
Installation Guide for

Return of Title IV Funds for Windows

Version 1.0

U.S. Department of Education



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Introduction

Preface

The Return of Title IV Funds for Windows, Version 1.0, software is designed to calculate and manage the return of funds by the student and your school to these Title IV programs:

- Federal Stafford Loans
- Direct Loans
- Perkins Loans
- Direct PLUS loans
- FFEL PLUS loans
- Federal Pell Grant
- FSEOG
- Other Title IV assistance, such as the LEAP Grant

Data is collected and calculated by Return of Title IV Funds for Windows according to U.S. Department of Education's Student Assistance General Provisions regulations, the Federal Family Education Loan (FFEL) Program regulations, and the "Treatment of Title IV Funds When a Student Withdraws" worksheet. The software also allows you to examine subsets of your sample, which you then can use to analyze your student population.

Using This Installation Guide

Use the instructions contained in this Installation Guide to install the software on your computer or local area network (LAN). If you are installing the Version 1 software for the first time, choose the **Full** installation option for this release of Return of Title IV Funds for Windows.

This guide also provides you with hardware and software requirements, LAN compatibility issues, instructions on downloading from the Internet, and how to get help.

Help

Instead of a paper user's guide, Return of Title IV Funds for Windows, Version 1.0, has online Help. General help is available from the menu bar and field help is available by pressing the F1 key. See the topic, Using Help, in the online Help for more information.

For questions regarding:

- technical assistance
- software functionality

call CPS Customer Service at:

800/330-5947

TDD/TYY: 800/511-5806

See the topic *CPS Customer Service* in the online Help and this Installation Guide for more information.

System Requirements

Hardware and Software Requirements

The following hardware and software are required for the Return of Title IV Funds for Windows, Version 1.0, software:

- IBM or fully IBM-compatible PC with a Pentium 200 MHz processor or better.
- 64 MB total memory or more.
- 300 MB of available hard disk space (depending on the functions you use and how many records you store in your database).
- 56 K analog modem K flex or X2 technology.
- Dedicated phone line.
- 3.5"/1.44 MB high-density floppy disk drive, including 3.5" high-density double-sided diskettes.
- Windows 95 keyboard (for example, IBM Enhanced 101 or 102 Keyboard).
- Microsoft-compatible mouse.
- Laser printer capable of printing on standard paper (8 ½" x 11").
- 32-bit operating system (Microsoft Windows 95, Microsoft Windows 98, or Microsoft Windows NT 4.0).
- Monitor and video card capable of Super Video Graphics Adapter (SVGA) (800 x 600) resolution (small fonts only).

Return of Title IV Funds for Windows is designed in SVGA. You may use a higher resolution than SVGA at your own discretion.

- Internet Service Provider (ISP) or connection to the Internet. A connection to the Internet is necessary to access the "Info for Financial Aid Professionals" Web site (www.ifap.ed.gov) and to download the software.

Optional Items to Consider

The following items are provided as additional tools to assist you in managing your financial aid data:

- 12X CD-ROM drive with sound board for other future software distributions.
- Netscape Navigator 3.0 or 3.01 (domestic) or Web browser. This item is currently necessary in order to use FAFSA on the Web.
- Backup system (for example, a tape backup system) to store your data.
- Virus scan software.
- Phone line surge protector.
- Power supply backup or surge protectors.

Estimating Hard Disk Space

The following information gives you an estimate of how much hard disk space is required for each ED software product and for certain types of records.

EDconnect is a software product provided by the Title IV WAN.

To find out the approximate total space required, add together the amounts shown for each ED software product and the types of records you are using. You should also take into account other software products installed on your PC. For example, the total space required for 5,000 Direct Loan, ISIR, NSLDS, and Packaging records using all of the software products listed is approximately 72 MB.

Each software product requires the following space:

Product	Size
EDconnect for Windows	15 MB
EDExpress	16 MB
FISAP for Windows	4 MB
Quality Assurance Program for Windows with 300 records	2 MB
SSCR-32 with 300 records	6 MB
Return of Title IV Funds for Windows	2 MB

Each set of 5,000 records requires the following space:

Record	Size
Direct Loan	6 MB
ISIR	15 MB
NSLDS	4 MB
Packaging	2 MB

The software will not install on a PC with less than 600 MB free.

Local Area Network (LAN) Server Compatibility

LAN Server Compatibility

Return of Title IV Funds for Windows, Version 1, can be used as stand-alone or multi-user software. It can be run on the following network operating systems:

- Novell NetWare 3.x, 4.x, and 5.x
- Microsoft Windows NT Server 4.x

Users should not run the software on peer-to-peer networks such as Artisoft LANtastic, Microsoft Windows for Workgroups, or Novell's Personal NetWare.

According to the Microsoft Knowledge Base, some anomalies have been known to occur when using Microsoft Access with the following networks: DEC Pathworks, IBM LAN Server, and Sun PC-NFS. Since Return of Title IV Funds for Windows makes extensive use of Microsoft Access as a database engine, do not use these network operating systems with Return of Title IV Funds for Windows.

LAN Cautions

When multiple users are concurrently updating databases in the Return of Title IV Funds for Windows database, those records are locked. Also, certain functions are locked when concurrent access would degrade the system or disrupt a process.

Examples include:

- The database is locked when the executing function is mass loading records.
- Records are locked when an executing function needs stable data for updating or printing.

- Functions are locked when multiple executions of the functions would destroy the databases.

These functions include:

- User Database (creating or deleting)
- Repair Database
- Compact Database
- Database Verification

For each Utility function listed above, there should be no one else accessing Return of Title IV Funds for Windows.

LAN Messages

Novell

These messages notify users when a locking situation occurs:

LAN Error Message

Condition

<Database> is locked and cannot be accessed at this time.

If the database remains locked after five seconds of continual attempts, the user is returned to the menu bar or to the point prior to execution.

Record in use - Retry later.

If the record remains locked after five seconds of continual attempts, the user is returned to the menu bar or to the point prior to execution.

Function in use - Retry later.

If the function remains locked after five seconds of continual attempts, the user is returned to the menu bar.

NT

Your NT server should be optimized to maximize throughput for file sharing. To do this:

1. At the server control panel, go to **Start, Settings, Control Panel, Network**.
2. On Network screen, choose the **Services** Tab.
3. Select **Server** from the list by double clicking on it.
4. Mark the **Maximize Throughput for File Sharing** radio button.

Both the location and the size of the paging files on the NT server are important to the functionality of the software. Paging files on the server should be generally higher than Microsoft recommends. If at all possible, move the paging files from the drive that the Return of Title IV Funds for Windows software is located on, even if it means putting them on the system drive.

If your NT server partition, where the database is located, is an NT File System (NTFS), remember that the directory path is case sensitive.

The financial aid group must own the folder, as well as all files in the database directory, on your NT server.

All users must have Change (to delete, create, execute, read, and write) or higher permissions to access both the Return of Title IV Funds for Windows database and downloaded folder, as well as the files in each of those folders.

Additional LAN Instructions

If you are using a NetWare product, please enter the following commands from the NetWare Server Console prompt:

Set Maximum Record Locks Per Connection = 10000

This line should also be added to the AUTOEXEC.NCF file on the NetWare server.

LAN Hardware and Software Recommendations

The following hardware and software are recommended for running the Return of Title IV Funds for Windows, Version 1.0, software in a LAN environment:

- IBM or fully IBM-compatible PC with a Pentium 200 MHz processor or better.
- 64 MB total memory or more on each workstation.
- 300 MB available hard disk space on the file server (depending on the number of records you will store in your database)
- *Desktop Operating System:* Microsoft Windows 95, Microsoft Windows 98, or Microsoft Windows NT 4.x.
- *Network Operating System:* Novell NetWare versions 3.12 or above or 4.11 or above, or Microsoft Windows NT 4.0.

Note: Novell NetWare versions 3.12 and 4.11 are separate products.

- 16 megabit/sec transfer rate on the network for token ring, 10 megabit/sec transfer rate on the network for Ethernet, or the maximum transfer rate your network topology supports.
- Monitor and video card capable of SVGA (800 x 600) resolution (small fonts only). Return of Title IV Funds for Windows was designed in SVGA. You may use a higher resolution than SVGA at your own discretion.

Refer to the previous System Requirements section for a complete listing of the general hardware and software required for Return of Title IV Funds for Windows.

Note: For questions regarding any of the listed hardware or software requirements, please contact CPS Customer Service at 800/330-5947.

Installation Instructions

Installation Process

This section of the Installation Guide provides you with step-by-step instructions for downloading and installing Return of Title IV Funds for Windows, Version 1.0.

Return of Title IV Funds for Windows, Version 1.0, is available on the SFAdownload Web site in two formats. You can download the software in one file, called R2T4V10.exe, or you can download the software in 5 separate installments, which can then be copied to a network drive or diskettes. Please see the Downloading Software/Paper Documentation section for more details.

Note: If you do not have access to the Internet to download the software or if you have trouble opening the SFAdownload Web site, call the Title IV WAN Customer Service at 800/615-1189.

Once downloading the software is completed, be sure that all Windows applications, including screen-savers, e-mail notifiers, etc. have been closed. Then follow the prompts provided by the software when installing Return of Title IV Funds for Windows.

Instructions for installing diskettes/diskette files are provided for both stand-alone and network systems. Depending on the type of install you are performing, not all installation diskettes/diskette files may be required.

Other topics include:

- Install Log creation
- Uninstall instructions
- Changing the database path from the Return of Title IV Funds for Windows application

Directory Creation

The installation process automatically creates the directory:

C:\Program Files\EDESuite\Return of Title IV Funds v1

for Return of Title IV Funds for Windows, Version 1.0, files on your local hard disk.

The C: drive is assumed to be the drive letter of your local hard disk, but you can change the drive letter if necessary. Also, you may want to use a different name for the directory.

If you are installing on a LAN, be sure workstation installs are done to a local drive.

Downloading Software/Paper Documentation

Download Instructions

You can download both software and paper documents from the Internet using the SFAdownload Web site, <http://www.SFAdownload.ed.gov>. The SFAdownload Web site was created to help users have access to financial aid tools (for example, software and paper documents) for easier and more efficient use of the Return of Title IV Funds for Windows software. If you do not have access to the Internet or have trouble opening the SFAdownload Web site, please contact the Title IV WAN Customer Service at 800/615-1189.

The amount of time it takes to download a file depends on the file size and the speed of the Internet connection. If you do not have direct connection to the Internet, a 56kb modem is recommended.

The table below shows the minimum possible download time for various file sizes and modem speeds. The actual times vary depending on the quality of the phone line and Internet traffic.

Note: The software will not install on a PC with less than 600 MB free.

Modem Speed	1 Megabyte	5 Megabytes	10 Megabytes
9.6 kbs	18 min.	1 hour, 28 min.	2 hours, 58 min.
14.4 kbs	12 min.	59 min.	1 hour, 58 min.
28.8 kbs	6 min.	30 min.	59 min.
33.6 kbs	5 min.	25 min.	51 min.
56 kbs (53 kbs)	3 min.	16 min.	32 min.

Some organizations restrict their users from downloading from FTP sites. If you are having trouble downloading (for example, you are prompted for a user ID and Password or just can't download), try again later. If you are still unable to download, contact your technical support staff to ensure you have full FTP download rights.

Downloading Software

Return of Title IV Funds for Windows, Version 1.0, is available to download in two formats, as one file or in five separate installments. To download the software as one file:

1. Go to the URL field located at the top of your browser's screen and type the SFAdownload Web site's address:

<http://www.SFAdownload.ed.gov>

2. Follow the instructions provided and click the **Continue** button. You will be taken to a Privacy on Our Web Sites Web page.
3. Click on any of the links (or scroll down) to read information about Non-personal Information, Information from E-mails, Information collected from interactive forms, or Privacy of other records.
4. Click the **Continue** button to access the Web site containing the software you need to download. A brief description of the software is provided.
5. Click **Return of Title IV Funds Version 1** to the left of this description. You will be taken to the downloading site. Technical support for this site is provided via phone and e-mail.
6. Click the **Full Download** link to download the program that allows you to do an upgrade or full installation. A **Save As...** dialog box will appear.
7. Choose the location on your hard disk to save the file, then press the **Save** button. The length of time it takes to download the software will depend largely on the speed of your Internet connection (see the table of download times in this section).
8. Once the software file is downloaded to your hard disk, go to that location and double-click on the file to install it.

Note: Downloading the software does not install it. You should have no other software applications running during installation.

To download the software in five separate installments:

1. Follow steps 1 through 5 above under downloading the software as one file.
2. Click **Disk 1** to download only disk 1's data. A **Save As...** dialog box will appear.

Note: Disk 1 is a self-extracting zip file. After downloading, self-extract the files from this Disk onto your hard drive, then copy the extracted files onto a floppy disk labeled Disk 1.

3. Choose the location on your hard disk to save the file, then press the **Save** button. The length of time it takes to download the software will depend largely on the speed of your Internet connection (see the table of download times in this section).
4. Click **Disk 2** to download only disk 2's data. When the **Save As...** dialog box appears again, make sure you are saving Disk 2's data to the same location where you saved Disk 1's data.
5. Click on each of the succeeding disks until all of them have been saved to the same location on your hard disk.
6. Once the software disk files are downloaded to your hard disk, go to that location and double-click on **Disk 1**. Then double-click on the Setup.exe file to open and install the software.

Note: Downloading the software does not install it. You should have no other software applications running during installation.

Downloading Paper Documentation

Paper documentation is available to download from the Internet in both Adobe PDF and Microsoft Word format. The following types of paper documentation are available to download:

- Install Guide
- Cover Letter
- Quick Reference Sheet

Each of the above paper documents have the date they were posted, file size, and approximate download time. However, the length of time it takes to download a paper document will depend largely on the speed of your Internet connection (see the table of download times in this section).

To download paper documentation:

1. Go to the URL field located at the top of your browser's screen and type the SFAdownload Web site's address:

<http://www.SFAdownload.ed.gov>

2. Follow the instructions provided and click the **Continue** button. You will be taken to a Privacy on Our Web Sites Web page.
3. Click on any of the links (or scroll down) to read information about Non-personal Information, Information from E-mails, Information collected from interactive forms, or Privacy of other records.
4. Click the **Continue** button to access the Web site containing the software you need to download. A brief description of the software is provided.
5. Click on **Return of Title IV Funds Version 1** to the left of this description. You will be taken to the download site. Technical support for this site is provided via phone and e-mail.
6. Click on the type of documentation you want to download.
7. If you select an Adobe PDF formatted file, click **File, Save As** from the menu bar, select a location on your hard disk, and then click the **Save** button to save the file.
8. If you select a Microsoft Word formatted file, a dialog box will appear. Click on **Save it to disk**, choose a location to save the file and press the **Save** button.
9. For either type of file, the Web site is designed to give it a default name; however, you may choose another name for the file if you want.
10. Once the paper document has been downloaded on your hard disk, go to that location and double-click on the file to open and/or print it.

Installing Return of Title IV Funds for Windows, Version 1.0, on a Stand-alone System

Diskettes will be mailed to schools who do not have access to the Internet or have trouble opening the SFAdownload Web site to download the Return of Title IV Funds for Windows, Version 1.0, software.

Once you receive the Return of Title IV Funds for Windows software diskettes in the mail, you can install the software using one of two options:

- **Full** - Use this option when you are installing Return of Title IV Funds for Windows software for the award year for the first time.

Warning: Use caution when using the Full install option. The program will overwrite/remove/erase ALL your existing Return of Title IV Funds for Windows database (*.MDB) and program (*.EXE) files (this includes any previously installed software for Return of Title IV Funds for Windows, Version 1.0), as well as any annotations you may have made to help.

- **Custom** - If you have already installed a full version of Return of Title IV Funds for Windows, you can use this option to add a particular file or files; for example, executable (*.EXE) files, database (*.MDB) files, and help files (*.HLP). This option leaves all other database and system settings intact (unless you select *.MDB files).

Note: If you forget your password, your Return of Title IV Funds administrator can easily set a new password. For more information, see the Resetting Your User ID and Password section in this installation guide.

Windows 95, Windows 98, or Windows NT

Be sure that all Windows applications, including screen-savers, e-mail notifiers, etc., have been closed before you proceed with this setup.

1. Turn on your computer and start Microsoft Windows.
2. Insert Diskette #1 in the **a:** drive.
3. Select **Start** from the Task bar.
4. Select **Run** from the Start pop-up menu.
5. Type **a:setup** at the Open entry field and click **OK**. The software is installed to the default directory C:\Program Files\EDESuite\Return of Title IV Funds v1 unless you choose another location.
6. Insert diskettes in numerical order and click **OK** when prompted.

Return of Title IV Funds for Windows asks you a series of questions during the installation. Each question has a default answer. If the default is correct, click **Next** in response to each question. If not, type the correct answer and click **Next**.

When it is finished installing the files for Return of Title IV Funds, the installation program updates your Start menu. It will not, however, create desktop icons/shortcuts or update them if they have already been created.

Installing Return of Title IV Funds for Windows, Version 1.0, on a Network

When you perform a workstation installation, the executable file (actually all program files) for Return of Title IV Funds for Windows (R2T4.exe) installs to a workstation's local hard drive.

Installing this file to the workstation's hard drive rather than the network file server improves the speed and performance of the software because Return of Title IV Funds for Windows uses the combined resources of the workstation and the file server instead of those of the file server alone.

Be sure that all Windows applications, including screen-savers, e-mail notifiers, etc., have been closed before you proceed with this setup. Then follow the instructions below to install Return of Title IV Funds for Windows on local area networks.

Installation Instructions

1. First, use the Network Server installation option to install this version of the software. This option installs only the Return of Title IV Funds for Windows database (R2T4.MDB) on the file server, not the Return of Title IV Funds for Windows program files.
2. Enter the Network server location where you want to install Return of Title IV Funds v1 database files. Type the path or click the **Browse** button.
3. Follow the prompts provided by the Setup program.
4. Then, do *Full* workstation installations on *all* workstations for this version of the software. Choose the Network Workstation installation option, then select Full. The Full option installs the executable file (R2T4.exe) in a local hard drive directory. The Workstation installation option prompts you for the location of the database installed during the Network Server installation (step 1).

If you have questions, call **CPS Customer Service** at **800/330-5947**.

Additional Instructions

If you want to copy the installation files to a file server so you can do workstation installations from the server, follow these steps.

1. Create a disk directory for each diskette file received. If you receive three diskette files, then create three directories on the file server; if you receive five diskette files, then create five directories on the file server; if you receive seven diskette files, then create seven directories on the file server, etc. For the Return of Title IV Funds for Windows installation, you must create a directory structure like this one on your server.

\Install

\Install\DISK1

\Install\DISK2

\Install\DISK3

\Install\DISK4

\Install\DISK5

2. Copy the contents of each disk into its corresponding directory on the server.
3. You can now install Return of Title IV Funds for Windows from the file server by running SETUP.EXE from the DISK1 directory on the server instead of carrying the diskettes to each workstation.

Note: The parent directory can have any name, but the subdirectories must be named DISK1, DISK2, etc.

If you have questions, call **CPS Customer Service** at **800/330-5947**.

Install Log

Each time an installation is performed, an Install Log is created or updated. The information that will be tracked is the product and version number, type and nature of the install, drive/directory, date, and time of install. This file is named INSTALL.LOG and is located in your C:\R2T4 directory (or the location you specified during the installation process).

Example:

<APP NAME>	Return of Title IV Funds v1
<VERSION>	1.0
<TYPE>	Stand Alone Full
<SUMMARY>	New release
<TARGET>	C:\Program Files\EDESuite\Return of Title IV Funds v1
<DATE>	03-19-99
<TIME>	08:36:54

Note: You must click **Yes** if you get a message asking if you'd like to override a read-only file when installing the software.

Uninstall

After you have installed Return of Title IV Funds for Windows, Version 1.0, you will see an icon for the Uninstall utility. By double clicking on **Uninstall**, the utility deletes all icons, the software's program group, all executable files, all DLLs, and the entire database for the version of Return of Title IV Funds for Windows you have installed (except for the INSTALL.LOG file). If Return of Title IV Funds for Windows is installed on a LAN, the Uninstall utility will delete all Return of Title IV Funds for Windows icons and files.

To uninstall Return of Title IV Funds for Windows, Version 1.0:

1. Double-click on the **Uninstall** icon. A prompt asks if you are sure that you want to completely remove the application and all of its components.
2. Click the **Yes** button.
3. Click **OK**.

Note to Windows NT Users: In order to perform an uninstall, you must have the same or greater Windows NT ownership and permissions as the person who originally installed Return of Title IV Funds for Windows.

Changing the Return of Title IV Funds for Windows, Version 1.0, Database Path

You can change the Return of Title IV Funds for Windows database path from within the Return of Title IV Funds for Windows software.

Note to Windows NT Users: In order to change the Return of Title IV Funds for Windows database path, you must have Windows NT administrator access rights.

1. Open Return of Title IV Funds for Windows and select **Help, System Information**.
2. Click the **Files Information** tab.
3. Click the **Registry** button. A Registry Viewer application is displayed with a split view. In the left window, you will see a tree-view style window, and in the right window, you will see a list-style window with two fields: **Name** and **Value**.
4. From the left window, single left click on the plus sign (+) next to EDESuite. You will see a label indicating the software's year cycle under EDESuite.
5. Single left click on the plus sign (+) next to Year01. You will then see a label indicating the software's name.
6. Single left click on the plus sign (+) next to **RefundRepay**.
7. From the right window, find Database under the **Name** field, and right single click it.
8. From the pop-up window, select **Edit**.

You can also access this function by selecting **Edit, Edit**. (Make sure the List-style window has the focus before you do so; this action should be highlighted from Step #8 above.)

A **Value** dialog is displayed with two edit boxes. One box is labeled with **Name** (which is disabled), and the other box is labeled with **Value**.

9. Enter your new Database path in the entry box next to **Value**.
10. Press **Enter** or click **OK**.
11. Exit the Registry Viewer.
12. Click **OK** to exit the **System Information** box.
13. Exit the Return of Title IV Funds for Windows software.

The next time you start Return of Title IV Funds for Windows, you will be connected to the new database.

Getting Started

Logging In for the First Time

Each time you start Return of Title IV Funds for Windows, Version 1.0, you must enter a valid user ID and password. Return of Title IV Funds for Windows requires user IDs and passwords for system security.

The first time you use Return of Title IV Funds for Windows, enter **SYSADMIN** for both your user ID and password. **SYSADMIN** is the user ID and password included with Return of Title IV Funds for Windows. You will then be prompted to enter a new password.

Follow these steps to log in to Return of Title IV Funds for Windows for the first time.

To log in and establish your new password:

1. From the Startup/Programs menu, click **EDESuite** and click the **Return of Title IV Funds for Windows** icon.
2. If you see the **Startup Information** box, click **Close**.
3. The first time you use Return of Title IV Funds for Windows, type **SYSADMIN** for both your user ID and password. **SYSADMIN** is the user ID and password included with Return of Title IV Funds for Windows.
4. You will then be prompted to type a new password. Type a new password, then verify the password by typing it again in the **Verify Password** field.
5. Up to eight (8) alphanumeric characters may be entered.
6. The Password and Verify Password must be the same.
7. Click **OK**.

After you enter your new password, a message box displays any messages, warnings, or errors.

Resetting Your User ID and Password

If you have forgotten your password, you can have your Return of Title IV Funds for Windows, Version 1.0, administrator give you a new one using the User Security function from the menu bar. To access the User Security function, select Tools, Setup on the Return of Title IV Funds for Windows menu bar, then select User Security.

If you're the Return of Title IV Funds for Windows administrator and you've forgotten your password, call CPS Customer Service at **800/330-5947** for help with resetting the default user ID and password to SYSADMIN.

All Return of Title IV Funds for Windows users, especially Return of Title IV Funds for Windows administrators, should record their user IDs and passwords and keep them in a safe place where they will be remembered.

Getting Help

There are a number of ways to get help:

- Review installation instructions
- Become familiar with your PC
- Contact your system administrator
- Use Return of Title IV Funds for Windows online Help
- Call CPS Customer Service

These approaches are described below.

Review Installation Instructions

If you have problems installing Return of Title IV Funds for Windows, Version 1.0, first review the installation instructions again. Try the installation process again (make sure you include ALL steps). If you are still having difficulty, call CPS Customer Service at **800/330-5947**.

Become Familiar with Your PC

If you have successfully completed the Return of Title IV Funds for Windows installation, click **System Information** from the Help menu.

Compare this information to the required configurations listed at the beginning of this section. You may need to upgrade your equipment or change your files.

Contact Your System Administrator

Your institution or organization may have additional instructions for your PC. For example, you may get an error if you are trying to install the software to a drive for which you do not have access.

Use Return of Title IV Funds for Windows, Version 1.0, Online Help

You can access online Help by any of the following methods:

- From the Help menu, choose a Help command.
- Choose the **Help** button available in many dialog boxes.
- Use the keyboard to select an item on a menu, and then press **F1** to see a description of the item.
- Select a dialog box option or command, and then press **F1** or click the **Help** button to move directly to an explanation of the option.
- Use the **Context Help Toolbar** button to obtain help on menu options and other Toolbars.
- Using the **Help** icon from the program menu.

CPS Customer Service

For SFA technical support, post an e-mail (including your telephone number) with your question to:

<http://www.ed.gov/offices/OSFAP/SFATECH/listserv.html>

Department staff or contractors for the system about which you have a question will see your posting and begin working on a response. Please note that you must be subscribed to SFATECH in order to send and receive messages from the list.

If you need technical support, call CPS Customer Service at:

800/330-5947

Representatives are available to assist you between 7 a.m. and 7 p.m. (CT), Monday through Friday, excluding holidays.

You may also send your inquiries via the Internet to CPS at:

CPS@NCS.COM

The CPS Voice Response System has phone routing set up to assist you in designated areas. When you call 800/330-5947, you will be asked to enter the last 5 digits of your TG ID.

Example:

For **TG50001**, enter **50001**

For **TG60001**, enter **60001**

You will then be presented with a menu of options.

Choose the area appropriate to the information or assistance you need:

Menu Option	Description
1	CPS Automated Customer Service Center is an automated system through which you can check the status on batches and applications, request faxable materials and information, and obtain other needed data, such as reject, comment, and assumption code definitions.
2	Application Processing – Choose this option if you need assistance with the Application Processing module of EDEExpress. You can also receive assistance with checking the status of batches sent to the CPS for processing, FAFSA and correction results and rejects, EDE certification testing, and installation questions.
3	Direct Loan – Choose this option if you need assistance with the Direct Loan module of EDEExpress, including installation questions. Representatives can also assist you with questions on the Direct Loan Technical Reference.
4	Pell Payment – Choose this option if you need assistance with the Pell module of EDEExpress, including installation questions.
5	SSCR – Choose this option if you need assistance installing or using the SSCR program.
6	Quality Assurance Program for Windows – Choose this option if you need assistance installing or using the QAP for Windows stand-alone program.
7	Packaging – Choose this option if you need assistance with the Packaging module of EDEExpress, including installation questions.
8	FISAP for Windows – Choose this option if you need assistance installing or using the stand-alone FISAP for Windows program.
9	Return of Title IV Funds for Windows – Choose this option if you need assistance installing or using the Return of Title IV Funds for Windows software stand-alone program.

When you call CPS Customer Service, you should be at your computer and prepared to provide the following information, upon request:

- The version of the software you are using (under Help/About ...).
- The type of hardware/network you are using (including total RAM, version of Microsoft Windows, other running applications, LAN type if applicable, available disk space, type of memory management being used, etc.).
- The exact wording of any error messages you have received, as they appeared on your screen.
- A detailed description of the utility or function you were running when the error occurred (for example, Import, Custom Report Formatting, Printing, etc.), and the steps you took to get to that utility or function.
- A description of any resolution steps you took prior to calling.