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Memorandum

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

From: DeChà Reid
Director III, Student Financial Aid Programs (SFAP) Operations

Date: September 12, 2024

Subject: User Access Annual Review Process - Deadline Oct. 4, 2024

Each year, the Office of Student Financial Aid Programs requires Directors of Financial Aid (or equivalent) to verify designated user accounts through the User Access Annual Review. This process ensures that approved users transmit FERPA-regulated information to the Texas Higher Education Coordinating Board through:

- MOVEit DMZ
- Coordinating Board Pass (CBPass)
- Higher Education Loan Management System (HelmNet)

To complete the review:

1. Review your institution's user accounts listed on the [User Access Spreadsheet](#) and identify any needed updates.
2. If updates are needed, complete the [User Access Form](#) with the revisions.
3. Submit the [User Access Review - Online Verification Form](#) (including the updated User Access Form, if applicable).

The deadline to complete the review and submit the [Online Verification Form](#) is **October 4, 2024**. Missing the deadline may result in institutional holds, delaying disbursement of program funds, including loans.

For questions, please call (844) 792-2640 or send an online inquiry through [CONTACT US](#) (select "Financial Aid Question" for the Contact Reason).