

Where Schools Should Call

For a complete list of contact points, go to the Schools Portal Website: fsa4schools.ed.gov and click on Help Center

Function	Phone or Email	Web address
<p>APPLICATION PROCESSING Order bulk paper FAFSAs, Student Guides, etc.</p> <hr/> <p>Check status of FAFSA and SAR/ISIR processing</p>	<p>Bulk Publications & Ordering System 1-877-433-7827</p> <hr/> <p>Federal Student Aid Info Center 1-800-4FED-AID</p>	<p>Go to the Schools Portal web site and under the Resources & Training heading click on "Publications & How to Order."</p> <hr/> <p>Go to Schools Portal website and under the FAA Access to Student Date heading click on "CPS (FAFSA/ISIR Processing)"</p>
<p>SCHOOL SERVICES – Eligibility Become an eligible school Add a location Report a change to your Program Participation</p> <hr/> <p>Add or Correct a Federal or Direct Loan school code</p> <hr/> <p>eZ-Audit</p>	<p>See website for specific FSA CASE team phone numbers.</p> <hr/> <p>Call COD Customer Service @ Pell 1-800-474-7268 Direct Loan 1-800-848-0978 Email: codsupport@acs-inc.com</p> <hr/> <p>Contact the EZ Audit Help Desk 1-877-263-0780 Email: fsaezaudit@ed.gov</p>	<p>Go to Schools Portal web site and under the Participation & Funding heading, click on the "Application/Recertification (EAPP)" link or go to www.eligcert.ed.gov</p> <hr/> <p>Go to Schools Portal web site and under the Participation & Funding heading, click on the "Application/Recertification (EAPP)" link or go to www.eligcert.ed.gov</p> <hr/> <p>Go to Schools Portal web site and under the Participation & Funding heading, click on the "e-Z audit" link or go to www.ezaudit.ed.gov</p>
<p>SCHOOL SERVICES – General FSA Conferences</p> <hr/> <p>Download EDEExpress software & technical manuals</p> <ul style="list-style-type: none"> • Application Processing • Packaging • FISAP • SSCR • ISIR Analysis • R2T4 • FAA Access to CPS Online • EDconnect • Network Password Changes • Data Transmission Services <hr/> <p>FSA Training</p> <hr/> <p>Campus Based</p> <hr/> <p>Pell Grant & Direct Loan Common Origination & Disbursements (COD)</p> <hr/> <p>Grant Application & Payment System (GAPS)</p> <hr/> <p>National Student Loan Data System (NSLDS)</p>	<p>Conference Registration & Information call Jackie Miller @ 1-319-665-7797 or send email to confsuggest@pearson.com</p> <hr/> <p>CPS/SAIG Technical Help Phone: 1-800-330-5947 E-mail: CPSSAIG@ed.gov</p> <hr/> <p>Call 1-202-377-3941 Email FSA_Internet_Registration@ed.gov</p> <hr/> <p>Call 1-877-801-7168 Email: CBFOB@ed.gov</p> <hr/> <p>Call COD Customer Service @ Pell 1-800-474-7268 Direct Loan 1-800-848-0978 Email: codsupport@acs-inc.com</p> <hr/> <p>Call 1-888-336-8930 Email: edcaps.user@ed.gov</p> <hr/> <p>Call: 1-800-999-8219 Email: nslds@pearson.com</p>	<p>Go to Schools Portal web site and under the Resources & Training heading click on the "Conferences" link Or go to edeworkshop.ncspearson.com</p> <hr/> <p>Go to Schools Portal website and under the Resources & Training heading click on the "Software and Manuals: SAIG" link or go to www.fsadownload.ed.gov</p> <hr/> <p>Go to Schools Portal web site and under the Resources & Training heading click on the "Training (TFAP)" link or go to www.ed.gov/offices/OSFAP/training</p> <hr/> <p>Go to Schools Portal web site and under the Participation & Funding heading, click on the "eCampus-Based/FISAP" link or go to www.cbfisap.ed.gov</p> <hr/> <p>Go to the Schools Portal web site and under the FAA Access to Student Data heading, click on the "COD (DL & Pell Processing)" link or go to www.cod.ed.gov</p> <hr/> <p>Go to Schools Portal web site and under the Participation & Funding heading, click on the "GAPS & E-payments" link</p> <hr/> <p>Go to Schools Portal web site and under the FAA Access to Student Date heading click on "NSLDS for FAA's" link or go to www.nsldsfap.ed.gov</p>

Where Students Should Call

In general, the first place a student should look for information is the Student Aid Website at: www.studentaid.ed.gov

<p>FAFSA and SAR/ISIR Correction status checks</p> <p>Obtain information about the federal student aid programs</p>	<p>Federal Student Aid Information Center 1-800-4FED-AID Overseas Callers: 1-319-337-5665 TTY: 1-800-730-8913</p>	<p>Web Site: fafsa.ed.gov PIN Registration Web Site: (For students and parents access) pin.ed.gov Student Aid on the Web site: studentaid.ed.gov</p>
<p>Check on status of loans and grants previously paid to students</p>	<p>Federal Student Aid Information Center 1-800-4FED-AID Overseas Callers: 1-319-337-5665 TDD/TTY: 1-800-730-8913</p>	<p>NSLDS website www.nsls.ed.gov Note – students will need to obtain a PIN to access specific data. See pin.ed.gov</p>
<p>Check on Direct Loan accounts and repayments</p>	<p>Direct Loan Servicing Center Borrower Services: Call: 1-888-848-0979</p>	<p>Website: www.dl.ed.gov.com</p>
<p>Check on defaulted loans or grant overpayments</p>	<p>Payment Center Collections: Call: 1-800-621-3115 Email: dschelp@pearson.com</p>	<p>Website: 1800IWILLPAY.com</p>
<p>Loan disputes and problems</p>	<p>Ombudsman’s Office Call: 1-877-557-2575 FAX: 1-202-275-0549</p>	<p>Website: www.fsahelp.ed.gov</p>
<p>Closed Schools</p>	<p>Federal Student Aid Information Center 1-800-4FED-AID Overseas Callers: 1-319-337-5665 TTY: 1-800-730-8913</p>	<p>Student Aid on the Web site: studentaid.ed.gov Search on the word: “closed schools”</p>