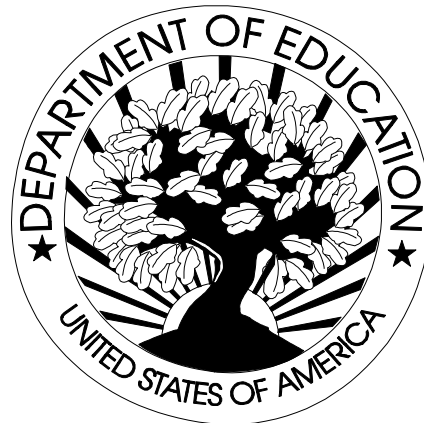

User's Guide for

OnLine SecureManager (OSM)



Student Aid Internet Gateway

U.S. Department of Education



327H

Table of Contents

Preface.....	1
Items to Consider	1
Starting the OSM.....	2
Tabs	4
The Messages Tab.....	4
<i>Tips</i>	5
<i>Additional Tips</i>	7
Restoring Files Received Within the Last Ten Days	8
The Archive Tab.....	9
Restoring Files Received Within the Last 11 to 180 Days	9
The Participants Tab.....	10
Password Changes.....	11
Frequently Asked Questions	13
Technical Support	14

Online SecureManager (OSM)

Preface

The **Online SecureManager (OSM)** Web site, www.SAIGPortal.sfa.ed.gov, gives you the ability to view Student Aid Internet Gateway (SAIG) network traffic, restore previously received files, and to change your **SAIG Password** (also called the **Group Password** or **TG Password**) or **FTPPASSWD**.

The **OSM** is best viewed with Internet Explorer, in 24-bit True Color, and at 1024 × 768 screen resolution.

Items to Consider

- All time references in the **OSM** are listed in Greenwich Mean Time (GMT). GMT is four hours ahead of Eastern Time and five hours ahead of Central Time when in Daylight Savings Time.
- The **OSM** displays most time fields in military (24-hour) time.
- The first time you enter the **OSM** after you have migrated to the new SAIG transmission system, your password will be "PASSWORD" (uppercase and without the quotation marks), unless you have used EDconnect or your mainframe system to transmit a password change.
- Although you will see additional tabs on the **OSM** Web site, you should only access the **Participants** tab, the **Messages** tab, and the **Archive** tab.

Starting the OSM

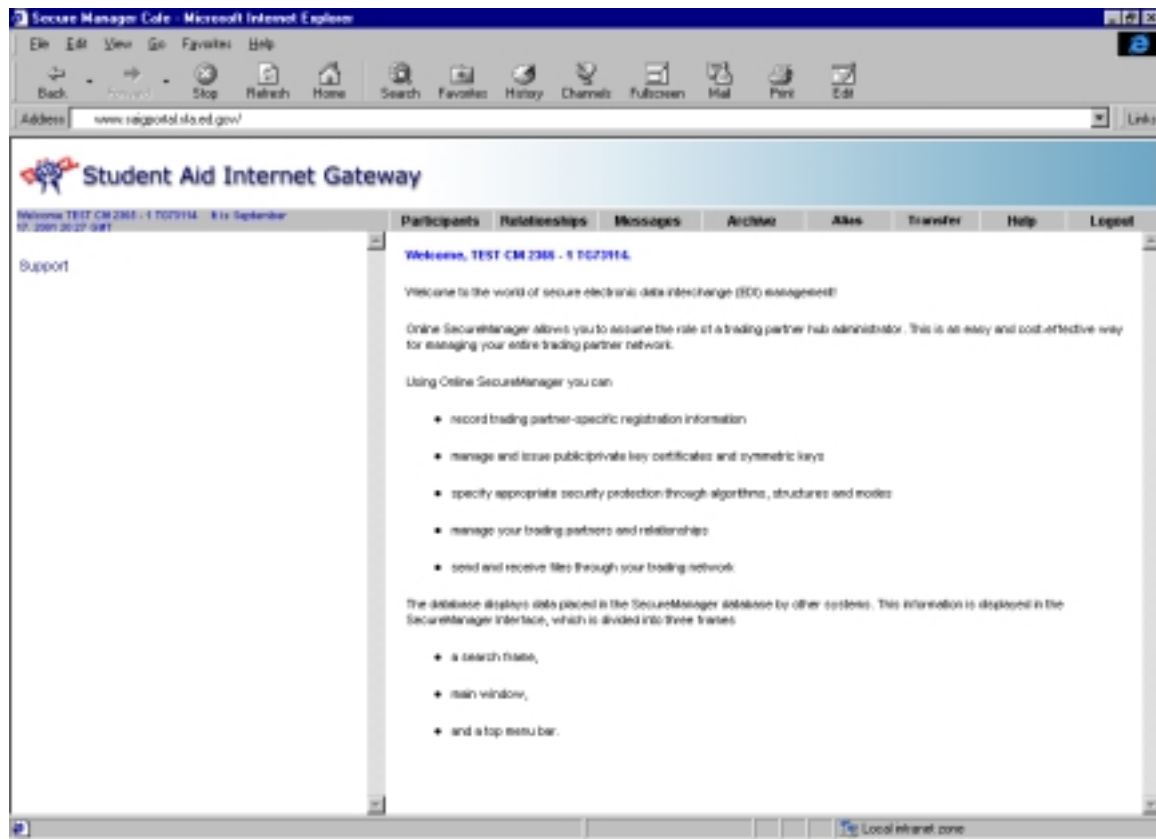
1. Start your Internet browser.
2. Type **www.SAIGPortal.sfa.ed.gov** in the address line at the top of your browser window and click **Go**. This takes you to the login screen. See Figure 1 below:

Figure 1



3. Enter your **TG Number**, including the "TG," in the **Username** field.
4. Enter your **SAIG Password** in the **Password** field. **Note:** The **SAIG Password** is the same as your EDconnect **Group Password** or **TG Password** or Mainframe **FTPPASSWD**. The password is case sensitive.
5. Click the **Login** button.
6. You will see a "Welcome" screen. (See Figure 2 on the next page).

Figure 2



From the “Welcome” screen, you can navigate to view the contents of your TG mailbox, to restore missing files, or to change your **SAIG Password** or **FTPPASSWD**. **Note:** If you access tabs other than **Participants**, **Messages**, and **Archive**, you may corrupt the setup for your school in the **OSM**, which may prevent you from sending and receiving data.

The “Welcome” screen has a series of tabs across the top. Select the **Messages** tab to view your SAIG network files or to restore files you have received within the past ten days. Select the **Archive** tab to restore files you received more than ten days ago. Select the **Participants** tab to change your **SAIG Password** or **FTPPASSWD**.

The “Welcome” screen displays a “New Message(s)” indicator if there are new files in your mailbox. The “New Message(s)” indicator displays in red the number of new files in your mailbox. **Note:** The “New Message(s)” indicator appears only when there are new files available for you to download.

Tabs

The Messages Tab

You can view your TG mailbox by clicking the “New Message(s)” indicator, which displays in red the number of new files in your mailbox. Clicking on the “New Message(s)” indicator takes you directly to the **Messages** tab. You can also click on the **Messages** tab at the top of the screen.

From this tab you can view files that have been sent, received, and are ready to be received. All **Send** files are listed with a lowercase “s” to the left of the **Sender ID** and are color-coded blue. **Receive** files are listed with a lowercase “r” to the left of the **Sender ID**. **Receive** files are color-coded red when they are ready for you to receive and blue once you receive them, or after they have been re-queued.

The **Messages** tab has the following display options:

- “Show All”
- “To Mailbox”
- “From Mailbox”
- “Msg Class”
- “Only New Messages”

All files displayed on the **Messages** tab are files that you have sent or received within ten days of the “Date/Time Picked Up” field. If there are more than 500 files that meet the search criteria, the **Messages** tab will list the first 500 files. The “<<Previous” and “Next>>” options allow you to view the previous or next 500 files, if applicable.

1. Log into the **OSM** using the steps listed above.
2. Click the **Messages** tab.
3. Under “SEARCH,” enter your **TG Number**, including the “TG,” in the “Mailbox” field.
4. Click the **down arrow** to the right of the field directly below the “Mailbox” field to select search options.

5. Enter the appropriate information in the field directly to the right.
6. Click the **GO** button.

Tips

- If you select “Show All,” leave the field directly to the right blank. This will list all **Send** and **Receive** files for your mailbox.
- If you select “To Mailbox,” type your **TG Number**, including the “TG”. This will list all OP -type files sent to you.
- If you select “From Mailbox,” type your **TG Number**, including the “TG”. That will list all the IN-type files you sent. If you select “Only New Messages,” leave the field directly to the right blank. This will list only the new OP-type files that are ready for you to download.

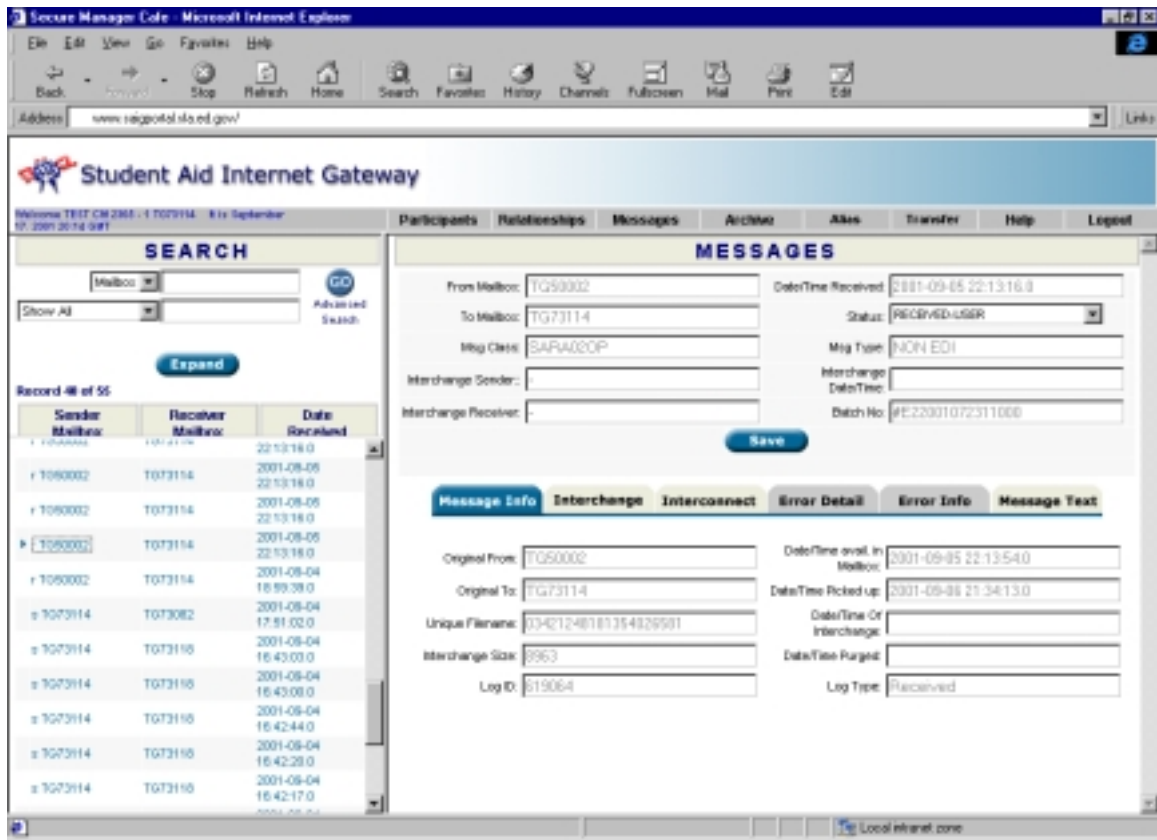
The **OSM** will list all files that meet your search criteria. The “Date Received” column reflects the date a file was initially placed in your mailbox.

To view information about a specific file, click on the file name in the list of files returned by your search. File details will display on the right side of the screen.

- “Unique Filename” displays the item number.
- “Batch No” displays the first 16 characters of the batch number.
- “Msg Class” displays the message class.
- “Status” displays whether or not you have downloaded the file.
- “Date/Time Picked Up” displays the date and time you downloaded the file.

See **Figure 3** on the next page.

Figure 3



The **Expand** button allows you to view additional search details:

- “Sender Mailbox”
- “Receiver Mailbox”
- “Date Server Received Message”
- “Status”
- “Batch Number” (displays the first 16 characters of the batch number)

You can also perform more in-depth searches on the **Message** tab. The “Advanced Search” option allows you to search on the following fields (you must enter your **TG Number** in the “Mailbox” field to perform an “Advanced Search”):

- “Mailbox”
- “Message Class”
- “To Mailbox”
- “From Mailbox”
- “Only New Messages”
- “Batch # Range”
- “Date Applies To”
 - “Received by Network” (shows when the file was sent to your mailbox)
 - “Placed in Mailbox” (shows when the file was placed in your mailbox)
 - “Retrieved from Mailbox” (the date you downloaded the file from your mailbox)

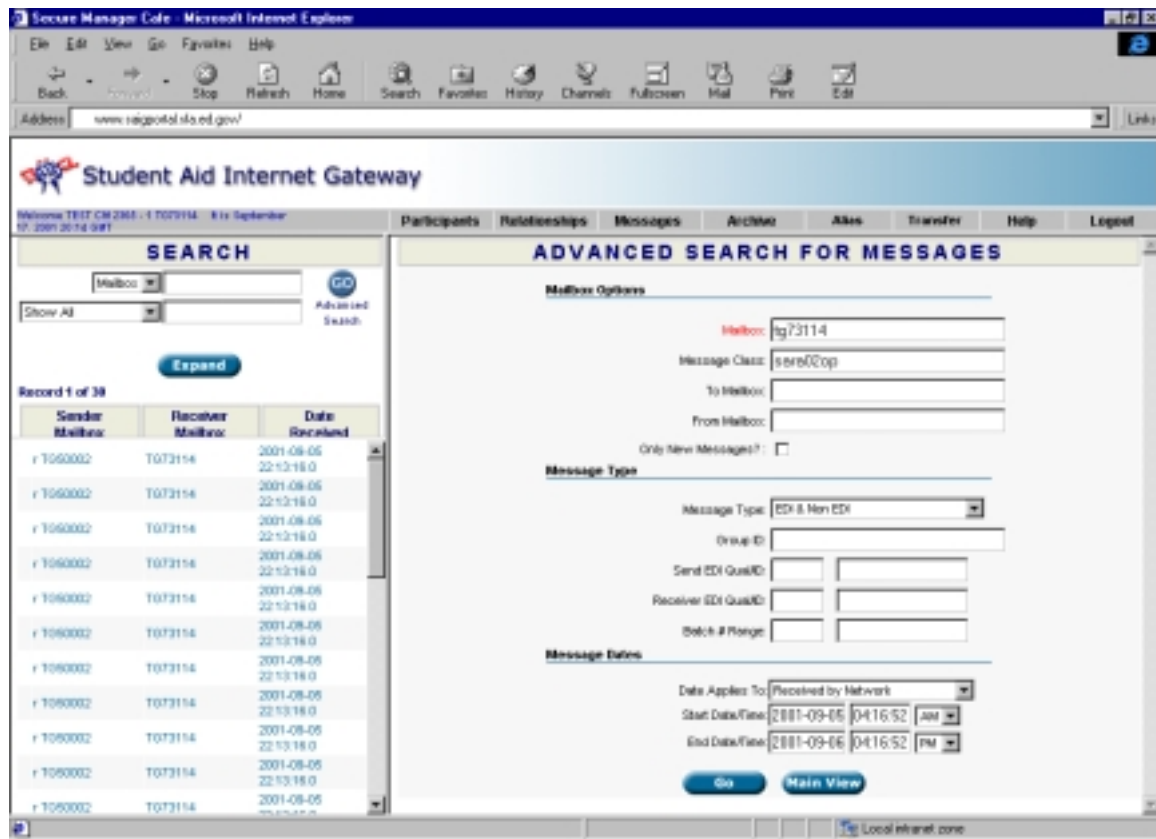
Additional Tips

- You can search on one or more of the fields listed. Enter the values you would like to use as search criteria and click the **GO** button. This will display all files that meet the criteria you selected on the left side of the screen.
- The “Start Date/Time” and “End Date/Time” fields display Greenwich Mean Time.
- When searching by a specific batch number, enter the same batch number in both of the fields for “Batch # Range”.

The Figure 4 on the next page shows a list of an “Advanced Search” using “Mailbox”, “Message Class”, and a date range (“Received by Network”) as the search criteria:

See **Figure 4** on the next page:

Figure 4



Restoring Files Received Within the Last Ten Days

The OSM also gives you the ability to restore files to your mailbox. You still have the option of calling CPS/WAN Technical Support (1-800-330-5947) to have files restored.

To restore files that you have received within the last ten days:

1. Log into the **OSM**.
2. Click the **Messages** tab.
3. Search and display the **Receive** file you would like to restore.
4. On the right side of the screen, click the drop down menu for the "Status" field and change the status from "RECEIVED-USER" to "DLVD-TO-MAILBOX."

5. Click **Save**.
6. The file will remain color-coded blue on the left side of the screen, but you will be able to download the file immediately.

The Archive Tab

The **OSM** automatically moves files to the **Archive** tab view when they have been in your mailbox more than ten days, based on the date listed in the “Date/Time Picked Up” field. Files remain in the **Archive** for a total of 180 days, including the ten days the files appeared on the **Messages** tab. The **Archive** tab has the same search capabilities as the **Messages** tab.

Note: Only check the box directly to the left of the file you would like to restore. You still have the option of calling CPS/WAN Technical Support (1-800-330-5947) to have files restored.

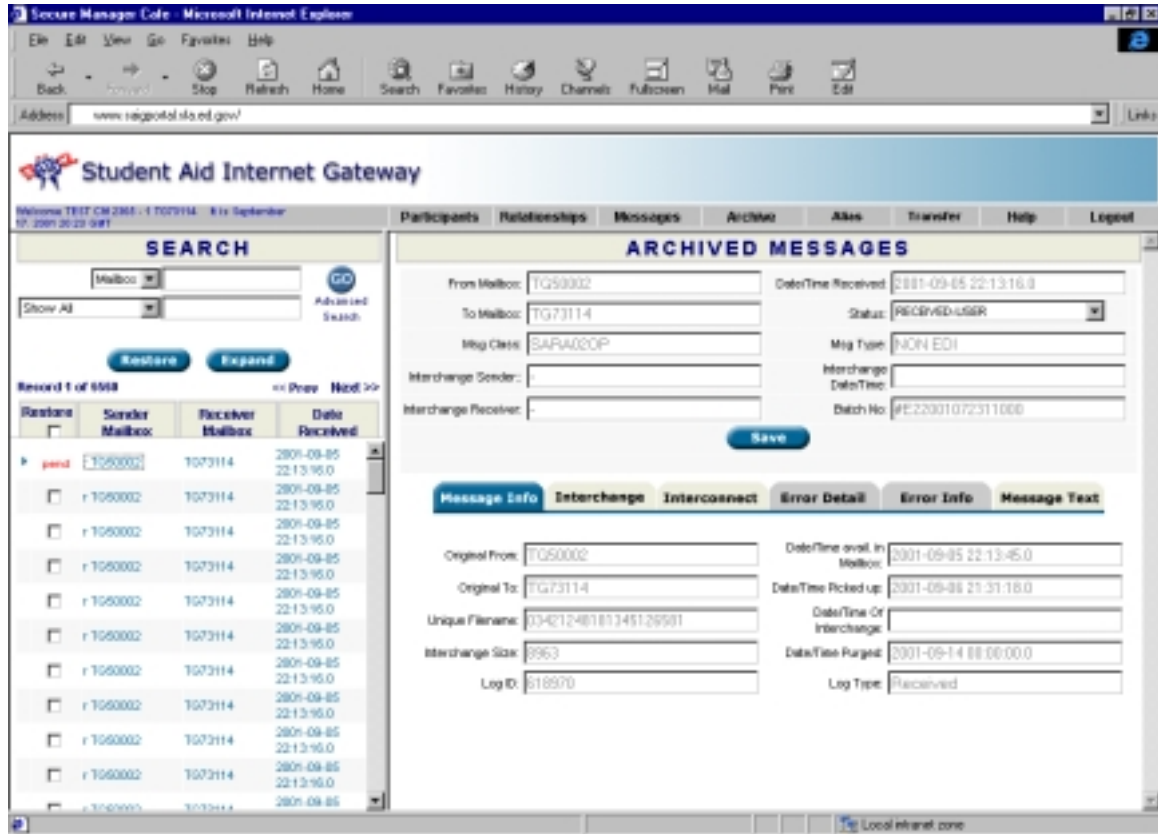
Restoring Files Received Within the Last 11 to 180 Days

To restore a file that you received within the last 11 to 180 days, follow the procedure below. (See Figure 5 on the next page.)

1. Log into the **OSM**.
2. Click the **Archive** tab.
3. Search and display the **Receive** file you would like to restore.
4. Check the box directly to the left of the file(s) and click the **Restore** button. **Note:** The file will be marked “pend” in red to the left of the file(s) you requested to have restored. The file(s) will not be immediately available. The file(s) will be available for you to download within one hour.
5. Note the number in the “Unique Filename” field.
6. EDconnect users only: After one hour has passed, make a blank transmission.
7. Go to the **Archive** View.
8. Check the box under Move TQ for the file that has the same Item Number of the unique file name you noted.
9. Make another transmission to receive the file.

10. For Mainframe users: After one hour has passed, in your Transfer command statement add RECEIVE_SERVER_FILE=**Unique Filename**. Note: This is the Unique Filename you noted above.

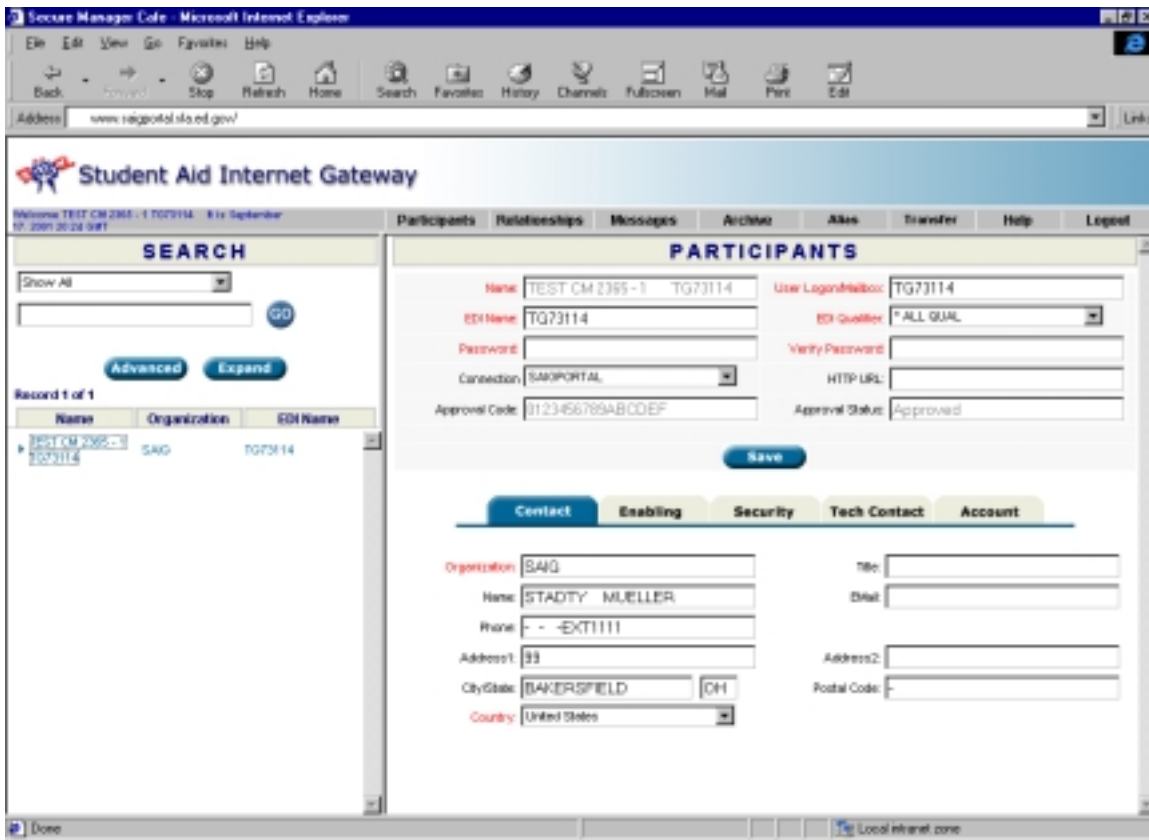
Figure 5



The Participants Tab

The OSM allows you to update your SAIG Password or FTPPASSWD. Once you have updated your password, you will need to update the password in EDconnect or your mainframe scripts or JCL. Although the OSM allows passwords to be of any length, you will still follow existing password rules. Passwords must be seven or eight characters in length, contain only alphanumeric characters, and begin with an alpha character. Passwords are case sensitive.

Figure 6



Password Changes

To change your password (see Figure 6 above):

1. Log into the **OSM**.
2. Click the **Participants** tab.
3. Click on the name of your school on the left side of the screen. The right side of the screen will populate with the setup information for your school.
4. Type your new password into the “Password” field. The password must contain seven or eight valid characters and is case sensitive.
5. Type your new password again into the “Verify Password” field.
6. Click **Save**.
7. For EDconnect users: Open the **Security View**.

8. Right-click on the **Security Group** for which you are changing the password.
9. Select **Properties** from the pop-up menu.
10. Click the **Network** tab.
11. Type the password you entered in the **OSM** in the “New” field.
12. Type the password again in the “Verify” field.
13. Select the **Local Only** option.
14. Click **OK**.
15. For mainframe users: Update all scripts or JCL to reflect the new password

Note: When you are on the **Participants** tab, you should only make changes to the “Password” and “Verify” fields. If you update any other fields on the **Participants** tab, you run a risk of corrupting the setup for your school in the **OSM**. This could prevent your school from sending and receiving files.

Frequently Asked Questions

I changed my password in the OSM and now I get “Failed transmission” when I try to transmit using EDconnect. How do I fix this?

When you changed your password in the **OSM**, either your password did not contain the required seven or eight characters or you did not save the password update. You can call CPS/WAN Technical Support (1-800-330-5947) to have your password reset, or you can update your password again in the **OSM** and in EDconnect. Passwords must be seven or eight characters in length, contain only alphanumeric characters, and begin with an alpha character.

To update your password using the **OSM**:

1. Log into the **OSM**.
2. Click on the **Participants** tab.
3. Click on the name of your school on the left side of the screen. The right side of the screen will populate with the setup information for your school.
4. Type your new password into the “Password” field. The password must contain seven or eight valid characters.
5. Type your new password again into the “Verify” field.
6. Click **Save**.
7. Log into EDconnect.
8. Open the **Security View**.
9. Right-click on the **Security Group** for which you are changing the password.
10. Select **Properties** from the pop-up menu.
11. Click the **Network** tab.
12. Type the password you entered in the **OSM** in the “New” field.
13. Type the password again in the “Verify” field.
14. Select the **Local Only** option.
15. Click **OK**.

If you are still unable to complete a successful transmission, please contact CPS/WAN Technical Support at 1-800-330-5947

I see a “REFUSED-USER” option in the “Status” field on the Messages tab. When should I use it?

The “REFUSED-USER” option allows you to initiate the deletion of a file. You should only use this option if instructed to do so by CPS/WAN Technical Support.

Technical Support

Contact SFA Technical Support

For SFA technical support, post an e-mail (including your telephone number) with your question to:

www.ed.gov/offices/OSFAP/sfatech/listserv.html

Department staff or contractors for the system about which you have a question will work on a response.

Note: You must subscribe to SFATECH in order to send and receive messages from the list.

CPS/WAN Technical Support

If you need technical support, call CPS/WAN Technical Support:

800/330-5947

Representatives are available to assist you between 7 a.m. and 7 p.m. (CT), Monday through Friday, excluding holidays.

You may also send your inquiries via the Internet to CPS/WAN:

cpswan@ncs.com