWeb session had timed out. Now when I try to complete the application, I receive the message "no records satisfying this criteria". What happened?

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 enter data on a page, and have not moved to a new page or transmitted data, then the system will time out. The **Certification Requests** function does have a **Save** button. If you are interrupted, click

ELMNET FREQUENTLY ASKED QUESTIONS

the **Save** button at the bottom of the **Certification Request** page. If the system times out, you will be able to retrieve the record. When the record is complete, click **Accept**.

Loan Transactions

After requesting Remote Loan data, why do I find two identical loans for the same student on the Loan Listing page?

Loans retrieved from a lender or servicer's remote database appear as they are received from the lender or servicer. The loans are compared to existing loans on ELMNet by these fields: loan begin date, loan end date, gross amount, school code, school branch, and lender code. If any of these fields do not match, including fields that are blank, then both loans will be displayed.

What does the lightning bolt in the status field mean?

The lightning bolt icon indicates that this loan was retrieved from a lender or servicer's remote database.

I tried to enter a Cancellation - Cash for a disbursement, and I am getting the error message: "Disbursement Gross Cancellation Amount is an invalid value." What does this mean?

You may have entered an amount with an alpha character, or a value under one dollar without a leading zero. If you enter an amount less than one dollar, you must enter a leading zero. For example, enter 0.52 instead of .52. If you enter a dollar amount using the letter **O** instead of the number **0**, you will receive this error message.

I want to cancel a loan, but the Cancellation function on the Loan Transaction screen is grayed out. What's wrong?

The **Loan Transaction** page in the **Loan Retrieval** function will allow you to make changes to a loan based on loan type and the loan's status. The **Transaction Selection** section will only display options that are valid for the loan you selected. The changes that cannot be made to this loan are grayed out. If the Cancellation function is not available, choose the *Change Disbursements* option and make your cancellation request at the disbursement level.

If our school is set up as GP processing, can that be automatically filled in?

Yes, you can use the multiple defaults function to specify which information is automatically filled in when you apply the default. You can create up to twenty default sets in the **Request Application**, **CloneApp**, and **Certification Requests** functions. You can set up defaults for the lender code branch, guarantor code, MPN type, promissory note delivery method, processing type code, enrollment status code, grade level, loan begin date, loan end date, anticipated completion date, and disbursement date and hold/release status.

ELMNET FREQUENTLY ASKED QUESTIONS

Can I process a reinstatement on a partially cancelled disbursement?

No, CommonLine does not support this transaction.

What is the difference between Cancellation – Cash and Cancellation – Non Cash?

Cancellation – Cash is a cancellation of a disbursement after the funds have been disbursed to the school by the lender. **Cancellation – Non Cash** is a cancellation of a disbursement prior to the disbursement of funds to the school from the lender.

ELM NDN

I expected to receive a disbursement today, but it's not here. What should I do?

You can call an ELM representative for assistance. We have access to view pending disbursement files, and verify what time of day they were received. If you need access to this information outside of regular business hours, you should contact your lender directly.

Can ELM NDN disbursement checks be sent to a post office box?

No. The overnight delivery company will only deliver checks to a physical mailing address.

Can I place a temporary hold on my school disbursements?

Yes. This process is called *snooze*. We are able to temporarily stop a school's disbursement volume for a requested period of time. We strongly suggest that schools give ELM enough notice so that we can give lenders five business days to prepare for the requested snooze on disbursements.

When can I access my disbursement roster from my electronic mailbox?

The rosters are available in the morning the same day as your disbursement. Rosters can be accessed from the mailbox at any time.

Can I use the same bank account for auto-debit as my disbursement account?

Yes. You can specify your disbursement account, or any other account of your choosing. We can also debit separate accounts for each of the loan type disbursed through ELM NDN (Stafford Subsidized, Stafford Unsubsidized, PLUS, Grad PLUS and Alternative).

Reports

I ran a report on ELMWeb, but there is no data in the report, just headers. How do I fix this?

ELMNET FREQUENTLY ASKED QUESTIONS

The selection criteria that you set for the report returned no data. Try creating the report for a different time period, or running the report with different selection criteria.

How do I delete downloaded reports after reviewing the report?

These reports are automatically deleted from ELMNet after seven days, so you will not need to delete the reports.

Is there a report I can run that tells me if any loans have been stuck in a loan status for an unusually long period of time?

You can run an R04 ELM Status Detail Report. This report can be sorted by loan status. The **ELM Stat Date** field shows the date that the current status occurred. This information is helpful in determining if a loan has been in a status for a long time, and follow-up with the loan provider may be needed.

I need to run a report listing all loans for a specific lender code. How can I do this?

You can generate an R04 report, and select the specific lender by name or by lender code.

General Information

Where can I find information on CommonLine file specifications?

File specifications for different CommonLine versions are available at www.nchelp.org.

We will be working with a new loan provider. What information does ELM need to set this up?

Typically, no changes or updates will be needed if your new loan provider is an ELM participant. If you have special processes or loan flows, or any concerns or questions, please contact ELM for assistance.