iLINK
A division of Aspire Resources Inc.

iLinkSBS User Request Form

This form must be completed in order to gain access to iLinkSBS for the purposes of accessing and maintaining student loan data.

The User Request Form serves to identify, authorize, and establish a User ID and appropriate access levels for each person requesting access to view student loan data routing through iLink. The form is also used to delete a user or update a user's User Security Profile.

Who completes the form?

The User completes the first three sections of the form as described below in steps 1-3 of *Completing the User Request Form*.

The User Administrator on file with iLink Service Center will complete the *Function/Permission(s) Requested* section as described below in steps 4-6 of *Completing the User Request Form*.

Completing the User Request Form:

1. Check whether the form is *Adding*, *Updating* or *Deleting* a user. A separate form is required for each action.
2. Enter Institution information.
3. User completes the *User Information* section. Please PRINT clearly.
4. Mark all functions or permissions to which New or Updated User should have access. To update user only complete fields requiring updates.
5. The User Administrator MUST sign the form and forward accordingly.
6. The User Administrator sends the form via mail, fax, or email a scanned copy to:

Aspire Resources Inc.
Attn: iLink Support Analysts
Ashford II Building - 6775 Vista Dr.
West Des Moines, IA 50266

Fax: 515-471-3981
E-mail: TechSupport@AspireResourcesInc.com

Next steps:

An iLink Support Analyst will take the appropriate actions to set-up the User.

The User will receive an email containing their User ID and a time sensitive temporary link to complete the set up of their account access. The User will be asked to log in by verifying their shared secret and registering multifactor authentication token information (provided by the Authorizing Administrator or designee).

Users must also electronically accept Aspire Rules of Behavior upon first time login. The Rules of Behavior explains a User's responsibilities in using the system. If the Rules of Behavior change for any reason, a User will be required to electronically accept the new version upon their next login.

Users can obtain a step by step training manual on how to navigate the system(s) from iLink Support Analysts or by downloading a copy electronically from the site.

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Action Requested (choose one)

☐ Add a new user ☐ Update an existing user ☐ Delete a user

Type of Company or Institution

☐ School ☐ Lender ☐ Other ______________________________

Company or Institution Name *DOE ID (if known)*

User Information

First Name *Middle Initial* *Last Name*

Position or Title *Phone Number, including extension, if applicable*

Symantec Credential ID (S/N on back of token) (*If you do not have a Symantec Token, call iLink Service Center at 800-833-4876 for instructions or one can be downloaded from https://idprotect.vip.symantec.com/mainmenu.v*)

Shared Secret (Initial Temporary Password) *****This will be used when finalizing your User ID and Password Information.*****
Word or phrase between 6-20 alpha-numeric characters only, NOT case sensitive, NOT containing special characters, and No spaces. (e.g.The answer to "Your Favorite color"), Do NOT use personal information such as SSN's, mother's maiden name, etc.)

User E-mail Address *Signature*

Function/Permission(s) Requested (check all that apply)

For Schools Only:			Event Notifications
☐ Change Processing and Refund Request Report	☐ Add	☐ Remove	
☐ Refund Request Report ONLY (ie, Business Office)	☐ Add	☐ Remove	
☐ Manage Users (Directors/Supervisors)	☐ Add	☐ Remove	
☐ Certify Loans	☐ Add	☐ Remove	☐ Receive Email
☐ iLinkSBS Report - Response Report	☐ Add	☐ Remove	☐ Receive Email
☐ Scheduled Report- Anticipated Disb Roster	☐ Add	☐ Remove	☐ Subscribe to report (Delivered Weekly*) *can be changed through User's profile online.

For Schools or Lenders:			
☐ View Loan Data/History	☐ Add	☐ Remove	
☐ iLinkSBS Report - Disbursement Roster Report	☐ Add	☐ Remove	☐ Receive Email
☐ Scheduled Report - CDS Return of Funds Report	☐ Add	☐ Remove	☐ Subscribe to report

Authorized Official Signature

I hereby declare that the user account information listed above is true and complete to the best of my knowledge and belief. I further certify the function/permission(s) requested are necessary for the user above to complete their job functions.

Printed Name of the User Administrator (on file with iLink) *Date*

Signature of the User Administrator *Email Address of the User Administrator*