

# iLinkSBS User Request Form

The User Request Form must be completed to gain access to iLinkSBS for the purposes of viewing and maintaining student loan data.

This 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. It is also used to remove a user's access or update a user's Security Profile.

## How to complete the form:

The user completes the first three sections of the form as described below in steps 1–3.

1. Check whether to *Add, Update or Remove* a user. A separate form is required for each user.
2. Enter *Institution Information*.
3. Complete the *User Information* section.

The user administrator on file with the iLink Service Center for the institution will complete the *Permission(s) Requested* section as described below in steps 4–5.

4. Mark all permissions to which a new or updated user should have access.
5. The user administrator **MUST** sign the form and send it via mail or fax, or email a scanned copy, to the iLink Support analysts.

Aspire Resources Inc.  
Attn: iLink Support Analysts  
6805 Vista Drive  
West Des Moines, IA 50266-9307

Fax: (515) 471-3981

Email: [TechSupport@AspireResourcesInc.com](mailto:TechSupport@AspireResourcesInc.com)

## Next steps:

New users will receive an emailed link to complete the setup of their account access. The user will be asked to log in using the Temporary Password provided on this form, after which they will be required to update security information and electronically accept the Aspire Rules of Behavior upon first time login.

The Rules of Behavior explains a user's responsibilities for 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 may obtain a step-by-step training manual on how to navigate the system by downloading a copy electronically from the site or directly from Aspire's iLink Support team.



# iLinkSBS User Request Form

## Action Requested (Choose one.)

Add a New User

Update an Existing User

Remove a User

## Institution Information

School

Lender

Other: \_\_\_\_\_  
*Please describe.*

\_\_\_\_\_  
*Institution Name*

\_\_\_\_\_  
*DOE ID (if known)*

## User Information

\_\_\_\_\_  
*First Name*

\_\_\_\_\_  
*Middle Initial*

\_\_\_\_\_  
*Last Name*

\_\_\_\_\_  
*Position or Title*

\_\_\_\_\_  
*Phone Number, Including Extension, If Applicable*

\_\_\_\_\_  
*Temporary Password*

- Minimum 8 characters • Case-sensitive • With at least: 1 upper case letter, 1 lower case letter, 1 number **and** 1 special character

\_\_\_\_\_  
*User Email Address*

\_\_\_\_\_  
*Signature*

## Permission(s) Requested (Check all that apply.)

### For Schools Only:

- Change Processing and Refund Request Report
- Refund Request Report ONLY (i.e., Business Office)
- Manage Users (Directors/Supervisors)
- Certify Loans
- iLinkSBS Report – Response Report
- Scheduled Report – Anticipated Disb Roster

### Event Notifications:

- Receive Email
- Receive Email
- Subscribe to report (Delivered Weekly\*)
- \*can be changed through user's profile online

### For Schools or Lenders:

- View Loan Data/History
- iLinkSBS Report – Disbursement Roster Report
- Scheduled Report – CDS Return of Funds Report

- Receive Email
- Subscribe to report (Delivered When Available\*)
- \*can be changed through user's profile online

## 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.

\_\_\_\_\_  
*Printed Name of the User Administrator on File with iLink*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature of the User Administrator*

\_\_\_\_\_  
*User Administrator Email Address*