# 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 (<u>https://schools.mygreatlakes.org</u>), 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 <u>clientservices@glhec.org</u>.

# **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 <u>Financial Aid Professionals</u> <u>portal</u>.

The Financial Aid Professionals portal opens.

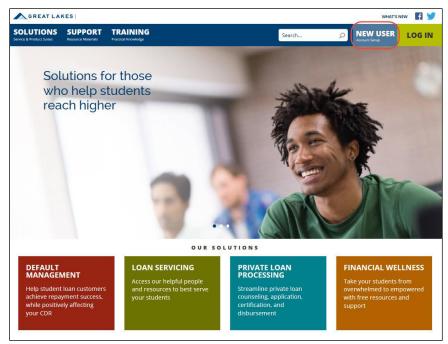


Figure 1. Example of the Financial Aid Professionals portal homepage

2. Click New User.

The New User Account Setup wizard displays.

SOLUTIONS Service & Product Suites	SUPPORT Resource Materials	TRAINING Practical Knowledge		Search	Q	NEW USER	LOG IN
			WELCOME!				
		r account, you will need a <b>User</b> II o generate your long-term securi					
			Get Started				

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.

SOLUTIONS Service & Product Suites	SUPPORT Resource Materials	TRAINING Practical Knowledge		Search	Q	NEW USER Account Setup	LOG IN
			n tanganan kaj la bekanation n ti anatitat talatat				
			manay hours - Gallane manay hours - Index - Share - Share at the at All Share				
	Have you	received an email with your Sec	User ID, tempo ırity Code?	orary Password a	and tem	porary	
		Ye	s No				

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.

SOLUTIONS Service & Product Suites	SUPPORT Resource Materials	TRAINING Practical Knowledge	Search	Q	NEW USER	LOG IN
		Do you ha	we a VIP Security Token?			
		(The VIP Security Token all	lows you to generate your long-term secu	ırity code)		
			Tes No			

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.

SOLUTIONS Service & Product Suites	SUPPORT Resource Materials	TRAINING Practical Knowledge	Search	ρ	NEW USER	LOG IN
		_				
		TITUTE C				
		Have you downloaded the V	P Access applicat	ion?		
	n	The VIP Access application allows you to gene	rate your long-term secu	ırity code)		
		Yes	No			

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.

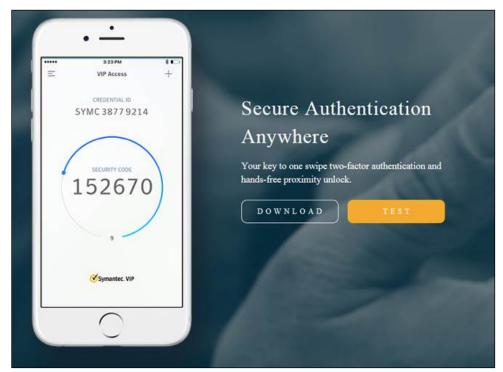


Figure 7 Example of the wizard prompting you to select Download

## 8. Click Download.

The wizard prompts you to choose your options.

		C
ss for Mobile	VIP A	ccess for Computer
	¢.	
Android	Mac Mac OS X 10 11 er higher ↓ ↓	Windows Windows* 7 521, Windows* 8, 8 1 and 10 (hath's dealtop mode only)
	ss for Mobile	Android Mac

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.

	* required fields
To activate your Great Lakes website a password, and temporary security cod	account, enter your user ID, temporary Je.
User ID*	
Temporary Password*	
Temporary Security Code*	]
NEXT	Cancel

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.

Please	change your current password before continuing.	
Be 8 characters or lon     Contain at least 1 uppe     Not match your user IE	ercase letter, 1 lowercase letter, and 1 number. D or name. 2 repeating characters.	new password must:
Not match your previou     Not match a word foun		ly done so. Remember that if you
	er in the future, you must enter it exactly as it is en	
-Old Password	I,	
New Password		
-Confirm New Password		
-Security Question	Mother's Maiden Name?	
Answer		

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.

Now that you've set your password,	select one of the following paths based on your situation
NEW USER	EXISTING USER
I'm setting up my account	I'm updating my password
Next Steps:	Next Step:
<ol> <li>Set up and enter your VIP creation.</li> </ol>	edential 1. Log in to website with new password
2. Log in to website	LOG IN

Figure 11. Example of the Select Your Situation page

## 18. If you are a new user, click Next.

The New Password Identification page (Figure 12) displays.

	* required fields
Enter your user ID, new password, and ter	nporary security code.
User ID*	
NEW Password* (Enter the password you created	on the previous screen)
	n
Temporary Security Code*	
NEXT	

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.

The first time you log into your secure accour review our website Privacy and Security Policy existing users may be asked to agree to those	y and agree to its terms. In some cases,
Great Lakes Portal Agreeme	nt
The Great Lakes Higher Education Corporatio mygreatlakes.org which makes information av business partners in connection with servicin of the website is referred to herein as the Por have been approved by Great Lakes Educatio may access the Portal. Great Lakes will provic Web Interface using a User ID and password establishes.	ailable to schools, lenders and their g student loans. The non-public part rtal. Only individuals (Users) who nal Loan Services, Inc. (Great Lakes) le User with access to the Portal, and
Yes, I agree to the terms of the website P	rivacy and Security Policy.
<b>No,</b> I do not agree to the terms, and do not	ot wish to log in.
CONTINUE	Cancel

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.

	a VIP Security Token or by downloading the s Symmetric Validation and ID Protection
VIP SECURITY TOKEN	VIP ACCESS APP
If you have a VIP Security Token, you already have what you need.	Download the VIP Access application to get your security code.
I HAVE THIS	Get VIP Access for desktop Get VIP Access for mobile

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.

egister Credential	
VIP CREDENTIAL INFORMATION	* required fields
Create a Credential Name* (i.e. "Loptop" or "Liso's Token")	
VIP Credential ID*	
NEXT	Cancel

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.

Congratulations!	
YOU'RE LOGGED IN	
Be sure to remember your newly registered VIP crec	dential information:
Your Credential Name: John's Laptop	
Your Credential ID: ABCDEF123456	
EXPLORE THE SITE	

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.

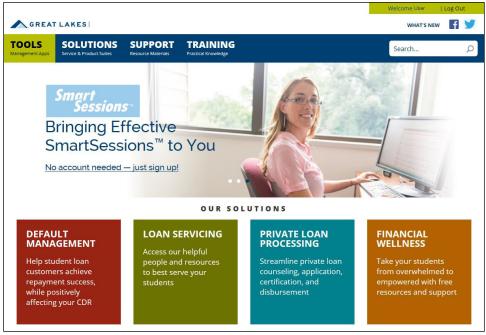


Figure 17. Example of the Financial Aid Professionals page, post-login