Date: November 30, 2017

Subject: HOPS Transfer – HOPS Access Form and TFA Installation and Registration

Dear HEAL Partner:

In an October 12, 2017 email, we provided a status update and file transfer information pertaining to the transfer of all HEAL Online Processing System (HOPS) functions from the U.S. Department of Health and Human Services to Federal Student Aid's Virtual Data Center. We anticipate communicating the finalized transfer schedule in a forthcoming communication.

As we continue with this transition, it is important that your organization take the steps necessary to obtain system access in the new environment. In this email we provide detailed information on acquiring access to the new HOPS environment.

HOPS users will be required to obtain an FSA User ID and Password as well as a Two Factor Authentication (TFA) token. TFA is the security process through which authorized users are required to enter two forms of "authentication" to access Federal Student Aid systems. The two forms of authentication are a traditional User ID and Password as well as a One-Time Password (OTP) generated by a registered token device that is in the physical possession of the user.

Users requesting HOPS access must complete the HOPS Access Form to be granted access first, then must acquire a TFA token which generates a unique OTP for each login attempt.

How to Complete the HOPS Access Form

Section A – User Information

All users must complete Section A - User Information.

Select the applicable access box on the right hand side and complete the corresponding personal information on the left hand side, including Full Name, Email, Phone, and the last 4 digits of your SSN.

Note: Users who already have an FSA User ID should reference it in this section.

Section B – Lender/Servicer Access Only

This section is for Lender/Servicer users only.

Complete the Lender/Servicer name and code. Select the applicable access type.

- If you will only access HOPS and will not be uploading claims documents, select *HOPS Online Access*.
- If you will upload claims documents, select *Holder/Servicer Claims Document Processor*.

Note: We have created a secure SharePoint site that will be used to upload claims documents. Instructions on the claims document upload process will be provided at a later date.

The user requesting access and the organization's officer identified in the HEAL contract must print the form and sign and date this section.

Sections C – F

Please do not populate these sections.

Submitting the Completed Form

When you have completed the form in its entirety along with the appropriate wet signatures, save it as a PDF and encrypt it. You must submit the form via your organization's encrypted security method to HEAL@ed.gov. Please send the corresponding password in a separate email. Once the form has been processed, the user will be informed that access has been granted to HOPS and will be provided with HOPS user credentials.

How to Install and Register a TFA Token

There are two options available for TFA Tokens: physical tokens and soft tokens. A physical token is a "key fob" with a button and screen used to generate an OTP. A soft token is an app that runs on a user's mobile device and generates an OTP automatically once the app is opened.

Users are encouraged to obtain soft tokens by following the attached How to Install and Register a TFA Token for New Users instructions, but can request physical tokens by contacting HEAL@ed.gov.

How to Register a TFA Token

1. Go to https://hops.ed.gov/hops/HOME/WelcomePage.html.
2. Click the *Click to Continue* button.
3. Click on the *Register/Maintain Token* link.
4. Enter your FSA User ID and password and click on *Login.*
5. Complete the token registration information.
6. When the *Success* message is displayed, the token has been registered.

Sincerely,

HEAL Program Team

Attachments:

How to Install and Register a TFA Token for New Users in PDF format
HOPS Access Form in Word format