

## Log in to ELMNet

- Open your Internet browser and go to the ELM Resources home page at [www.elmresources.com](http://www.elmresources.com).
- Click [Solutions for Schools](#).
- Select the “click here” link next in the ELMNet Loan Processing option under [ELMNet Access for Schools](#).

OR

- Direct your Web browser to [www.elmproduction.com/ELM/logon.cfm](http://www.elmproduction.com/ELM/logon.cfm).
- Type your User ID and Password.
- Click [Accept](#). The Function Selection screen will appear.

## Retrieve a Loan Record

- Log in to ELMNet.
- Click [Loan Retrieval](#).
- Enter the student’s social security number, name or partial name.
- Select the student you wish to see.
- Click [Accept](#).
- The Student Listing screen will list records matching the name or partial name criteria.
- Click the [View](#) or [Edit](#) button next to the student’s name.
- The Loan Status screen will appear.

## Enter a Loan Online

- Log in to ELMNet.
- From the Function Selection menu, select [Request Application](#).
- Select [Application type](#) and click [Select](#).
- Complete loan information (all required fields are outlined in red).
- Click [Accept](#).

## Process a Reject File

- Log in to ELMNet.
- From the Function Selection menu, select [Reject Files](#).
- Select type of reject to be corrected – ELM or Guarantor
  - ELM Rejects are loan records that failed validation at the ELM database. Most common ELM rejects are loan records identified as potential duplicates.
  - Guarantor Rejects contains loan records rejected by the Guarantor.

## Process a Reject File “Continued”

- Choose your Selection Criteria and Sort By options, then press [Select](#).
- Select a record. The borrower record is displayed in the loan application format.
- The exception reason is displayed at the top of the screen. Fields with missing data or incorrect information are highlighted in yellow. Input the missing data or correction by clicking on the affected field.

## Passwords

### Change password

- Log in to ELMNet.
- Click [Administration](#).
- The Administrative Functions screen will appear.
- Select [Change Password](#) and click [Select](#).
- The User Security Change Password screen will appear.
- Enter the current password for verification purposes.
- Enter a new password and click [Accept](#). You will be prompted to do this twice. Review the security information and update as needed then click [Accept](#).

### Reset expired password

- Send an email to the ELM Customer Support Desk at [CSD@elmresources.com](mailto:CSD@elmresources.com).
- The Customer Support Desk will send you a one-time password.
- Using this password, log in to ELMNet.
- Review and verify the information.
- Enter a new password and click [Accept](#).

### Forgotten password

- Click [Solutions for Schools](#).
- Select the “click here” link in the Forgot Password option under [ELMNet Access for Schools](#).

OR

- Direct your Web browser to [www.elmproduction.com/ELM/logon.cfm](http://www.elmproduction.com/ELM/logon.cfm).
- Click on [Forgot your Password?](#)
- Enter your User ID and email address; click [Continue](#).
- Answer the predetermined security question; click [Continue](#).
- The ELMNet system will send you a one-time password.
- Using this password, log in to ELMNet.
- Review and verify the information.
- Enter a new password and click [Accept](#).

## Print an Application Form

- Log in to ELMNet.
- From the Function Selection Menu, select **Loan Retrieval**.
- Enter the student's social security number, name or partial name.
- Select the student and loan in question.
- From the Loan Status screen, select **ViewApp** at the bottom of the screen.
- You can enter data on the template and then print. You cannot save this form.
- Click the printer icon in your browser to print the application. This is not a copy of the original application, but a template with the information filled in. You must have Adobe Acrobat Reader installed in order to view the application.

## Request a Report

- Log in to ELMNet.
- Click the dropdown arrow under Report Selection.
- Highlight and click on the report you choose to run.
- Click **GO**.
- Select the desired report criteria and click **Generate Report**. The report can be viewed by returning to the Function Selection Menu and clicking **View Reports** when the message "Report Generation Request completed successfully" appears.

## View a Report

- Log in to ELMNet.
- Click **View Report**. A password screen will appear.
- Enter your User ID and password. The password is case sensitive. Select your report by clicking on the report name.
- View the report or extract the report into an Excel spreadsheet if desired.

## Check Your Mailbox (must have access to Mailbox Services)

- Log in to ELMNet.
- Select **Mailbox Services**.
- To send files:
  - Select **Send Data Files**.
  - Use the browse button to locate the file on your PC.
  - Select file.
  - Select **Send File**.
- To receive files or reports:
  - Select **Receive Data Files**.
  - Use dropdown box to select file/report to download.
  - Select **Retrieve File**.
  - You have the option to open the file or save it to your PC.
- To access files or reports that you recently downloaded:
  - Select **List Files Recently Downloaded** to access files you retrieved from Mailbox Services in the past seven days.

## Certify ISIR Records

- Log in to ELMNet.
- From the Function Selection Menu, select **ISIR Records**.
- Enter Selection Criteria and Sort By options. Hint: Select **All Records** to see everything in this section.
- Select record to certify by clicking on the Social Security number.
- Select loan type.
- Click **Select**.
- Complete certification (all required fields are outlined in red).
- Click **Accept**.

## Check Current System Status

- From the ELM Logon page, find "For the latest ELM Service Bureau news, click here" located above the logon box.