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TO: Directors of Financial Aid
Public and Private/Independent Institutions of Higher Education

FROM: DeChà Reid
Director, Financial Aid Services

DATE: August 8, 2018

RE: UPDATE: B-On-Time Loan Counseling Module

The Texas B-On-Time (BOT) Loan Counseling Module located on the HHloans website was experiencing technical difficulties, but is now available to student borrowers. Currently, students **must** complete the module using a Chrome internet browser directly through the HHloans website to allow the launching of the final registration page. We are working to restore the ability to complete the counseling using other browsers such as Internet Explorer.

The BOT completion report that was previously accessible through HelmNet is still unavailable. A notification will be sent when there is a reporting option.

If you have questions, please contact Financial Aid Services at (844) 792-2640 or [CONTACT US](#) (select the "Student Loan - School Info Request" option in the drop-down selection under **Contact Reason**).

cc: Charles W. Puls, Deputy Assistant Commissioner
Rinn Harper, Director, Borrower Services