

## School Contact Guidelines

As part of the authentication process for issuing IDs and passwords to financial aid administrators for the purposes of logging in to INFOnet and accessing Meteor data, ISAC will rely on a contact person at each school to request access for their users. By requesting access for those users, the school contact is authorizing those individuals to have access to the confidential student/borrower information provided by Meteor.

The INFOnet/Meteor contact person at each school is asked to:

- ensure that there is only one school contact per ED school ID and campus code
- request Meteor access only for staff who require it for their job functions
- request Meteor access for specific financial aid administrators only (one ID and password should not be requested for general use by several staff members)
- provide only private e-mail addresses for the school's users; shared e-mail addresses with access by multiple staff should not be submitted
- notify ISAC of users who no longer require access to INFOnet/Meteor
- inform ISAC of any changes to users' information, such as phone number, e-mail address, etc.

## User Reminders

Following are some things for users to keep in mind in regard to INFOnet and Meteor:

- keep your user ID and password secure, and do not share with others
- access only information for which you are authorized (e.g., financial aid information for your student population)
- use information attained from Meteor for financial aid administration business only
- protect Meteor data from viewing by unauthorized persons
- report any security incidents to ISAC
- inform your school contact of changes to your user information and/or when you no longer need access to Meteor

Please note that data for ISAC-guaranteed student loans is not available via Meteor. ISAC provides data to the [National Student Loan Data System](#) (NSLDS) on a monthly basis for ISAC-guaranteed loans. This includes loans held by the lender and defaulted loans held by the guarantor. Colleges are advised to use NSLDS for loan certification purposes.

Questions regarding these school contact guidelines or user reminders should be directed to ISAC's School Services Department at 866-247-2172 or [schoolservices@isac.org](mailto:schoolservices@isac.org).