

Department of Education Student Loan Servicer Web Site Access for Schools

Attachment to June 2009 Electronic Announcement

Schools that have borrowers whose Federal Family Education Loan (FFEL) Program loans have been purchased by the Department of Education (the Department) can access information about the servicing of their borrowers' loans by the Department of Education Student Loan Servicing Center via the center's Web site at <https://www.ed-servicing.com>. More specifically, a school user can obtain account status, loan, deferment, delinquency, and current contact information for an individual borrower or for all of the school's borrowers.

The information available through the [Department of Education Student Loan Servicer Web site](#) can assist a school in its default aversion activities. Depending on the need, a school user may complete an individual borrower look up, access a summary of the School Loan Report, or access the detail of the School Loan Report.

School Loan Report Summary – At the summary level, the School Loan Report provides the number of accounts, number of borrowers, number of delinquent borrowers, percentage of delinquent borrowers, total days delinquent, subsidized principal balance outstanding, unsubsidized principal balance outstanding, total principal balance outstanding, and average monthly payment amount for the school's borrowers as a whole.

School Loan Report Detail – At the detail level, the School Loan Report provides loan type, loan status, unpaid balance, monthly payment, past due amount, number of days delinquent, contact information, and other loan data for each of a school's borrowers. The report detail can be downloaded in Microsoft Excel.

Registering for Access

To access the [Department of Education Student Loan Servicer Web site](#), a school user must first register for a user/secureid name, password/pin, and secureid number. Once the school user registers, he or she will simply log in to the Web site; the user will not need to register again.

A school user who needs to complete the one-time registration will do so by completing the following steps:

Step 1: Call the Department of Education Student Loan Servicing Center at 866/938-4750 to receive instructions for completing registration paperwork.

Step 2: After completing the registration paperwork and receiving information from the Department of Education Student Loan Servicing Center, go to <http://servicing.acs-education.com> to authenticate user/secureid name, password/pin, and secureid number.

Logging In After Registration

After a school user successfully completes the one-time registration, he or she will log in to the [Department of Education Student Loan Servicer Web site](#) by clicking on the School Login link in the navigation bar on the left side of the Home page, entering his or her information (user/secureid name, password/pin, and secureid number), and clicking on the LOGIN button.

Getting Help

For assistance with accessing the [Department of Education Student Loan Servicer Web site](#), contact the Department of Education Student Loan Servicing Center at 866/938-4750.