

DFS Online User Guide

HOW TO ACCESS THE DFS Online SYSTEM:

At the main page of www.discoverstudentloans.com, select "ACCESS MY ACCOUNT". This will bring you to a page with logon instructions.

Whether you are a borrower, school, or lender user, you will need to have a user ID and password.

- If you are a new borrower user, select the first option to establish your user ID and password.
- If you are a school or lender user, please contact Discover Student Loans Customer Service at 1-877-728-3030 and an ID and password will be created for you to enable you to access all of your Discover student borrowers.
- If you have forgotten your password and/or user ID, select the second option. You will need the answer to your secret question in order to gain access. The question and answer was established at the time your login ID and password was created. Please contact Customer Service if you need additional help.

GENERAL INFORMATION ABOUT THE DFS Online SYSTEM:

- The system displays applications in the following statuses:

IN PROCESS – indicates an application is currently being processed. The application may be in an edit status, it may be in a rejected status, or it may be awaiting credit evaluation if it is a private loan. The errors causing the rejection of the application will be listed on the individual applications account.

WAITING SCHOOL CERT – indicates an application is currently being processed. The application has not been certified by the school.

DENY – indicates the application has been denied. In the event of a credit denial the message "Credit Denied" is displayed on the application.

PRE-APPROVED – indicates the borrower has passed our credit requirements. This type of application was either phoned in to the Customer Service area or entered via the Internet. If a credit pull is pending, the status will be "IN PROCESS".

Once an application is approved, it will no longer show under "Applications" on the Account Summary screen. It will be listed under the "Loans" section.

- Borrowers/students are only allowed to update/add their name, address (permanent & temporary), and reference information.
NOTE: References can be added or changed on all applications but only certain loans prior to the first disbursement being made. The changes are NOT immediately made to the DFS origination system. The changes are sent to a "queue" that Customer Service Representatives work daily.
- Schools may make the following changes/updates on **APPLICATIONS:**
 - Loan Period
 - Enrollment
 - Grade Level
 - Graduation Date

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|---------------------|--------------------------------|
| -Cost | -Financial Aid |
| -Certified Amount | -Hold/Releases Disbursement(s) |
| -References | -Addresses |
| -Disbursement Dates | |

All changes are made immediately to the DFS Origination system with the exception of reference and address changes which must be reviewed by Customer Service.

- Schools may make the following changes/updates on **LOANS**:
 - Loan Period
 - Grade Level
 - Addresses
 - Enrollment
 - Graduation Date
 - PENDING Disbursement as follows:
 - *Date Changes
 - *Cancellations
(A cancelled disbursement cannot precede a scheduled disbursement.)
 - *Increases
(The total cannot exceed the School Certified amount-unless increased, Borrower Requested Amount, or Aggregate Limits.)
 - *Hold/Releases
 - *Reinstatements

NOTE: To update disbursement amounts on a PLUS loan adjust the Gross Amount field. All other loans use the Net Amount field.

- Schools may certify an individual application (Federal and Private) or a batch of applications.

Individual Certification

- a) Login to DFS Online.
- b) Enter the Borrower's Social Security Number.
- c) The Account Summary Screen will appear. Applications waiting for school certification are located in the Application Section on this screen. The application status will be "In Process" for Federal and "Pre-Approved" for Private loans.
- d) Click on the Received Date of the application you wish to certify.
- e) Complete all fields. If a required field is incomplete, an error message will occur.
- f) Click on "Submit/Certify".

Batch Certification

- a) Login to DFS Online.
- b) At the Account Access screen click on the Loan Certification link at the top of the screen.
- c) A listing of all applications (Stafford, PLUS, Private) that are waiting for school certification will appear. To select a batch of applications to certify, identify the type of application by clicking on that loan type.
- d) All applications with that loan type will appear. You can check all applications of that type by checking the "Select All" button, or you may select individual accounts by checking each student's application.
- e) Click the Certify/Submit button.
- f) The Default Information screen will appear. Complete all required fields.

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- g) Click on the Yes or No box at the bottom of the screen to certify the applications.

*The "AMT" field (certified amount) is pre-filled with an amount of zero. Therefore, if a school fails to update the certified amount, the changes will still be accepted. However, the application will move to a rejected status. A Customer Service Representative will then call the school to obtain the correct information.

- A note on Time Outs: If no action is taken within 20 minutes of accessing the DFS Online system, you will be "timed-out" and will need to log back in.