

# How To

## Use *iPROMise*

*iPROMise* provides your borrowers with the ability to complete their Entrance Counseling, the Loan Interview and the Federal Perkins Master Promissory Note (MPN) via a secure Web site, and is now available for **Perkins, Health Professions, PCL, NSL, and LDS programs**. The process is quick and allows your borrowers to electronically sign or manually sign their promissory note. **You can now offer specific functions, such as the entrance interview only or the MPN only, to your borrowers.** Best of all, *iPROMise* saves you time and keeps you in compliance with federal regulations. Read on to learn more!

**Here is an overview showing just how simple the complete process can be for you and your borrowers.**

- Your student will visit the [ipromise.campuspartners.com](http://ipromise.campuspartners.com) Web site. First time visitors will select their school and will be guided through the process of establishing their identity and registering for a User Name and Password that they will use to login to the site. (A student will only be allowed to register if Campus Partners has received notification of an award by the school.)
- Once logged in, the student will be taken through the Entrance Counseling session.
- After Entrance Counseling has been completed, the Loan Interview is presented.
- When all required data has been entered on the Loan Interview, the borrower will be presented with both the MPN and Truth-in-lending disclosure or the Total Loan Indebtedness disclosure if a multi-year MPN has previously been signed.
- Students receiving the MPN may sign their MPN using their FSA PIN number. If the student prefers to pen and ink sign their MPN, they can print the documents at their location, or if they do not have access to a printer, can request that a copy of the documents be mailed to them.
- Students receiving the Total Loan Indebtedness Disclosure will be asked to accept or decline the award.
- The student can return to the Web site at a later date and view and print their MPN.

Participating schools receive updated information on a daily basis of all activity by their awarded students.

The screenshot shows the iPROMise web interface. At the top, there's a navigation bar with links for Mission Statement, About Us, and Contact Us. Below this, a sidebar on the left contains links for Borrower services, Downloadable forms, and Information center. The main content area is titled 'Welcome to the Campus Partners Federal Perkins Entrance Counseling web-site!' and 'FIRST TIME FEDERAL PERKINS BORROWERS'. It provides instructions for first-time users, including a 'SKIP TO LOGIN' link. Below this is a 'SELECT YOUR SCHOOL' section with dropdown menus for State and School. A 'Browser/System Requirements' section lists necessary software like Adobe Acrobat Reader and Internet Explorer. At the bottom, there's a checkbox for certifying hardware and software requirements, followed by a list of information needed to complete the session, such as Social Security number, driver's license number, and contact information for parents and references. 'Continue' and 'Exit' buttons are at the bottom right.

## Getting Started

*iPROMise* is an optional service that requires a separate contract. After the contract is signed, customers submit a file that contains specific information regarding the students and their awards to Campus Partners via FTP. This file is loaded into the *iPROMise* database and the student can access and complete their MPN.

You can now offer separate components of *iPROMise* to your borrowers. For example, you can offer:

- o Completion of the entrance counseling only
- o Completion of the loan interview only
- o Completion of the Total Loan Indebtedness Statement only
- o Completion of the MPN – e-sign or printed by award recipient only
- o Completion of the MPN – mailed by Company



You can, of course, still offer the complete package to your borrowers or a combination of the above components.

## Borrower Notification

Notification to the awarded students of the availability of their MPN is an additional optional service. If this service is selected, the student will be notified of their availability by e-mail and/or letter notification. We can also help you monitor whether your student has signed their promissory note or completed their entrance interview and send them a reminder, as another optional service. Notices sent to your borrowers will include instructions for accessing the Web site. The cost of the notification depends on the method of notification.

## Reporting

We currently provide enhanced reporting for *iPROMise* customers. A file containing updated status information is available for download via FTP.

**For more information about *iPROMise*, please contact your Customer Service Representative or Account Manager.**

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