

Federal Student Aid

An OFFICE of the U.S. DEPARTMENT of EDUCATION

Financial Management System (FMS) – Frequently Asked Questions

URLs to Know	FSA FMS Access Questions
<p>FSA <i>Knowledge Center</i> has the Lender Reporting Application (LaRS) and FSA/FMS Security forms located at: https://fsapartners.ed.gov/knowledge-center/topics/financial-partners/fp-on-line-transaction-processing-via-fms.</p> <p>For LaRS guidance documents refer to the FSA <i>Knowledge Center – Data Exchange</i>: https://fsapartners.ed.gov/knowledge-center/topics/financial-partners/data-exchange</p>	<p>Call FMS Operations Help Desk at: 1-800-433-7327 and select option 1 or Email FSA at: FMS.Operations@ed.gov</p> <p>Invoice Related Questions Email FSA at: FSA_LR@ed.gov</p>

Accessing LaRS in FMS

How do I access LaRS?

LaRS are processed in the [FMS LaRS](#) application. For detail instruction to submit your LaRS refer to the [LaRS External User Guide for instructions](#).

FMS User Access Request Package

What is the FMS User Access Request Package?

The User Access Request Package for the Financial Management System (FMS) contains the forms necessary to request and approve access to FMS including the following:

- FMS User Access Request Form (FMS UARF)
- Acknowledgement of Internal User Responsibilities
- Acknowledgement of External User Responsibilities
- Privacy Act Statement
- Table of FMS Responsibilities
- FMS Security Awareness Training Instructions
- Specialized User Security Awareness Training

To obtain access to the LaRS portion of FMS, complete and submit both the *FMS User Package* and *General Security Awareness Training* document located on the FSA [Knowledge Center](#).

What is the Shared Secret?

The *Shared Secret* in Section I – *User Information* of the *FMS UARF* is the word you will use as your FSA unique identifier. It is an identifier only you and FSA FMS will know. It should be a word that you will remember.

What is work location?

The *Work Location* in Section I – *User Information* of the *FMS UARF* is the full address of your office including street address, city, state, and zip code.

Am I a new user?

Check *New User* in Section I – *User Information* of the *FMS UARF* if you currently do not have a FMS User ID.

What do I select if I am both a servicer and a lender?

If you are both a servicer and lender, select both *Servicer* and *Lender* in Section I-11 – *Organization Information* and *Level of Access* of the *FMS UARF*. Provide both your servicer and lender identification number.

Who signs my security form if I am my own supervisor?

If you have signing authority for your department, an applicant supervisor signature is not required in Section II – *Supervisor Information/Approval*.

What do I do if I have multiple LIDs?

Each lender identification (LID) must be listed in the table in Section I-11a – *Lender ID Information for Lenders or Lender Trustees* of the *FMS UARF*. For each LID, enter the level of access you require by selecting *Submit* or *View*. Then check the *Add* column.

What do I do if I have multiple users that need to access the system?

Each user who will be using LaRS must complete a separate LaRS User Access Form.

Accessing LaRS in FMS**What browsers and Java version can I use to access LaRS?**

To access FMS, you must have one of the following browsers and Java version:

Browsers

- Microsoft Edge
- Firefox ESR 60.x
- Chrome

Java

- Using Java Web Start
- 32-bit and 64-bit
- Java Runtime Environment 1.8.0_121 or higher 1.8.0_XX
- Java Plugin
- 32-bit and 64-bit
- Java Runtime Environment 1.8.0_25 or higher 1.8.0_XX
- Java Runtime Environment 1.7.0_10 or higher 1.7.0_XX

What ports do I need to open to access LaRS through my firewall or proxy server?

Port 443 must be open for bi-directional internet traffic to access LaRS. If you are using the correct browser version and the page is still hanging, there may be a network issue and you will need to verify with your technical staff that the appropriate ports are open.

Can I use a Proxy server?

You can use a proxy server if you open Port 443 for bi-directional internet traffic.

What if the “hot link” on the Knowledge Center does not bring me to the LaRS application?

If this occurs, access the LaRS URL by accessing:

https://fsa-fms.ed.gov/CustomLogin?resource_url=https%3A%2F%2Ffsa-fms.ed.gov%2Faccessgate%2Fdossologin

If Java Runtime Environment (JRE) does not begin loading the first time that you access LaRS, you may download the Java software by typing in: java.com/en/download/index and then download the software.

I successfully downloaded JRE but the sign on the screen for LaRS does not appear, why is this?

This may occur because the browser is still preparing to run JRE. This process may take up to an hour. If after one hour you still cannot access LaRS, call the FMS Operations Help Desk at 1-800-433-7327, option 1.