

# How to Request Your PIN Electronically

Your Department of Education PIN is assigned specifically to you. If you think your PIN has been compromised, if you do not yet have a PIN, or if you have misplaced yours, follow these instructions to obtain your PIN electronically.

1. Log onto [pin.ed.gov](http://pin.ed.gov)
2. Click *Pin Request and Information*, which takes you to the *Requesting Your U.S. Department of Education PIN* page.
3. Click *Change My PIN Information*, which takes you to the *PIN Information Change* page.
4. Enter your Social Security number, last name, date of birth, and click *Next*, which takes you to the *PIN Information Update* page.
5. Read about the PIN application process and click *Next*, which takes you to the *Step 1: Entry of Personal Information* page.
6. Fill in the required information. Be sure to enter an email address and a security pass-phrase, then click *Next*, which takes you to the *Step 2: Submit Your PIN Application Information* page.
7. Read the information and click *Submit My PIN Application*.
8. When your PIN application is successfully received, the *Step 3: PIN Application Confirmation* page will appear, and will display a Confirmation Stamp code. Within three business days you will receive an email notice that your PIN is ready and information on how to electronically retrieve it. For security purposes, your PIN will be available for online retrieval for only 14 days from the date you submitted your request. If you do not retrieve your PIN within those 14 days, you should go to the PIN site at [pin.ed.gov](http://pin.ed.gov) to find information on how to submit a new PIN request.

[mygreatlakes.org](http://mygreatlakes.org)

## COMPLETING YOUR ONLINE MASTER PROMISSORY NOTE



# Completing Your Online Master Promissory Note

On behalf of your school, we would like to explain how fast and easy it is to complete your loan application with the online Master Promissory Note. You can even sign your note electronically in a completely secure environment. This guide will provide important information to assist you through the online Master Promissory Note process. Please pay attention to your school's specific deadlines and procedures, and don't hesitate to contact your school's financial aid office with questions.

Have these items ready *before* you begin:

## Award notification

- Personal Identification Number (PIN) from the Department of Education
- Driver's license number
- Two references (name, address, and telephone number). You must provide two separate references with different U.S. addresses.

## Signature Options

After you have entered all your information, you may choose to sign the note electronically, print the note and sign the paper copy, or request that a note be mailed to you for your signature. Mailing instructions will be provided if you choose either of the last two options.

## How to fill out the online Master Promissory Note (MPN)

1. Follow the instructions on the award notification on how to access the online MPN from your school's Web site.
2. On the *FASTLoans™* application home page, read the information under *Before you start*, and gather all the necessary items before you begin.
3. When you have your materials ready, click *Apply Now*, which takes you to the personal identification page.
4. Enter the personal identification information requested, then click *Continue*, which takes you to the lender page.
5. Select the lender of your choice from the list displayed. Make your choices for the *Lender Privacy Notice*, the *Interest Payments*, and click *Continue*, which takes you to the application.
6. Fill in all the information requested on the application and click *Continue*, which takes you to the update page.
7. If any changes are necessary, click on *Update*. If all the information is correct, determine how you want to sign your MPN – 1) electronically, 2) by printing a copy and signing it, or 3) by having a copy sent to you for signing – and click the appropriate button. We prefer that you sign the Master Promissory Note electronically, but it is not required.
8. If you do decide to sign electronically, you'll be directed to read the *Electronic Signature Disclosures and Consent* information before you continue with the process. Click *Continue with Electronic Signature* when you're ready to proceed. This will take you to the *Authentication of your Department of Education PIN* page.
9. On the *Authentication of your Department of Education PIN* page, you'll find a link to obtain a PIN if you don't have one, or if you have misplaced yours. You will be directed to the *Student Authentication Network* page when you click the *Continue with Electronic Signature* button so that you can sign the Master Promissory Note in a secure environment. (More instructions on how to request a PIN electronically appear in this brochure.)
10. When you have completed your authentication, click on the *Submit* button, which will take you to the terms and rights page. You must read the *Federal Master Promissory Note Terms and Conditions* and the *Borrower's Rights and Responsibilities Statement* – links are provided on the terms and rights page. Be sure you understand these documents; it's a good idea to print them out for future reference.
11. After you have followed the instructions for signing your Master Promissory Note electronically, click on the *Submit my electronic signature* button, which will take you to a confirmation page. A link on the confirmation page allows you to print out a copy of the MPN for your own records.
12. If you are a first-time *student* borrower, you must complete entrance counseling online before you receive your first disbursement. Your financial aid office will direct you to the entrance counseling site. If you do not have access to a computer, the financial aid office will direct you to one that you can use for all of your financial aid needs. It is not necessary for parent borrowers to take this step.

