

LaRS Helpful Hints - 2017

Accessing LaRS

If your connectivity is fine and you have accessed LaRS before, but you can not access the LaRS website now...

Please make sure that you have internet connectivity and make sure that you are accessing the LaRS through the following URL: <https://fp.ed.gov/fms.html>.

If you receive the error message: "Login failed. Please verify your login information or contact the system administrator."

You may be entering an incorrect User Name or password, please try again. If you do not remember your user name or password, call the FMS Help Desk at 1-800-433-7327 Option #3 or email fms.operations@ed.gov so that they can help you. For password resets, you will be required to provide your response to the "Shared Secret" question that was requested on the form.

LaRS Form

If you are able to access the LaRS form and see information, but cannot update any of the fields...

You may have View Only access. If you need another Level of Access (i.e. Maintain or Submit), call the FMS Help Desk at 1-800-433-7327 Option #3 or email fms.operations@ed.gov so they can assist you. You will need to update your FMS Security Form appropriately.

If you receive the error message: "An invoice for this year and quarter already exists. Please query the form and update the existing record"...

This means that you already started an invoice for this particular year and quarter; you will need to query up that invoice in order to continue with it. This can be done by following these steps:

- 1) Close the LaRS Form, which returns you to the Navigator window.
- 2) Reopen the LaRS Form
- 3) Select F11, Enter your lender number (if you only have one lender number enter the year and quarter instead)
- 4) Select CTRL F11

Note - If you have started more than one invoice, you may navigate to the other invoices by using the "Page Up"/"Page Down" or the "Up"/"Down" arrow keys on your keyboard.

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If the drop down list for “Loan Type” does not match what you have...

It is because Loan Types must equal NSLDS loan types:

- SF - Federal Stafford (subsidized)
- SL - Federal Supplemental Loans for Students (SLS)
- PL - Federal PLUS Loans
- CL - Federal Consolidation Loans
- SU - Unsubsidized Federal Stafford Loans

If you are in Part III – Special Allowance and you receive the message: “This combination of year, quarter, loan type and special allowance category in not valid. Please clear the current record” and you are sure that this is a valid combination...

This may be occurring because of the way that the Interest Rate (%) was entered in Column F. This rate should be entered with no leading zero and with no zeros after the last significant digit. For example 7% should be entered as .07 (NOT 0.07 or .07000).

Note - You are able to enter 5 digit interest rates in PART II of the LaRS

If while entering lines in Parts I, II or III, you receive the message: “Cache is Full”...

This may be occurring because you need to save the information in the LaRS form. You can do this by clicking the Save Icon in the toolbar or by selecting Action → Save from the Menu List.

If you want to print your LaRS report...

Keep in mind that the system allows you to always access your LaRS online even after you submit. If you do need a hardcopy, please follow the steps outlined here:

(<https://fp.ed.gov/Manuals.html>) (How to Run a Lender Search Report - Lenders)

Servicers, please use the following link:

(<https://fp.ed.gov/Manuals.html>) (How to Run a Lender Search Report – Servicers)

LaRS Profile

If you want to update your profile information (address, phone number, bank information, etc.) in LaRS...

If you have Submit or Maintain access to LaRS you can make most of these changes yourself. To do this, access your profile by selecting “FSA LaRS Profile” in the Navigator Screen. Once in your profile you can update fields in the Profile by clicking inside them and typing the updated information. The instructions for updating Profile Information are detailed in the LaRS User Guide available at <https://fp.ed.gov/Manuals.html>

If you have View Only access or you would like to change your bank account information you can email your requests to the FMS Help Desk at fms.operations@ed.gov or fsa_lr@ed.gov.