

SAIG/FTI-SAIG Passwords Overview

In this document, we provide information to assist Student Aid Internet Gateway (SAIG) users with understanding the various password types in TDCCommunity Manager (TDCM), FTI-TDCM, and EDconnect 8.6.0 (or higher) and describe how to change a password. Depending on which system is being used, the options to change a password will differ.

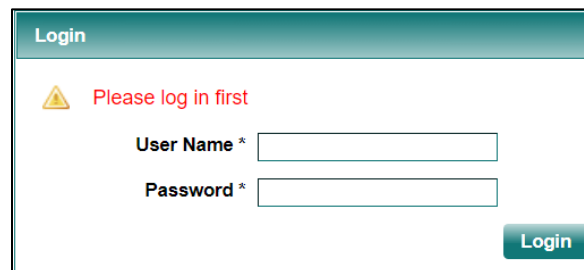
TDCCommunity Manager (TDCM) Password Overview

In the legacy SAIG TDCM system (<https://saigportal.ed.gov>), users have two options to change their Mailbox (TG) password. This password, also known as the SAIG Mailbox Password or FTPPASSWD, serves multiple purposes: it is used for EDconnect Mailbox (TG/FT) password and TDClient FTP password functionalities.

When logging in, users must first enter their User Name (TG number) and the corresponding Mailbox password as show in Figure 1 below. Users can then change this password on the Participants tab (Figure 2) or the Change Password link on the TDCM Welcome Page (Figure 3).

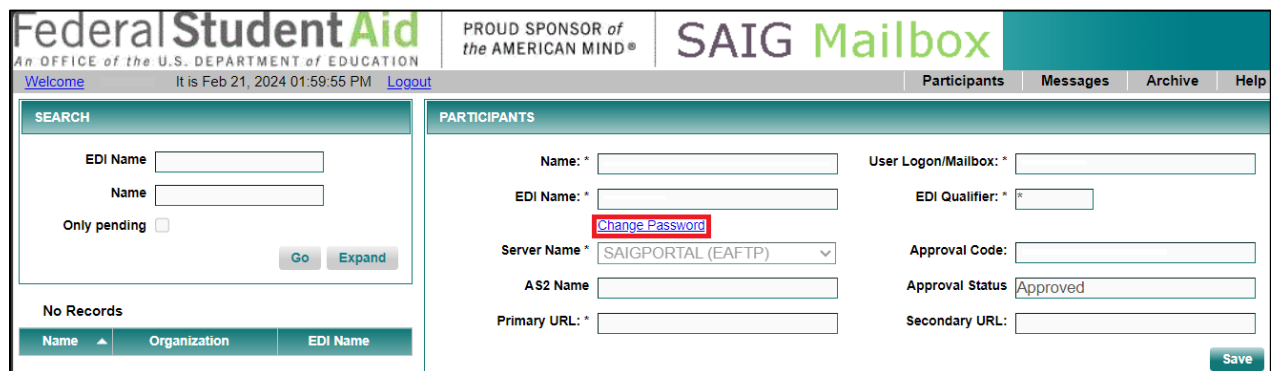
Note: In TDCM, this password is the same password that is used for transmission with EDconnect or TDClient.

Figure 1: SAIG TDCM Log-In Screen



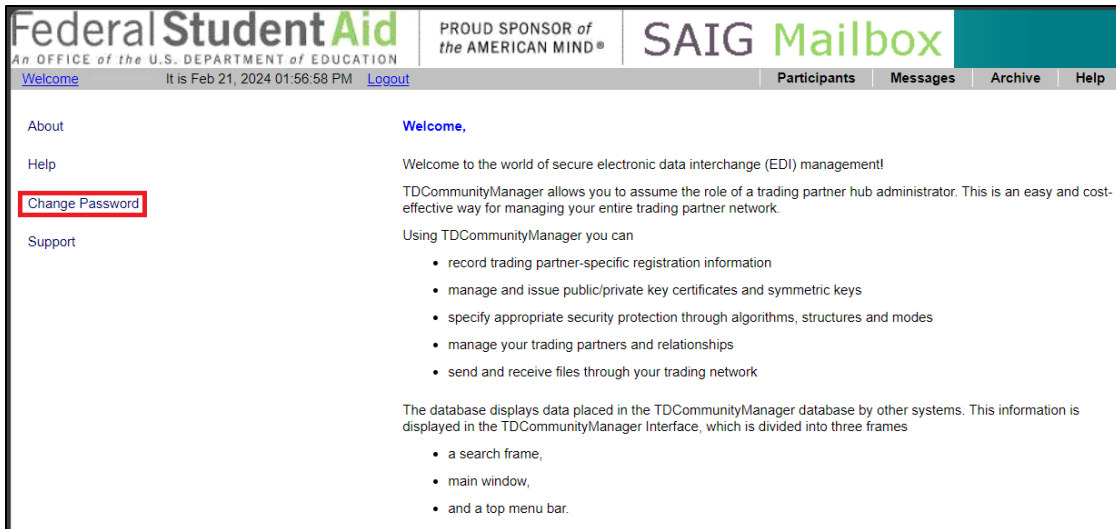
The login screen features a teal header with the word "Login". Below the header, a yellow warning triangle icon is followed by the text "Please log in first". There are two input fields: "User Name *" and "Password *". A teal "Login" button is located at the bottom right of the form.

Figure 2: SAIG TDCM Participants Tab



The screenshot shows the SAIG Mailbox interface. The top navigation bar includes "Welcome", "It is Feb 21, 2024 01:59:55 PM", "Logout", "Participants", "Messages", "Archive", and "Help". The "Participants" tab is active. On the left, there is a "SEARCH" section with fields for "EDI Name" and "Name", a "Only pending" checkbox, and "Go" and "Expand" buttons. The main area is titled "PARTICIPANTS" and contains several fields: "Name: *", "User Logon/Mailbox: *", "EDI Name: *", "EDI Qualifier: *", "Server Name" (a dropdown menu currently showing "SAIGPORTAL (EAFTP)"), "Approval Code:", "AS2 Name", "Approval Status" (showing "Approved"), "Primary URL: *", and "Secondary URL:". A "Change Password" link is highlighted in red above the "Server Name" dropdown. A "Save" button is at the bottom right.

Figure 3: SAIG TDCM Welcome Page



FTI-TDCM Password Overview

The FTI-TDCM (<https://ftisaigportal.ed.gov>) system introduces another password type: the **FSA User ID Password**. Users may already have an FSA User ID and password for use with other Federal Student Aid systems (e.g., the COD website, NSLDS Professional Access, or EDconnect). FTI-TDCM system log-in requires the FSA User ID, the FSA User ID password, a One-Time Password (OTP) generated by a registered Two Factor Authentication (TFA) method (a physical token or VIP Access "soft" token app), and Mailbox ID (FT number).

Users can change their FSA User ID password through the link on the FTI-TDCM log-in page as shown in Figure 4 below. Users can change their Mailbox password on the Participants tab (Figure 5).

Figure 4: FTI-TDCM Log-In Screen

The screenshot shows the FTI-TDCM Login screen. It has a 'Login' header in a dark green box. Below this is a warning icon and the text 'Please log in first'. There are four input fields: 'FSA User Id *', 'Password *', 'OTP *', and 'Mailbox Id *'. A 'Login' button is located at the bottom right of the form. Below the form, there are two links: 'FSA User ID Change Password' (highlighted with a red box) and 'FSA User ID token registration'.

Figure 5: FTI-TDCM Participants Tab

The screenshot shows the 'Participants' tab in the FTI-SAIG Mailbox interface. On the left, there is a 'SEARCH' section with fields for 'EDI Name', 'Name', and a checkbox for 'Only pending'. Below this is a table with columns 'Name', 'Organization', and 'EDI Name', currently showing 'No Records'. The main 'PARTICIPANTS' section contains several input fields: 'Name', 'User Logon/Mailbox', 'EDI Name', 'EDI Qualifier', 'Server Name' (set to 'FTISAIGPORTAL (EAFTP)'), 'AS2 Name', 'Primary URL' (set to 'ftisaigmailbox.ed.gov'), 'Approval Code', 'Approval Status' (set to 'Approved'), and 'Secondary URL'. A 'Change Password' link is highlighted in red next to the 'EDI Name' field. At the bottom right is a 'Save' button. A navigation bar at the top includes links for 'Participants', 'Relationships', 'Messages', 'Archive', and 'Help'.

Note: The FSA User ID password is not the same as the Mailbox password. The Mailbox password is used for transmission with EDconnect or TDClient.

EDconnect Password Overview

The updated EDconnect software (8.6.0 and higher) can connect to both the legacy SAIG and the FTI-SAIG, depending on the FT/TG number used during log-in. Users enter the same FSA User ID for both systems.

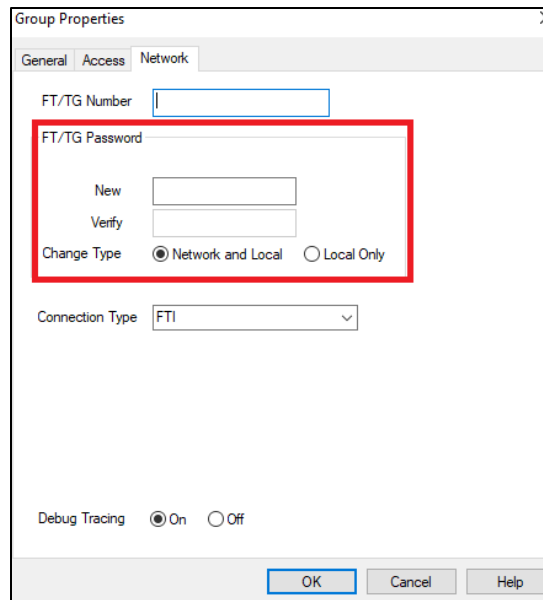
Note: The EDconnect and FTI-TDCM OTP/Security Code are the same.

When using EDconnect, the FSA User ID password can be modified from the EDconnect log-in screen as shown in Figure 6 below. Additionally, each group in EDconnect is assigned a mailbox password for transmission purposes (Figure 7). Users can change this mailbox password outside of EDconnect, via the FTI-TDCM or TDCM (reference Figure 5 or Figure 2 for each system); however, that requires passwords to be synchronized. Users can also select the “Local Only” option to perform this action.

Figure 6: EDconnect Log-In, FSA User ID Password Change

The screenshot shows the 'Authentication' dialog box. It contains the following fields: 'Group ID' (dropdown), 'FT/TG Number' (text), 'FSA User ID' (dropdown), 'FSA User Password' (text), and 'Security Code' (text). At the bottom, there are buttons for 'OK', 'Cancel', 'Help', 'Forgot Password' (highlighted in red), 'Register / Maintain Token', and 'Forgot Token'.

Figure 7: Mailbox Password



The screenshot shows the 'Group Properties' dialog box with the 'Network' tab selected. The 'FT/TG Password' section is highlighted with a red rectangular box. This section contains the following fields and options:

- FT/TG Number:** A text input field.
- FT/TG Password:** A section header.
- New:** A text input field.
- Verify:** A text input field.
- Change Type:** Two radio buttons, 'Network and Local' (which is selected) and 'Local Only'.
- Connection Type:** A dropdown menu currently set to 'FTI'.
- Debug Tracing:** Two radio buttons, 'On' (which is selected) and 'Off'.

At the bottom of the dialog box are three buttons: 'OK', 'Cancel', and 'Help'.

Contact Information

If you have questions, please contact the FPS Help Desk (formerly CPS/SAIG Technical Support) at 1-800-330-5947 or by email at support@fps.ed.gov.