



**TEXAS HIGHER EDUCATION
COORDINATING BOARD**
Agency Operations and Communications
P.O. Box 12788 Austin, Texas 78711

LINDA BATTLES, M.P.A.F.F.
*Deputy Commissioner
Agency Operations and
Communications/Chief Operating
Officer*
512-427-6205
Fax 512-427-6127

KEN MARTIN
*Assistant Commissioner for
Financial Services/Chief Financial
Officer*
512-427-6173
Fax 512-427-6169

CHARLES W. PULS, Ed.D
*Deputy Assistant Commissioner
for Student Financial Aid Programs*
512-427-6365
Fax 512-427-6423

ZHEN ZHEN SUN
*Interim Assistant Commissioner for
Information Solutions & Services*
512-427-6259
Fax 512-427-6447

TONIA SCAPERLANDA
*Director
Human Resources*
512-427-6193
Fax 512-427-6510

JOHN WYATT
*Director
External Relations*
512-427-6586
Fax 512-427-6127

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

FROM: DeChà Reid
Director, Financial Aid Services

DATE: March 20, 2017

RE: Higher Education Loan Management System (HELMS) Upgrade

The loan certification portal on HHloans (HelmNet) is being upgraded with new and improved functionality. During the period of **April 5, 2017 through April 9, 2017**, the Institution Login portal will be unavailable. Access to the Institution Login portal and the ability to certify loans will be restored by 8:00 a.m. CST on **April 10, 2017**.

The online loan application service for students will be unavailable from 5:00p.m. CST on **March 31, 2017 through April 9, 2017**. During this time, students will not be able to initiate a new loan application. The online loan application service will resume at 8:00 a.m. CST on **April 10, 2017**.

Institutions are encouraged to complete several online training modules available on [Student Financial Aid Program Information](#) website, participate in a live demonstration on March 22 and March 23, 2017, and participate in a conference call Q&A session on March 28 and March 29, 2017 to ensure staff members are prepared for the new system.

For questions or concerns, please contact Financial Aid Services at 844-792-2640 or Grantinfo@thehb.state.tx.us.

cc: Ken Martin, Assistant Commissioner
Charles Puls, Deputy Assistant Commissioner
Rinn Harper, Director, Borrower Services