Frequently Asked Questions for Students
Electronic Promissory Note Signature
New Identity Validation Process

I entered my First Name, Last Name, Date of Birth, and SSN and it is not allowing me to complete the electronic signature process. Am I doing something wrong?

You are not doing anything wrong. We use a third-party service to validate your identity. Most likely, you may not have an adequate transaction history that allows for a third-party to validate that each of the four pieces of information you provided match the validation sources.

I signed my Promissory Note electronically last year. Why can't I sign electronically again this year?

Previously, we used the FAFSA PIN issued by the Department of Education Federal Student Aid (Department) to last validate your identity. The Department has made changes to the way that students will login to several of their systems. They will no longer be issuing a FAFSA PIN. Due to this change, we are not able to validate your identity using the FAFSA PIN. We must use a third-party service to complete the validation process.

Most likely, you may not have an adequate transaction history that allows for a third-party to validate that each of the four pieces of information you provided match the validation sources.

What company are you using to validate my identity? Is it secure?

We have examined and thoroughly tested multiple third-party services that can validate the student's identity and have selected LexisNexis® as our third-party provider.   LexisNexis is a leading global provider of information solutions.

LexisNexis has systems security intended to ensure the availability, confidentiality and integrity of data. They have multi-layered systems for IT, IS and physical security. They use industry-standard access control software and methods that include vulnerability analysis, rigorous intrusion detection systems and regular penetration testing. LexisNexis information and system

security professionals continuously refine these processes as threats evolve. To learn more, visit http://www.lexisnexis.com/privacy/for-consumers/.

The system informed me that I have to print and sign the Promissory Note because it could not validate my identity. Can I retry the validation process?
No. Once the system informs you that your identity could not be validated, you will need to print, complete, and return the signed the Promissory Note package to your school.