

OpenNet WLD Login Overview

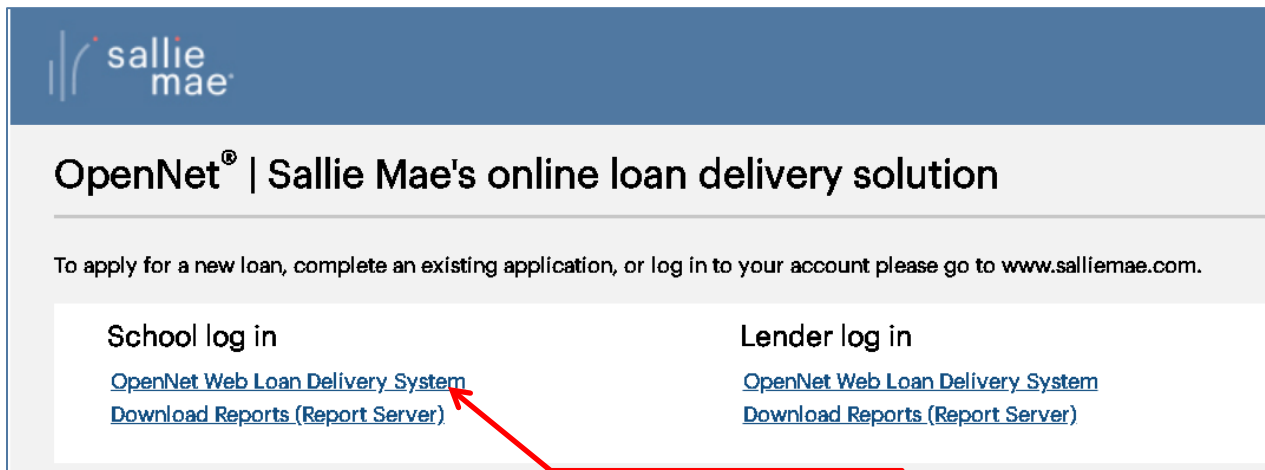
In order to access the OpenNet® Web Loan Delivery system, you must first log in. From the Log-In page, you can:

- Perform a login for first time users, which allows you to reset your account.
- Perform a subsequent login, which takes you directly to the OpenNet application.
- Obtain your user ID, in case you have forgotten it.
- Create a new password, in case you have forgotten it.

Logging In for the First Time

How to log in for the first time:

1. Type the following URL into your Web browser's **Address** field: <https://opennet.salliemae.com>.
NOTE: The same URL is used for both school and lender login.
2. Under the **School log in** section header on the OpenNet entry page, click the **OpenNet Web Loan Delivery System** link.



The OpenNet Log-In page displays.

Click the **OpenNet Web Loan Delivery System** link.

(Continued on the next page)

LOG-IN

Secure Log-In

Type your user ID.

User ID:

Password:

Type your password.

Log In

Click the **Log In** button.

Forgot user ID and/or password?

Please choose the option below and then click on the Continue button.

Forgot user ID

Forgot password

Continue

3. Type your user ID and password, and then click the **Log In** button.
4. The Web Site Terms of Use page displays. Read the terms and click the **I Accept** button.

WEB SITE TERMS OF USE

Please review and accept the website's new Terms of Service displayed below in order to continue managing your account online.

Your use of this Web Site and online services contained therein is subject to the following Terms of Service. Please read them carefully.

1. ACCEPTANCE OF TERMS OF SERVICE

This online service and any other computer or telephony based services (collectively, the "Service") are provided by Sallie Mae Bank and its subsidiaries or affiliates (collectively "We" or "Company") to the person and/or entity using the Service ("You" or "Your") under these Terms of Service (the "Terms") and any operating rules or policies that may be published from time to time by Company. Together with any other written contract or written Statement of Understanding, the Terms comprise the entire agreement between You and Company and supersedes all prior agreements between the parties regarding the subject matter contained herein. YOU AGREE TO READ THE TERMS CAREFULLY BEFORE USING THE SERVICE. Use of the Service signifies that You have read the Terms and accept them. If You do not agree to the Terms, do not use the Service and any such use is unauthorized.

2. DESCRIPTION OF SERVICE

The Service provides You with a capability to review, perform and/or complete certain functions related to education loans ("Loans").

3. USE OF THE SERVICE

[Print Web Site Terms of Use](#)

I Accept

I Decline

Click the **I Accept** button.

(Continued on the next page)

The Reset Account page displays.

RESET ACCOUNT

Your account needs to be reset. Please complete the fields below and click on the **SUBMIT** button to reset your account. The **CANCEL** button returns you to the previous page.

Log-in Information
All fields are required.

New Password:

Type your new password again.

Confirm New Password:

Telephone: () - Ext.

I have a non-U.S. phone number (not required)

Your password must be 8-32 characters long and contain at least one letter and one number. You may use any alphanumeric or special character that can be directly typed from a standard keyboard except the following: < > () { } & . Please be aware that passwords are case-sensitive.

Re-enter your password to confirm.

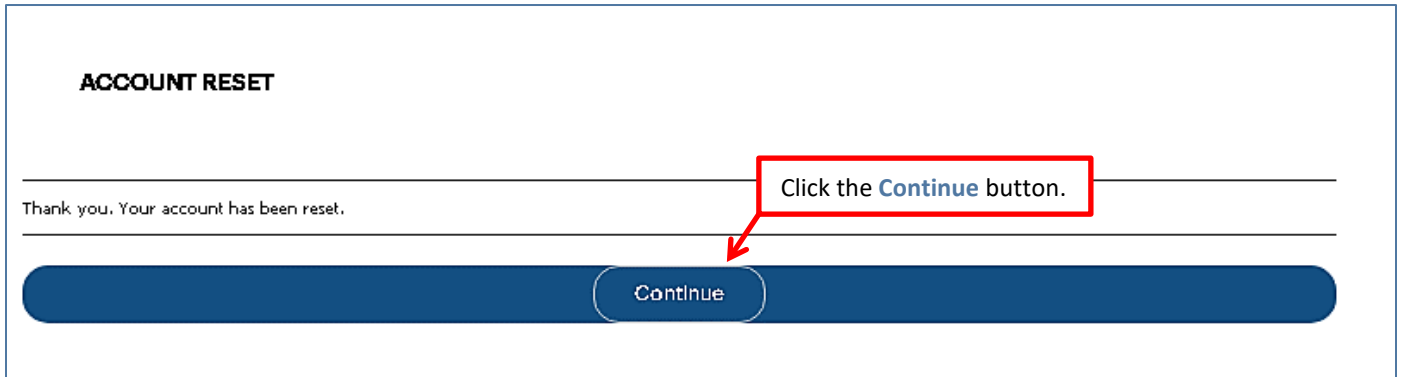
Challenge Information
The questions below will be used to reset your account if you need to call us for assistance. Please select 5 different questions and provide answers. Your answers must be 3-10 characters.
All fields are required.

Question	Answer
-----Please select challenge question 1 ----- ▾	<input style="width: 90%;" type="text"/>
-----Please select challenge question 2 ----- ▾	<input style="width: 90%;" type="text"/>
-----Please select challenge question 3 ----- ▾	<input style="width: 90%;" type="text"/>
-----Please select challenge question 4 ----- ▾	<input style="width: 90%;" type="text"/>
-----Please select challenge question 5 ----- ▾	<input style="width: 90%;" type="text"/>

5. Use the **New Password** and **Confirm New Password** fields to set and confirm a new password.
6. Provide the phone number at which you can be contacted in the **Telephone** field. You may choose to enter your personal cell phone or your office phone.
NOTE: In certain security situations, we will use your phone number to send you a Temporary Access Code.
7. Select and answer five challenge questions that are used to verify your identity in certain security situations.
8. Click the **Submit** button.

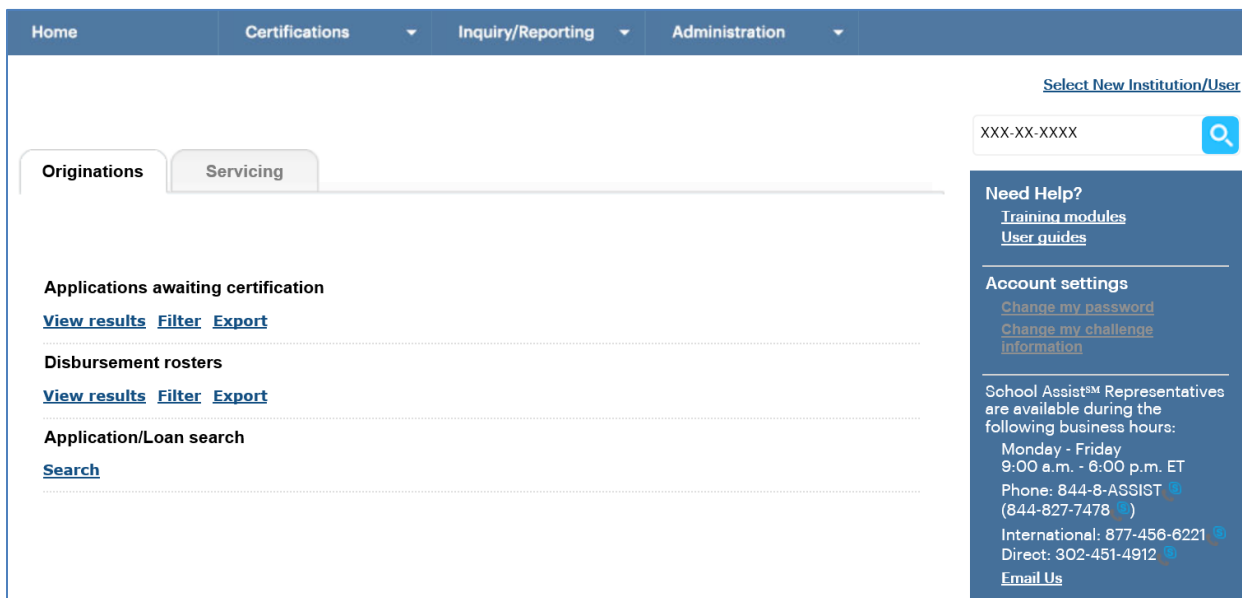
(Continued on the next page)

The Account Reset page displays, confirming that the reset has been successful.



9. Click the **Continue** button.

The OpenNet School Home Page displays.

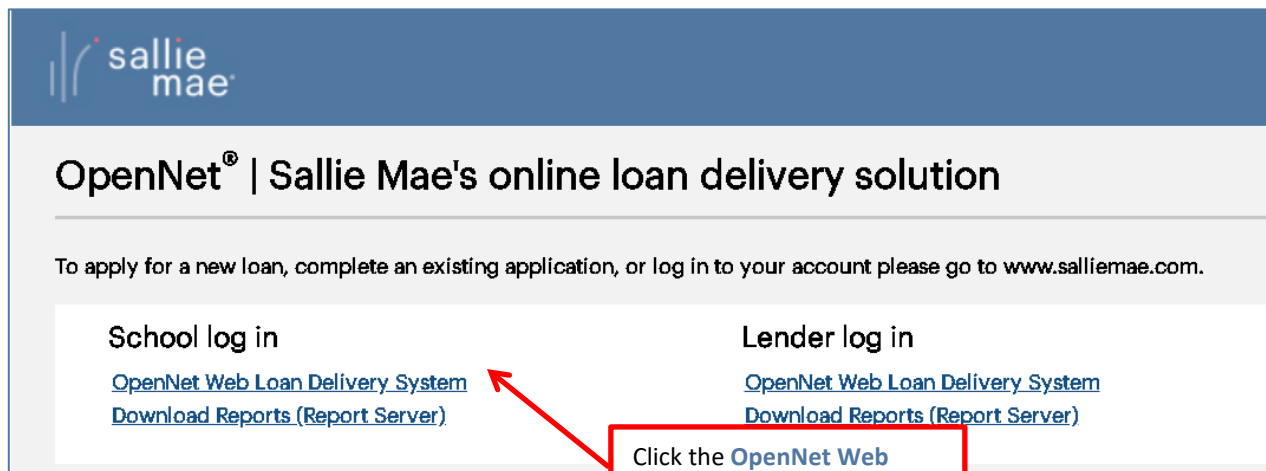


(Continued on the next page)

Subsequent Logins

How to log in:

1. Type the following URL into your Web browser's **Address** field: <https://opennet.salliemae.com>.
NOTE: The same URL is used for both school and lender login.
2. Under the **School log in** section header on the OpenNet entry page, click the **OpenNet Web Loan Delivery System** link.



The screenshot shows the Sallie Mae OpenNet login page. At the top left is the Sallie Mae logo. Below it is the heading "OpenNet® | Sallie Mae's online loan delivery solution". A line of text reads: "To apply for a new loan, complete an existing application, or log in to your account please go to www.salliemae.com." Below this, there are two columns of links. The left column is under the heading "School log in" and contains two links: "OpenNet Web Loan Delivery System" and "Download Reports (Report Server)". The right column is under the heading "Lender log in" and contains two links: "OpenNet Web Loan Delivery System" and "Download Reports (Report Server)". A red arrow points from a red-bordered box containing the text "Click the OpenNet Web Loan Delivery System link." to the "OpenNet Web Loan Delivery System" link in the "School log in" column.

The OpenNet Log-In page displays.

(Continued on the next page)

LOG-IN

Type your user ID.

User ID:

Type your password.

Password:

Log In

Forgot user ID and/or password?

Please choose the option below and then click on the Continue button.

Forgot user ID

Forgot password

Continue

3. Type your user ID and password and then click on the **Log In** button.
The OpenNet School Home Page displays.

Home
Certifications ▾
Inquiry/Reporting ▾
Administration ▾

[Select New Institution/User](#)

Originations
Servicing

Applications awaiting certification

[View results](#) [Filter](#) [Export](#)

Disbursement rosters

[View results](#) [Filter](#) [Export](#)

Application/Loan search

[Search](#)

Need Help?

[Training modules](#)

[User guides](#)

Account settings

[Change my password](#)

[Change my challenge information](#)

School AssistSM Representatives are available during the following business hours:

Monday - Friday
9:00 a.m. - 6:00 p.m. ET

Phone: 844-8-ASSIST [📞](#)
(844-827-7478)

International: 877-456-6221 [📞](#)

Direct: 302-451-4912 [📞](#)

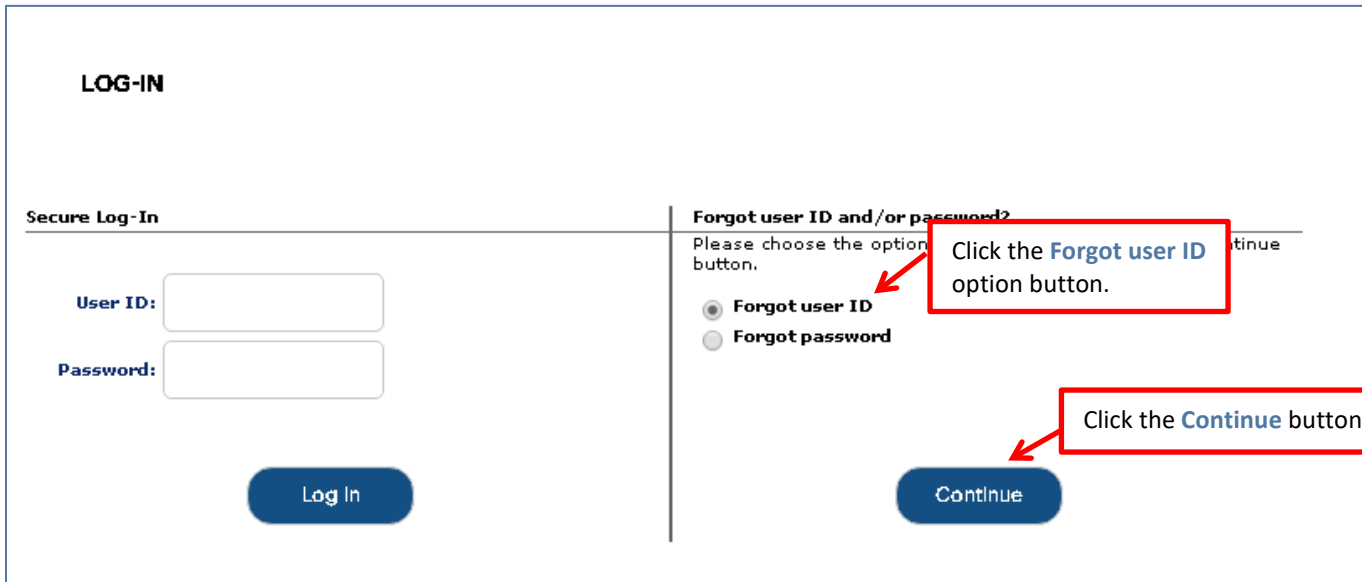
[Email Us](#)

(Continued on the next page)

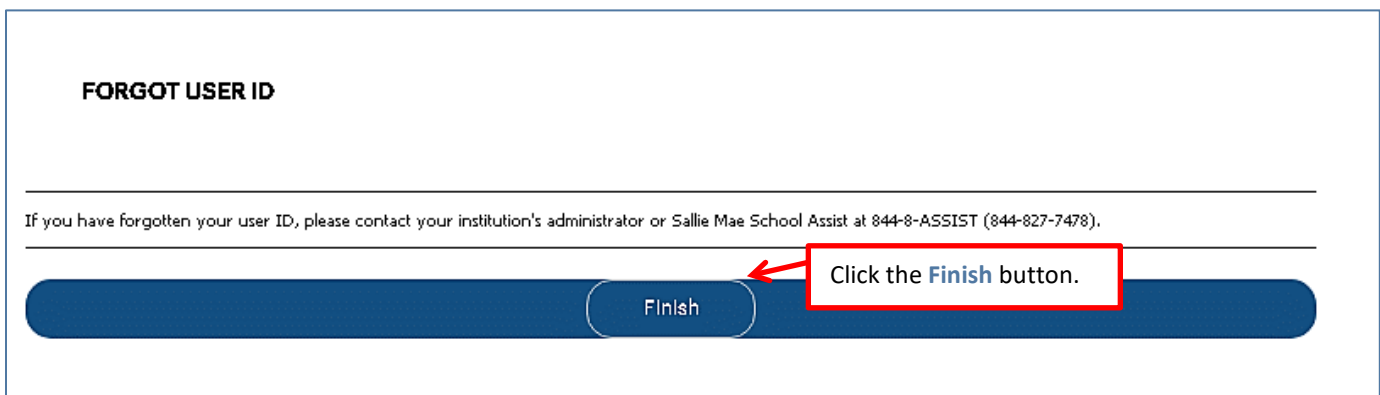
Forgot User ID

How to obtain your user ID:

1. Click the **Forgot user ID** option button on the Log-In page.



2. Click the **Continue** button.
The Forgot User ID page displays, with contact information for obtaining your user ID.



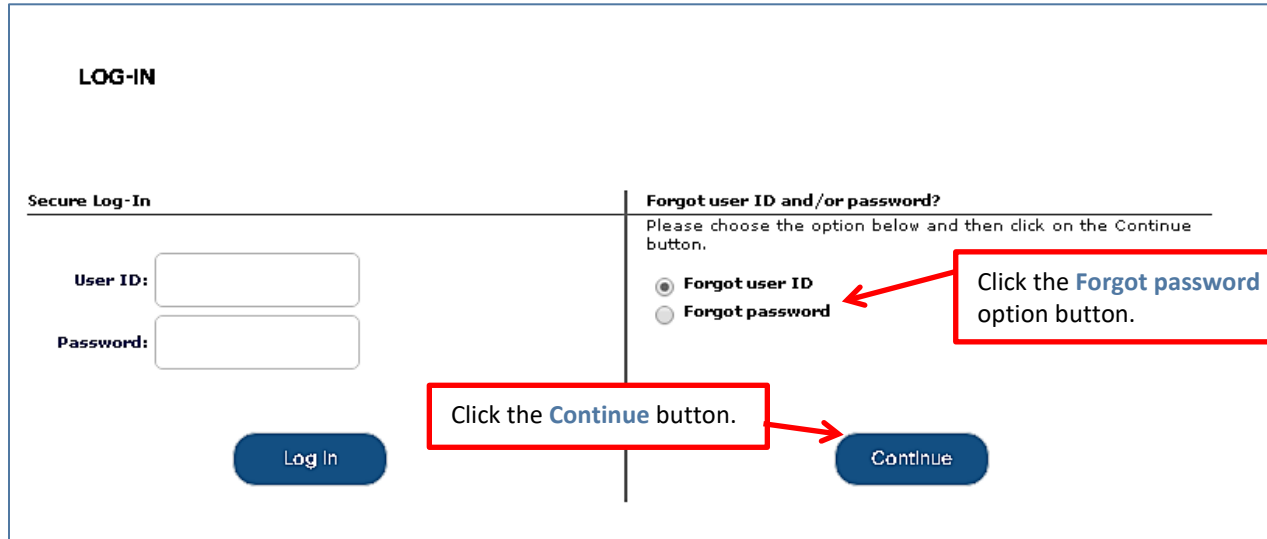
3. Click the **Finish** button.
The Log-In page re-displays.

(Continued on the next page)

Forgot Password

How to create a new password:

1. Click the **Forgot password** option button on the Log-In page.



LOG-IN

Secure Log-In

User ID:

Password:

Log In

Forgot user ID and/or password?

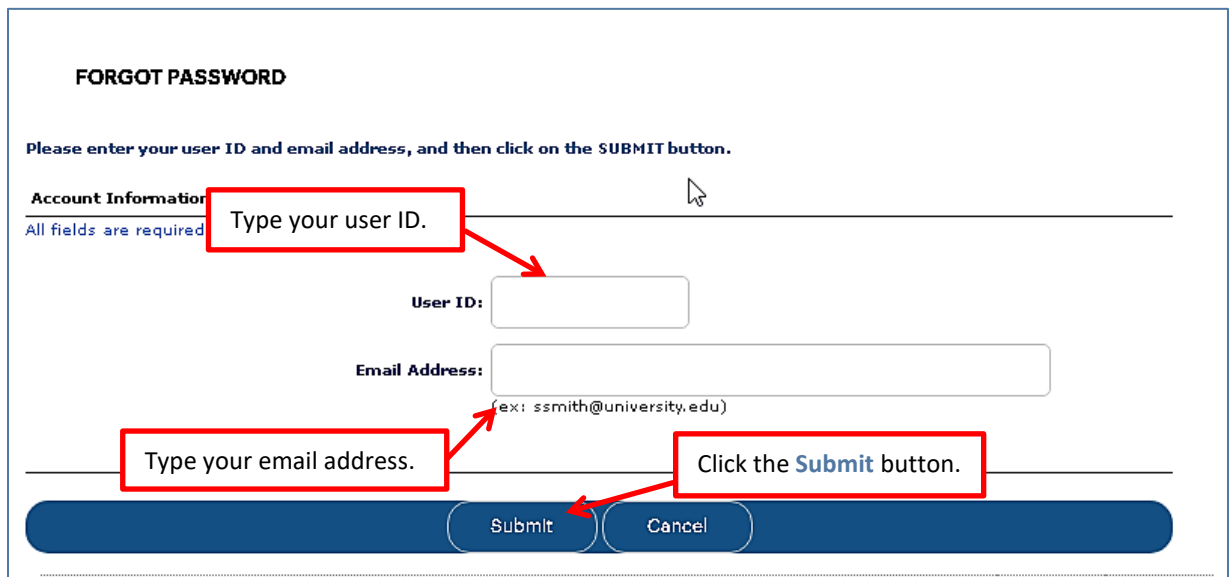
Please choose the option below and then click on the Continue button.

Forgot user ID

Forgot password

Continue

2. Click the **Continue** button.
The Forgot Password page displays.



FORGOT PASSWORD

Please enter your user ID and email address, and then click on the SUBMIT button.

Account Information

All fields are required

Type your user ID.

User ID:

Email Address:

(ex: ssmith@university.edu)

Type your email address.

Click the **Submit** button.

Submit **Cancel**

(Continued on the next page)

3. Type your user ID and email Address.
 4. Click the **Submit** button.
- The Answer Challenge Questions page displays.

ANSWER CHALLENGE QUESTIONS

To protect the security of your account, you will need to answer the questions below before entering this website.

Challenge Information

Question	Answer
What was the name of the last school you attended?	<input type="text"/>
What is the last name of your favorite gradeschool teacher?	<input type="text"/>

Submit
Cancel

5. Answer the challenge questions.
 6. Click the **Submit** button.
- The Forgot Password Information page displays.

FORGOT PASSWORD

Thank you. A temporary password has been sent to the email address on record.

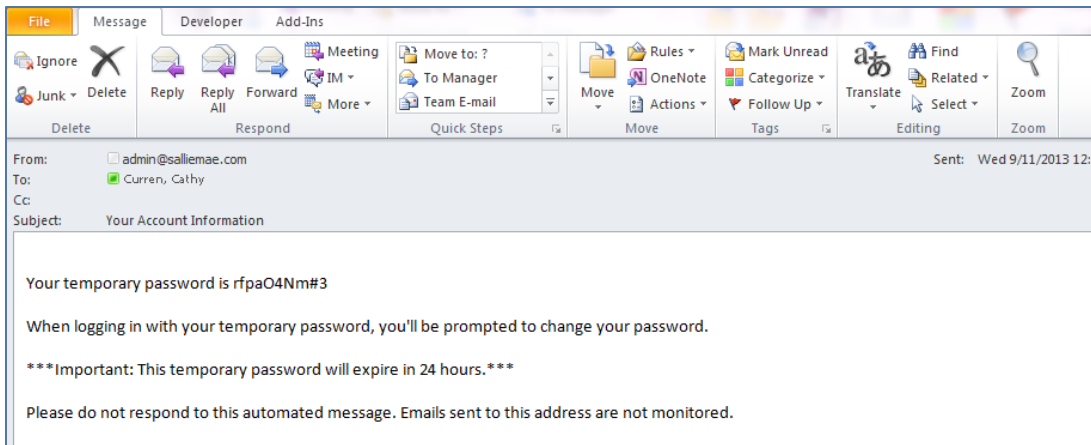
Important: This temporary password will expire in 24 hours.

When you log in with your temporary password, you'll be prompted to change your password. Please wait a few minutes to check your email.

[Log in using your temporary password.](#)

Note: Please note that the message will come from admin@salliemae.com. If you do not receive it, please look in your spam or junk mail folder. Some spam blockers have to be set to allow incoming messages from admin@salliemae.com to be placed in your inbox. Instructions on how to add us can be found [here](#).

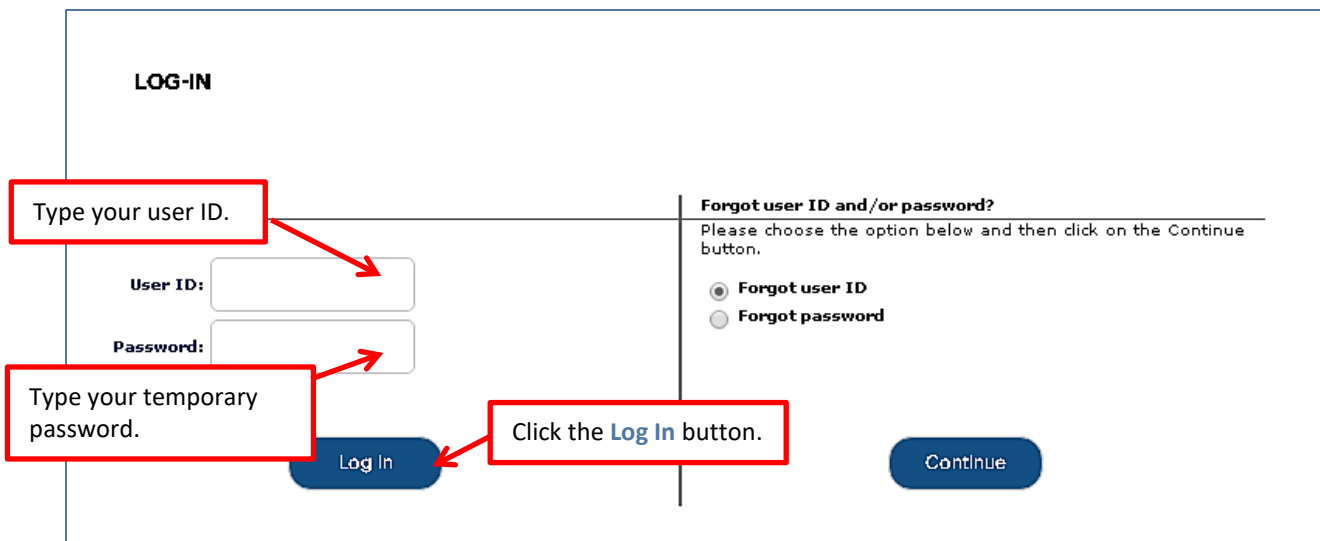
(Continued on the next page)



A temporary password that will let you log in and reset your account is emailed to you.

NOTE: The temporary password expires in 24 hours.

7. Return to the Log In page.



8. Type your user ID and temporary password.

9. Click the **Log In** button.

(Continued on the next page)

The Reset Account page displays.

RESET ACCOUNT

Your account needs to be reset. Please complete the fields below and click on the SUBMIT button to reset your account. The CANCEL button returns you to the log-in page without saving any changes.

Log-in Information

All fields are required.

New Password:

Type a new password.

Confirm New Password:

Type the new password again.

Your password must be 8-32 characters long and contain at least one letter and one number. You may use any alphanumeric or special character that can be directly typed from a standard keyboard except the following: < > () { } &. Please be aware that passwords are case-sensitive.

*** Telephone:** () - Ext.

I have a non-U.S. phone number (not required)

Select five questions.

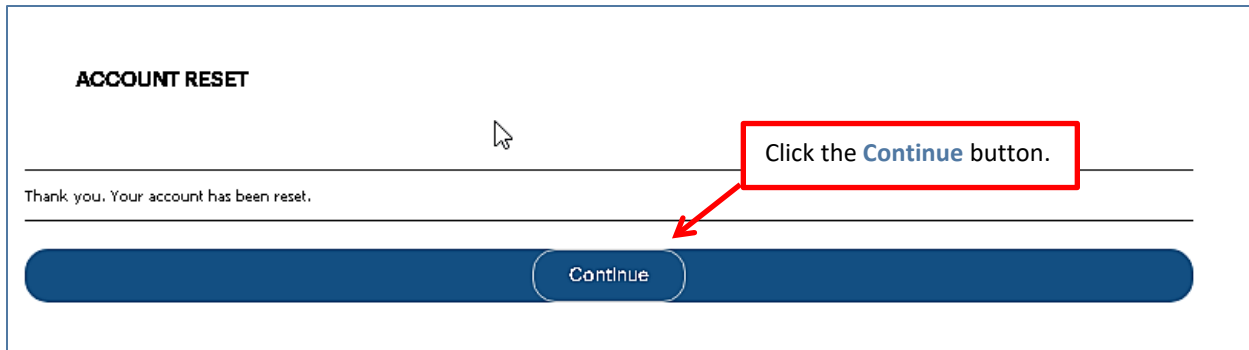
The questions below will be used to reset your password online or to confirm your identity if you need to call us for assistance. Please select 5 different questions and provide answers for each that you can easily remember. Your answers should have from 3 to 25 characters.

All fields are required.

Question	Answer
<input type="text" value="Please select challenge question 1"/>	<input type="text"/>
<input type="text" value="Please select challenge question 2"/>	<input type="text"/>
<input type="text" value="Please select challenge question 3"/>	<input type="text"/>
<input type="text" value="Please select challenge question 4"/>	<input type="text"/>
<input type="text" value="Please select challenge question 5"/>	<input type="text"/>

Click the Submit button.

10. Type a new password.
11. Confirm the new password by re-typing it.
12. Select five challenge questions and provide answers for them.
13. Click the **Submit** button.



An Account Reset confirmation page displays, verifying that your account has been successfully reset.

14. Click the **Continue** button.

The Log-In page re-displays and you can log in to OpenNet using your new password.