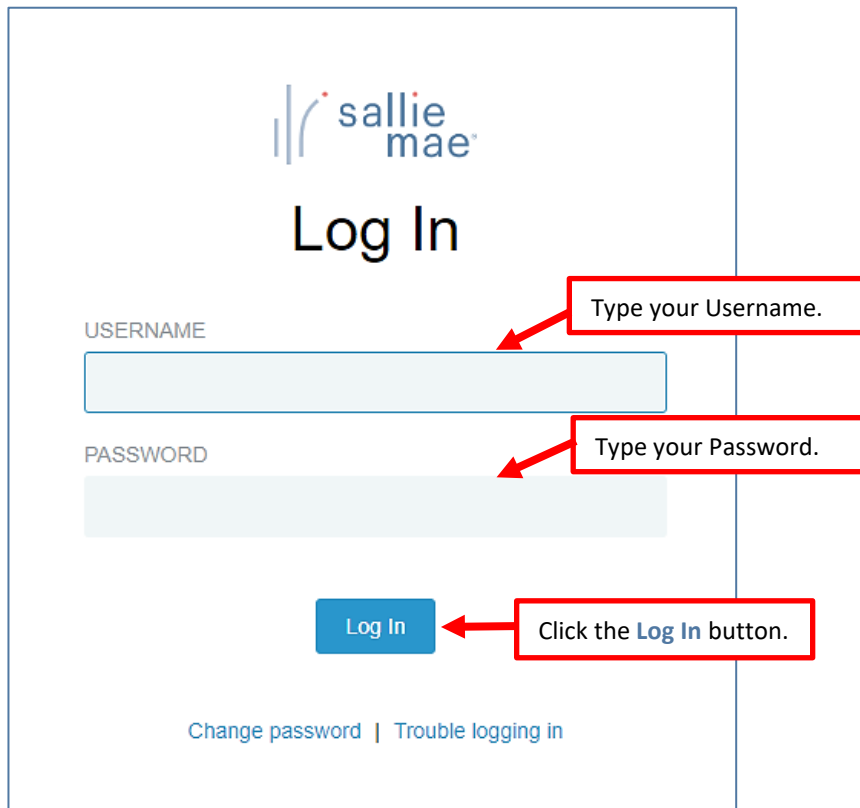


OpenNet WLD Login Overview

OpenNet Web Loan Delivery uses a multi-factor authentication platform when logging in.

Logging In

1. Access www.opennet.salliemae.com.
2. Type your OpenNet Web Loan Delivery Username.
3. Type your existing or temporary password. Select **Login**.

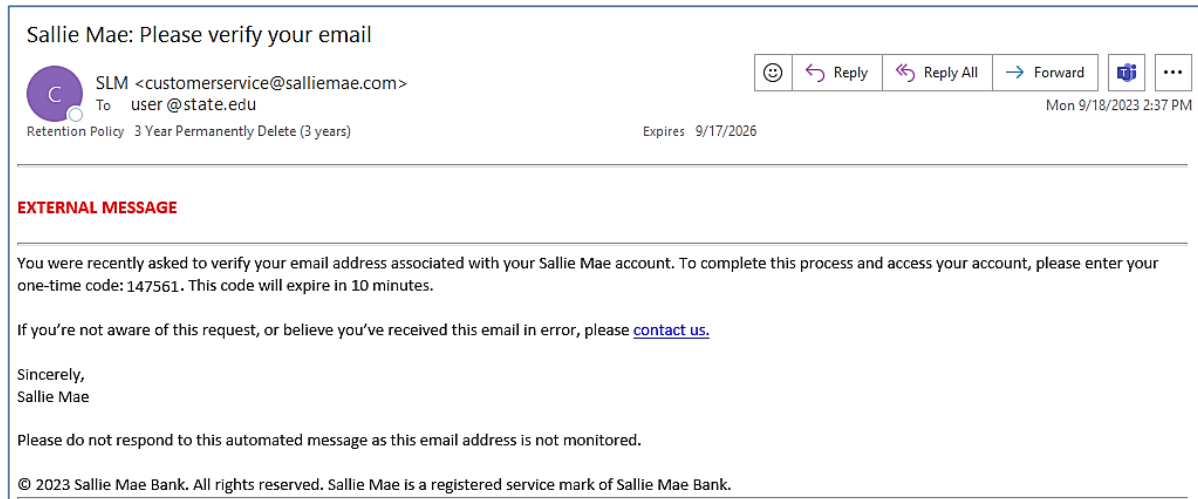


The screenshot shows the OpenNet WLD Login page. At the top is the Sallie Mae logo. Below it is the text "Log In". There are two input fields: "USERNAME" and "PASSWORD". A red box with an arrow points to the "USERNAME" field with the text "Type your Username." Another red box with an arrow points to the "PASSWORD" field with the text "Type your Password." Below the fields is a blue "Log In" button. A red box with an arrow points to the button with the text "Click the **Log In** button." At the bottom of the form are two links: "Change password" and "Trouble logging in".

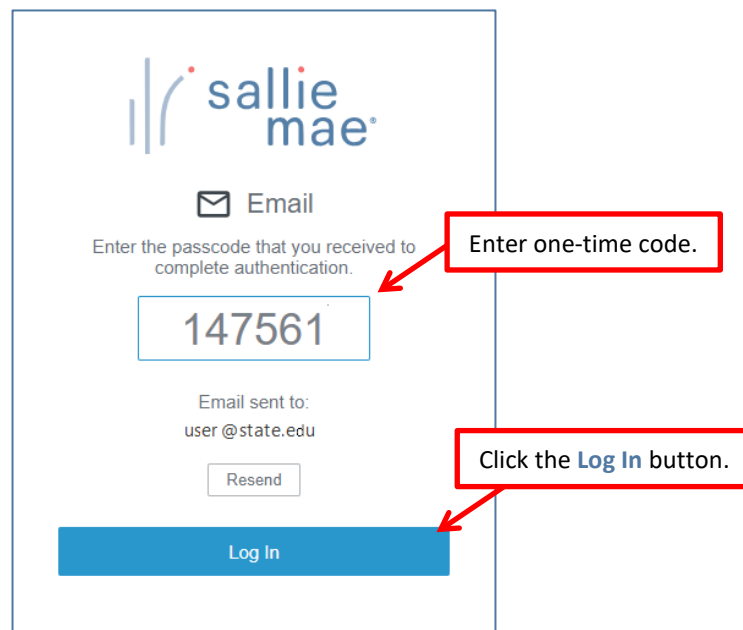
Note:

- OpenNet users logging in with temporary password will be prompted to create new password.
- If you need to change or reset your password, select **Change Password**.
- If you have forgotten your prior password, select **Trouble Logging In**.

4. An email is sent to you with a **one-time passcode** to enter to complete authentication. This code is valid for 10 minutes.

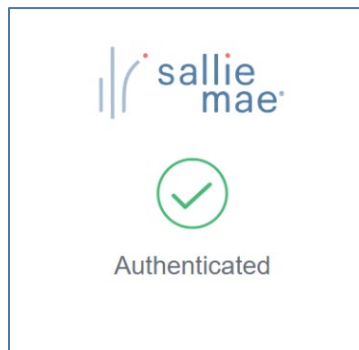


5. Enter your one-time passcode received in your email and select **“Log In.”**



Note: You can select **Resend** if your passcode has expired and a new code will be emailed to you.

6. You have successfully authenticated.



Web Site Terms of Use



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

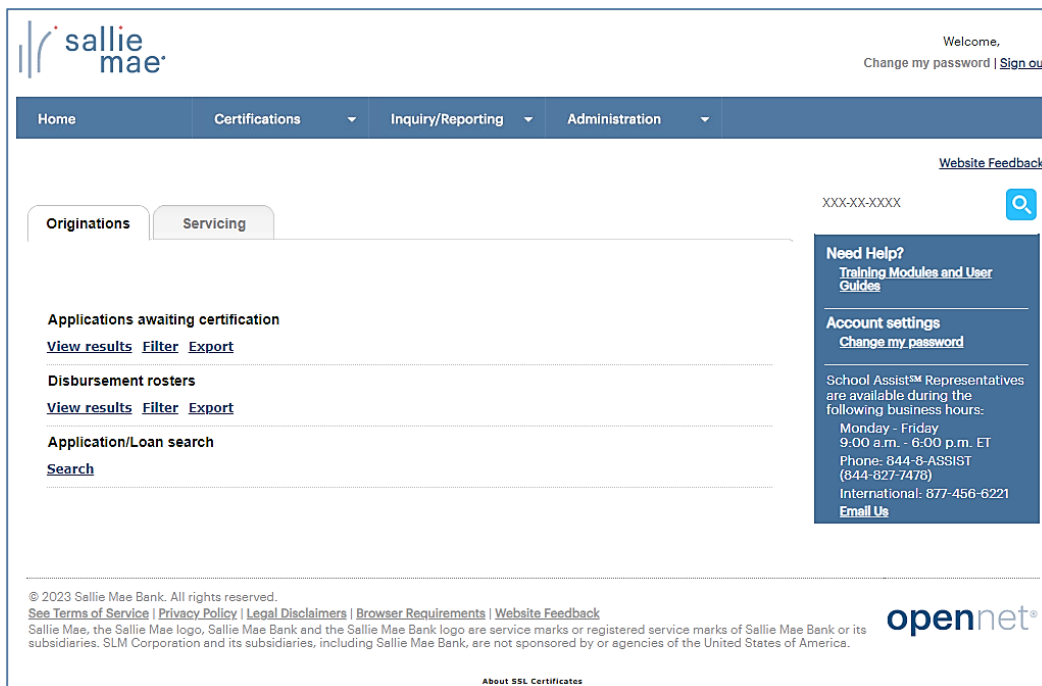
The Service provides You with a capability to review, perform and/or complete certain functions related to education loans ("Loans").

Accept

Click the **Accept** button.

7. Select **Accept** to agree to the Web Site Terms of Use. (For first time users)

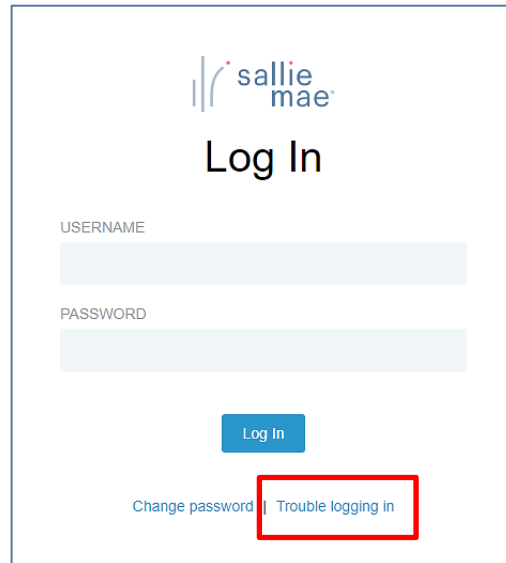
8. OpenNet Main Menu displays.



The screenshot displays the OpenNet Main Menu interface. At the top left is the Sallie Mae logo. To the right, a welcome message reads "Welcome," followed by links for "Change my password" and "Sign out". Below this is a navigation bar with four items: "Home", "Certifications" (with a dropdown arrow), "Inquiry/Reporting" (with a dropdown arrow), and "Administration" (with a dropdown arrow). On the right side of the page, there is a "Website Feedback" link and a search icon. The main content area features two tabs: "Originations" (active) and "Servicing". Under the "Originations" tab, there are three sections: "Applications awaiting certification" with links for "View results", "Filter", and "Export"; "Disbursement rosters" with links for "View results", "Filter", and "Export"; and "Application/Loan search" with a "Search" link. On the right side of the main content area, there is a "Need Help?" section with links for "Training Modules and User Guides" and "Account settings" with a link for "Change my password". Below this, a section titled "School Assist™ Representatives" provides business hours (Monday - Friday, 9:00 a.m. - 6:00 p.m. ET), phone numbers (844-8-ASSIST (844-827-7476) and International: 877-456-6221), and an "Email Us" link. At the bottom of the page, there is a copyright notice for 2023 Sallie Mae Bank, a link to "See Terms of Service | Privacy Policy | Legal Disclaimers | Browser Requirements | Website Feedback", and a link to "About SSL Certificates". The OpenNet logo is also present in the bottom right corner.

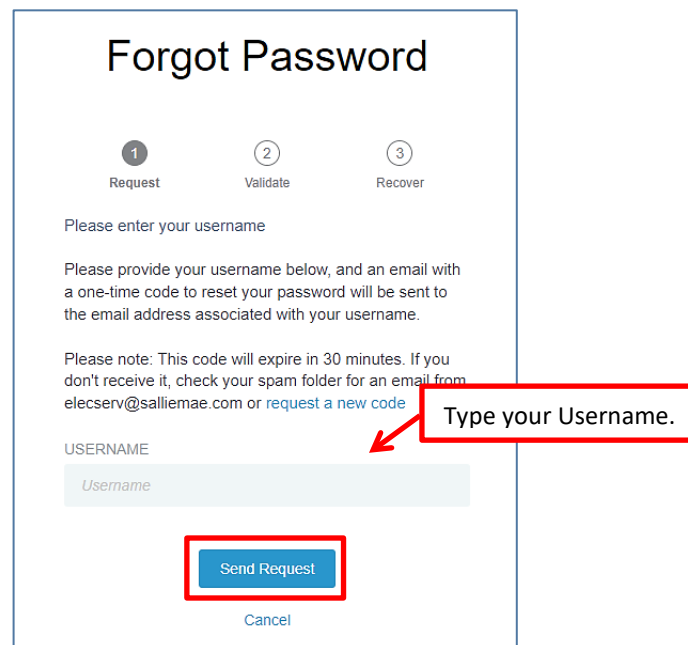
Forgot Password

1. From the Log In page, select **Trouble logging in**.



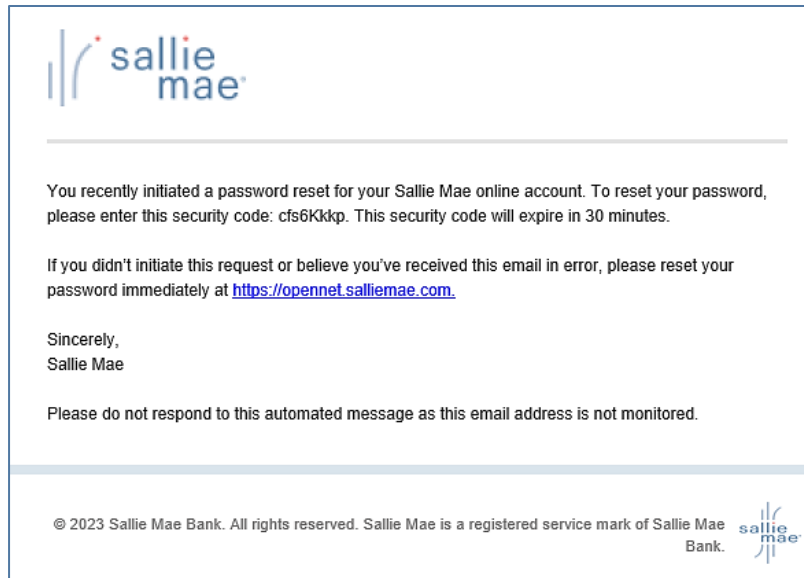
The screenshot shows the 'Log In' page for Sallie Mae. At the top is the Sallie Mae logo. Below it is the title 'Log In'. There are two input fields: 'USERNAME' and 'PASSWORD'. Below the fields is a blue 'Log In' button. At the bottom, there are two links: 'Change password' and 'Trouble logging in'. The 'Trouble logging in' link is highlighted with a red box.

2. Enter your Username and select **Send Request**.

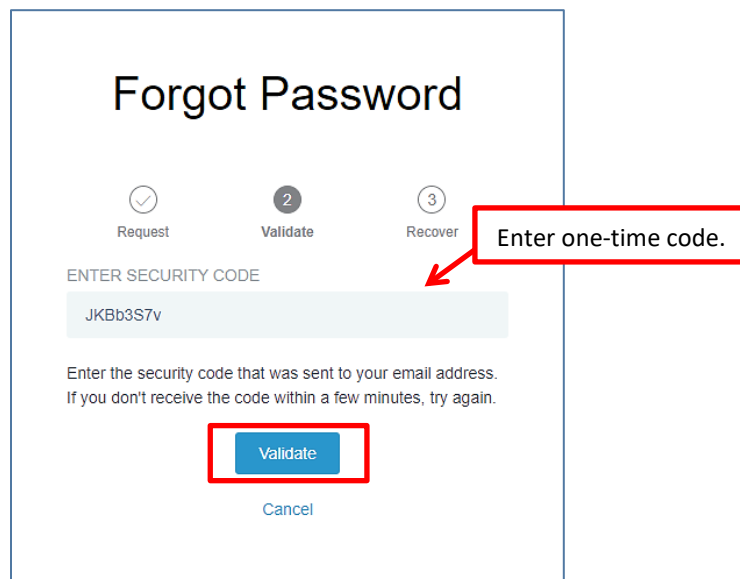


The screenshot shows the 'Forgot Password' page for Sallie Mae. At the top is the title 'Forgot Password'. Below it are three steps: 1. Request, 2. Validate, and 3. Recover. The 'Request' step is selected. Below the steps is a text input field for 'USERNAME'. Below the field is a blue 'Send Request' button. The 'Send Request' button is highlighted with a red box. A red arrow points to the 'USERNAME' field with a text box that says 'Type your Username.'.

- An email is sent to you with a **one-time security code** to enter to complete authentication. This code is valid for 30 minutes.



- Enter your one-time security code received from your email and select **Validate**.



5. Create your new password and select **Reset**.

Reset Your Password

✓
Request

✓
Validate

3
Reset

NEW PASSWORD

CONFIRM NEW PASSWORD

Reset

Cancel

6. Password reset confirmation. Select **Continue** to log into OpenNet with your new password.

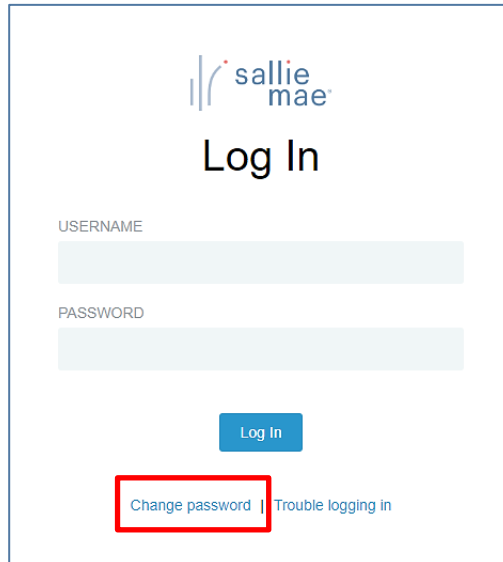
Forgot Password

Your password has been reset. Please use your new password to log in again.

Continue

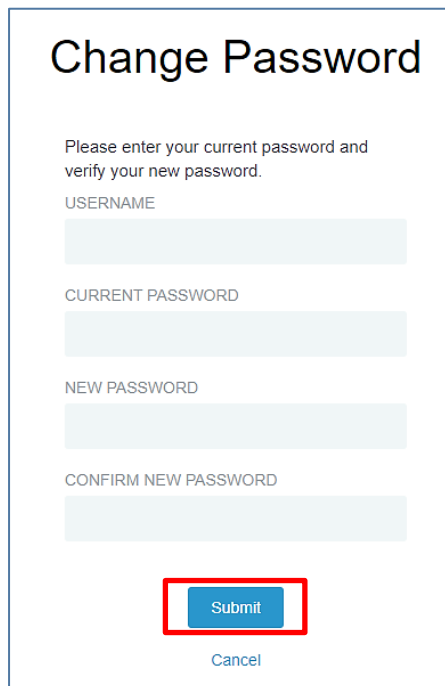
Change Password

1. From the Log In page, select **Change password**.



The screenshot shows the Sallie Mae Log In page. At the top is the Sallie Mae logo and the text "Log In". Below this are two input fields labeled "USERNAME" and "PASSWORD". A blue "Log In" button is positioned below the password field. At the bottom of the form, there are two links: "Change password" and "Trouble logging in". The "Change password" link is highlighted with a red rectangular box.

2. Complete the password change by entering your username, current password, and new password. Select **Submit**.



The screenshot shows the Sallie Mae Change Password page. At the top is the title "Change Password". Below the title is a message: "Please enter your current password and verify your new password." This is followed by four input fields labeled "USERNAME", "CURRENT PASSWORD", "NEW PASSWORD", and "CONFIRM NEW PASSWORD". At the bottom of the form, there are two buttons: "Submit" and "Cancel". The "Submit" button is highlighted with a red rectangular box.

3. Password change confirmation. Select **Continue** to log into OpenNet with your new password.

Change Password

Congratulations! You've successfully changed your password. Click the link below to continue.

[Continue](#)