

Staff Access Verification Process

As part of the HESC verification process, Chief Authorizing Officials (CAO) and Authorizing Officials (AO) are required to ensure appropriate staff has access to the HESC system. This guide will assist you with the validation process which must be completed yearly.

If staff verification is required, the below screen will display once you access **Transaction Processing**. You must take action before being able to continue.

The screenshot shows the HESC Staff Verification page. At the top, there is a navigation bar with the HESC logo and menu items: Transactions, Loans, G&S, DMCS, General Functions, and Web File Transfer. Below this is a sidebar with 'My HESC' and 'Maintain My Personal Settings' options. The main content area is titled 'Staff Verification' and contains a red warning message: 'You must review all of your unverified staff before you may use any other HESCWeb features.' Below the warning, there is a section for selecting staff to verify, including fields for 'Institution' (240100 - DIVERSIFIED COLLECTION SERVICE), 'Show Staff for' (TEST3, TESTID), and 'Verification Status' (Unverified). A table of staff members is displayed, with columns for Name, User ID, User Status, Authorizing Official, Verification Due By, Last Verified, and Access. The table lists five suspended staff members. At the bottom of the table, there are buttons for 'Revoke Selected', 'Verify Selected', and 'Print'.

Staff Verification

You must review all of your unverified staff before you may use any other HESCWeb features.

Please verify your active staff and revoke your inactive staff.
Any staff not verified by their due date will be automatically suspended.

You have staff requiring verification at the following institution codes: 240100

Institution: 240100 - DIVERSIFIED COLLECTION SERVICE [Change Institution](#)

Show Staff for: TEST3, TESTID

Verification Status: Unverified

[View](#) [Print](#)

✓ A total of 5 item(s) met the selection criteria.
✓ Items 1 through 5 are currently displayed.

[Select All](#) [Unselect All](#) [Revoke Selected](#) [Verify Selected](#) [Print](#)

Staff	Name	User ID	User Status	Authorizing Official	Verification Due By	Last Verified	Access
<input type="checkbox"/>	ACTIVE, USER	TEST9879	SUSPENDED	TEST3, TESTID	6/13/13	6/1/12	View Access
<input type="checkbox"/>	SMITH, JOHN	USER1221	SUSPENDED	TEST3, TESTID	6/13/13	6/1/12	View Access
<input type="checkbox"/>	TEST0001, TEST01	TEST0001	SUSPENDED	TEST3, TESTID	6/13/13	6/1/12	View Access
<input type="checkbox"/>	TEST0008, TEST08	TEST0008	SUSPENDED	TEST3, TESTID	6/20/13	6/5/12	View Access
<input type="checkbox"/>	USER, FLAG	USER9786	SUSPENDED	TEST3, TESTID	6/13/13		View Access

[Revoke Selected](#) [Verify Selected](#) [Print](#)

For more information, see [Working with Staff Verification](#).

You must take action on all employees listed. You can verify all, some or view each employee individually to review their current access.

You may choose **Select All** if you wish to verify or revoke all employees or make the changes on an individual basis.

Employees who are not verified will not be able to access the HESC system.

Staff Verification

You must review all of your unverified staff before you may use any other HESCWeb features.

Please verify your active staff and revoke your inactive staff.
Any staff not verified by their due date will be automatically suspended.

You have staff requiring verification at the following institution codes: 240100

Institution: 240100 - DIVERSIFIED COLLECTION SERVICE [Change Institution](#)

Show Staff for: TEST3, TESTID

Verification Status: Unverified

[View](#) [Print](#)

✓ A total of 5 item(s) met the selection criteria.
✓ Items 1 through 5 are currently displayed.

[Select All](#) [Unselect All](#) [Revoke Selected](#) [Verify Selected](#) [Print](#)

Staff	Name	User ID	User Status	Authorizing Official	Verification Due By	Last Verified	Institution 240100 Access
<input checked="" type="checkbox"/>	ACTIVE, USER	TEST9879	SUSPENDED	TEST3, TESTID	6/13/13	6/1/12	View Access
<input checked="" type="checkbox"/>	SMITH, JOHN	USER1221	SUSPENDED	TEST3, TESTID	6/13/13	6/1/12	View Access
<input checked="" type="checkbox"/>	TEST0001, TEST01	TEST0001	SUSPENDED	TEST3, TESTID	6/13/13	6/1/12	View Access
<input type="checkbox"/>	TEST0008, TEST08	TEST0008	SUSPENDED	TEST3, TESTID	6/20/13	6/5/12	View Access
<input type="checkbox"/>	USER, FLAG	USER9786	SUSPENDED	TEST3, TESTID	6/13/13		View Access

[Revoke Selected](#) [Verify Selected](#) [Print](#)

For more information, see [Working with Staff Verification](#).

Check to
Verify or
Revoke

To view
Individual
Access

If you select **View Access**, you will receive more information about the employee's access and can then either **Verify**, **Revise**, or **Revoke** the access.

The screenshot displays the HESC web application interface. The browser address bar shows the URL <https://testwebapps.hesc.ny.gov/hescweb/main>. The page title is "HESC - New York State Higher...". The navigation menu includes "Transactions", "Loans", "G&S", "DMCS", "General Functions", and "Web File Transfer". The "My HESC" section contains links for "Help", "Search", and "Logout".

The main content area is titled "Staff Verification > Test0001, Test01". It contains the following information:

- EFAN Application:** Application ID: 484, Application Type: REVISE
- Applicant Data:** Name Prefix: TEST01, First Name: TEST01, Middle Initial: TEST0001, Last Name: TEST0001, Generation Suffix: TEST0001, Title Suffix: TEST0001, Nickname: TEST0001, Organizational Title: TEST0001
- Institution Authorizations:** User ID: TEST0001, Institution Code: 240100, Institution Name: DIVERSIFIED COLLECTION SERVICE, Role: AWG CONTACT, E-mail Address: TEST0001@HESC.NY.GOV, Requested Authorization Level: AUTHORIZING OFFICIAL, Effective Date: 6/13/13
- Authorizing Official:** Name: TESTID TEST3, Title: TEST3

Below the information is a "Status History" table:

Creator ID	Creator Name	Status	Comment	Date
GPD4010		SUBMITTED TO HESC		6/13/13
GPD4010		PENDING USER SIGNATURE		
SYSTEM		DECLINED BY USER		

At the bottom of the page, there is a link: "For more information, see [Working with EFAN Applications](#)."

Two red boxes with arrows highlight specific actions: "Verify Access" points to the "Verify" button, and "Revised or Revoke Access" points to the "Revise" and "Revoke" buttons.

If you choose **Verify**, the following confirmation screen appears.

The screenshot shows a web browser window displaying the HESC 'Verify EFAN Users' page. The page title is 'Staff Verification > Test0001, Test01 > Verify EFAN Users'. Below the title, there is a paragraph of instructions: 'Please review the EFAN users you are about to verify and check the box in the signature section confirming that you have read and accept the terms of this agreement. Click the "Submit" button to verify all users listed or click the "Cancel" button to return to the Staff Verification search results.'

The main content area contains a table with the following data:

Name	User ID	Role	E-mail	Authorizations
TEST0001, TEST01	TEST0001	AWG CONTACT		Authorization Level - AUTHORIZING OFFICIAL

Below the table, there is a section for the 'Authorizing Official' with the following details:

Name: TEST3, TESTID
Title:
Institution Code: 240100
Institution Name: DIVERSIFIED COLLECTION SERVICE

The 'Signature' section contains a long paragraph of terms and conditions. Below this, there is a checkbox next to the text 'TEST3, TESTID' and the date 'July 15, 2013'. At the bottom right of the form, there are three buttons: 'Submit', 'Cancel', and 'Print'.

Two callout boxes are present: one on the left pointing to the checkbox with the text 'Check if all is Correct', and one at the bottom right pointing to the 'Submit' button with the text 'Submit Changes'.

If all information is correct, check the ID box on the bottom left and **Submit**.

You will be notified that the users were successfully verified. You can then select **Back to Staff Verification**.

The screenshot shows the HESC web application interface. The browser address bar displays <https://testwebapps.hesc.ny.gov/hescweb/main>. The application header includes the HESC logo and navigation tabs: Transactions, Loans, G&S, DMCS, General Functions, and Web File Transfer. A left sidebar lists 'Maintain My Personal Settings' with options like 'Submit EFAN Application', 'View EFAN Applications', 'Staff Verification', 'Reassign Staff', 'Reclaim Staff', 'Permissions Report', 'My Account', 'Change My Password', 'Change My Questions', 'Revoke My Access', and 'E-mail Data Deliveries'. The main content area is titled 'Staff Verification > Verify EFAN Users' and shows a green checkmark with the text 'User(s) successfully verified.' Below this is a paragraph of instructions. A table lists user verification details:

Verified Date	Verified By Name	User ID	Role	E-mail	Authorizations
6/27/13	XTEST789	ACTIVE, USER	TEST9879	POP3 DATA DELIVERY	
6/27/13	XTEST789	SMITH, JOHN	USER1221	ACH CONTACT	
6/27/13	XTEST789	TEST0001, TEST01	TEST0001	AWG CONTACT	Authorization Level - AUTHORIZING OFFICIAL

Below the table is the 'Authorizing Official' section with fields for Name (TEST3, TESTID), Title, Institution Code (240100), and Institution Name (DIVERSIFIED COLLECTION SERVICE). A 'Signature' section contains a text block and a checked checkbox for 'TEST3, TESTID' dated 'June 27, 2013'. At the bottom right, there is a 'Back to Staff Verification' button and a 'Print' button. A red arrow points from the 'Back to Staff Verification' button to a callout box below the screenshot.

Back to Staff Verification

You will see the below screen if you choose **Revise** access under staff verification.

You can modify the user's data, change email addresses or update institutional access. Verify and edit any information and select **Edit Authorization** to make access changes and then hit **Continue**.

The screenshot displays the HESC web application interface for revising an EFAN application. The browser address bar shows the URL <https://testwebapps.hesc.ny.gov/hescweb/main>. The page title is "Staff Verification > Test0001, Test01 > Revise EFAN Application".

The form contains the following sections and fields:

- Applicant Data:** Name Prefix (dropdown), * First Name: TEST01, Middle Initial (text), * Last Name: TEST0001, Generation Suffix (dropdown), Title Suffix (dropdown), Nickname (text), Organizational Title (text).
- Authorizing Official:** Name: TESTID TEST3, Title (text), Phone: (245) 234-2455, * E-mail Address (text), Comment (text).
- Institution Authorizations:** Radio buttons for 240105 - DIVERSIFIED COLLECTIONS SERVICE (No Authorization) and 240100 - DIVERSIFIED COLLECTION SERVICE. Below the selected option, it shows Role: AWG CONTACT, E-mail Address, and Authorization Level - AUTHORIZING OFFICIAL.

At the bottom of the form are buttons for "Edit Authorization", "Continue", "Clear", and "Print".

Red callout boxes with arrows highlight the following elements:

- User Data:** Points to the First Name and Last Name fields.
- Emails:** Points to the E-mail Address field.
- Institution Codes:** Points to the Institution dropdown menu.
- Edit Authorization:** Points to the "Edit Authorization" button.
- Continue:** Points to the "Continue" button.

If you select an Institution Code and the **Edit Authorization** button, the following screen will appear.

The screenshot shows a web browser window with the URL <https://testwebapps.hesc.ny.gov/hescweb/main>. The browser's address bar shows "HESC - New York State Higher..." and "HESC". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The browser's toolbar includes "HESC", "My Timesheet", "iGoogle", "IMDB", "POV", "AFP", "BLEAT", "Shorpy", "CR", "Animation Scoop", "CB", "My Yahoo", "RR", and "IronGate".

The HESC web application interface is displayed. The top navigation bar includes "Transactions", "Loans", "G&S", "DMCS", "General Functions", and "Web File Transfer". The "General Functions" tab is selected. The "My HESC" section is active, and the "Staff Verification" menu item is selected in the left sidebar. The main content area is titled "Staff Verification > Test0001, Test01 > Revise EFAN Application > Institution Authorization".

The main content area contains the following information:

Add the authorizations for the applicant at this institution. Click "Continue" to apply the authorizations to the EFAN application or "Cancel" to abort. You may remove any previously entered authorizations by clicking "Clear" and then "Continue".

Applicant Data

Name Prefix:
First Name: TEST01
Middle Initial:
Last Name: TEST0001
Generation Suffix:
Title Suffix:
Nickname:
Organizational Title:

Institution Authorization

Institution Code: 240105
Institution Name: DIVERSIFIED COLLECTIONS SERVIC
* Role: [Dropdown menu]
* E-mail Address: [Text input field]
* Confirm E-mail Address: [Text input field]

User Access: Use the checkboxes below to request user accesses.

Authorization Level AUTHORIZING OFFICIAL
 CHIEF AUTHORIZING OFFICIAL

Bulletins ONLY

Dmcs INQUIRY/UPDATE
 REPORTS AND FORMS

File Transfer ENCRYPTED FTP W/PGP
 NCHHELP CAM FTP W/PGP
 WEB FILE TRANSFER

Loans INQUIRY
 INQUIRY/UPDATE
 REPORTS AND FORMS

Effective Date: [Month] / [Day] / [Year]

Buttons: Continue, Cancel, Clear, Print

For more information, see [Working with Submit EFAN Request](#).

Web File Transfer Home Page 100%

Make all necessary changes and select **Continue**. You then will then return to the Staff Verification screen to approve the changes.

Any remaining unverified staff must be verified before the system will allow you to proceed to use other functions.

The screenshot shows the HESC web application interface. The browser address bar displays <https://testwebapps.hesc.ny.gov/hescweb/main>. The application header includes the HESC logo and navigation tabs: Transactions, Loans, G&S, DMCS, General Functions, and Web File Transfer. A left sidebar lists 'Maintain My Personal Settings' with options like 'Submit EFAN Application', 'View EFAN Applications', 'Staff Verification', 'Reassign Staff', 'Reclaim Staff', 'Permissions Report', 'My Account', 'Change My Password', 'Change My Questions', 'Revoke My Access', and 'E-mail Data Deliveries'. The main content area is titled 'Staff Verification' and features a red warning message: 'You must review all of your unverified staff before you may use any other HESCWeb features.' Below this, instructions state: 'Please verify your active staff and revoke your inactive staff. Any staff not verified by their due date will be automatically suspended. You have staff requiring verification at the following institution codes: 240100'. A form allows filtering by 'Institution: 240100 - DIVERSIFIED COLLECTION SERVICE', 'Show Staff for: TEST3, TESTID', and 'Verification Status: Unverified'. A table lists the staff members:

Institution 240100							
Staff	Name	User ID	User Status	Authorizing Official	Verification Due By	Last Verified	Access
<input checked="" type="checkbox"/>	TEST0008, TEST08	TEST0008	SUSPENDED	TEST3, TESTID	6/20/13	6/5/12	View Access
<input checked="" type="checkbox"/>	USER, FLAG	USER9786	SUSPENDED	TEST3, TESTID	6/13/13		View Access

Buttons for 'Select All', 'Unselect All', 'Revoke Selected', 'Verify Selected', and 'Print' are present above and below the table. A link for 'Working with Staff Verification' is provided at the bottom.

You will receive a listing of successful changes. Return to staff verification to continue the process.

A screen shot of the **Revoke EFAN Users** option.

Staff Verification > **Revoke EFAN Users**

Please review the EFAN application you are about to revoke and check the box in the signature section confirming you have read and accept the terms of this application. Click the "Continue" button to revoke the application and authorizations to all institutions listed or the "Cancel" button to return to the EFAN Application search results.

Required information is marked with an *.

Staff				
Name	User ID	Role	Authorizing Official	Authorizations
TEST0008, TEST08	TEST0008	OPERATIONS CONTACT	TEST3, TESTID	
USER, FLAG	USER9786	OPERATIONS CONTACT	TEST3, TESTID	

Authorizing Official

Name: TEST3, TESTID
Title:
Phone: (245) 234-2455
* E-mail Address:
Institution Code: 240100
Institution Name: DIVERSIFIED COLLECTION SERVICE
Comment:
Requested Effective Date: 06 / 30 / 2013

If you require immediate revocation of an ID, please call the HESC Help Desk at 1-866-431-HESC (1-866-431-4372).

Signature

I am employed by the institution named above and am authorized to request/revoke this access for the employee named above. I have the authority to authorize such access, and I certify I have instructed the employee on the procedures for using, accessing and NEVER disclosing all information obtained from HESC for any reason other than in connection with the employee's performance of the job assignment of processing HESC information. I further certify that the e-mail address provided on behalf of the EFAN User ID applicant has been established for exclusive use by that applicant.

TEST3, TESTID June 27, 2013

For more information, see [Working with Revoke EFAN Users](#).

**Electronic
Signature to
Revoke
Employees**

**Submit
Changes**

Once the process is complete, all employees will show as active.

Any users revoked will no longer appear on this listing.

The screenshot shows a web browser window with the URL <https://testwebapps.hesc.ny.gov/hescweb/main>. The page title is "HESC" and the navigation menu includes "Transactions", "Loans", "G&S", "DMCS", "General Functions", and "Web File Transfer". The "General Functions" menu is active, and the "My HESC" sub-menu is open, showing options like "Submit EFAN Application", "View EFAN Applications", "Staff Verification", "Reassign Staff", "Reclaim Staff", "Permissions Report", "My Account", "Change My Password", "Change My Questions", "Revoke My Access", and "E-mail Data Deliveries".

The main content area is titled "Staff Verification" and contains the following text: "Please verify your active staff and revoke your inactive staff. Any staff not verified by their due date will be automatically suspended." Below this text are two dropdown menus: "Institution: 240100 - DIVERSIFIED COLLECTION SERVICE" and "Show Staff for: TEST3, TESTID". The "Verification Status" dropdown is set to "ALL". There are "View" and "Print" buttons.

Below the dropdowns, there is a section titled "Staff that are highlighted need to be verified!" with two green checkmarks: "A total of 7 item(s) met the selection criteria." and "Items 1 through 7 are currently displayed." Below this is a table with columns: "Name", "User ID", "User Status", "Authorizing Official", "Verification Due By", "Last Verified", and "Access". The table contains 7 rows of staff information, all with "ACTIVE" status. There are "Select All", "Unselect All", "Revoke Selected", "Verify Selected", and "Print" buttons above and below the table.

At the bottom of the page, there is a link: "For more information, see [Working with Staff Verification](#)."

**Active or
Revoked Status**

Now that the Verification process is complete, you can access any of the other screens you would normally use, such as the View EFAN Applications or Submit EFAN Application screens.

File Edit View Favorites Tools Help

HESC Transactions Loans G&S DMCS General Functions Web File Transfer Help Search Logoff

My HESC

Maintain My Personal Settings

- Submit EFAN Application
- View EFAN Applications
- Staff Verification
- Reassign Staff
- Reclaim Staff
- Permissions Report
- My Account
- Change My Password
- Change My Questions
- Revoke My Access
- E-mail Data Deliveries

View EFAN Applications

An EFAN application is a request for access to HESC's systems.
This screen lists applications for the search criteria specified. You may search by Application ID, a full or partial name, or application status.

Applicant Last Name: Applicant First Name: Applicant MI:
Authorizing Official Last Name: Authorizing Official First Name: Authorizing Official MI:
Application ID: Status:
Application Type: Order By:

View Clear Print

For more information, see [Working with View EFAN Applications](#).

File Edit View Favorites Tools Help

HESC Transactions Loans G&S DMCS General Functions Web File Transfer Help Search Logoff

My HESC

Maintain My Personal Settings

- Submit EFAN Application
- View EFAN Applications
- Staff Verification
- Reassign Staff
- Reclaim Staff
- Permissions Report
- My Account
- Change My Password
- Change My Questions
- Revoke My Access
- E-mail Data Deliveries

Submit EFAN Application

Please enter the customer's name and click the "View" button.
Required information is marked with an *.

* Last Name: First Name:

View Clear

For more information, see [Working with Submit EFAN Application](#).