

## iLinkSBS User Request Form

This form must be completed in order to gain access to iLinkSBS for the purposes of accessing and maintaining student loan data.

The User Request Form serves to identify, authorize, and establish a User ID and appropriate access levels for each person requesting access to view student loan data routing through iLink. The form is also used to delete a user or update a user's User Security Profile.

#### Who completes the form?

<u>The User</u> completes the first three sections of the form as described below in steps 1-3 of *Completing the User Request Form*.

<u>The User Administrator</u> on file with iLink Service Center will complete the *Function/Permission(s) Requested* section as described below in steps 4-6 of *Completing the User Request Form*.

#### **Completing the User Request Form:**

- 1. Check whether the form is Adding, Changing or Deleting a user. A separate form is required for each action.
- Enter Institution information.
- 3. User completes the *User Information* section. Please PRINT clearly.
- 4. Mark all functions or permissions to which New or Updated User should have access. Updating User need only complete fields requiring updates.
- 5. The User Administrator MUST sign the form and forward accordingly.
- 6. The User Administrator sends the form via mail, fax, or email a scanned copy to:

Aspire Resources Inc.

Attn: iLink Support Analysts Ashford II Building - 6775 Vista Dr. West Des Moines, IA 50266

Fax: 515-471-3981

E-mail: TechSupport@AspireResourcesInc.com

### **Next steps:**

An iLink Support Analyst will take the appropriate actions to set-up the User.

The User will receive an email containing their User ID and a time sensitive temporary link to complete the set up of their account access. The User will be asked to log in by verifying their shared secret and registering multifactor authentication token information (provided by the Authorizing Administrator or designee).

Users must also electronically accept Aspire Rules of Behavior upon first time login. The Rules of Behavior explains a User's responsibilities in using the system. If the Rules of Behavior change for any reason, a User will be required to electronically accept the new version upon their next login.

Users can obtain a step by step training manual on how to navigate the system(s) from iLink Support Analysts or by downloading a copy electronically from the site.



# iLinkSBS User Request Form

Action Requested (choose one)					
☐ Add a new user	☐ Update an existir	ng us	er		☐ Delete a user
				Existing U	lser Login ID (if Update or Delete)
Type of Company or Institution					
☐ School ☐ Lender		Othe	er		
				Please Des	cribe
Company or Institution Name					DOE ID (if known)
User Information					
First Name	Middle Initial	La	st Name		-
Position or Title Phone Number, including extension, if applicable					
Those Number, medium generality in applicable					
VeriSign Credential ID (If you do not have a VeriSign Token, call iLink Service Center at 800-833-4876 for instructions or					
(S/N on back of token) one can be downloaded from <a href="https://idprotect.vip.symantec.com/mainmenu.v">https://idprotect.vip.symantec.com/mainmenu.v</a> )					
Shared Secret (Initial Temporary Password) **This will be used when finalizing your User ID and Password Information.**					
Word or phrase between 6-20 alpha-numeric characters only, NOT case sensitive, NOT containing special characters, and No spaces. (e.g.The answer to "Your Favorite color"), Do NOT use personal information such as SSN's, mother's maiden name, etc.)					
, 5	,		ŕ		, ,
User E-mail Address		ure			
Function/Permission(s) Requested (check all that apply)					
Function/Permission - Check all that apply:		Action - Check only one for each function:			
For Schools Only:		_		_	
☐ iLinkSBS Report - Response Report			Add		Remove
Scheduled Report- Anticipated Disb Roste	er		Add		Remove
☐ Manage Users (Directors/Supervisors)			Add		Remove
Certify Loans			Add Add		Remove
Change Processing	and Dogwoot Donort	ш	Auu		Remove
(pre/post disbursement, Includes Refu ☐ Refund Request Report ONLY (ie, Busines			٨٨٨		Domovo
☐ Refund Request Report ONLY (ie, Busines	s Office)		Add	Ц	Remove
For Schools/Lenders:					
☐ View Loan Data/History			Add		Remove
☐ iLinkSBS Report - Disbursement Roster Re	enort		Add		Remove
☐ Scheduled Report - CDS Return of Funds I			Add		Remove
Authorized Official Signature					
I hereby declare that the user account information listed above is true and complete to the best of my knowledge and belief.					
I further certify the function/permission(s) requested are necessary for the user above to complete their job functions.					
Signature of the User Administrator on file with iLink	Printed I	Vame	,	-	Date