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## Summary

The Department of Education is vigilant in protecting personally identifiable information of Title IV aid recipients from unauthorized access.

This Newsletter announces new NSLDS Security Enhancements such as SSN masking and tools to assist Primary Destination Point Administrators (PDPAs) in researching potential security violations at their organizations.

These changes will become effective in mid October 2008.

## Masking SSN on Web Pages

Most web pages on the NSLDSFAP Web site will mask Social Security Numbers and only display the last four digits.

Type in the three identifiers and click the Retrieve button.

The screenshot shows the NSLDSFAP web interface. At the top, there are navigation tabs: Menu, Aid, Enroll, Org, Report, and Tran. Below these is a purple header with links: Loan History, Overpayment List, Grants, and Student Access Interface. The main form contains input fields for SSN (181881019), First Name (Syncs), and DOB (06151978). A Retrieve button is on the right. Below the form, it says "Logged on as: TEST TESTER from ROCHESTER INSTITUTE OF TECHNOLOGY". A message box below the form states "No student currently selected."

To reveal the full SSN, position your mouse pointer over the masked SSN.

The screenshot shows the NSLDSFAP web interface with the SSN field masked as "\*\*\*-\*\*-1019". A mouse cursor is hovering over the masked SSN, and a tooltip displays the full SSN: "181-88-1019". Below the form, it says "Logged on as: TEST TESTER from ROCHESTER INSTITUTE OF TECHNOLOGY". A message box below the form displays the student's name "SYNCS N SIERRAS" and DOB "06/15/1978". Below the message box are four icons: a yellow warning triangle for "Defaulted", a yellow warning triangle for "Additional Unsub", a blue information icon for "Teacher Loan Forgiveness", and a blue information icon for "Loan Discharge".

## Email Alert Notifications to PDPA

NSLDS actively monitors online user activity. If users are in violation of NSLDS security policy, NSLDS will email an alert to the user's PDPA.

For certain types of potential violations, NSLDS will simply email the PDPA. At that point, the PDPA is required to use the new security monitoring reports to research the user's activities. If the PDPA

determines that the user's online NSLDS access should be terminated, they can use the [www.fsawebenroll.ed.gov](http://www.fsawebenroll.ed.gov) Web site to deactivate their online services. For questions regarding the FSAWebenroll Web site, contact CPS/SAIG Customer Service at (800) 330-5947.

For other types of potential violations, NSLDS will suspend the online ID and any other IDs associated with the user. NSLDS will also email the PDPA associated with each online user ID that is suspended.

The email will explain if the potential security violation occurred at the organization or another organization where the user has an online ID. The PDPA of the organization where the potential violation occurred is required to use the new security monitoring reports to investigate if the user violated security policies. If the PDPA determines that NSLDS security policies have been violated, they are required to deactivate the user's online services as described above.

If the PDPA determines that NSLDS security policies have not been violated, and there are extenuating circumstances which justified the perceived security violation, they should contact the NSLDS Customer Service Center.

### New Reports to Assist the PDPA's Monitoring Process

NSLDS has developed security reports for the PDPA to actively monitor the activities of users at their organization. The PDPA can view the list of security reports on the NSLDSFAP Web site by navigating to the Reports Tab and choosing the Web Report List link.

Report List Web Report List

Logged on as: TEST TESTER from ROCHESTER INSTITUTE OF TECHNOLOGY

Web Report List

Search Report ID:  Submit

	Report ID	Names	Log Page
1	SECIP1	UNUSUAL IP ADDRESS	
2	SECLK1	SUCCESSFUL AND UNSUCCESSFUL LOOKUPS	
3	SECRL1	NO RELATIONSHIP TO BORROWER	
4	SECUS1	NSLDS USAGE SUMMARY	
5	SECWH1	UNUSUAL WORKING HOURS	

The following is a brief description of the new reports:

1. The Unusual IP Address Report (SECIP1) provides the PDPA a list of the organization's online users who logged on from an Internet Protocol (IP) address which may be unfamiliar.
2. The Successful and Unsuccessful Lookups Report (SECLK1) provides the PDPA with the organization's NSLDS online users

and the number of lookups where the Title IV aid recipient was found or not found.

3. The No Relationship to Borrower Report (SECRL1) provides the PDPA a list of the organization's online users and the financial aid recipients they looked up where no relationship currently exists on NSLDS between the organization and the recipient.
4. The NSLDS Usage Summary Report (SECUS1) provides the PDPA a list of the organization's online users and their NSLDS activities:
  - date last logged on
  - average number of hours per day logged on
  - number of borrower records accessed
  - list of unique security email notifications generated for the user
  - information of those online users who are suspended or deactivated, with date and reason
5. The Unusual Working Hours Report (SECWH1) provides the PDPA a list of the organization's NSLDS online users who logged on the NSLDSFAP Web site at times specified in the request parameters.

Below is an example of the NSLDS Usage Summary Report (SECUS1) report.

Privacy Act of 1974 (AS AMENDED)						
Report Id: SECUS1	U.S. Department of Education				Date: 09/04/2008	
Page # : 1	National Student Loan Data System (NSLDS)				Time: 15:46:27	
NSLDS Usage Summary Report						
Report Parameters:	Org Code:	All				
	Begin Date:	08/01/2008				
	End Date:	08/02/2008				
Sort Sequence:	Userid					
Users with an active online ID for at least a portion of the parameter date range						
User ID	SAIG Mailbox	Last Name	First Name	Last Log On	Avg Hours Logged On	# of Borrowers Accessed
SC123AB	TG98765	JONES	SARAH	2008-08-02	0.0	10
SC456XY	TG67890	HART	JACK	2008-08-01	0.5	4
Unique Emails						
EXCESSIVE AMT OF TIME LOGGED ON						
Users Suspended/Deactivated						
User ID	SAIG Mailbox	Last Name	First Name	Suspension Date	Reason for Suspension/Deactivation	
SC987AB	TG12345	SMITH	TOM	8/1/08 1:01	LOGGED ON FROM MULTIPLE IP ADDRESSES	

<p><b>Masking SSN on Reports for PDPA</b></p>	<p>The new reports can be viewed directly on the NSLDSFAP Web site as an Adobe™ PDF file or delivered over the Student Aid Internet Gateway (SAIG) to the PDPA's TG mailbox.</p> <p>If a report delivered as a PDF file includes Social Security Numbers, it will mask all but the last four digits. Similar to masking on the web pages, the PDPA can reveal the full SSN by positioning their mouse pointer over the masked SSN.</p> <p>To see the full SSN, the PDPA should choose an Output Medium of "SAIG" which will send the results to their SAIG mailbox.</p> <p>Example PDF report on web:</p> <table border="1" data-bbox="537 583 1511 852"> <thead> <tr> <th data-bbox="537 583 824 699">SSN</th> <th data-bbox="824 583 1247 699">First Name</th> <th data-bbox="1247 583 1511 699">DOB</th> </tr> </thead> <tbody> <tr> <td data-bbox="537 699 824 783">***-**-1019</td> <td data-bbox="824 699 1247 783">SYNCS</td> <td data-bbox="1247 699 1511 783">06/15/1978</td> </tr> <tr> <td colspan="3" data-bbox="669 783 956 852" style="text-align: center;"> <div style="border: 1px solid black; padding: 2px; display: inline-block;">ssn:181-88****</div> </td> </tr> </tbody> </table>	SSN	First Name	DOB	***-**-1019	SYNCS	06/15/1978	<div style="border: 1px solid black; padding: 2px; display: inline-block;">ssn:181-88****</div>		
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<div style="border: 1px solid black; padding: 2px; display: inline-block;">ssn:181-88****</div>										
<p><b>Security Policy Reminder</b></p>	<p>For information on NSLDS security policies, school users should refer to NSLDS Newsletter 18. Guaranty Agencies, Lenders, and Lender Servicer may refer to Dear Colleague Letter GEN 05-06. Both resources are on <a href="http://www.ifap.ed.gov">www.ifap.ed.gov</a>.</p>									
<p><b>Customer Service Reminder</b></p>	<p>The NSLDS Customer Service Center at 1-800-999-8219 is available Monday through Friday from 8 a.m. to 9 p.m. ET. You may also contact via email to <a href="mailto:nslds@ed.gov">nslds@ed.gov</a>.</p>									