# Completing Financial Aid Professionals New User Account Security Profiles

As part of our commitment to security, after you request account access to the Financial Aid Professionals portal on the Great Lakes website (https://schools.mygreatlakes.org), we need you to complete security profiling of your account.

If you experience technical difficulties or have questions, contact Client Services by phone at (888) 686-6919 or by email at clientservices@glhec.org.

## Completing First-Time Login Requirements

To complete security profiling of your account, you need a User ID, temporary password, temporary security code, and a Symantec VIP token or application (app) to generate a long-term security code. When you sign into the Financial Aid Professionals portal, the New User Account Setup Wizard guides you through a series of questions to help us determine where you are in the set up process, and then helps you complete a few final steps. Within two business days, you receive a New User Welcome email from Client Services, which contains your User ID, temporary password, and temporary security code.

The wizard guides you through the steps you need to obtain secure account access. This document details steps included in the wizard which may not apply to you, depending on your situation.

## Obtaining a VIP Credential

You need a Symantec Validation & ID Protection (VIP) credential—either a physical token (i.e., VIP Security Token) or downloaded to your desktop or mobile device (VIP Access). Complete the following to download VIP Access.

1. Access the New User Welcome email you received from Client Services, and then click Financial Aid Professionals portal.

   The Financial Aid Professionals portal opens.
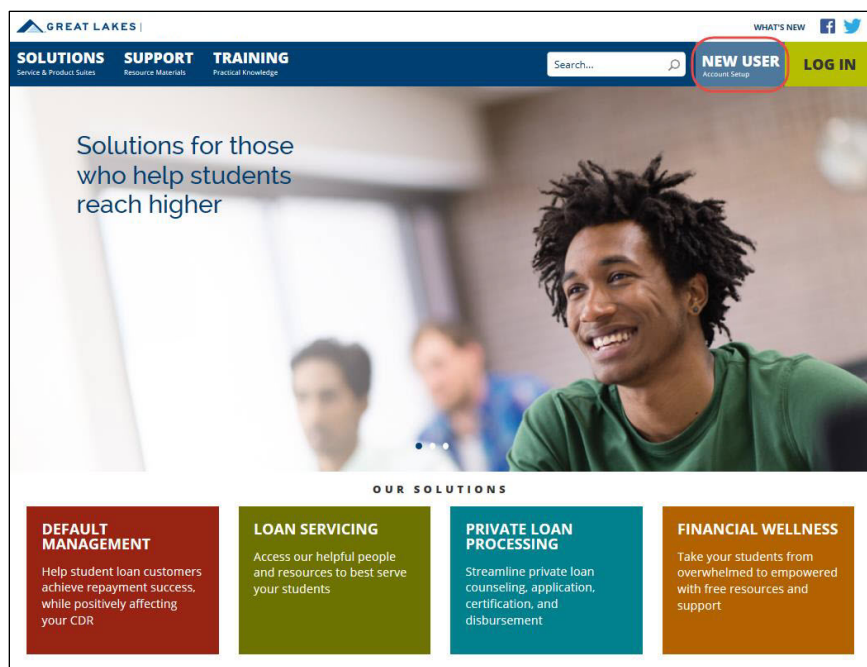


*Figure 1. Example of the Financial Aid Professionals portal homepage*

2. Click **New User**.

The New User Account Setup wizard displays.



*Figure 2. Example of the New User Account Wizard*

3.  Click **Get Started**.

    The wizard asks whether you've received a welcome email with your User ID, temporary Password, and temporary Security Code.
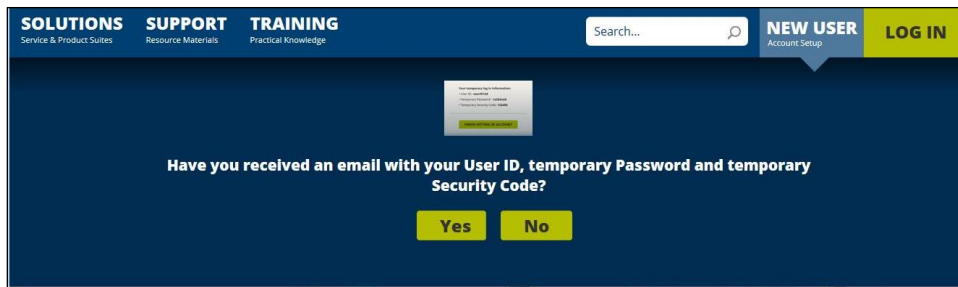


*Figure 3. Example of New User Account Wizard question about the New User Welcome email*

4.  Click **Yes**.

    The wizard asks if you have a VIP Security Token.



*Figure 4. Example of New User Account Wizard question about VIP security tokens*

5.  Click **No**.

    The wizard asks if you have downloaded the VIP Access app.



*Figure 5. Example of New User Account Wizard question about downloading the VIP Access app*

6.  Click **No**.

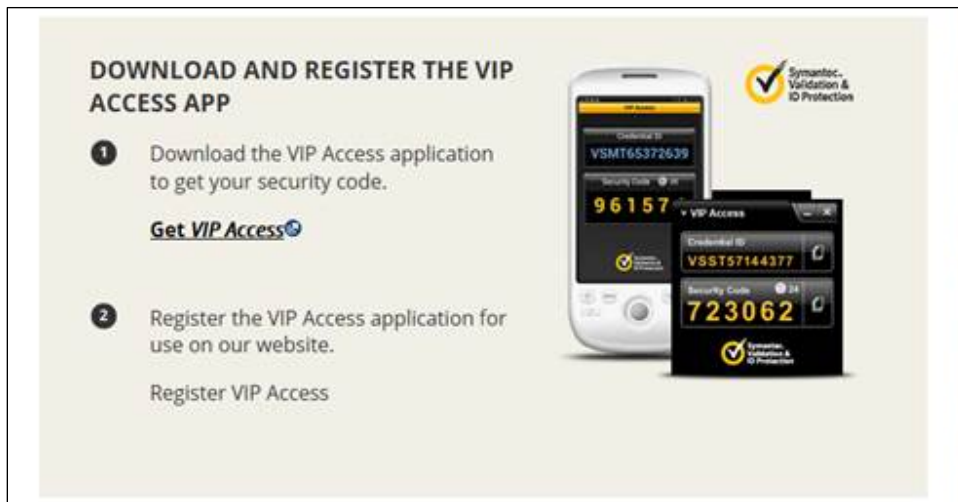    The wizard prompts you to download the VIP Access app.



*Figure 6. Example of the wizard prompting you to download the VIP Access app*

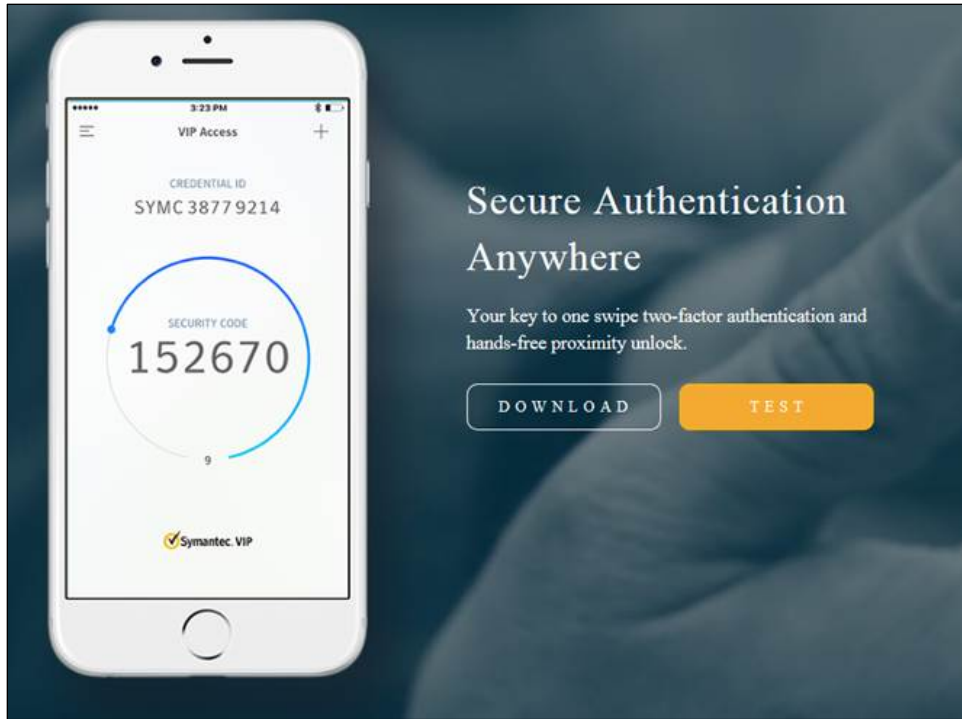7. Click **Get VIP Access**.

The wizard prompts you to download the app.



*Figure 7 Example of the wizard prompting you to select Download*

8. Click **Download**.
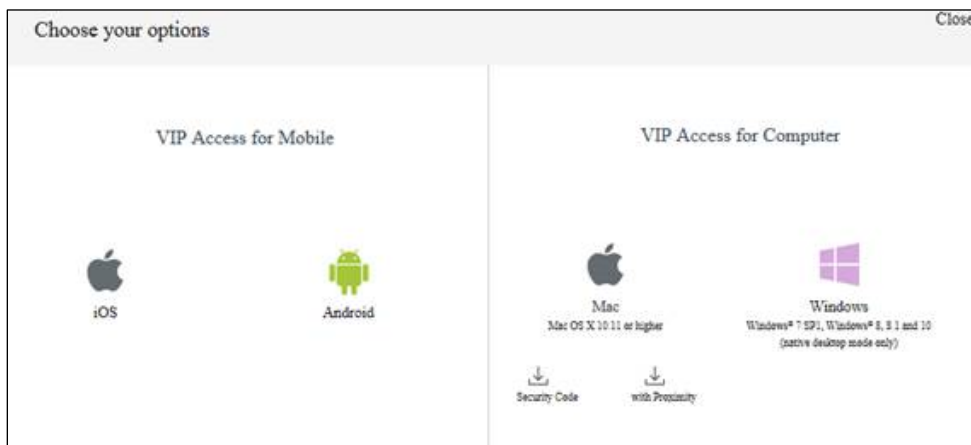
The wizard prompts you to choose your options.



*Figure 8 Example of the wizard prompting you to choose your options*

9. To download the VIP Access app
    a. **For mobile**, click the appropriate icon (e.g., iOS, Android) under VIP Access for Mobile.

       Symantec's secure website opens, and you are prompted to download the app for mobile.

    -or-

b. **For computer**, click the appropriate icon (e.g., Mac, Windows) under VIP Access for Computer.

   Symantec's secure website opens, and you are prompted to download the software to your computer.

   **Note:** If you are unable to download software to your computer, work with your IT group to determine the best way to download it.

10. Follow the steps to download and activate VIP access on your mobile device or computer.

11. Once you download VIP Access, return to the Financial Aid Professionals portal, and then click **New User**.

12. Repeat steps 1-5 by answering the prompts and indicating you have a VIP security token.

    The Identification page opens.
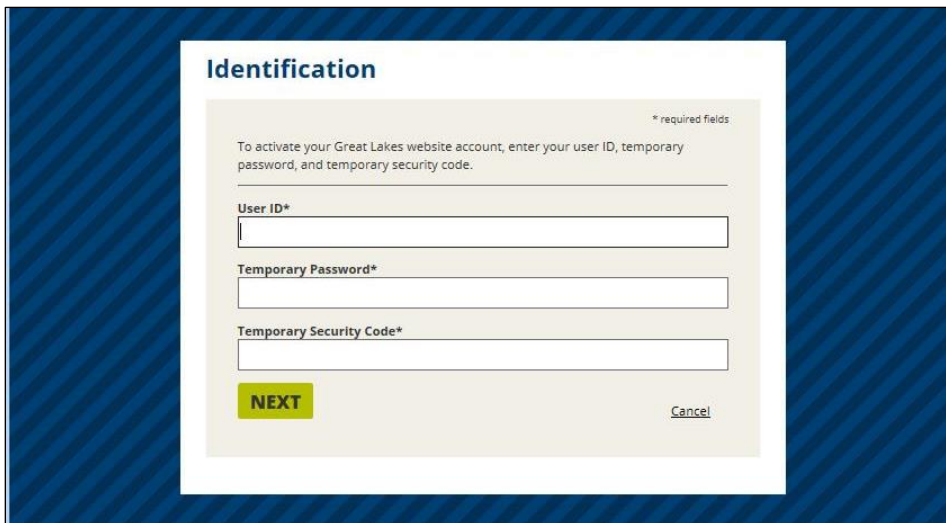


*Figure 9. Example of the Identification page*

13. Enter your user ID, temporary password, and the temporary security code generated by your VIP Security Token or VIP Access app in the corresponding fields.

14. Click **Next**.

    The Change My Password page displays.

*Figure 10. Example of the Change My Password page*

15. Enter your temporary password in the *Old Password* field.

16. Enter and confirm a new password in the corresponding fields.

17. Select a security question and enter the answer, and then click **Submit**.

    The Select Your Situation page displays.



*Figure 11. Example of the Select Your Situation page*

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18. If you are a new user, click **Next**.
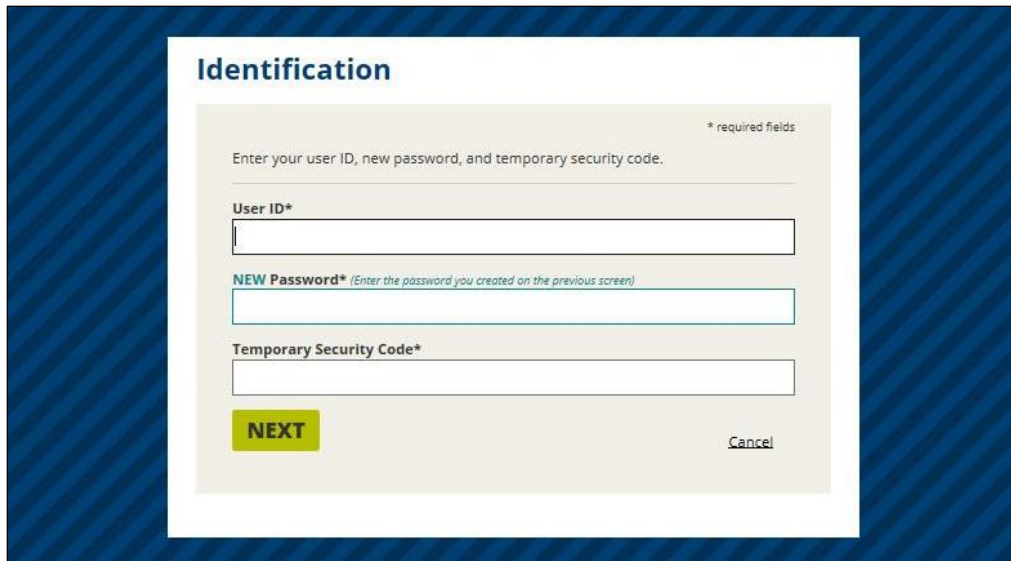
    The New Password Identification page (Figure 12) displays.



*Figure 12. Example of the New Password Identification page*

19. Enter your user ID, new password, and temporary security code in the corresponding fields.

20. Click **Continue**.
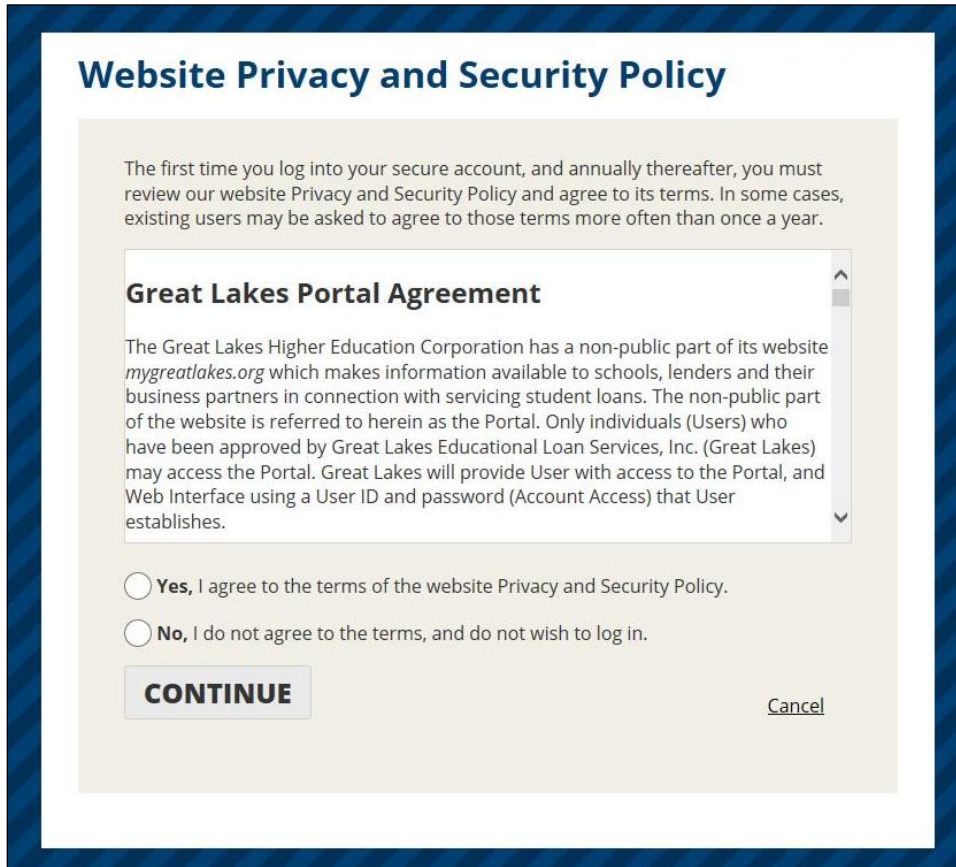
    The Website Privacy and Security Policy page opens.

*Figure 13. Example of the Great Lakes Website Privacy and Security Policy page*

21. Read the Great Lakes Portal Agreement, and then select *Yes, I agree to the terms of the website Privacy and Security Policy* to agree to the terms.
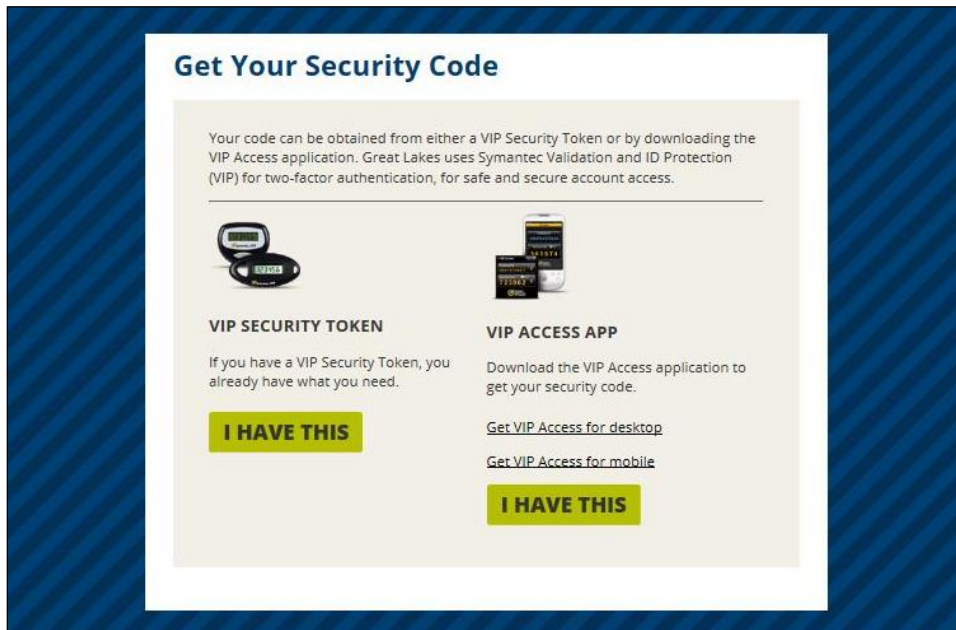
    The Get Your Security Code page opens.



*Figure 14. Example of the Get Your Security Code page*

22. Click **I Have This** to indicate you have a security code.
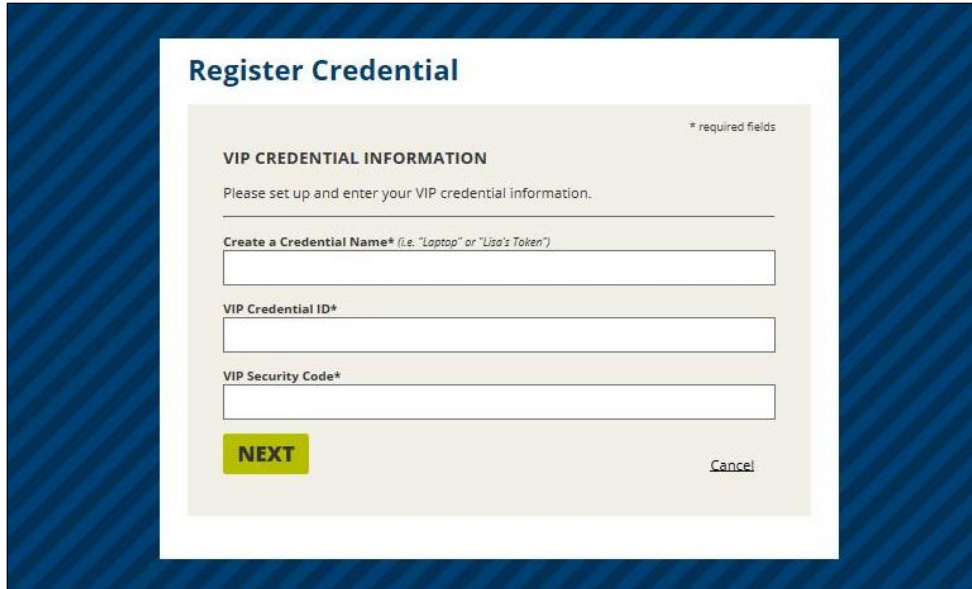
    The Register Credential page opens.



*Figure 15. Example of the Register Credential page*

23. Enter a credential name (e.g., Laptop) in the *Create a Credential Name* field.

24. Enter your VIP Credential ID and six-digit VIP security code from your VIP Token or VIP Application in the corresponding fields, and then click **Next**.

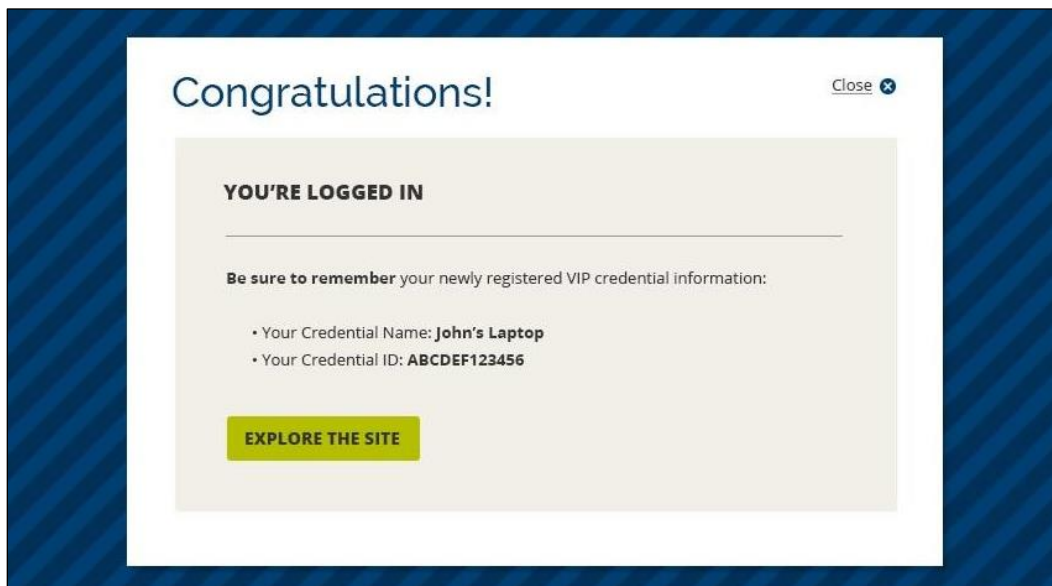    The Congratulations You're Logged In page displays.



*Figure 16. Example of the Congratulations You're Logged In page*

   **Note:**   Be sure to make note of your newly registered VIP credential name and credential ID.

25. Click **Explore the Site**.

    The post-login homepage displays.

    **Note:**   You can explore the site to learn more about our reports, tools, and solutions to help you more effectively and efficiently manage financial aid and help your students.
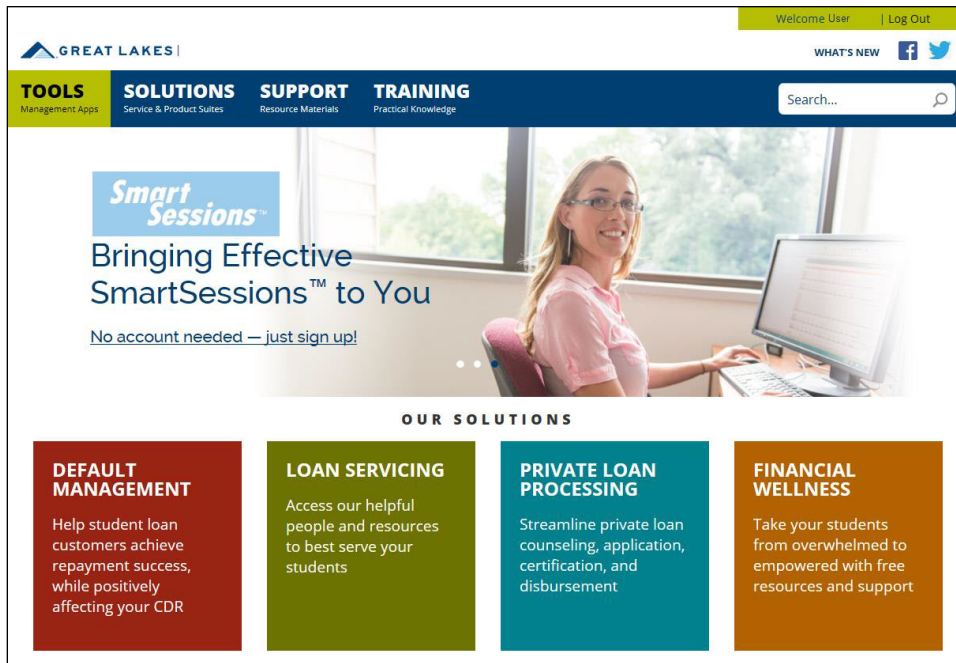


*Figure 17. Example of the Financial Aid Professionals page, post-login*