

## User Maintenance Overview

User maintenance is an administrative feature that should be reviewed periodically to ensure that all information is accurate. Please review the list of users who have access to your school records and modify or delete the rights associated with each user as necessary. You can also use this function to reset a user’s password.

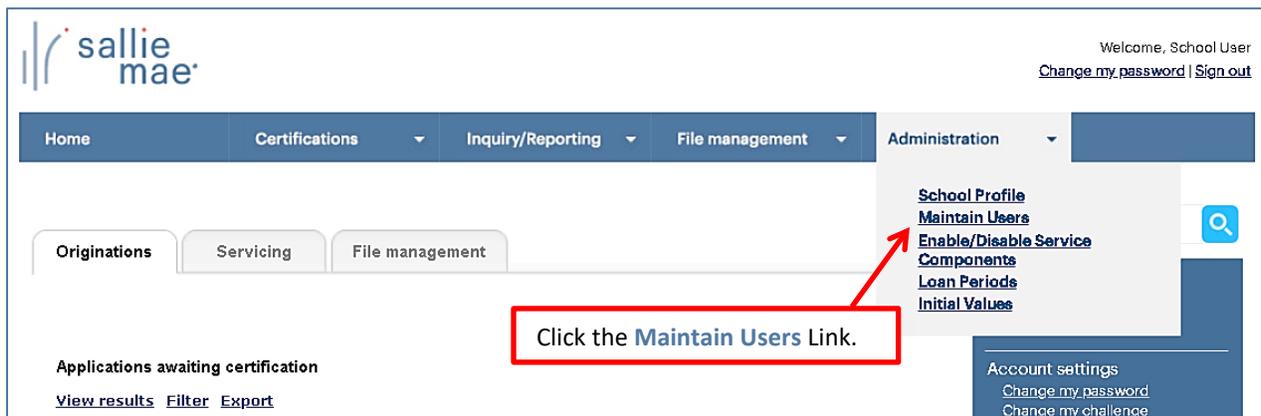
Do not create generic administrative or user accounts, such as “School User,” for multiple individuals to share. Individual, unique user accounts should be created to mitigate security risks to your students’ data.

NOTE: This function is available to School Administrator users and to School Users who have been granted User Maintenance rights.

## Maintain User Information

### How to add or update user accounts:

1. Hover your cursor over the **Administration** option on the Menu Bar of any OpenNet® Web Loan Delivery page, and then click on **Maintain Users**.



The User Maintenance page displays.

## User maintenance

CHANGES SAVED SUCCESSFULLY.

The user list contains information on the individuals that have been set up for your institution. To add a new user, click on the ADD button. To review or revise a user, select the user you want to revise and click on the VIEW/UPDATE button. To delete a user, select the user you want to delete and click on the DELETE button. To cancel the operation, click on the CANCEL button.

Click the **Add** button to add a user or select a user and click the **View/Update** button to modify an existing user.

User ID information				
User ID	User name	User type	Created	Last used
<input type="radio"/> 000000USER2	JACK M JONES	SCHOOL USER	06/03/2020	
<input type="radio"/> 0000ATLAS	JOHN M SMITH	SCHOOL ADMINISTRATOR	06/03/2020	

Information for existing users is displayed on the page.

- Click the **Add** button or select a user and click the **View/Update** button, depending on whether you are setting up a new user or modifying an existing user account.

NOTE: You can also delete a user's account by clicking the **Delete** button.

The Add User or View/Update User page displays. The two pages display the same fields and information.

*(Continued on the next page)*

### Add User

The settings on this page are used to set up account information for a new user. Complete the fields on the page and then click on the SUBMIT button to add the user. The CANCEL button returns you to the previous page without saving any changes.

#### User information

Fields marked with an asterisk (\*) are required.

User ID: \*  Must be at least 6 alphanumeric characters.

Password: \*  Must be 8 to 32 characters, alphanumeric and contain a number. Passwords are case sensitive.

First name: \*

Middle initial:

Last name: \*

Telephone:  (ex: 123-456-7890 )

Email address: \*  (ex: jburton@university.edu)

Primary school ID: 00000-00

Non-ED branch ID:

Primary school name:

User type: \*  By default School Administrators are granted all administration and user rights.

#### Web Loan Delivery School Access

The option to Share Access Across Schools allows user security rights associated to a primary institution to be utilized on other primary institutions that share the same 6-digit U.S. Department of Education ID. With shared access privileges, the user will be able to perform functions granted at their primary institution for another school only when the same component is enabled by that school.

Share Access Across Schools

#### Web Loan Delivery administration rights

You may grant the user rights to perform the following special administration function for all campuses by selecting the check box below. The function allows the user access to update and modify components that your school campus has had enabled. This includes access to School Profile, Enable/Disable Service Components, and Loan Periods. To grant the user rights to perform User Maintenance or Loan Period Maintenance for specific campuses, see the Web Loan Delivery User Rights section below.

Self-service setup activities

#### Web Loan Delivery user rights

Determine the service components for which the user will have access rights by completing the fields below.

Services	Components	campus	User rights
Applications / Certifications	Online School Certification	000000-00	<input type="checkbox"/>
	View Loan Data		<input type="checkbox"/>
	Change Loan Data		<input type="checkbox"/>
Individual Inquiry	Servicing Data		<input type="text" value="No Access"/>
	Pending Disbursement Query		<input type="text" value="No Access"/>
Query And Reporting	Disbursement Rosters		<input type="checkbox"/>
	Returned Funds Reports		<input type="checkbox"/>
	Custom Reporting		<input type="checkbox"/>
Servicing Information	Return Funds Manifest		<input type="checkbox"/>
	User Maintenance		<input type="checkbox"/>
Administration	Loan Period Maintenance		<input type="checkbox"/>

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#### Account settings

[Change my password](#)  
[Change my challenge information](#)

School Assist™ 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: 877-456-8221  
Direct: 302-451-4912

[Email Us](#)

3. Enter the required demographic information into the fields under the **User Information** section header.

NOTE: The password you enter for the user is only temporary. A new user will be prompted to change the temporary password when logging into OpenNet for the first time. An existing user for whom you have reset their password will need to log in and change the temporary password within 24 hours.

4. Set the appropriate access and user rights levels for the user. These options and levels determine the amount of control the user has within OpenNet.

If your school has multiple branches set up in OpenNet, you can grant a user access to all schools that share the same 6-digit school code by selecting the **Share Access Across Schools** check box. This will allow the user to access information for multiple branches with one user ID/password.

NOTE: Users with administrative access will still need to log into each campus separately to maintain profiles for the different branches.

If the **Self-Service Setup Activities** check box is checked, the user will have partial administrative rights and be able to add/modify/view data in the following functions under the **Administration** option on the Menu Bar: School Profile, Enable/Disable Service Components, and Loan Periods.

5. Click the **Submit** button.

You are returned to the User Maintenance page.

6. Repeat as needed until all user accounts have been added or updated as needed.

The User Maintenance process is complete.