

Date: February 6, 2018

Subject: HOPS Transfer – HOPS Available in Federal Student Aid’s Virtual Data Center

Dear HEAL Partner:

Over the past several months we have been communicating with you to provide information about the transfer of the HEAL Online Processing System (HOPS) to the Federal Student Aid (FSA) Virtual Data Center (VDC). We have completed the transfer. HOPS is now active and all HOPS functionality has been transferred to the FSA VDC. You may resume all HEAL processes on HOPS and the HOPSCOMPOTAL SharePoint site.

HOPS can be accessed at <https://hops.ed.gov/hops/HOME/WelcomePage.html>.

As mentioned in previous communications, your organization must complete the following actions to obtain system access in the new environment:

- Enroll in the Student Aid Internet Gateway (SAIG) and establish an SAIG Mailbox (TG Number).
- Download FSA’s Transaction Delivery Client Software (TDClient).
- Ensure data is in the specific formats designated by FSA.
- Complete the HOPS access form to obtain an FSA User ID and Password and check the Claims Processing SharePoint Access option in Section A and the Holder/Service Claims Document Processor option in Section B to access the HOPSCOMPOTAL. If you have submitted your access forms, you will receive an email confirming your access.
- Install and register a Two Factor Authentication (TFA) token.

Information on the HOPS transfer process and instructions for the actions listed above are available on the [HEAL Information page on the Information for Financial Aid Professionals \(IFAP\) website](#).

We appreciate your patience and cooperation throughout the HOPS transfer process. If you have questions, email us at [HEAL@ed.gov](mailto:HEAL@ed.gov).

Sincerely,

HEAL Program Team