

eXpressReports



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1. INTRODUCTION**Internet Access to Reports**

eXpressReports provides Internet access to your weekly and monthly student loan management reports. Reports are available for you to view and print on the first business day following the cutoff date. By using *eXpressReports*, you can monitor cash activity, perform management analysis, conduct default prevention activities, and complete fiscal reporting in a more timely manner.

There are several benefits to accessing *eXpressReports* on-line reports via the Internet including:

- ☐☐ Immediate access to student loan management reports;
- ☐☐ Secure access using unique user IDs, passwords, and data encryption;
- ☐☐ Several applications can be open at the same time – no need to close on-line report files each time you want to access another application;
- ☐☐ Multiple users can access information simultaneously – each person in your office is issued a personal ID and password;

To use *eXpressReports*, all you need for your desktop computer is access to the Internet, the latest version of Adobe Acrobat Reader, and an unzip utility program.

NOTE:

If you currently do not have Adobe Acrobat Reader your PC, you will need to download this software from adobe.com. Please check with your IT department before downloading and installing any software.

Documentation

The *eXpressReports* Manual is available in PDF format. The PDF file includes bookmarks to each chapter for easier and faster navigation through the documentation. You will need to follow these instructions to access the *eXpressReports* Manual.

Enter our Web site address (**www.campuspartners.com/documentation**) in your default Internet browser, you will see the following User Agreement screen. In order to see the documentation, you must agree to the provisions of the user agreement.



Figure 1-1. Reading Room User Agreement Screen

After accepting the provisions of the user agreement, you will enter our Reading Room.

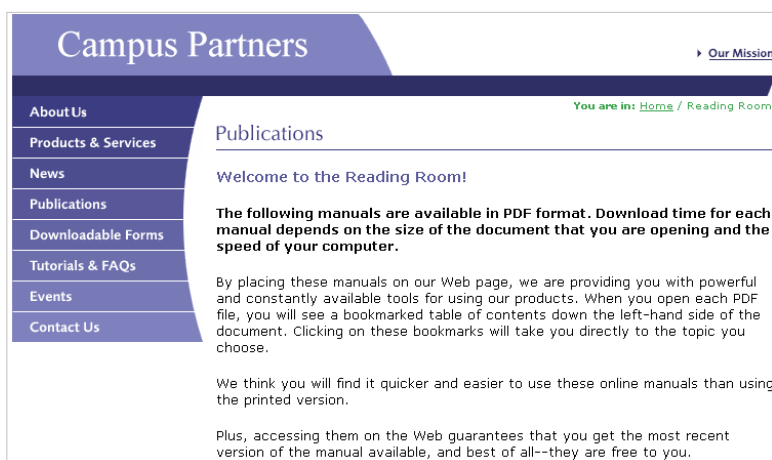


Figure 1-2. Reading Room Screen

A list of a customer manuals and instructions for opening the PDF files can be accessed by scrolling down the page

Campus Partners [Our Mission](#)

You are in: [Home](#) / Reading Room

Publications

Welcome to the Reading Room!

The following manuals are available in PDF format. Download time for each manual depends on the size of the document that you are opening and the speed of your computer.

By placing these manuals on our Web page, we are providing you with powerful and constantly available tools for using our products. When you open each PDF file, you will see a bookmarked table of contents down the left-hand side of the document. Clicking on these bookmarks will take you directly to the topic you choose.

We think you will find it quicker and easier to use these online manuals than using the printed version.

Plus, accessing them on the Web guarantees that you get the most recent version of the manual available, and best of all--they are free to you.

For instructions on viewing these PDF files, [see below](#).

Manual Name	Size	Date last updated on the Web
Collections System Manual	1.37 MB	1/15/04
Glossary	0.19 MB	8/2/03
On-Line Processing Manual	4.79 MB	12/24/03
Federal Regulations Manual-2004	2.01 MB	5/6/04
DocumentDirect	2.15 MB	4/2/03
WebConnect	1.56 MB	2/25/03
DataStream	2.77 MB	8/29/03
DataStream Quick Start Guide	0.31 MB	4/11/03
Service Overview Manual	3.38 MB	10/30/02
User Guide for mycampusloan.com	2.2 MB	3/18/04
eXpressReports	749 KB	5/20/04

Teleconference Handouts	Size	Date last updated on the Web
System 3i	851 KB	4/29/04
Assignments	156 KB	4/29/04
Bankruptcy	176 KB	4/29/04

You must have the latest version of Adobe Acrobat Reader installed on your computer to successfully view and print these documents. Click here to download a free copy of [Adobe Acrobat Reader](#) or visit the Adobe Web site at www.adobe.com.

Figure 1-3. List of manuals available from our Web site and instructions for installing Adobe Acrobat Reader

To view the PDF documentation, select the **[eXpressReports Documentation](#)** link. You must have the latest version of Adobe Acrobat Reader installed on your computer to view the user documentation. If you do not have the free Adobe Acrobat Reader downloaded to your computer, you can follow the links on the page to the Adobe Web site. You will need to restart your computer once you have successfully installed the software.

2. ACCESSING YOUR REPORTS

Once you have registered for *eXpressReports*, you will need to follow these instructions to access your reports.

After you have entered our Web site address (**www.campuspartners.com**), the following screen appears.



Figure 2-1. Welcome Screen

To access the *eXpressReports* web site, click on the *eXpressReports* link at the bottom on the screen. After connecting to our *eXpressReports* web site, enter your User ID and password. This screen is also the initial screen if you are using the Shortcut Key on your Desktop. For more information on how to create a Shortcut Key on your desktop, see page 14-16.



Figure 2-2. Login Screen

3. LOCATING YOUR REPORTS

Once your ID and password has been verified, you are ready to locate your reports.

Figure 3-1. Select Report Screen

On the Select Report Screen, reports can be selected by listing all of the reports available by date under a particular program number or by listing all of the available reports by date under a report description.

After making your selections, click on Report to display the first page of the report that you selected.

Figure 3-2. eXpressReports Window

4. FEATURES OF *eXpressReports*

Toolbar

This section describes the features available once you have located your report. These options are located on your Toolbar.

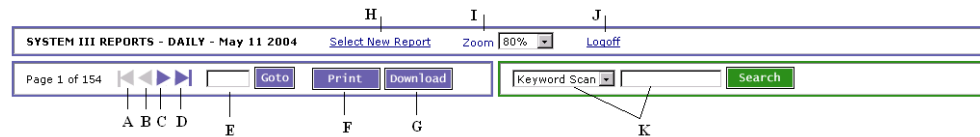


Figure 4-1. Toolbar

A. First Page

The **First Page** button is used to take you to the first page within the report

B. Previous

The **Previous** button is used to take you to the previous page within the report.

C. Next

The **Next** button is used to take you to the next page within the report.

D. Last Page

The **Last Page** button is used to take you to the last page within the report

E. Go to

The **Go to** button is used to skip forward/backward to a particular page within a report.

F. Print

- The **Print** button is used to print page(s) of the report. Click on the Print button located on the Toolbar. After selecting the Print button, a menu will pop up, allowing you to select various print options:
- Current Page (to print the current page you are viewing), or
- Entire Report (to print the entire report you are viewing),
- Range-To (to print a range of pages by entering the page number where you want to begin printing in the Range dialog box and entering the last page you want to print by entering the page number in the To dialog box).

Once you have completed your print selection, click Print.

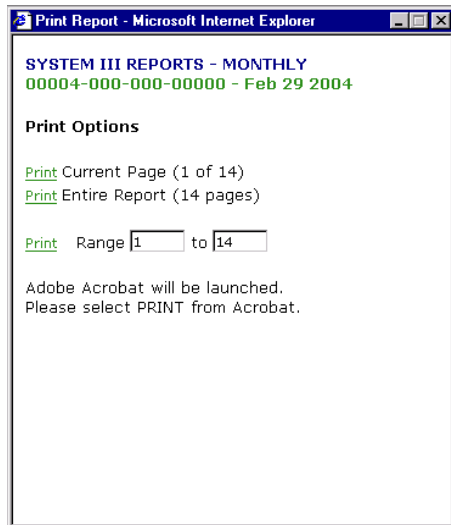


Figure 4-2. Print Screen

The report will be launched in Adobe Acrobat Reader. Click on the print button to begin printing.

The default setting for the paper orientation is Landscape. To change your printer, page orientation, or paper size and source, you will need to change the setting in your printer setup.

G. Download

Download into a Zip File

The **Download** function is used to save a report to your hard drive or network. Once you have located the report or the page you would like to download, click on the Download button located on the Toolbar. The file will be compressed into Zip archive format.

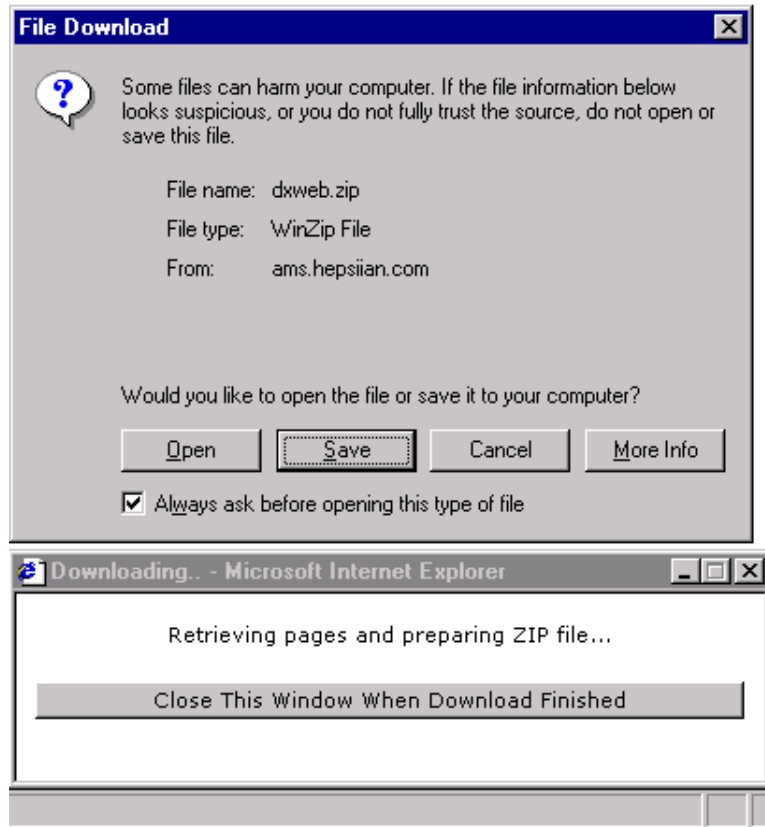


Figure 4-3. Download Screen

NOTE:

If you currently do not have ZIP utility software on your PC, you will need to download this software. Winzip, the most commonly used software, can be downloaded from Winzip.com. Please check with your IT department before downloading and installing any software.

Using Internet Explorer

Your browser will prompt you to respond to this question, “Would you like to open the file or save it to your computer?” If you select Open the file, the file will **not** be saved to your C drive. If you select, Save this file to disk, by default it will be saved to your Desktop.

Once your file has been successfully downloaded you will get a Download Complete message. Select Close. Another window will appear, select “Close this window when download finished” to close this window.

Once you have located the file on your disk drive, double click the file to open your Zip program. Double click the file in your Zip program, and it will open in Notepad. To save the file, click on Save as located under the File menu.

Using Netscape Navigator

Your browser will prompt you to respond to this question, "Would should Netscape do with this file?" If you select "Open it with the default application," the file will **not** be saved to your C drive. If you select "Save it to disk," it will be saved to your Desktop by default.

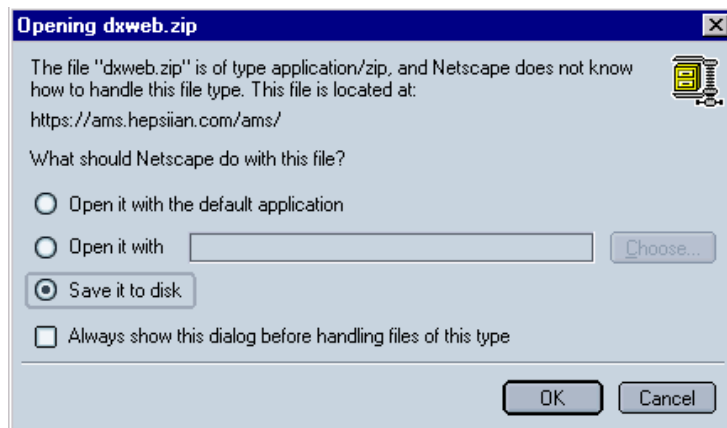


Figure 4-4. Download Screen

Once you have located the file on your disk drive, double click the file to open your Zip program. Double click the file in your Zip program, and it will open in Notepad. To save the file, click on Save as located under the File menu.

For information on how to import your data into a Microsoft Excel spreadsheet, see page 11.

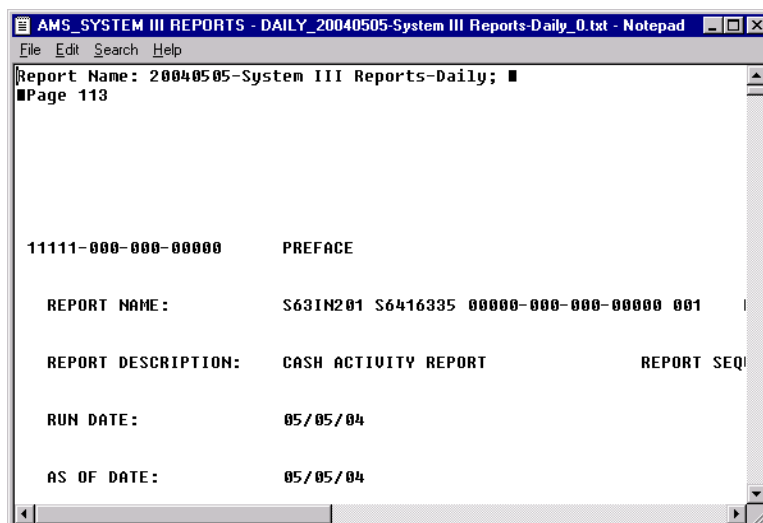


Figure 4-5. File Opened in Notepad

H. Select New Report

Select New Report allows you to return to the Select Report Screen to select a new report.

I. Zoom

Allows you to zoom in and out of text while in a report.

J. Logoff

Logs you out of *eXpressReports*

K. Search

The Search button is used to search for a particular text string within the report you are viewing. Enter the text string you would like to find, then click the Search button. When the selection is located, the text will be highlighted.

The Student Loan Journal allows for additional searching by Social Security Number, Program Number, Borrower Name, Account Number, Status, and Note Date.

Student Loan Journal									
00001-000-000-00000		AIII, STEVE							
AMS-SAMPLE UNIVERSITY/NDSL		AS OF DATE 04/30/04							
Borrower Name	Telephone Number	Add CD-Type	112	Current Due	Coll Fees	Last Act Dte	Accrued Int	Last Act D	
Prog # - Loan Number-Seq	Account No.	Plan-Freq	314	Past Due	Other Costs	Last Act Type	Dly Int Amt	Note Date	
Address	Act Not Days - Hold	E.T. Status	516	L Chg Due	Total Due	Last Pay Amt	Int Rate %	Sep Date	
DF RP Flg	Sp. Fees Date Placed	Agency No.	ACCL	Nxt Pay Dte	Postpaid Amt	Last Pay Dte	A.C. - Type	Default DTD	
AIII, STEVE	910/607-2377	BAD - P		.00	.00	00/00/00	233.12	04/30/	
00001-223-45-6789-01	000-54-9695-01	I - M		1229.71	.00	NONE	.1366	06/01/	
EFG - SAMPLE COLLEGE-NDSL	01681 -01681	B 49 E		74.51	1304.22	.00	5.0000	12/01/	
P O BOX 2901	PER 00/00/00			05/23/04	.00	00/00/00	1 - 1	09/24/	
WINSTON-SALEM NC 271022901									
ALICE, CHILDRESS	919/748-5306	BAD - P		.00	.00	12/11/90	1814.78	04/30/	
00002-470-66-3437-09	000-01-4093-01	IA - Q		3295.60	.00	ADJUST	.2459	10/14/	
118 SOUTH SPRUCE ST	07270 -06971	B 49 E		462.00	3757.60	.00	6.0000	06/01/	
WINSTON-SALEM, NC 27101	00/00/00			06/04/04	.00	00/00/00	1 - 1	06/05/	
ANDERSON, STEVE	000/000-0000	BAD - P		.00	.00	00/00/00	754.06	04/30/	
00001-554-45-5441-11	000-49-4498-01	I - Q		1746.95	.00	NONE	.1366	10/01/	
UNKNOWN	05598 -05598	B 49 E		148.82	1895.77	.00	5.0000	06/01/	
00000	DIR 00/00/00			07/01/04	.00	00/00/00	1 - 1	01/02/	
ANDERSON, WAYNE	000/000-0000	BAD - P		4.25	.00	08/19/94	546.33	04/30/	
00001-912-34-5602-01	000-49-8358-01	I - M		1539.21	30.00	ADJUST	.1366	08/01/	
UNKNOWN	03956 -03557	B 49 E		64.53	1637.99	.00	5.0000	09/01/	
00000	PER 00/00/00			05/01/04	.00	00/00/00	1 - 1	07/02/	
BARBER, BETSY	000/000-0000	BAD - B		.00	.00	06/25/93	38.12	04/30/	
00001-242-11-6938-01	242-11-6938-01	I - M		100.52	.00	ADJUST	.0084	06/01/	
UNKNOWN	04642 -04316	B 49 R		.00	100.52	100.00	5.0000	06/01/	
WINSTON-SALEM, NC 27102	D/P 06/18/92	90001	Y	05/23/04	.00	02/13/92	1 - 1	08/16/	
BARBER, BETSY	000/000-0000	BAD - P		.00	.00	10/23/91	528.89	04/30/	
00001-242-42-4242-42	242-42-4242-01	I - M		1294.27	.00	ADJUST	.1025	09/01/	
UNKNOWN	00000			.00	.00	.00	.0000	06/01/	

Figure 4-6. Search

5. HELPFUL HINTS

Importing Your Data

To import your data into an Excel spreadsheet, you need to open a new Excel worksheet or workbook. Once you have opened your workbook, go to the File Menu and select the Open option. Then you must locate the text document.

Next, you need to determine how the information should look in your Excel file. The Text Import Wizard - Step 1 of 3 appears and guides you through the import process. It is recommended that you choose the Fixed Width option. Then select the Next button.

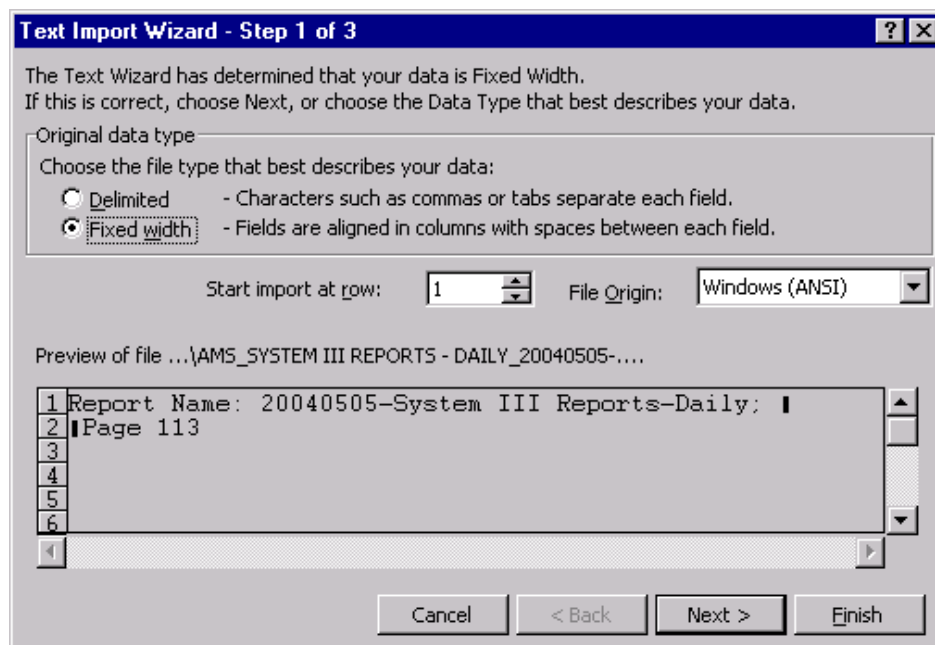


Figure 5-1. Text Import Wizard - Step 1 of 3

The Text Import Wizard - Step 2 of 3 allows you to set field widths or column breaks. You can create, delete, and move break lines. To CREATE a break line, you simply click at the desired position. To DELETE a break line, you need to double click on the line. To MOVE a break line, you click on the line and drag it to the desired position. Once you have all your break lines in the correct position, select the Next button.

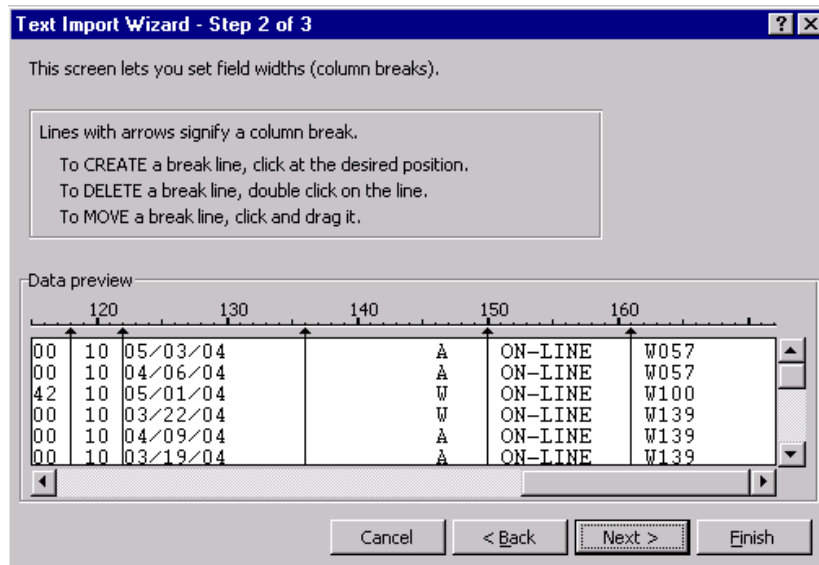


Figure 5-2. Text Import Wizard - Step 2 of 3

You will be able to format columns after you have imported your data into your Microsoft Excel spreadsheet.

The Text Import Wizard - Step 3 of 3 screen lets you select each column and set the Data Format by General, Text, Date, or not at all. If you select 'General', your data will convert numeric values to numbers. The date values are converted to dates, and all remaining values to text. You may also choose not to import a column by selecting 'Do not import column (Skip)'. Once you have determined your data format(s), select the Finish button. Your data then will be imported into an Excel spreadsheet. You may need to adjust the column widths.

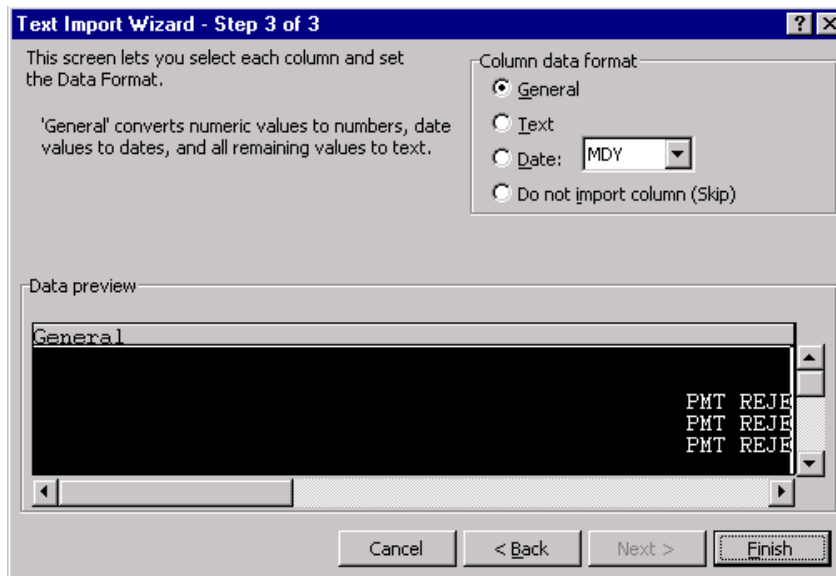


Figure 5-3. Text Import Wizard - Step 3 of 3

Microsoft Excel - AMS_SYSTEM III REPORTS - DAILY_20040505-System III Reports-Dai...										
File Edit View Insert Format Tools Data Window Help										
Arial 10 B I U [List Bulleted] \$ % , +.00 [Color] [Font Color]										
Aa ab [Bold] [Italic] [Underline] [List Bulleted] [List Numbered] [List Circle] [List Square] [List Diamond] [List Triangle										

Figure 5-4. Microsoft Excel Sample

Creating a Shortcut Key Using Microsoft Internet Explorer

After connecting to the *eXpressReports* Web site, as shown in Figure 2-2, select the File on the Menu Toolbar. Scroll down to the Send option and select the "Shortcut to Desktop" option.

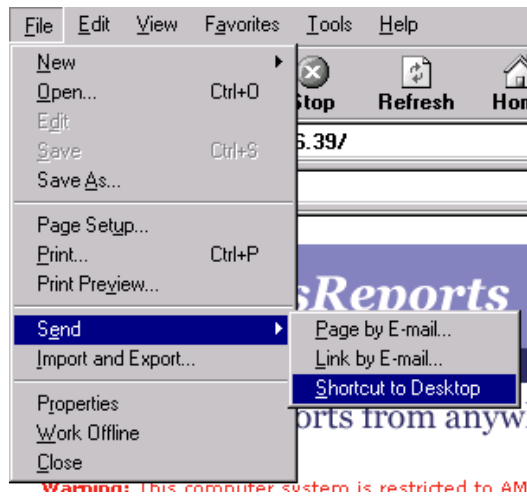


Figure 5-5. Shortcut To Desktop (Microsoft Internet Explorer)

To view your shortcut, minimize the Internet browser window. The following *eXpressReports* for the Internet shortcut key is displayed on your Desktop.



Figure 5-6. Shortcut Key

Creating a Shortcut Key Using Netscape Navigator

After connecting to the *eXpressReports* Web site, as shown in Figure 2-2, select Bookmarks, "Bookmark this Page."

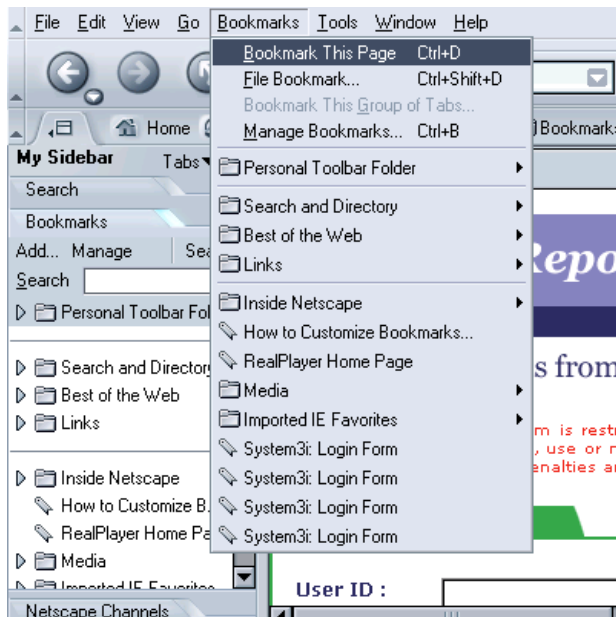


Figure 5-7. Create Shortcut Menu (Netscape Navigator)

Next, select "Open My Sidebar" from the menu bar. A list of your bookmarks will appear on the right side of your browser. Select the bookmark named *eXpressReports* and drag it onto your desktop. Your shortcut should now be on your Desktop.

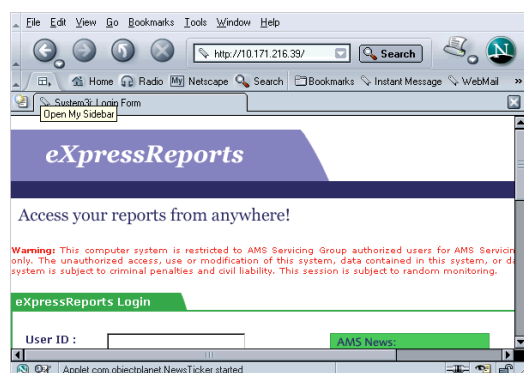


Figure 5-8. Create Internet Shortcut Screen

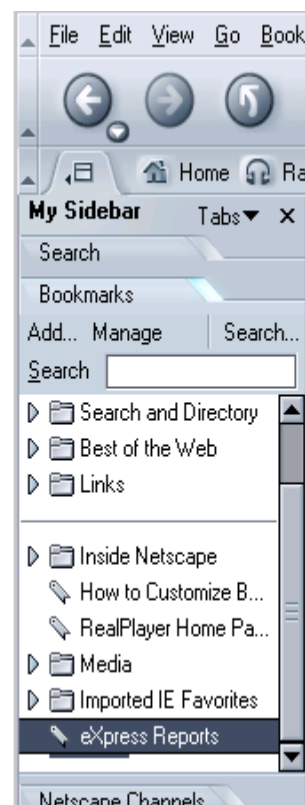


Figure 5-9. Sidebar

6. IDENTIFYING AND CORRECTING ERROR OCCURRED MESSAGES

Password Errors

Password Required

If you received the error message “Password is required,” you did not enter your password when you logged on to *eXpressReports*. To correct the error, you need to enter your password. To enter your password, click the OK button on the message dialog box.



Figure 6-1. A Password is Required Error Message

Password Does Not Match

If you received the error message “The Password you entered does not match the password we have on file,” you may have entered your password incorrectly. To correct the error, you need to re-enter your password correctly.

- The Password you entered does not match the password we have on file.

Figure 6-2. Password Does Not Match Error Message

Character Length

If you received the error message “Password can not be less than 6 characters,” you may not have entered enough characters when typing your password. To correct the error, you need to re-enter your password correctly.

- Password can not be less than 6 characters

Figure 6-3. Password Cannot be less than 6 characters

User ID Not Found

If you received the error message “Your User ID was not found. Please try again,” you may have entered an incorrect User ID or the ID may not have enough security to access this web site. To correct the error, you need to enter your User ID and password or call your Customer Service Representative to determine if your User ID is authorized to access this web site.

- Your User ID was not found. Please try again

Figure 6-4. User ID Not Found Message

ID Suspended

If you received an error message “The Use ID entered has been revoked,” your password has been suspended. Your password may have been suspended because over the past 60 days you entered your password incorrectly four times. To correct the error, you need to contact your Customer Service Representative and inform them that your password has been suspended. After speaking with the representative, you will be informed to proceed. Click the back button on your browser to reenter your password.

Password Expired

If you received the error message below, your password has expired.

System3i

Manage your student loan portfolio from anywhere!

Change Password

Your password has expired, please change your password to login.

User ID :

Old Password:

New Password:

Confirm New Password:

[Change Password](#)

[Forgotten your password?](#)

[Need a User ID & Password?](#)

[Help Desk](#)

Figure 6-5. Password Expired Error Message

To correct the error, you need to change your password. Re-enter your password in the Old Password field and then enter a new password in the New Password field. After re-typing your password for confirmation, click Change Password. Your password must be between six to eight alpha or numeric characters. You may not include any special symbols. Your password is not case sensitive and expires every 60 days.

Password Changed

Your password has been successfully changed. Click [here](#) to continue.

Figure 6-6. Password Changed Message

Once you have successfully entered your new password, you will receive a message stating You password has been successfully changed. You should use this new password for the next 60 days.

Password Contains a Reserve

If you received the Error Message “Error-New password contains a reserve word prefix,” you entered a password that contains a word that cannot be used as a password. In that case, must re-enter a new password.

- Error - New password contains a reserved word prefix.

Figure 6-7. New Password Contains a Reserve

Miscellaneous Errors**Session Expired**

If you received the above “Error Occurred” message, *eXpressReports* was not able to access the session because the current session is no longer valid due to inactivity by you. Therefore, the session was terminated. Inactivity includes not browsing through your reports for 10 minutes. To establish a new session with *eXpressReports*, click the Refresh button (Reload button if using Netscape) on your default browser toolbar and re-enter your User ID and password.

Sorry, your session has expired.

Figure 6-8. Session Expired