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# ***Topic of Portals***

## ***PC World magazine August 1998***

- New breed of Web site offers...convenient array of features
- Set the site as your browser's default home page
- Use as an entry point to other Web destinations, and return to day after day
- Why go to a portal? In a word, convenience. Unless you have the time and energy to collect and sort through dozens of bookmarks, it's considerably easier to find the services you need at a portal.
- There are no hard-and-fast rules about what constitutes a portal



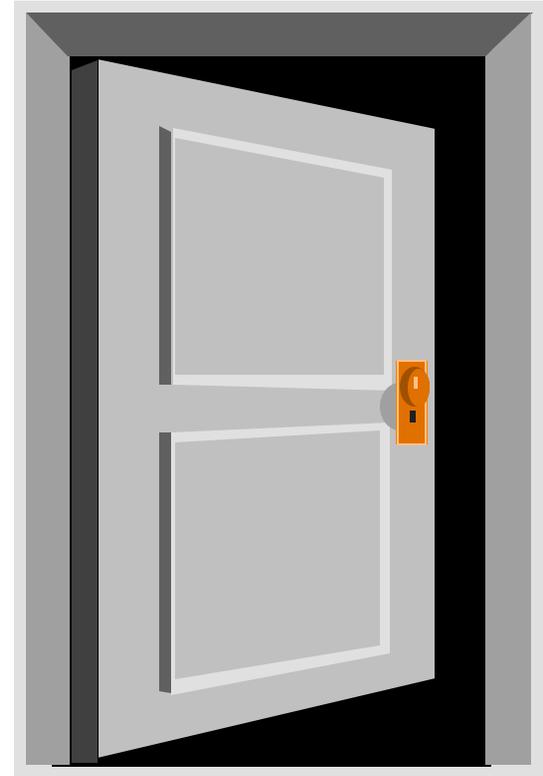


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## What Are Portals?

A doorway, an entrance, or a gate, especially one that is large and imposing.

An entrance or a means of entrance: the local library, a portal of knowledge.



We Help Put America  
Through School



Electronic Access Conference  
2000

# Introducing the SFA Portal for Schools.....



## Schools Channel

U.S. Department of Education  
Student Financial Assistance

Tuesday, November 7

"We Help Put America Through School"

[Home](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

Optimized for 4.0 Browsers and Above - [Download Here](#)

### SFA Links\*

#### Reference Library

- [SFA Publications By Title \(IFAP\)](#)
- [SFA Publications By Topic \(IFAP\)](#)

#### Student Data

- [NSLDS-National Student Loan Data System](#)
- [PeII-RFMS](#)
- [LO-Direct Loan Origination System](#)
- [DLSS-Direct Loan Servicing System](#)
- [FAFSA](#)
- [Loan Consolidation](#)

#### Book Store

- [Bulk Publication Ordering System](#)
- [SFA Download Site](#)
- [Technical Publications](#)

#### Participation & Funding

- [GAPS-Grants Administration and Payment System](#)
- [PEPS-Postsecondary Education Participants System](#)
- [Application to Participate and for Recertification](#)

#### Training/Conferences

- [SFA Conferences](#)

### SFA Headlines

[More Headlines](#)

#### SFA News

- [Welcome to Schools Portal!](#)

### SFA Search Tool

SFA Links & IFAP Database

[go](#)

[Advanced Search](#) [About this Search](#)

### My SFA- Sign Up Now!

USERNAME:

[Privacy Statement](#)

PASSWORD:

[CUSTOMIZE YOUR LINKS!](#)

[go](#)

### SFA Calendar

| Events            |    |    |    |    |    |    | Deadlines |    |    |    |    |    |    | Training |    |    |    |    |    |    | NPRMs |    |    |    |    |    |    |                            |  |                  |                                   |
|-------------------|----|----|----|----|----|----|-----------|----|----|----|----|----|----|----------|----|----|----|----|----|----|-------|----|----|----|----|----|----|----------------------------|--|------------------|-----------------------------------|
| < November 2000 > |    |    |    |    |    |    |           |    |    |    |    |    |    |          |    |    |    |    |    |    |       |    |    |    |    |    |    |                            |  |                  |                                   |
| Su                | Mo | Tu | We | Th | Fr | Sa | Su        | Mo | Tu | We | Th | Fr | Sa | Su       | Mo | Tu | We | Th | Fr | Sa | Su    | Mo | Tu | We | Th | Fr | Sa |                            |  |                  |                                   |
| 29                | 30 | 31 | 1  | 2  | 3  | 4  | 5         | 6  | 7  | 8  | 9  | 10 | 11 | 12       | 13 | 14 | 15 | 16 | 17 | 18 | 19    | 20 | 21 | 22 | 23 | 24 | 25 | <b>Tuesday, November 7</b> | • <a href="#">Schools Portal Calendar Test</a> | <b>NPRM Test</b> | • <a href="#">SFA Conferences</a> |



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# <http://sfa4schools.sfa.ed.gov>



# Portal Priorities



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•Content Management

•Links to SFA Web Enabled Systems

•User Customization

### SFA Links\*

**Reference Library**

- [SFA Publications By Title \(IFAP\)](#)
- [SFA Publications By Topic \(IFAP\)](#)

**Student Data**

- [NSLDS-National Student Loan Data System](#)
- [Pell-RFMS](#)
- [LO-Direct Loan Origination System](#)
- [DLSS-Direct Loan Servicing System](#)
- [FAFSA](#)
- [Loan Consolidation](#)

**Book Store**

- [Bulk Publication Ordering System](#)
- [SFA Download Site](#)
- [Technical Publications](#)

**Participation & Funding**

- [GAPS-Grants Administration and Payment System](#)
- [PEPS-Postsecondary Education Participants System](#)
- [Application to Participate and for Recertification](#)

**Training/Conferences**

- [SFA Conferences](#)

### SFA Headlines

[More Headlines](#)

**SFA News**

- [Welcome to Schools Portal](#)

### SFA Search Tool

SFA Links & IFAP Database

[Advanced Search](#) [About this Search](#)

### My SFA- Sign Up Now!

USERNAME:  [Privacy Statement](#)

PASSWORD:   [CUSTOMIZE YOUR LINKS!](#)

### SFA Calendar

| Events            |    |    |    |    |    |    | Deadlines              |  |  |  |  |  |  | Training |  |  |  |  |  |  | NPRMs |  |  |  |  |  |  |  |  |  |  |  |  |  |
|-------------------|----|----|----|----|----|----|------------------------|--|--|--|--|--|--|----------|--|--|--|--|--|--|-------|--|--|--|--|--|--|--|--|--|--|--|--|--|
| < November 2000 > |    |    |    |    |    |    |                        |  |  |  |  |  |  |          |  |  |  |  |  |  |       |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Su                | Mo | Tu | We | Th | Fr | Sa | Monday, November 13    |  |  |  |  |  |  |          |  |  |  |  |  |  |       |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 29                | 30 | 31 | 1  | 2  | 3  | 4  | • No Entries For Today |  |  |  |  |  |  |          |  |  |  |  |  |  |       |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 5                 | 6  | 7  | 8  | 9  | 10 | 11 |                        |  |  |  |  |  |  |          |  |  |  |  |  |  |       |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 12                | 13 | 14 | 15 | 16 | 17 | 18 |                        |  |  |  |  |  |  |          |  |  |  |  |  |  |       |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 19                | 20 | 21 | 22 | 23 | 24 | 25 |                        |  |  |  |  |  |  |          |  |  |  |  |  |  |       |  |  |  |  |  |  |  |  |  |  |  |  |  |

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## Five (5) Portal Areas

- SFA Links - all SFA web-enabled systems
- SFA Headlines - categorized as either “SFA News” or “SFA Policy and Rule Changes”
- SFA Search Tool - across the “links” and/or within IFAP publications
- My SFA - customize the look of Your Portal Home Page
- SFA Calendar - Deadline dates, Training/Conference dates, Events and NPRM comment due dates.





## SFA Links\*

### Reference Library

- [SFA Publications By Title \(IFAP\)](#)
- [SFA Publications By Topic \(IFAP\)](#)

### Student Data

- [NSLDS-National Student Loan Data System](#)
- [Pell-RFMS](#)
- [LO-Direct Loan Origination System](#)
- [DLSS-Direct Loan Servicing System](#)
- [FAFSA](#)
- [Loan Consolidation](#)

### Book Store

- [Bulk Publication Ordering System](#)
- [SFA Download Site](#)
- [Technical Publications](#)

### Participation & Funding

- [GAPS-Grants Administration and Payment System](#)
- [PEPS-Postsecondary Education Participants System](#)
- [Application to Participate and for Recertification](#)

### Training/Conferences

- [SFA Conferences](#)

# SFA Links

Reference Library - Links to the IFAP Publications

Student Data - Links to NSLDS, Pell/RFMS, Direct Loan Servicing, Origination and Consolidation sites

Book Store - Order publications, download software and technical pubs

Participation & Funding - GAPS, PEPS data, E-App

Training/Conferences - SFA University





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## SFA Headlines presented as either:

- SFA News (Announcements, Dear Partner Letters, etc.)
- SFA Policy and Rule Changes (Federal Registers, Regulation Compilations, etc.)
- “Old” Headlines are archived

**SFA Headlines** [More Headlines](#)

**SFA News**

- [Welcome to Schools Portal!](#)



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Click on “More Headlines” to see the list  
of archived headlines



## Schools Channel

U.S. Department of Education  
Student Financial Assistance

Tuesday, November 7

*"We Help Put America Through School"*

[Home](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

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### Headline Archives

#### NOVEMBER 06, 2000

- [Welcome to Schools Portal!](#)

#### NOVEMBER 03, 2000

- [SFA Portal Headline](#)



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Powerful natural language queries

- Search across the SFA links and within the IFAP publications

- Search only across the SFA Links (up to security pages)

- Search the IFAP publications



# Customizing My SFA

Click on “Sign Up Now” to obtain an ID and establish your password

**My SFA- [Sign Up Now!](#)**

USERNAME:

PASSWORD:

[Privacy Statement](#)

[CUSTOMIZE YOUR LINKS!](#)



**Sign Up for My SFA**

Why sign up for My SFA? With our customizable Portal, you can:

- Customize Your Links:** You can choose which SFA sites appear in your MY SFA Schools Portal.
- Add Personal Links:** You can create and save your own favorite links into the My SFA Schools Portal.

To sign up, please fill out the form below. All fields are required.

Your First Name:  (Max 50 characters)

Your Last Name:  (Max 50 characters)

Your E-Mail:  (Max 100 characters)

Choose a password:  (Max 16 characters)

Confirm password:  (Max 16 characters)



# Customizing My SFA

Enter your Username (ID) and password,  
then hit the “GO” button to see your choices  
for customization

|                                   |  |                                       |
|-----------------------------------|--|---------------------------------------|
| USERNAME:                         | <input type="text" value="CKennedy"/>  | <a href="#">Privacy Statement</a>     |
| PASSWORD:                         | <input type="password" value="*****"/> | <a href="#">CUSTOMIZE YOUR LINKS!</a> |
| <input type="button" value="go"/> |  |                                       |





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# Customizing My SFA

## Customize My SFA

Click on a button below to  
customize Your SFA!

[Change Password](#)

[SFA Links](#)

[My Bookmarks](#)



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# Choose the SFA Links You Want to Display

## Customize your SFA Links

He

Please select the SFA links you wish to view.

### Reference Library

- SFA Publications By Title
- SFA Publications By Topic

### Student Data

- NSLDS - National Student Loan Data System
- Pell - RFMS
- LO - Direct Loan Origination System
- DLSS - Direct Loan Servicing System
- FAFSA
- Loan Consolidation

### Book Store

- Bulk Publication Ordering System
- SFA Download Site
- Technical Publications

### Participation and Funding

- GAPS - Grants Administration and Payment System
- PEPS - Postsecondary Education Participants System
- Application to Participate and for Recertification

### Training/Conferences

- SFA Conferences



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# Add Personal Bookmarks to Your Customized SFA Portal Page



**Schools Channel**

U.S. Department of Education  
Student Financial Assistance

Wednesday, November 8

*"We Help Put America Through School"*

[My SFA](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

[Log out and return to Home Site](#)

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| Add New Bookmark     |                                      | <a href="#">Help</a> |              |
|----------------------|--------------------------------------|----------------------|--------------|
| <b>Title</b>         | <b>URL</b>                           | <b>Add</b>           | <b>Clear</b> |
| <input type="text"/> | <input type="text" value="http://"/> |                      |              |



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# An Example of a Customized

## “MY SFA” Page

Wednesday, November 8

*"We Help Put America Through School"*

[My SFA](#)

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### SFA Links\*

#### Reference Library

- [SFA Publications By Title](#)
- [SFA Publications By Topic](#)

#### Book Store

- [Bulk Publication Ordering System](#)
- [Technical Publications](#)

#### Participation and Funding

- [PEPS - Postsecondary Education Participants System](#)

#### Training/Conferences

- [SFA Conferences](#)

#### Personal Bookmarks

- [OPM HomePage](#)
- [SFA Intranet](#)
- [VRE](#)
- [WEB TRENDS](#)

\*To return to the portal from an SFA Link, close the browser window.

### SFA Headlines

[More Headlines](#)

#### SFA News

- [Welcome to Schools Portal!](#)

### SFA Search Tool

SFA Links & IFAP Database

[go](#)

[Advanced Search](#) [About this Search](#)

### Customize My SFA

Welcome back, CKennedy!

Click on a button below to customize Your SFA!

[Change Password](#)

[SFA Links](#)

### SFA Calendar

[Events](#)

[Deadlines](#)

[Training](#)

[NPRMs](#)

< **November 2000** >

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| 29 | 30 | 31 | 1  | 2  | 3  | 4  |
| 5  | 6  | 7  | 8  | 9  | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |

**Wednesday, November 8**

- [Schools Portal Calendar Test](#)



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## What's Happening in SFA? Check the SFA Calendar!

- Title IV deadlines and due dates
- Training and conference opportunities
- Comment due dates for NPRMs
- SFA publication availability

| SFA Calendar                                   |    |                  |    |                 |    |              |
|--|----|------------------|----|-----------------|----|--------------|
| <u>Events</u>                                  |    | <u>Deadlines</u> |    | <u>Training</u> |    | <u>NPRMs</u> |
| <b>&lt; November 2000 &gt;</b>                 |    |                  |    |                 |    |              |
| Su   | Mo | Tu               | We | Th              | Fr | Sa           |
| 29   | 30 | 31               | 1  | 2               | 3  | 4            |
| 5  | 6  | 7                | 8  | 9               | 10 | 11           |
| 12   | 13 | 14               | 15 | 16              | 17 | 18           |
| 19   | 20 | 21               | 22 | 23              | 24 | 25           |
| <b>Wednesday, November 8</b>                   |    |                  |    |                 |    |              |
| • <a href="#">Schools Portal Calendar Test</a> |    |                  |    |                 |    |              |



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# Monthly Calendar View



## Schools Channel

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Student Financial Assistance

Wednesday, November 8

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[Log out and return to Home Site](#)

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### All Categories

[Events](#)

[Deadlines](#)

[Training](#)

[NPRMs](#)

### Friday, November 3

- [Calendar Deployment](#)

#### **NPRM Update**

- [Send comments about this NPRM](#)

#### **Regulation Parts Affected:**

- None

#### **NpRM Works**

- [Send comments about this NPRM](#)

#### **Regulation Parts Affected:**

- None

### Monday, November 6

- [Schools Portal Calendar Test](#)

#### **NPRM Test**

- [Send comments about this NPRM](#)

#### **Regulation Parts Affected:**

- None

| SFA Calendar  |    |    |    |    |    |    |
|---------------|----|----|----|----|----|----|
| November 2000 |    |    |    |    |    |    |
| <             |    |    |    |    |    | >  |
| Su            | Mo | Tu | We | Th | Fr | Sa |
| 29            | 30 | 31 | 1  | 2  | 3  | 4  |
| 5             | 6  | 7  | 8  | 9  | 10 | 11 |
| 12            | 13 | 14 | 15 | 16 | 17 | 18 |
| 19            | 20 | 21 | 22 | 23 | 24 | 25 |
| 26            | 27 | 28 | 29 | 30 | 1  | 2  |



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Friday, November 3, 2000

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### Events

[Events](#)

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#### Friday, November 3

- [Calendar Deployment](#)

#### Monday, November 6

- [Schools Portal Calendar Test](#)

#### Tuesday, November 7

- [Schools Portal Calendar Test](#)

#### Wednesday, November 8

- [Schools Portal Calendar Test](#)

#### Thursday, November 9

- [Schools Portal Calendar Test](#)

#### Friday, November 10

- [Schools Portal Calendar Test](#)

#### Saturday, November 11

- [Schools Portal Calendar Test](#)

#### Sunday, November 12

- [Schools Portal Calendar Test](#)

| SFA Calendar  |    |    |    |    |    |    |
|---------------|----|----|----|----|----|----|
| November 2000 |    |    |    |    |    |    |
| <             |    |    |    |    |    | >  |
| Su            | Mo | Tu | We | Th | Fr | Sa |
| 29            | 30 | 31 | 1  | 2  | 3  | 4  |
| 5             | 6  | 7  | 8  | 9  | 10 | 11 |
| 12            | 13 | 14 | 15 | 16 | 17 | 18 |
| 19            | 20 | 21 | 22 | 23 | 24 | 25 |
| 26            | 27 | 28 | 29 | 30 | 1  | 2  |



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# Portal Help available on-line, by phone and/or by email!



## Schools Channel

U.S. Department of Education  
Student Financial Assistance

Friday, November 11

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### SFA Schools Portal Help

Welcome to the SFA Schools Portal Help section. This section will guide you in the use of the SFA Schools Portal. You may also contact the SFA Customer Service Call Center at **1-800-433-7327**, or e-mail them at [sfa\\_customer\\_support@ed.gov](mailto:sfa_customer_support@ed.gov).

Please choose a topic below to receive help:

- **The SFA Schools Portal**
  - [Parts of the SFA Schools Portal](#)
- **SFA Schools Portal Calendar**
  - [Using the Calendar](#)
- **SFA Schools Portal Integrated Search**
  - [Searching the SFA Schools Portal sites](#)
  - [Using the Advanced Search interface](#)
- **My SFA**
  - [Logging into My SFA](#)
  - [Changing your Password](#)
  - [Customizing your SFA Links](#)
  - [Adding your own bookmarks](#)



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# Frequently Asked Questions On-Line



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## SFA Schools Portal Frequently Asked Questions

### Questions

- **General Questions**

- [What is SFA Schools Portal?](#)
- [What is My SFA?](#)
- [What can I customize in the SFA Schools Portal?](#)
- [Can I customize the appearance of the SFA Schools Portal?](#)
- [What browsers does the SFA Schools Portal support?](#)

- **Problems Logging In/User Issues**

- [What do I do if I forgot my username/password?](#)
- [Can I change my user information?](#)
- [I bookmarked my customized My SFA page. Why won't it load when I click on it?](#)

- **Other Issues**

- [Resizing problems with Netscape](#)

### General Questions

#### What is SFA Schools Portal?

SFA Schools Portal is the Department of Education's Student Financial Assistance Portal. It provides a gateway to other SFA sites, along with displaying SFA News headlines and a calendar of events.

#### What is My SFA?

My SFA is a customizable version of the SFA Schools Portal. By signing up for a My SFA account, you will be able to choose which SFA site links you see, as well as add your own bookmarks to the list of links.

#### What can I customize in the SFA Schools Portal?

If you create a My SFA account by clicking on the "Sign Up Now" link in the My SFA panel in the SFA Schools Portal, you can quickly and easily customize your SFA Links panel by choosing which links you see, or adding your own bookmarks.

#### Can I customize the appearance of the SFA Schools Portal?



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# Contacts Listing with Phone #s, Email Addresses

Customer Service Centers, Helpful Web sites,  
Search Pages, Software/Technical Support



## Schools Channel

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4. [Direct Loan Information Centers](#)
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6. [Federal Student Aid Information Center](#)
7. [Lender or Guaranty Agency Default Rates](#)
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#### Section B – Helpful Web Sites for Financial Aid Professionals

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4. [NSLDS Online](#)
5. [RFMS/Pell Grant Online](#)
6. [Direct Loan Information](#)
7. [SFA Tech](#)
8. [Federal Student Aid Programs Online Applications](#)
9. [Quality Assurance Program](#)
10. [SFA Coach](#)
11. [SFA University](#)
12. [SFA Advisory Committee](#)

#### Section C – Department of Education Search Pages



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## 11. SFA Customer Service Call Center

**Phone:** 1-800-433-7327

**Fax:** 202-260-4199

**E-mail Address:** [sfa\\_customer\\_support@ed.gov](mailto:sfa_customer_support@ed.gov)

Contact the SFA Customer Support Call Center for assistance regarding SFA programs and application delivery issues, and the Information for Financial Aid Professionals (IFAP) web page. The SFA Customer Support Call Center serves as your advocate within ED's School Channel Student Financial Aid programs. Can't get the assistance you need? Contact us. We'll make sure that your concerns are addressed within SFA.

## 12. Closed School Branch

**Phone:** 1-800-256-7346

Contact the Closed School Branch at this number for information to assist students and student loan borrowers adversely affected by the closure of a school or by the false certification of their eligibility to borrow.

Problems that are addressed through an informative brochure available through this number include:

- Unpaid refunds
- Poor quality of education and/or student services
- School certification
- False certification
- Denial of further financial aid
- Unavailable school records

This information also includes other telephone numbers, at the state licensing agencies, which are also excellent sources of information on the proprietary, cosmetology and degree granting school that the agencies license to operate. The possible availability or relief through tuition recovery funds or bonds established by these agencies is also indicated.

By request through our receptionist at the above number, or by leaving a message, you can also obtain information, assistance





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# Got a Question?

Friday, November 10



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### Got a Question?

Please send us any questions or feedback. To better process your request and to speed up the response, please provide your name and telephone number. This information will allow us to better serve your needs.

Thank you,

Customer Service Call Center  
1-800-433-7327

[Click here to send a Portal Question e-mail to the SFA Customer Service Call Center](#)



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# We Want Your Feedback!

What Do You Think?

How can we improve?

Content/Functionality?

Usability?



## Schools Channel

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Student Financial Assistance

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### Send Portal Feedback

Please send us any questions or feedback. To better process your request and to speed up the response, please provide your name and telephone number. This information will allow us to better serve your needs.

Thank you,

Customer Service Call Center  
1-800-433-7327



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Electronic Access Conference  
2000 GET CONNECTED

## WHAT'S NEXT: Portal Version 2.0

- The Ability To Distinguish User Groups
- Single sign-on
- Integrated Calendar with NASFAA



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