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User's Guide for

# **TDCommunityManager (TDCM)**

**Student Aid Internet Gateway**



**FSA**  
F E D E R A L  
S T U D E N T A I D



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# TransactionDelivery CommunityManager (TDCM)

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## Preface

The **TDCCommunityManager (TDCM)** Web site, [saigportal.ed.gov](http://saigportal.ed.gov), gives you the ability to view Student Aid Internet Gateway (SAIG) network traffic, restore previously received files, and to change your **SAIG Password** (also called the **Group Password** or **TG Password**) or **FTPPASSWD**. In addition, the TDCM displays files that failed the “mailboxing” process and will give the cause of the error.

The **TDCM** is best viewed with Internet Explorer 5.0 or higher, in 24-bit True Color, and at 1024 × 768 screen resolution.

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## Items to Consider

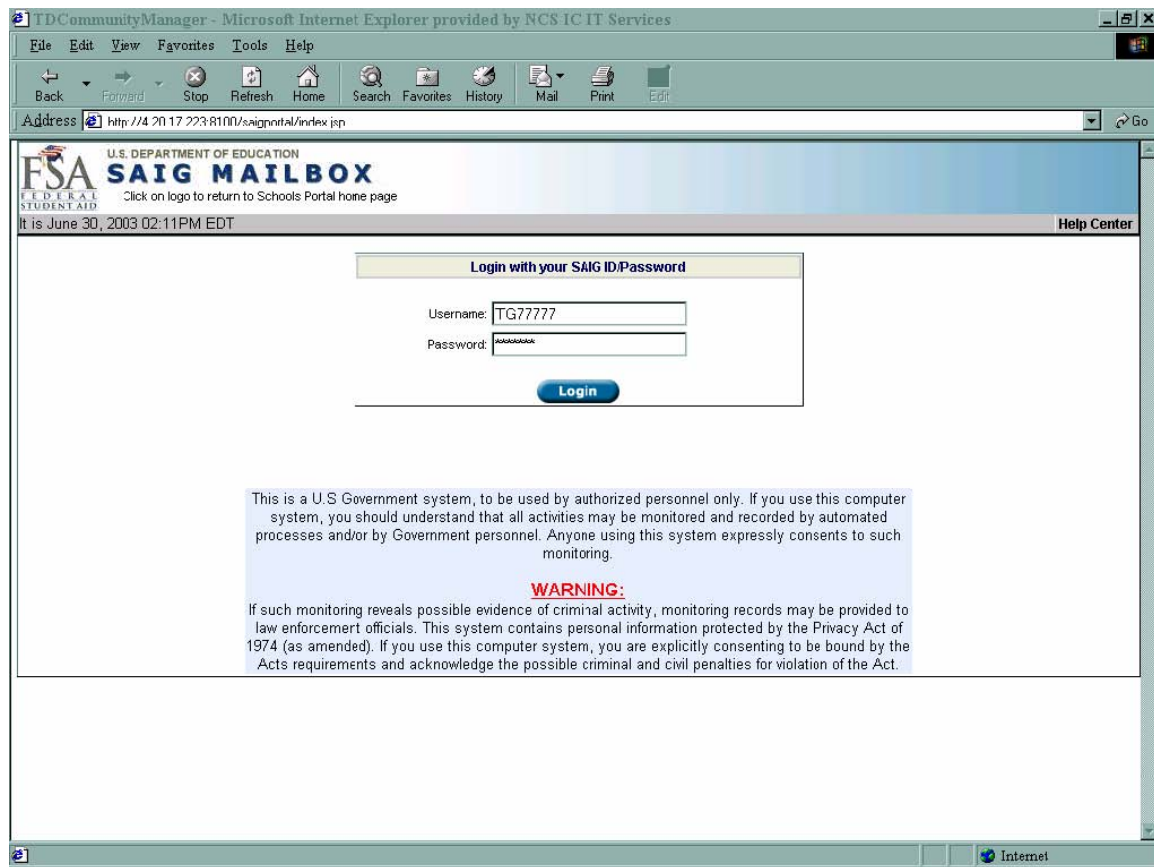
- All time references in the **TDCM** are listed in Eastern Standard Time (EST) and Eastern Daylight Time (EDT) as appropriate.
- Your **User ID** for the **TDCM** is your **TG Number** and your password is the network password you transmitted with EDconnect or the TDClient. If you have never accessed the **TDCM** before and have not transmitted a network password change with EDconnect, your initial password is set as follows: “ccyynnnn” where “ccyy” is your birth year and “nnnn” represents the last four digits of your social security number. You will be required to change your password the first time you access your mailbox.

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# Starting the TDCM

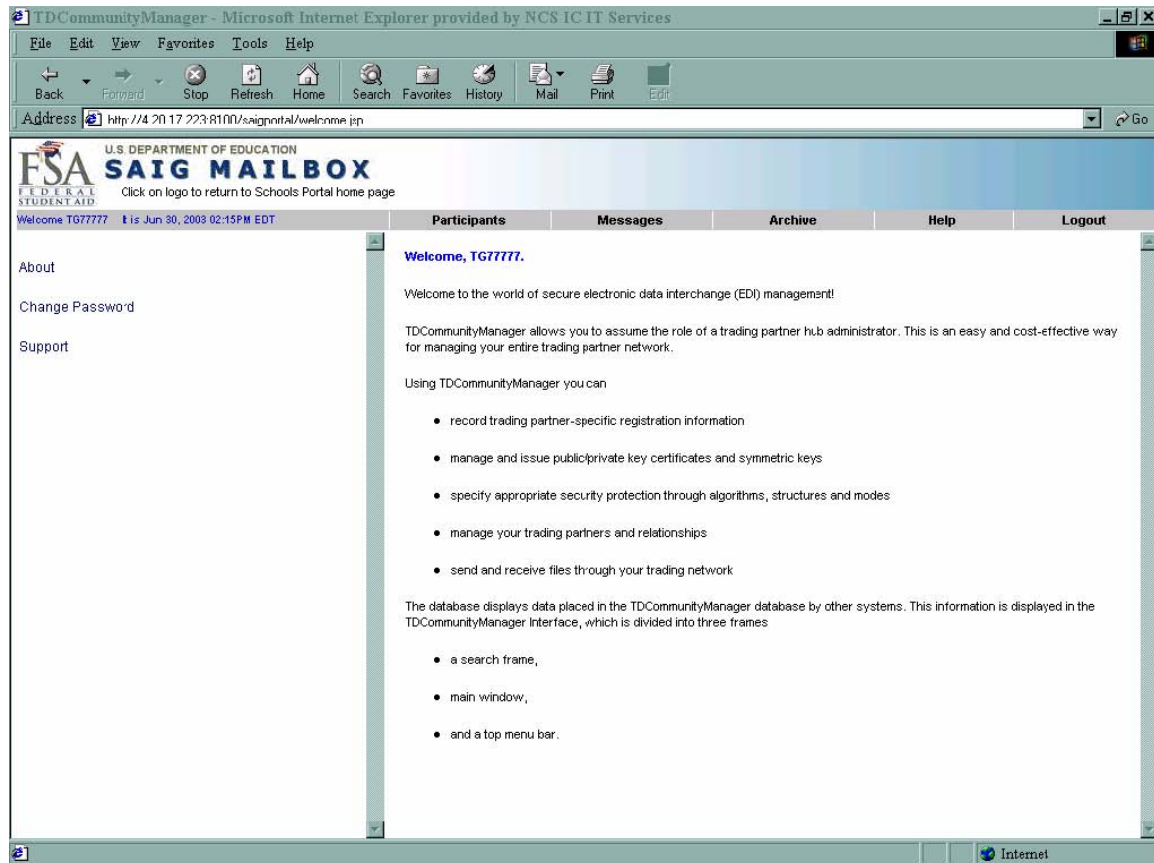
1. Start your Internet browser.
2. Type “saigportal.ed.gov” in the address line at the top of your browser window and click **Go**. This will take you to the login screen. See Figure 1 below.

**Figure 1**



3. Enter your **TG Number** (including the TG) in the **Username** field.
4. Enter your **SAIG Password** in the **Password** field. **Note:** The **SAIG Password** is the same as your EDconnect **Group Password** or **TG Password**, or your mainframe **FTPPASSWD**. The password is case sensitive.
5. Click the **Login** button.
6. You will see a “Welcome” screen. See Figure 2 on the next page.

Figure 2



## The Welcome Screen

From the “Welcome” screen, you can navigate to view the contents of your mailbox, to restore missing files, or to change your **SAIG Password** or **FTPPASSWD**. **Note:** If you access tabs other than **Participants**, **Messages**, and **Archive**, you may corrupt the setup for your school in the **TDCM**, which may prevent you from sending and receiving data.

The “Welcome” screen has a series of tabs across the top. Select the **Messages** tab to view your SAIG network traffic or to restore files you have downloaded within the past ten days. Select the **Archive** tab to restore files you downloaded more than ten days ago. Select the **Participants** tab to change your **SAIG Password** or **FTPPASSWD**.

The “Welcome” screen displays a “New Message(s)” indicator if there are new files in your mailbox. The “New Message(s)” indicator displays in red the number of new files in your mailbox. The “New Message(s)” indicator appears only when there are new files available for you to download.

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# Tabs

## The Messages Tab

You can view your mailbox by clicking the “New Message(s)” indicator, which displays in red the number of new files in your mailbox. Clicking on the “New Message(s)” indicator takes you directly to the **Messages** tab. You can also click on the **Messages** tab at the top of the screen.

From this tab you can view files that have been sent, received, and are ready to be received. All **Send** files are listed with a lowercase “s” to the left of the **Sender ID** and are color-coded blue. **Receive** files are listed with a lowercase “r” to the left of the **Sender ID**. **Receive** files are color-coded red when they are ready for you to receive and blue once you receive them, or after they have been re-queued.

The **Messages** tab has the following display options:

- “Show All”
- “Show Sent”
- “Show Received”
- “To Mailbox”
- “From Mailbox”
- “Msg Class”
- “Only New Messages”

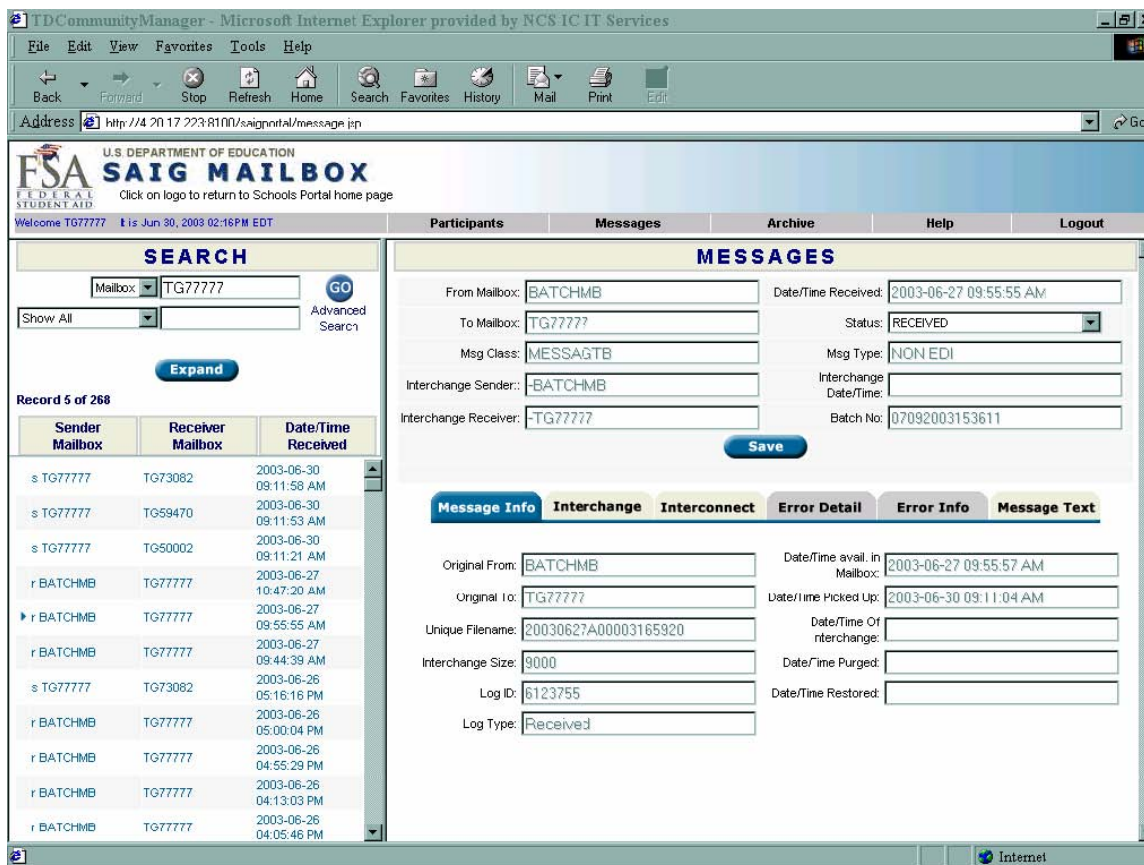
The “Status” field displays the current status of a file.

- “AVAILABLE” indicates the file is ready to be downloaded.
- “RECEIVED” indicates the file has already been downloaded.
- “REJECTED” indicates the file has been flagged for deletion. “REJECTED” files are not available through EDconnect’s **Mailbox Query** or **Archive View**.
- “IC-SUCCESS” indicates the file has been successfully sent. This status is only found in the sender’s mailbox. The file will be at an “AVAILABLE” status in the receiver’s mailbox.
- “IC-FAIL” means that the file was sent to the mailbox, but failed during the “mailboxing” process. The rejected file will only display in the sender’s mailbox. The **Error Detail** tab will be activated and will give an explanation of the reject.

All files displayed on the **Messages** tab are files that you have sent or received within approximately ten days of the “Date/Time Picked Up” field. If there are more than 500 files that meet the search criteria, the **Messages** tab will list the first 500 files. The “<<Previous” and “Next>>” options allow you to view the previous or next 500 files, if applicable.

1. Log into the **TDCM** using the steps previously listed.
2. Click the **Messages** tab.
3. Under “SEARCH,” enter your **TG Number** (including the TG), in the “Mailbox” field.
4. Click the **down** arrow to the right of the field directly below the “Mailbox” field to select search options.
5. Enter the appropriate information in the field directly to the right.
6. Click the **GO** button or press your **Enter** key.

**Figure 3**





## *Tips*

- If your cursor is in either of the 2 right-most fields on the search screen, you can press your Enter key on the keyboard to “GO”.
- If you select “Show All,” leave the field directly to the right blank. This will list all **Send** and **Receive** files for your mailbox.
- If you select “Show Send” or “Show Received,” leave the field directly to the right blank. This will list all **Send** or **Receive** files for your mailbox.
- If you select “To Mailbox,” type your **TG Number** (including the TG). This will list all OP-type files sent to you.
- If you select “From Mailbox,” type your **TG Number** (including the TG). That will list all the IN-type files you sent.
- If you select “Only New Messages,” leave the field directly to the right blank. This will list only the new OP-type files that are ready for you to download.
- You may use “%” as a wildcard, combined with part of a message class, in your search. For example, “%03OP%” will return all files with “03OP” in the message class. You may also search with “\*” as a wildcard as long as it is at the end of a field value. For example, “SARA\*” will return all files with “SARA” in the message class.

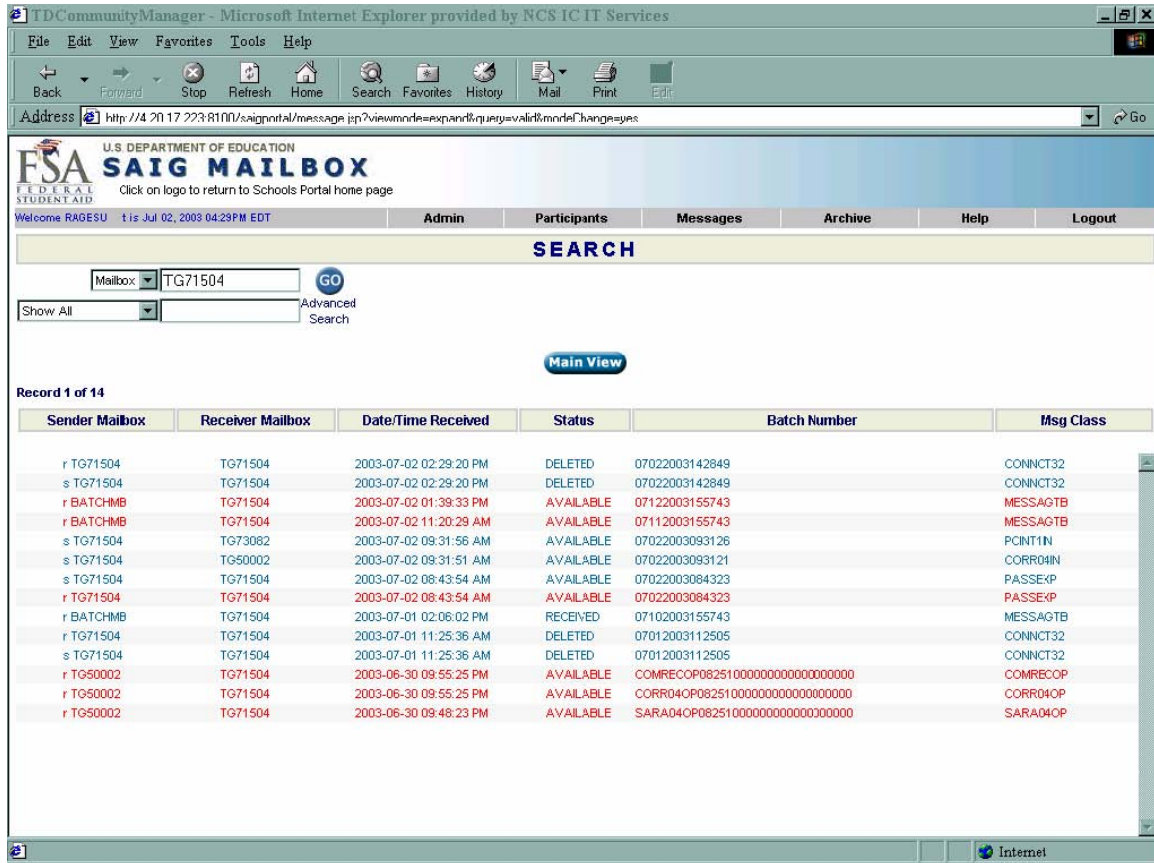
The **TDCM** will list all files that meet your search criteria. The “Date Received” column reflects the date a file was initially placed in your mailbox.

To view information about a specific file, click on the file name in the list of files returned by your search. File details will display on the right side of the screen.

- “Unique Filename” displays the item number.
- “Batch No” displays the full batch number.
- “Msg Class” displays the message class.
- “Status” displays whether or not you have downloaded the file.
- “Date/Time Picked Up” displays the date and time you downloaded the file.

See Figure 4 on the next page.

Figure 4



The **Expand** button allows you to view additional search details:

- “Sender Mailbox”
- “Receiver Mailbox”
- “Date/Time Received”
- “Status”
- “Batch Number”

You can also perform more in-depth searches on the **Message** tab. The “Advanced Search” option allows you to search on the fields below. You must enter your **TG Number** in the “Mailbox” field to perform an “Advanced Search.”

- “Mailbox”
- “Message Class”
- “To Mailbox”
- “From Mailbox”
- “Transaction Type”
  - “All” (both sent and received)
  - “Sent”
  - “Received”
- “Only New Messages”
- “Batch # Range” (enter batch number in both fields)
- “Date Applies To”
  - “Date/Time Received by Portal” (shows when the file was sent to your mailbox)
  - “Date/Time avail. In Mailbox” (shows when the file was placed in your mailbox)
  - “Date/Time Picked Up” (the date you downloaded the file from your mailbox)
  - “Restored by Portal” (if applicable, shows the date the file was restored to your mailbox)

### ***Additional Tips***

- You can search on one or more of the fields listed. Enter the values you would like to use as search criteria and click the “**GO**” button. This will display all files that meet the criteria you selected on the left side of the screen.
- The “Start Date/Time” and “End Date/Time” fields display Eastern Standard Time (E.S.T.).
- When searching by a specific batch number, enter the same batch number in both of the fields for “Batch # Range.”
- The **Message Text** tab will also display the batch number. It will be listed immediately following “BAT=”. For files in IC-FAIL status, an additional window will appear with a REQUE option. Please do not select this option.

Figure 5 illustrates an “Advanced Search” using “Mailbox,” “Message Class,” and a date range (“Date/Time Received”) as the search criteria.

**Figure 5**

The screenshot shows the TDCM SAIG Mailbox interface. The search criteria are as follows:

- Mailbox: TG77777
- Message Class: CURR4AIN
- Transaction Type:  All,  Sent,  Received
- Only New Messages?:
- Message Type: EDI & Non EDI
- Group ID: [Empty]
- Send EDI QualMD: [Empty]
- Receiver EDI QualMD: [Empty]
- Batch # Range: [Empty]
- Date Applies To: Date/Time Received by Portal
- Start Date/Time: 2003-06-01 02:19:16 AM
- End Date/Time: 2003-03-30 02:19:16 PM

The search results table is as follows:

Sender Mailbox	Receiver Mailbox	Date/Time Received
s TG77777	TG50002	2003-06-30 09:11:21 AM
s TG77777	TG50002	2003-06-26 12:23:26 PM
s TG77777	TG50002	2003-06-25 03:41:13 PM

## *Restoring Files Received Within the Last Ten Days*

The **TDCM** also gives you the ability to restore files to your mailbox.

You still have the option of calling CPS/SAIG Technical Support (800/330-5947) to have files restored.

To restore files that you have received within the last ten days:

1. Log into the **TDCM**.
2. Click the **Messages** tab.
3. Search and display the **Receive** file you would like to restore.
4. On the right side of the screen, click the drop-down menu for the “Status” field and change the status from “RECEIVED” to “AVAILABLE”.
5. Click **Save**.
6. The file will remain color-coded blue on the left side of the screen, but you will be able to download the file immediately.

## **The Archive Tab**

The **TDCM** automatically moves files to the **Archive** tab view when they have been in your mailbox more than ten days, based on the date listed in the “Date/Time Picked Up” field. This process runs once a day at 4 a.m. E.S.T. Files remain in the **Archive** for a total of 180 days, including the ten days the files appeared on the **Messages** tab.

The **Archive** tab has the same search capabilities as the **Messages** tab, along with a “Mailbox Pending” option. “Mailbox Pending” will display all files at the “pend” (pending) status.

**Note:** Only check the box directly to the left of the file you would like to restore. You still have the option of calling CPS/SAIG Technical Support (800/330-5947) to have files restored.

## *Restoring Files Received Within the Last 11 to 180 Days*

To restore a file that you received within the last 11 to 180 days, follow the procedure below. See Figure 6 on the next page.

1. Log into the **TDCM**.
2. Click the **Archive** tab.
3. Search and display the **Receive** file you would like to restore.
4. Check the box directly to the left of the file(s) and click the **Restore** button. **Note:** The file will be marked “pend” in red to the left of the file(s) you requested to have restored. The file(s) will not be immediately available. The file(s) will be available for you to download within one hour. This process runs at the top of every hour from 7 a.m.–11 p.m. (E.S.T.).
5. Note the number in the “Unique Filename” field.
6. **For EDconnect users:**
  - After one hour has passed, perform a transmission with nothing in the **Transmission Queue**.
  - Go to the **Archive View**.
  - Check the box under **Move to TQ** for the file that has the same **Item Number** as the unique file name from the “Unique Filename” field.
  - Make another transmission to receive the file.
7. **For mainframe/midrange users:**
  - After one hour has passed, add `RECEIVE_SERVER_FILE=unique file name` to your **Transfer** command statement. **Note:** This is the unique file name from the “Unique Filename” field, noted above.

Figure 6

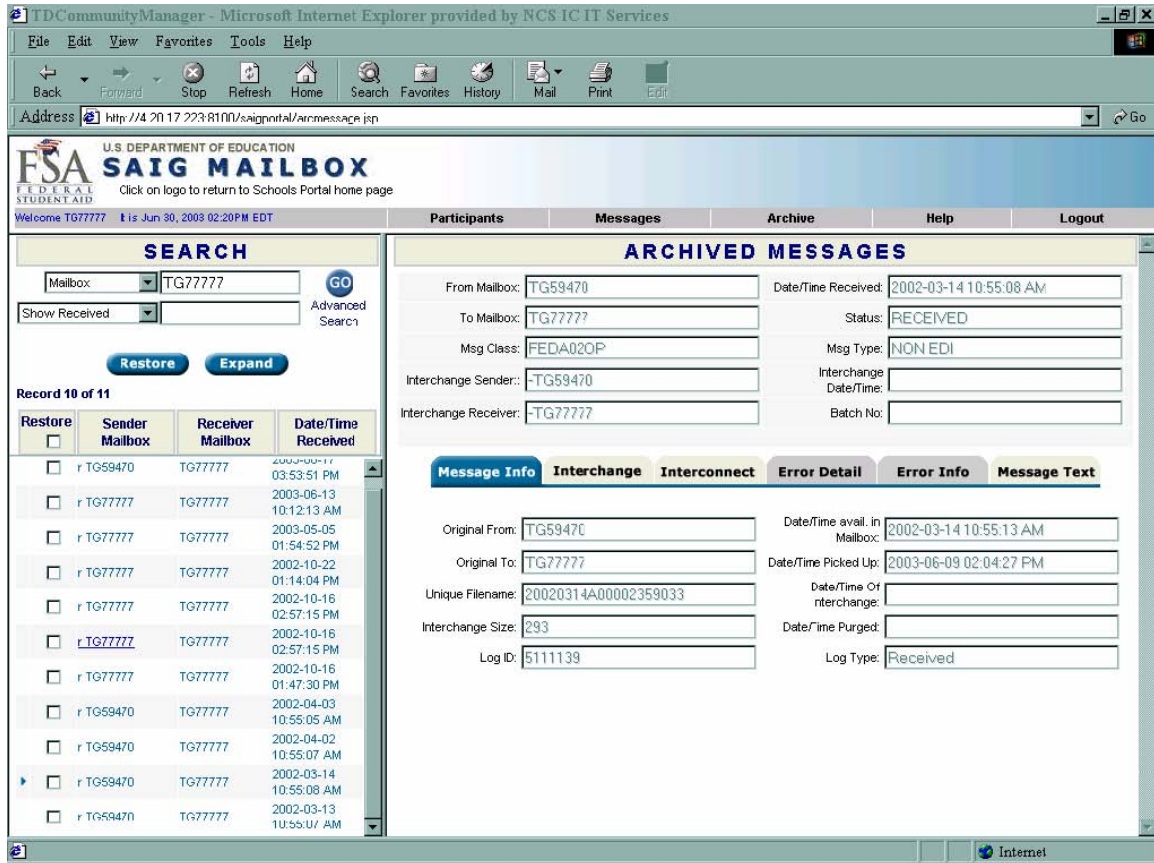


Figure 6 above shows the fields in which you would restore a file that you received within the last 11 to 180 days.

## The Participants Tab

The **TDCM** allows you to update your **SAIG Password** or **FTPPASSWD**. Once you have updated your password, you will need to update the password in EDconnect, or in your mainframe scripts or JCL. Although the **TDCM** allows passwords to be of any length, you must still follow existing password rules; as follows:

- Password must begin with an alpha character.
- Password must be a minimum length of eight characters.
- Password must contain at least one upper case and one lower case alpha character, plus one numeric character.
- Password cannot be changed back to "PASSWORD". (Only CPS/SAIG Technical Support can reset a password to "PASSWORD".)
- Password cannot be the same as any of the previous four passwords.
- Password cannot match the User Name or TG number (ignore case).
- Password will be locked out after three failures. (Password will be unlocked after 30 minutes or you may call CPS/SAIG Technical Support to have the password reset.)
- Passwords expire every 90 days, but you may change your password more frequently.
- You must update the password on all batch jobs used to communicate with the SAIG.
- Can contain special characters:

SAIG passwords can contain special keyboard characters, such as @, #, and \$, but because some computer platforms use certain special characters as command characters, we recommend avoiding % (percent), ^ (caret), & (ampersand), \ (backslash), / (forward slash), < (less than), > (greater than), and | ("pipe" symbol).

If you have any difficulty establishing your first password, contact CPS/SAIG Technical Support at 800/330-5947 and request to have your SAIG mailbox password reset.



Figure 7

U.S. DEPARTMENT OF EDUCATION  
**FSA SAIG MAILBOX**  
FEDERAL STUDENT AID  
 Click on logo to return to Schools Portal home page

Welcome TG77777 L is Jun 30, 2008 02:22PM EDT

Participants Messages Archive Help Logout

### SEARCH

EDI Name:

Record 1 of 1

Name	Organization	EDI Name
DENNIS SORENSEN TG77777	CPS	TG77777

### PARTICIPANTS

Name: DENNIS SORENSEN TG77777 User Logon/Mailbox: TG77777

EDI Name: TG77777 EDI Qualifier: \*

Password: \*\*\*\*\* Verify Password: \*\*\*\*\*

Connection: SAIGPORTAL Approval Code: 0123456789ABCDEF

Primary URL: Approval Status: Approved

Secondary URL:

Organization: CPS Title:

Name: DENNIS SORENSEN EMail: 1234567890123456789C123456789

Phone:

Address: CEDAR RAPIDS WEST Address2:

City/State: CEDAR RAPIDS IA Postal Code: 52401-

Country: United States

## *Password Changes*

To change your password (see Figure 7, previous page):

1. Log into the **TDCM**.
2. Click the **Participants** tab.
3. Click on the name of your school on the left side of the screen. The right side of the screen will populate with the setup information for your school.
4. Type your new password into the “Password” field. The password must contain at least eight valid characters and is case sensitive.
5. Type your new password again into the “Verify Password” field.
6. Click **Save**.
7. **For EDconnect users:**
  - Open the **Security View**. Right-click on the **Security Group** for which you are changing the password.
  - Select **Properties** from the pop-up menu.
  - Click the **Network** tab.
  - Type the password you entered in the **TDCM** in the “New” field.
  - Type the password again in the “Verify” field.
  - Select the **Local Only** option.
  - Click **OK**.
8. **For mainframe users:**
  - Update all scripts or JCL to reflect the new password.

**Note:** When you are on the **Participants** tab, you should only make changes to the “Password” and “Verify” fields. If you update any other fields on the **Participants** tab, you run a risk of corrupting the setup for your school in the **TDCM**. This could prevent your school from sending and receiving files.

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## Frequently Asked Questions

*I changed my password in the TDCM and now I get “Failed transmission” when I try to transmit using EDconnect. How do I fix this?*

When you changed your password in the **TDCM**, either your password did not contain the required eight characters or you did not save the password update. You can call CPS/SAIG Technical Support (800/330-5947) to have your password reset, or you can update your password again in the **TDCM** and in EDconnect. Passwords must be at least eight characters in length, contain alphanumeric characters, and begin with an alpha character.

To update your password using the **TDCM**:

1. Log into the **TDCM**.
2. Click on the **Participants** tab.
3. Click on the name of your school on the left side of the screen. The right side of the screen will populate with the setup information for your school.
4. Type your new password into the “Password” field. The password must contain eight valid characters.
5. Type your new password again into the “Verify” field.
6. Click **Save**.
7. Log into EDconnect.
8. Open the **Security View**.
9. Right-click on the **Security Group** for which you are changing the password.
10. Select **Properties** from the pop-up menu.
11. Click the **Network** tab.
12. Type the password you entered in the **TDCM** in the “New” field.
13. Type the password again in the “Verify” field.
14. Select the **Local Only** option.
15. Click **OK**.

If you are still unable to complete a successful transmission, please contact CPS/SAIG Technical Support at 800/330-5947 or by e-mail at [CPSSAIG@ed.gov](mailto:CPSSAIG@ed.gov).

*I see a “REJECTED” option in the “Status” field on the Messages tab. When should I use it?*

The “REJECTED” option allows you to initiate the deletion of a file. You should only use this option if instructed to do so by CPS/SAIG Technical Support.

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# Technical Support

## Contacting FSA Technical Support

For FSA technical support, you may post a message (including your **TG Number** and a contact telephone number) with your question to the FSATECH listserv. For information about subscribing to FSATECH, go to [www.ed.gov/offices/OSFAP/sfatech/listserv.html](http://www.ed.gov/offices/OSFAP/sfatech/listserv.html)

Department staff or contractors for the system about which you have a question will work on a response.

**Note:** You must subscribe to FSATECH in order to send and receive messages from the listserv.

## Contacting CPS/SAIG Technical Support

If you need technical support, contact CPS/SAIG Technical Support 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 by e-mail to [CPSSAIG@ed.gov](mailto:CPSSAIG@ed.gov).