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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: April 10, 2017

RE: HelmNet Loan Portal – User Access Notification

The loan certification portal on HHloans (HelmNet) has now been upgraded with new and improved functionality. The institutions will be issued new usernames and passwords which will be sent in two separate emails to each individual active user. The previous loan portal and any credentials associated with it will no longer be available.

As a reminder, institutions are encouraged to complete several online training modules available on [Student Financial Aid Program Information](#) website.

If you have any questions or issues logging in, please contact Financial Aid Services at (844) 792-2640 or UserAccess@theccb.state.tx.us.

cc: Ken Martin, Assistant Commissioner
Charles W. Puls, Deputy Assistant Commissioner