

FSA Partner Connect Frequently Asked Questions (FAQs)

General

1) What is FSA Partner Connect?

FSA Partner Connect is the new FSA branded digital front door for partners and provides a home for each of the partner-facing websites that are often used today. FSA Partner Connect provides some major improvements to existing functionality, such as improved search capabilities in the *Federal Student Aid Handbook*, and new features, such as Partner Dashboard and Partner Profiles. The initial release of FSA Partner Connect includes the Knowledge Center, which replaces the Information for Financial Aid Professionals (IFAP) website.

2) When will FSA Partner Connect be available?

FSA Partner Connect will be available on March 28, 2021 at fsapartners.ed.gov.

3) Which browsers will support FSA Partner Connect?

FSA Partner Connect will be fully supported by the following browsers:

- Mozilla Firefox (Version 68 and above)
- Apple Safari (Version 9 and above)
- Google Chrome (Version 76 and above)
- Microsoft Edge (Version 79 and above)

4) Will other websites such as FAA Access to CPS Online, Common Origination and Disbursement (COD) Online, and National Student Loan Data System (NSLDS) Professional Access be impacted by FSA Partner Connect?

For the initial release of Partner Connect, sites such as FAA Access to CPS Online, COD Online, and NSLDS Professional Access will continue to be available as standalone websites. However, when logged in to FSA Partner Connect, users can access these websites through direct links with a single sign-on process, so users will not need to re-enter their credentials.

5) How can I learn more about FSA Partner Connect?

A comprehensive set of training resources is available on the [Federal Student Aid E-Training](#) website. With training opportunities that include webinars, tutorials, and quick reference job aids, users of FSA Partner Connect will be equipped with multiple tools and resources for success. Refer to [ANN-21-03](#) for details about how to access the training resources, including how to create a username and password for Federal Student Aid E-Training if you do not already have one. After logging in, select “Training Courses” from the main menu bar, then “FSA Partner Connect” from the drop-down menu. You may also want to check out the recordings of our three sessions from the [2020 Virtual FSA Training Conference](#).

Account Access

1) Who will have access to FSA Partner Connect on Day One?

Prior to FSA Partner Connect go-live, Primary Destination Point Administrators (PDPAs) and Secondary Destination Point Administrators (SDPAs) will receive an email on how to access the system for the first time and how to establish themselves as Primary and Secondary Administrators,

respectfully, in FSA Partner Connect. When the site is live, the Administrators will be able to initially enroll users and update account access as needed. Stay tuned for upcoming trainings for more details!

2) Are FSA Partner Connect Primary Administrators and Secondary Administrator User Types the same as the PDPAs and SDPAs in the SAIG Enrollment System?

The FSA Partner Connect Primary and Secondary Administrators are often the Primary Destination Point Administrators (PDPAs) and Secondary Destination Point Administrators (SDPAs) in the SAIG Enrollment System. However, FSA Partner Connect limits the number of Primary and Secondary Administrators to one per organization, so if there are multiple PDPAs or SDPAs for a single organization within the SAIG Enrollment System, the PDPA or SDPA is chosen by the Service Name they oversee for their organization in SAIG.

3) How do I create an account?

You can only be granted access to FSA Partner Connect through your FSA Partner Connect Primary or Secondary Administrator. Once your Administrator initiates your account, you will receive an email from FSA Partner Connect with next steps to continue the account creation process.

4) How will I sign into FSA Partner Connect once I receive access?

You will log in to FSA Partner Connect using your existing FSA User ID and password and Two Factor Authentication (TFA) token, and you will be able to easily navigate to other FSA systems such as COD Online, NSLDS Professional Access, and FAA Access to CPS Online through direct links. Upon the first login, all users will be required to electronically sign the authorization form.

5) What is an FSA User ID?

An FSA User ID is a personal username used to access one of the systems behind FSA's Access and Identity Management System (AIMS). An FSA User ID, password, and TFA token is needed to log in to FSA Partner Connect. If you do not already have an FSA User ID, you will be prompted to create one during the account creation process.

6) Is this the same FSA User ID I currently use to log in to COD Online, NSLDS Professional Access, etc.?

Yes, this is the same FSA User ID that is used to log in to FAA Access to CPS Online, NSLDS Professional Access, COD Online, and other FSA systems.

Knowledge Center & *Federal Student Aid Handbook*

1) What is the Knowledge Center?

The Knowledge Center is a repository of FSA resources and information articles from the former IFAP website that has been reorganized into a modern look and feel for easier access.

2) Will the public still be able to access Knowledge Center and the *Federal Student Aid Handbook*?

The former IFAP website will be retired. The Knowledge Center and the *Federal Student Aid Handbook* will be available outside of log-in and will remain publicly available to everyone!

3) Will bookmarked or saved links from the IFAP website be redirected to the Knowledge Center?

The majority of links will redirect from the former IFAP website to the new FSA Partner Connect Knowledge Center. When FSA Partner Connect goes live, the stand-alone IFAP website will no longer be available. Note: Users are encouraged to review their websites and documentation that may be linked to an IFAP web page or URL.

4) What happens to my subscription when the IFAP website is retired?

If you are subscribed to IFAP email updates as of 6 p.m. ET on March 19, 2021, your subscription information will be transferred to the Knowledge Center and effective when FSA Partner Connect site launches on March 28.

5) Will I be able to access previous volumes of the *Federal Student Aid Handbook*?

Yes, older editions of the *Federal Student Aid Handbook* will continue to be accessible in the Knowledge Center in their original formats. Additionally, the 2020-2021 *Federal Student Aid Handbook* will be published in both HTML and PDF versions and will continue to be organized into volumes and chapters.