



Electronic Access Conference

2002

THE U.S. Department of
EDUCATION



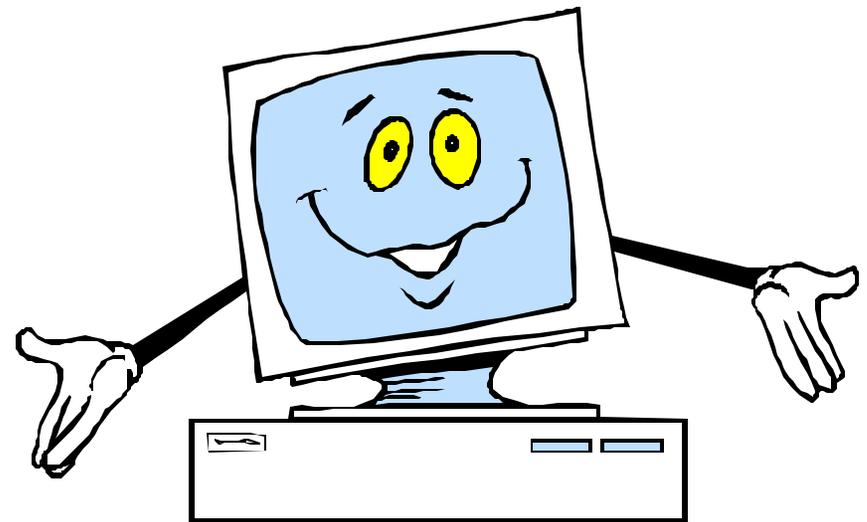


Session 4

The FSA PIN – The Key to Accessing Your Data

Introduction

- Session Presenters
- Who is this session for?
 - All levels





Session Agenda

- The PIN and Its Uses
- PIN Web Site Functions
- Electronic Delivery
- Questions and Comments
- Evaluations

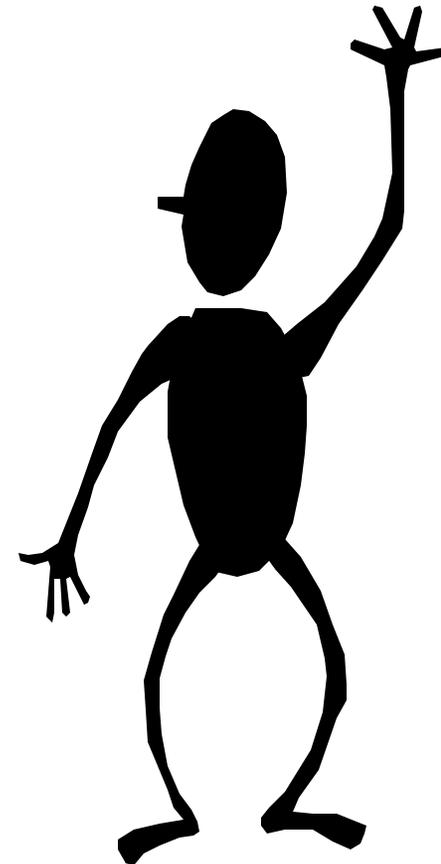


The PIN and Its Uses



Who Is Eligible For a PIN?

- Everyone – Students, Parents, and FAAs
- Must have correct information on the Social Security Administration's database
- Must have a mailing address



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PIN Mailer

Here is your U.S. Department of Education PIN. We are sending this to you because you have filed a Free Application for Federal Student Aid (FAFSA).

You will be able to use this PIN to:

- Complete and electronically sign your Free Application for Federal Student Aid (FAFSA) or Renewal FAFSA.
- Check the status and results of your processed FAFSA and make corrections to your FAFSA.
- View a history of the Federal student aid you received.
- Make address corrections to your Direct Loan account, calculate a repayment schedule, and get interactive counseling on deferment or forbearance for any Direct Loans you have.
- Track the processing status of your On-line Consolidation Loan application throughout the entire consolidation process from application receipt to booking with Direct Loan Servicing.
- E-sign your Federal Direct or Federal Family Education Loan (FFEL) Master Promissory Note.
- Use your PIN to access Direct Loan Entrance Counseling. You may complete Entrance Counseling over the web and have the results sent to your school of choice electronically.

- Lists what the PIN holder can do with the PIN
- Lists the Web sites where PIN holder can use the PIN

Here is your U.S. Department of Education PIN



U.S. Department of Education
Student Financial Assistance

PIN
3472

You must type your PIN exactly
as it appears.

U.S. Department of Education web sites where you can
use this PIN:

- FAFSA, Renewal FAFSA, and FAFSA Corrections on the Web
www.fafsa.ed.gov
- National Student Loan Database System
www.nslsds.ed.gov
- Direct Loan Origination web site
www.ed.gov/offices/OSFAP/DirectLoan/index.htm
- Direct Loan Servicing web site
www.dlservicer.ed.gov
- Direct Loan Consolidation web site
www.loanconsolidation.ed.gov

SEE REVERSE SIDE FOR OPENING INSTRUCTIONS

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Who Receives a PIN Automatically?

- Students whose initial application have
 - Processed Record Type = Initial Application or Correction Application
 - SSN Match Flag = 4 (SSN, Name and DOB match)
 - At least two of City, Mailing State, and Zip Code are non-blank
 - Signed By = Applicant or Applicant and Parent
 - Student Signature Flag does not equal Electronic



Who Receives a PIN Automatically? (cont'd)

- Students whose corrections have
 - Processed Record Type = Correction or Duplicate Request
 - PIN Flag is blank (weren't previously sent a PIN)
 - Subsequent Application Flag is blank
 - Transaction Data Source/Type Code is not Corrections on the Web
 - SSN Match Flag = 4 (SSN, Name and DOB match)
 - At least two of City, Mailing State, and Zip Code are non-blank
 - Signed By = Applicant or Applicant and Parent



Who Receives a PIN Automatically? (cont'd)

- Students who qualify for a Renewal FAFSA and
 - have a SSN Match Flag = 4 (SSN, Name and DOB match)
 - are fifth year and graduate students
 - filed a FAFSA or correction online
 - have a valid e-mail address
 - attend a school that requests PINs be mailed instead of paper renewals



Why have a PIN?

- Submit electronic signatures
- Submit online renewals and corrections
- Enter Student Access On The Web
- Access Direct Loan's Origination, Servicing and Consolidation Web sites



Why have a PIN? (continued)

- Access NSLDS's Web site
- Access eCampus
- Student Authentication Network (STAN)
 - Authentication service for Direct Loan and FFEL borrowers who want to electronically sign promissory notes using their PIN
- Enter FAA Access to CPS Online



PIN Web Site Functions

PIN Home Page

- PIN Request and Information
- Change Internet Access
- Contact Us
- Security
- Links to other sites



FSA
FEDERAL
STUDENT AID
Make It Easier Through School

**WELCOME TO
PIN REGISTRATION**

U.S. DEPARTMENT OF EDUCATION

- [PIN HOME](#)
- [PIN REQUEST AND INFORMATION](#)
- [CHANGE INTERNET ACCESS](#)
- [CONTACT US](#)
- [SECURITY](#)
- [US DEPARTMENT OF EDUCATION](#)
- [FINANCIAL AID FOR STUDENTS](#)
- [STUDENT GUIDE](#)
- [FSA ELECTRONIC SERVICES](#)

This web site is your source of information for the U.S. Department of Education PIN. Select one of these links for more information about [what the PIN is](#) and [where you can use it](#), or select the [PIN Frequently Asked Questions](#) link.

If you have never received a U.S. Department of Education PIN or you are unsure if you already have a PIN, please select [Apply for PIN](#) to receive one. By accepting this PIN you agree to not disclose or share your PIN with anyone. Because your PIN serves as your electronic signature and provides access to your personal records, you should never give your PIN to anyone. Be sure to keep your PIN in a safe place; you will be able to use the same PIN in the future to apply electronically for student aid and access your U.S. Department of Education records.

If you have received a PIN previously but no longer have access to it, select [PIN Request and Information](#) from the menu list on the left side of this page.

[APPLY FOR PIN](#) [CHANGE PIN](#) [PIN FAQ'S](#)

Functions of the PIN Site

- Apply
- Request
- Change PIN
- Change PIN Information
- Disable
- Re-enable
- Check PIN information



The screenshot shows the FSA (Federal Student Aid) website's PIN Request & Information page. The header includes the FSA logo and navigation links: PIN HOME, PIN REQUEST AND INFORMATION, CHANGE PIN, CHECK PIN STATUS, CONTACT US. The main heading is "PIN REQUEST & INFORMATION" with a small tree icon. Below this, the text reads "Requesting Your U.S. Department of Education PIN". A sidebar on the left lists navigation options: APPLY FOR PIN, CHANGE PIN, CHECK PIN STATUS, REQUEST A PIN TO BE SENT, CHANGE MY PIN INFORMATION, and PIN FAQ'S. The main content area states "You can use this Web site to:" followed by a bulleted list of services: Request a Pin To Be Sent, Change PIN, Apply for Pin, Check Pin Status, and Change Pin Information.

FSA
FEDERAL STUDENT AID

PIN HOME | PIN REQUEST AND INFORMATION | CHANGE PIN | CHECK PIN STATUS | CONTACT US

PIN REQUEST & INFORMATION

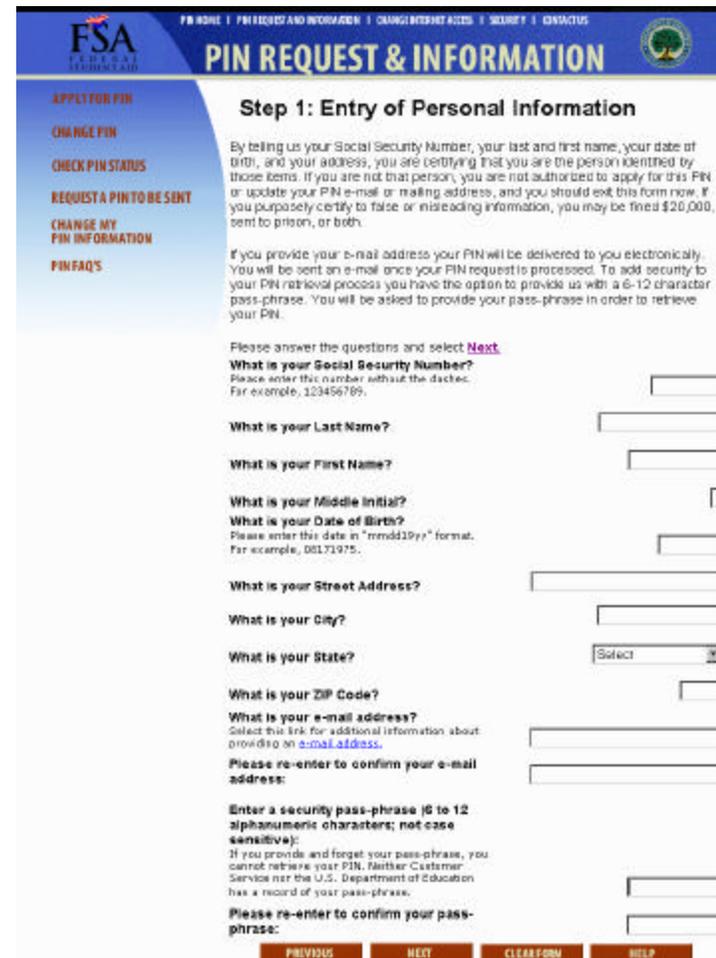
Requesting Your U.S. Department of Education PIN

You can use this Web site to:

- [Request a Pin To Be Sent](#), if you are currently on file with a U.S. Department of Education PIN or you want a duplicate copy.
- [Change PIN](#), if you want your PIN recalculated or you want to choose your own PIN.
- [Apply for Pin](#), if you want to receive a PIN and are not currently on file with a U.S. Department of Education PIN.
- [Check Pin Status](#), if you are currently on file with a U.S. Department of Education PIN and would like to see the most current PIN data that we have on file for you.
- [Change Pin Information](#), if you are currently on file with a U.S. Department of Education Pin and would like to update your Pin mailing address, email address or first name that we have on file for you.

Apply for a PIN

- Purpose: To apply for a PIN if no PIN exists on the database
- Most parents will need to apply rather than request
- User may choose to supply a “Pass-phrase”



FSA
FEDERAL STUDENT AID

PIN HOME | PIN REQUEST AND INFORMATION | CHANGE MY PIN | SECURITY | CONTACT US

PIN REQUEST & INFORMATION

Step 1: Entry of Personal Information

By telling us your Social Security Number, your last and first name, your date of birth, and your address, you are certifying that you are the person identified by those terms. If you are not that person, you are not authorized to apply for this PIN or update your PIN e-mail or mailing address, and you should exit this form now. If you purposely certify to false or misleading information, you may be fined \$20,000, sent to prison, or both.

If you provide your e-mail address your PIN will be delivered to you electronically. You will be sent an e-mail once your PIN request is processed. To add security to your PIN retrieval process you have the option to provide us with a 6-12 character pass-phrase. You will be asked to provide your pass-phrase in order to retrieve your PIN.

Please answer the questions and select **Next**.

What is your Social Security Number?
Please enter this number without the dashes.
For example, 123456789.

What is your Last Name?

What is your First Name?

What is your Middle Initial?

What is your Date of Birth?
Please enter this date in "mmddyyyy" format.
For example, 08171975.

What is your Street Address?

What is your City?

What is your State?

What is your ZIP Code?

What is your e-mail address?
Select this link for additional information about providing an e-mail address.

Please re-enter to confirm your e-mail address:

Enter a security pass-phrase (6 to 12 alphanumeric characters; not case sensitive):
If you provide and forget your pass-phrase, you cannot retrieve your PIN. Further, Customer Service near the U.S. Department of Education has a record of your pass-phrase.

Please re-enter to confirm your pass-phrase:



Apply Features

- SSN, Name, DOB and Mailing address are required
- E-mail address is optional but recommended
- Pass-phrase is optional
 - 6–12 characters, not case sensitive
- No signature page required



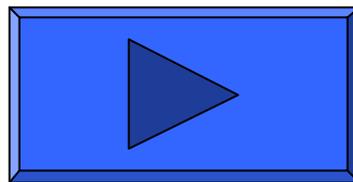
Apply Results

- If a PIN already exists, user will be asked if he/she wishes to update his/her delivery information
- If no PIN exists, the data is sent to match with SSA
- If the match is successful, the PIN is generated for delivery
- If the match is not successful, a reject e-mail or letter is sent



PIN Walkthrough

At this point, we will demonstrate the process of applying for a PIN.





Request a PIN to be Sent

- Purpose: To request an existing PIN
- If an e-mail address is present, e-mail delivery is the default
- If no e-mail address is present or Postal Service is chosen, PIN will be mailed
- If no match is found, directed to PIN app

A screenshot of the FSA (Federal Student Aid) PIN Request & Information web page. The page has a blue header with the FSA logo and navigation links: "PIN HOME", "PIN REQUEST AND INFORMATION", "CHANGE INTERNET ACCESS", "SECURITY", and "CONTACT US". The main content area is titled "PIN REQUEST & INFORMATION" and "Match Found". It displays the following information: "We have found your record in the PIN database. If your PIN information, below, is correct, select 'Yes' to continue." The user's information is: "LILIAN FOOTER", "3 CHILE DRIVE", "MULA, AK 20111", and "E-mail Address: liliant@isp.com". Below this, there is a dropdown menu for "Your PIN will be sent out to you via:" with "E-mail" selected. There are two buttons: "YES" and "NO". A note at the bottom states: "If you exit before selecting one of the buttons above, we will not send you your PIN." On the left side of the page, there is a vertical menu with links: "APPLY FOR PIN", "CHANGE PIN", "CHECK PIN STATUS", "REQUEST A PIN TO BE SENT", "CHANGE MY PIN INFORMATION", and "PIN FAQ'S".

Change PIN

- Purpose: To change a PIN to a self-selected PIN or have the system generate a PIN for you
- Useful if the PIN may be compromised



The screenshot shows the FSA PIN Request & Information page. The header includes the FSA logo and navigation links: HOME, REGISTER AND REINSTATE, CHANGE YOUR ACCESS, SECURITY, CONTACT US. The main heading is "PIN REQUEST & INFORMATION". Below this, there is a section titled "Changing Your PIN" with the text: "You can choose your own four-digit PIN or we can randomly generate a new PIN for you". A navigation bar contains buttons for PREVIOUS, GENERIC PIN, PERSONALIZED PIN, and HELP. A sidebar on the left lists options: REGISTER PIN, CHANGE PIN, CHECK PIN STATUS, REQUEST A PIN TO BE SENT, CHANGE MY PIN INFORMATION, and PIN FAQ'S.



Change PIN Information

- Purpose:
To change
 - first name,
 - PIN mailing address, or
 - e-mail address

A screenshot of the FSA (Federal Student Aid) website's "PIN REQUEST & INFORMATION" page. The page is titled "Step 1: Entry of Personal Information". It contains a navigation menu on the left with options: "APPLY FOR PIN", "CHANGE PIN", "CHECK PIN STATUS", "REQUEST A PIN TO BE SENT", "CHANGE MY PIN INFORMATION", and "PIN FAQs". The main content area includes a warning about providing false information, instructions on how to receive the PIN electronically, and a form with the following fields:

- "What is your Social Security Number?" with a text input field containing "111020000".
- "What is your Last Name?" with a text input field containing "smith".
- "What is your First Name?" with a text input field containing "John".
- "What is your Middle Initial?" with a text input field containing "null".
- "What is your Date of Birth?" with a text input field containing "01011080".



Check PIN Status

- Purpose: To verify PIN addresses and last day the PIN was sent
- Customer service can not make changes to the PIN data
- User must use the PIN web site to make changes

A screenshot of the FSA PIN Request & Information website. The page has a blue header with the FSA logo and navigation links: "PIN HOME", "PIN REQUEST AND INFORMATION", "CHANGE INTERNET ACCESS", "SECURITY", and "CONTACT US". The main content area is titled "Your PIN Information and Status" and displays the user's PIN E-mail Address as "lilianf@isp.com" and their PIN Mailing Address as "LILIAN FOOTER, 3 CHILE DRIVE, MULA, AK 20111". It also states "Your PIN was last mailed to you on 09/09/2002." There are several informational paragraphs and a "PIN HOME" button at the bottom right.

FSA FEDERAL STUDENT AID

PIN HOME | PIN REQUEST AND INFORMATION | CHANGE INTERNET ACCESS | SECURITY | CONTACT US

PIN REQUEST & INFORMATION

APPLY FOR PIN
CHANGE PIN
CHECK PIN STATUS
REQUEST A PIN TO BE SENT
CHANGE MY PIN INFORMATION
PIN FAQ'S

Your PIN Information and Status

PIN E-mail Address: lilianf@isp.com

PIN Mailing Address:
LILIAN FOOTER
3 CHILE DRIVE
MULA, AK 20111

Your PIN was last mailed to you on **09/09/2002**.

If you want to update your email or mailing address where we mail you your PIN, select [PIN Request and Information](#) from the PIN home page, followed by select [Change my PIN information](#).

For added security, we recommend that you exit your browser completely when you are finished using the PIN site. Select this link for [further detail](#). You may also want to consider [clearing your browser's cache](#) and deleting any temporary files.

If you have any further questions, please refer to the Customer Service page for [contact and assistance information](#) by selecting this link.

[PIN HOME](#)



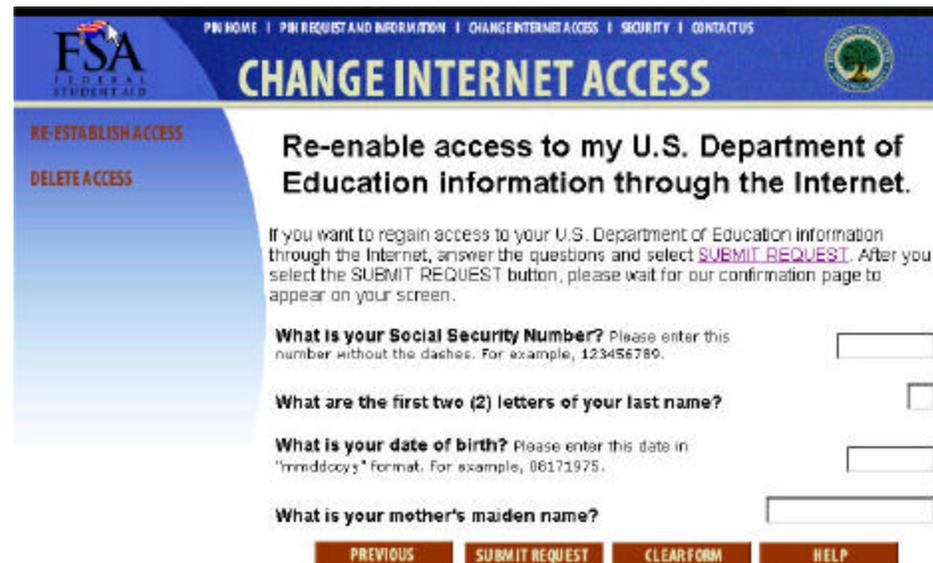
Disable PIN

- Purpose: To disable a PIN
- Another option if a user thinks the PIN is compromised
- Must supply mother's maiden name

A screenshot of the FSA (Federal Student Aid) website's "CHANGE INTERNET ACCESS" form. The form is titled "CHANGE INTERNET ACCESS" and "Stop access to my U.S. Department of Education information through the Internet". It includes instructions and a "SUBMIT REQUEST" button. Below the instructions are four questions with input fields: "What is your Social Security Number?", "What are the first two (2) letters of your last name?", "What is your date of birth?", and "What is your mother's maiden name?". At the bottom are buttons for "PREVIOUS", "SUBMIT REQUEST", "CLEAR FORM", and "HELP".

Re-enable PIN

- Purpose: To reactivate a disabled PIN
- Must supply mother's maiden name
- Mother's maiden name must be the same name used to disable



The screenshot shows the 'CHANGE INTERNET ACCESS' page for FSA Federal Student Aid. The page title is 'CHANGE INTERNET ACCESS' and the main heading is 'Re-enable access to my U.S. Department of Education information through the Internet.' Below the heading, there is a paragraph of instructions: 'If you want to regain access to your U.S. Department of Education information through the Internet, answer the questions and select **SUBMIT REQUEST**. After you select the **SUBMIT REQUEST** button, please wait for our confirmation page to appear on your screen.' There are four input fields with labels: 'What is your Social Security Number? Please enter this number without the dashes. For example, 123456789.', 'What are the first two (2) letters of your last name?', 'What is your date of birth? Please enter this date in "mmddccyy" format. For example, 08171975.', and 'What is your mother's maiden name?'. At the bottom, there are four buttons: 'PREVIOUS', 'SUBMIT REQUEST', 'CLEAR FORM', and 'HELP'.



Electronic Delivery

Electronic Delivery

- Implemented on January 1, 2002
- Available if an e-mail address is provided
- Provides for a quicker turnaround than the paper mailer
- Turnaround time is approximately 1–3 days



What if I do not have an e-mail address?

- E-mail addresses are optional
- The PIN mailer can still be sent via the USPS
- Turnaround time is approximately 7–10 days



I have an e-mail address

- A personal e-mail is sent instead of the paper mailer
- The PIN is not in the e-mail
- A retrieval URL is included along with instructions





E-mail Notification

Subject: Your U.S. Department of Education PIN Request

Dear Applicant,

Your U.S. Department of Education PIN has been issued. We are sending this to you as a result of the request you made from the PIN Registration web site.

In order to obtain your PIN, you must go to the link below, or paste it in the address bar of your browser, to access our secure online delivery system.

<https://pin.ed.gov/epin?pinkey=2gZpEKutKzViAyVYg3yApsLuhy7JUSbzllqysB4TkzM>

Please Note: Your PIN is available for online delivery via the above Web site until OCTOBER 4, 2002.

For your security, you can view your PIN only once using the link above. You should either print the page your PIN is displayed on or write your PIN down and keep it in a secure location.

To protect the confidentiality of your application data, you should never share your PIN with anyone.

If the above date has already passed or you have already viewed your PIN using this link, go to <http://www.pin.ed.gov> for information about how to obtain your PIN.

If you encounter any problems accessing your PIN, or have any questions about the U.S. Department of Education PIN, please visit the PIN Web site at <http://www.pin.ed.gov/epinhelp.htm>

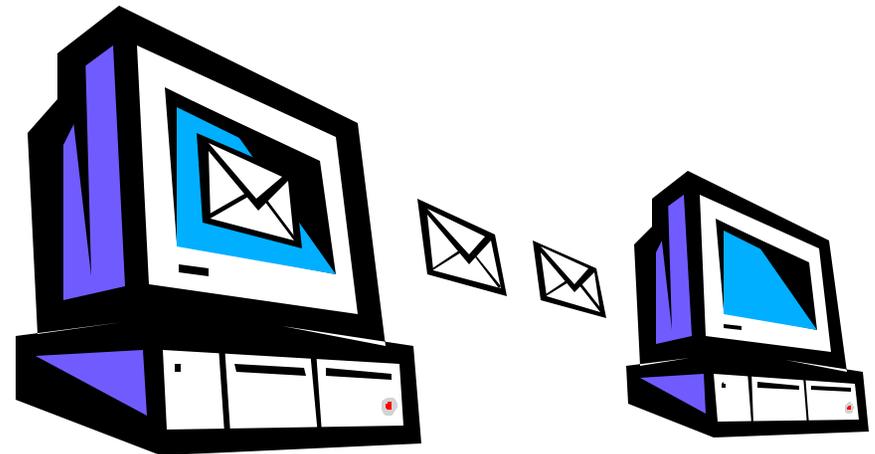
Thank You,

U.S. Department of Education
Federal Student Aid

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How it works

- The retrieval URL will always require the user's stable data (SSN, date of birth, first two letters of the last name)
- The retrieval URL will either have a "Pass key" included or will require the user to enter a "Pass-phrase"
- After required data is submitted, the PIN is shown





Accessing the PIN with a Pass-phrase

- This option is only available to individuals who use “Apply for PIN” and enter a “Pass-phrase”
- User will link to the PIN web site URL provided in the e-mail
 - A secure PIN key will be included in the URL in the e-mail
- User will supply stable data and the Pass-phrase
- The PIN will be supplied online



Retrieval With A Pass-Phrase

A screenshot of the FSA PIN Request & Information page. The page has a blue header with the FSA logo and navigation links. The main content area is titled "Retrieve my PIN" and contains instructions and a form. The form has four questions with input fields: "What is your Social Security Number?", "What are the first two (2) letters of your last name?", "What is your date of birth?", and "What is your pass-phrase?". At the bottom of the form are buttons for "SUBMIT REQUEST", "CLEAR FORM", "HELP", and "PIN HOME".

PH HOME | PIN REQUEST AND INFORMATION | OUR MAILING LIST | SECURITY | CONTACT US

PIN REQUEST & INFORMATION

Retrieve my PIN

Answer the following questions to retrieve your U.S. Department of Education PIN.

By telling us your Social Security Number, the first two characters of your last name, and your date of birth, you are requesting a PIN. You are also certifying that you are the person identified by those items. If you are not that person, you are not authorized to request this PIN and should exit this request form now.

You must also provide the pass-phrase you created when applying for your PIN.

Answer the questions and select [SUBMIT REQUEST](#). After you select the SUBMIT REQUEST button, please wait for our confirmation page to appear on your screen.

What is your Social Security Number?
Please enter this number without the dashes. For example, 123456789.

What are the first two (2) letters of your last name?

What is your date of birth?
Please enter this date in "mmddccyy" format. For example, 08171975.

What is your pass-phrase? If you forgot your pass-phrase, you cannot retrieve your PIN. Neither Customer Service nor the U.S. Department of Education has a record of your pass-phrase.

[SUBMIT REQUEST](#) [CLEAR FORM](#) [HELP](#) [PIN HOME](#)

- The link takes the student to the PIN access page.
- Enter Personal information
 - Social Security Number
 - First two letters of their last name
 - Date of birth
 - Pass-phrase



PIN

- Student retrieves their PIN
- One time only access, must write down/Print the PIN
- If the student loses/forgets, they can use the Request A PIN To Be Sent option to get their PIN again

A screenshot of the FSA (Federal Student Aid) PIN Request & Information page. The page has a blue header with the FSA logo and the text "PIN REQUEST & INFORMATION". On the left side, there is a navigation menu with links: "REQUEST PIN", "CHANGE PIN", "CHECK PIN STATUS", "REQUEST A PIN TO BE SENT", "CHANGE MY PIN INFORMATION", and "PINFAQS". The main content area displays a "Match Found" message: "We have found your record in the PIN database. You can only view your PIN once through this e-mail; this is for your security. You should print this page or write down your PIN and keep it in a secure location." Below this message, it says "Your PIN is: 1343". At the bottom, there is a "PIN HOME" button and a security notice: "For added security, we recommend that you exit the browser completely when you are finished using the PIN site. Select this link for further detail. You may also want to consider clearing your browser's cache and deleting any temporary files."



Accessing the PIN without a Pass-phrase

- This option is only available to individuals who use “Apply for PIN” and DO NOT enter a “Pass-phrase”
- User will link to the PIN web site URL provided in the e-mail
 - A secure PIN key will be included in the URL in the e-mail
- User will supply just stable data
- The PIN will be supplied online



Additional Security

- The PIN is only retained on the database – it is never included in the e-mail
- Limited attempts (3) can be made for delivery per day
- The PIN will be available for retrieval online for 14 days after e-mail notification
 - If not retrieved online within 14 days, the PIN is printed and mailed
 - Only applies to PIN requests entered on the PIN site



What's New

- Added a help page that can be linked to from the PIN notification e-mail
 - Provides resolutions to several possible problems
- Link to PIN Already Active page for users that have already accessed their ePIN and try to make a subsequent retrieval



How did we do?

We appreciate your feedback and comments. We can be reached:

Phone: 1-800-4-FED-AID

E-mail: fafsaweb@ncs.com

FSATech Listserv

E-mail: fsatech@inet.ed.gov

Sign-up information:

<http://www.ed.gov/offices/OSFAP/sfatech/listserv.html>



Questions and Comments



Electronic Access Conference

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