

Send Secure Information to Ascendium Education Solutions

Introduction

We understand how important information security is. You can safely and conveniently send sensitive information (e.g., deferments and forbearances, enrollment verifications). This guide provides step-by-step instructions on how to send sensitive information securely to Product Support through the Ascendium Education Solutions website.

Note: The figures you see may look slightly different based on your user type.

Sending Files to Product Support

You can securely send files directly to Product Support and receive a copy of the email as confirmation.

1. Access and **log into your Ascendium Education Solutions portal** at <https://ascendiumeducationsolutions.org>.
2. Use the Tools tab to select **Secure File Upload** from the dropdown menu.

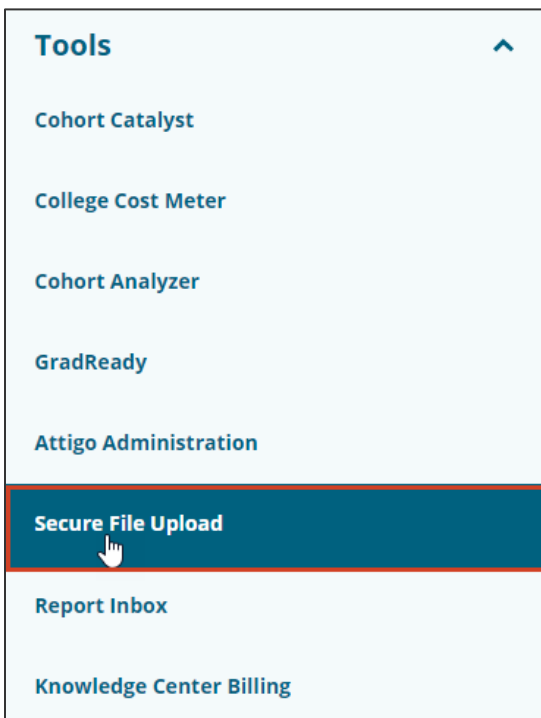


Figure 1: Example of the Tools tab, identifying the Secure File Upload menu option.

The **Securely Contact Attigo Customer Support** page opens.

Securely Contact Attigo Customer Support

Send confidential questions and files to Attigo Customer Support.
Attigo Customer Support will use the following information from your login account to contact you. To update this information, contact the account administrator at your institution.

1 Your Name: John Contact

2 Your Email Address: j.contact@gmail.com

3 Your Telephone Number

4 Subject, Your Message

5 Attach File

6 File Type: Attigo (selected)

7 Borrower Information: Name, SSN, Date of Birth (Month, Day, Year)

8 Send a copy of this message to my email address listed above.

9 SUBMIT, Reset

Attention: For security reasons please provide personal information only under Borrower Information or in Attach File, not within Your Message.

Figure 2: Example of the **Securely Contact Attigo Customer Support** page, identifying each section and corresponding step covered in this guide.

The **Your Name** and **Your Email Address** fields populate automatically based on your account login information. To update this information, contact the administrator at your institution.

Your Name
John Contact

Your Email Address
j.contact@gmail.com

Figure 3: Example of the **Your Name** and **Your Email Address** fields populated automatically.

3. Enter your phone number in the corresponding **Your Telephone Number** field.

A rectangular input field with a light gray header containing the text "Your Telephone Number" in blue. Below the header is a white text input box.

Figure 4: Example of the Your Telephone Number field.

4. Enter your subject and message in the corresponding **Subject** and **Your Message** fields respectively.

Note: If you will be attaching a file to your email, no message is required. If not, insert your message in the Your Message field which has a 1,000 character limit.

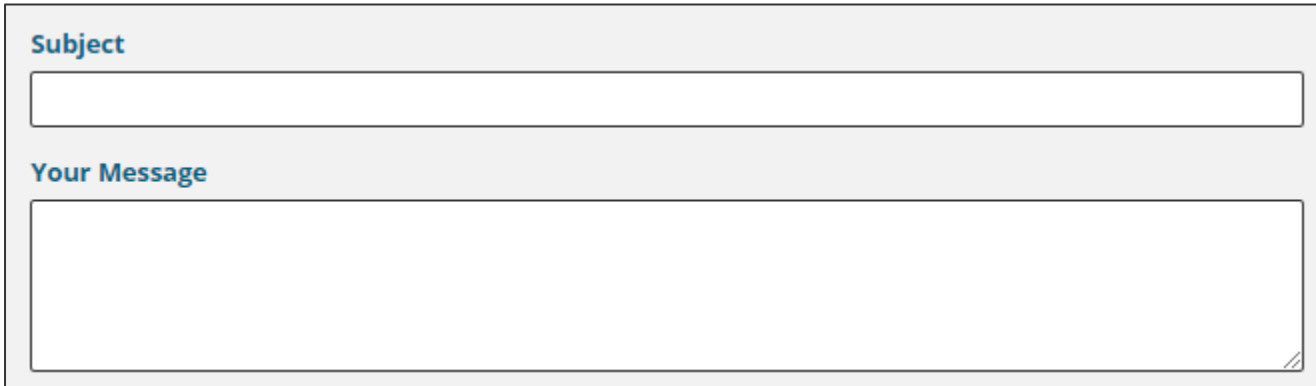
A form with two sections. The top section has a light gray header with the text "Subject" in blue, followed by a white text input box. The bottom section has a light gray header with the text "Your Message" in blue, followed by a larger white text area.

Figure 5: Example of the Subject and Your Message fields.

5. If you want to include a file, complete the following.

A rectangular input field with a light gray header containing the text "Attach File" in blue. Below the header is a white text input box with a small blue paperclip icon on the right side.

Figure 6: Example of the Attach File field.

a. Click the **Attach File (paperclip)** icon. The Choose File to Upload dialog box opens.

A rectangular input field with a light gray header containing the text "Attach File" in blue. Below the header is a white text input box. A red dashed border highlights the paperclip icon on the right side of the input box, and a mouse cursor is pointing at it.

Figure 7: Example of clicking the Attach File (paperclip) icon.

b. Navigate to and **select the appropriate file**.

Note: You can attach one file with each email. Files cannot exceed 100 MB.

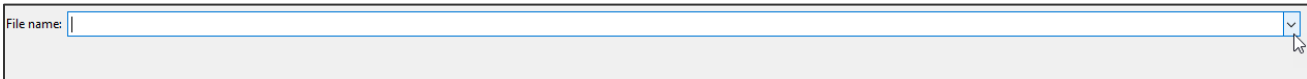
A horizontal bar with a light gray background. On the left, it says "File name:" followed by a white text input box. On the right, there is a small blue paperclip icon.

Figure 8: Example of the file navigation bar.

c. Click **Open**. The name of the document displays in the **Attach File** field.

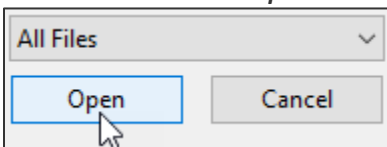
A dialog box with a light gray background. At the top, it says "All Files" with a dropdown arrow. Below that are two buttons: "Open" (highlighted in blue) and "Cancel". A mouse cursor is pointing at the "Open" button.

Figure 9: Example of Open file selection button.

6. **If you attach a file**, you will be prompted to **indicate what type of documentation you're attaching**. This will expedite delivery of your documentation to the appropriate area within Ascendium. The **File Type** drop-down menu will appear with options appropriate to your role (e.g., loan servicer, school, lender).
 - a. If you are a loan servicer, you'll have options to upload documentation related to borrower bankruptcy, promissory notes, or borrower death, for example.
 - b. If you are a financial aid professional, you'll have options to upload Attigo product files, death notification or other.
 - c. Lenders will be able to upload various documentation types in the Other Documentation category.

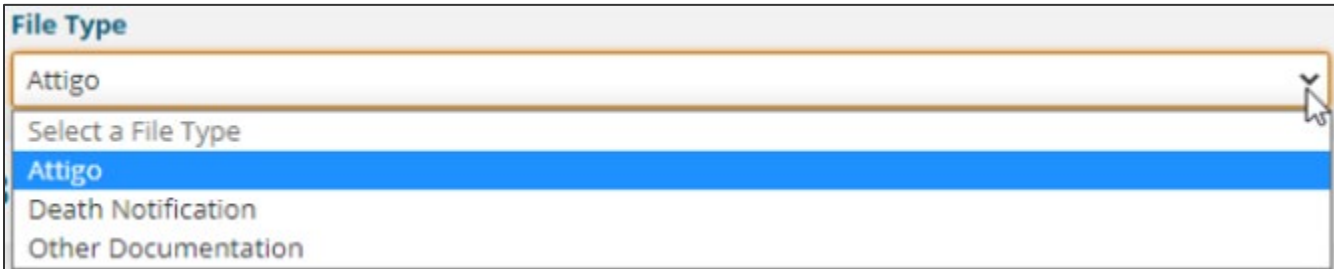


Figure 10: Example of the File Type dropdown menu and options based on the user's role.

7. **If you're sending personally identifiable information (e.g., borrower names, SSNs, or dates of birth)**, enter it in the appropriate fields in the **Borrower Information** section.

Note: For security reasons, only enter personally identifiable information in the Borrower Information section or include it in an attached file. To add additional fields in the Borrower Information section, click the *Add Another Borrower* icon.

Figure 11: Example of the Borrower Information section, including the fields to populate to send personally identifiable information and the Add Another Borrower icon.

8. **If you want to receive a copy of your email and confirmation that Ascendium received your email**, click the box next to **Send a copy of this message to my email address listed above**.

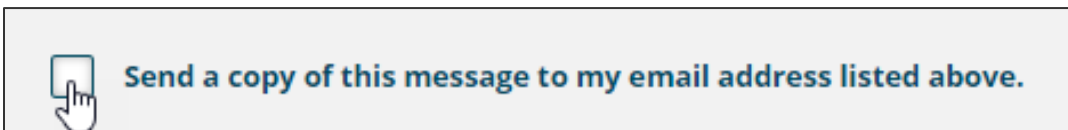


Figure 12: Example of clicking the Send a copy of this message to my email address listed above selection box.

9. When you're finished, click **Submit**.



Figure 13: Example of clicking the Submit button.