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TO: Directors of Financial Aid
Public and Private/Independent Institutions of Higher Education

FROM: DeChà Reid
Director, Financial Aid Services

DATE: March 28, 2019

RE: HelmNet Loan Portal Enhancements and Maintenance

Student Financial Aid Programs will be releasing several enhancements to the HelmNet loan portal which are aimed to improve the customer experience. The HelmNet loan portal will be unavailable on **March 29, 2019 from 7:00 a.m. to 8:00 a.m. CST** to implement these changes. Borrowers and institutions will not have access to login during this time.

Below are some of the updates that will be available in HelmNet after the implementation:

- Application Checklist enhancements
 - The Lender Approval line item has been moved above the School Certification line item.
 - The disbursement date has been added and will remain on the checklist for 5 days from the actual date of disbursement.
 - There are individual explanations (help messages) on each task on the checklist to help borrowers and institutions know how to proceed.
 - The naming of the disclosures within the Application Checklist have been updated to match the actual forms.
- The Borrower Summary has been improved to include the Reference Number (i.e., student's account number) to make searching for a borrower easier.
- Edit messages have been added for updates that cannot be processed for pre-disbursement changes.

These updates will be reviewed on the upcoming Financial Aid Services (FAS) monthly webcast which will be hosted on April 9, 2019 at 2:00 p.m. Information on how to join the webcast can be found on the SFAP webpage under **Stay Connected**.

If you have any questions, please contact Financial Aid Services at (844) 792-2640 or [CONTACT US](#) (select the "Financial Aid Question" option in the drop-down selection under **Contact Reason**).

cc: Directors, Regional Education Centers