

HOW TO

Help International Students Use MyCampusLoan

As part of our efforts to enhance our system, we have added a borrower identifier to System III allowing the entry of student visa numbers for international students who do not have a social security number. International students with a student visa number recorded on our system are now able to register for MyCampusLoan.com, view account details, and make payments.

- 1 To access the Borrower Supplemental Information screen, enter **BSUP** in the **Option** field.

```
BORROWER SUPPLEMENTAL INFORMATION          OPTION █
TRANS SOURCE W          RAAN 801 90 0491
ACCOUNT 000 586 682 01  SSN 888 02 0115    CAMPUS PARTNERS-DEMO UNIV
PROGRAM 00006          LOAN 888 02 0115 01  STUDENT ID _____
NAME SWAIM, CARLENE G

PRIMARY ADDRESS
333 FUTURE ROAD          #77552
CITY/STATE MISSISSIPPI ND          ZIP 73112          PHONE 800 222 1112          GOOD
BAD DOM SRC MAIL ADR CHG 02 22 06          PH SRC INST PH CHG 00 00 00

WORK PHONE _____ EXT _____ ST _____ CHG 00 00 00 SRC _____
MOBILE PHONE _____ ST _____ CHG 00 00 00 SRC _____
INTL PHONE _____ ST _____ CHG 00 00 00 SRC _____

EMAIL ADDRESS _____ ST _____ CHG 00 00 00 SRC _____
STUDENT VISA _____ ST _____ CHG 00 00 00 SRC _____
```



- 2 Next, enter the Student VISA Number in the **STUDENT VISA** field. The number is 14 characters and can be alpha/numeric. Then enter **CHG** in the Option field and press **Enter**. The following screen will be displayed:

```
BORROWER SUPPLEMENTAL INFORMATION          OPTION █
TRANS SOURCE W          RAAN 801 90 0491
ACCOUNT 000 586 682 01  SSN 888 02 0115    CAMPUS PARTNERS-DEMO UNIV
PROGRAM 00006          LOAN 888 02 0115 01  STUDENT ID _____
NAME SWAIM, CARLENE G

PRIMARY ADDRESS
333 FUTURE ROAD          #77552
CITY/STATE MISSISSIPPI ND          ZIP 73112          PHONE 800 222 1112          GOOD
BAD DOM SRC MAIL ADR CHG 02 22 06          PH SRC INST PH CHG 00 00 00

WORK PHONE _____ EXT _____ ST _____ CHG 00 00 00 SRC _____
MOBILE PHONE _____ ST _____ CHG 00 00 00 SRC _____
INTL PHONE _____ ST _____ CHG 00 00 00 SRC _____

EMAIL ADDRESS _____ ST _____ CHG 00 00 00 SRC _____
STUDENT VISA 20079876542008 ST _____ CHG 00 00 00 SRC _____

I2029 UPDATE(S) SUCCESSFUL
```

- 3 If you have entered a Student Visa Number that already exists on a loan for another borrower, you will see the following error message:

```
ST      CHG 00 00 00  SRC
STUDENT VISA  20078765432008

E5152 STUDENT VISA NUMBER IN USE BY ANOTHER BORR I1969
```

- 4 To identify the borrower information associated with the number already in use, enter **Visa** in the **Option** field and press **Enter**. If the loan that is already associated with the Visa number that you entered is within your school's portfolio, it will be displayed on the Student Visa Number Inquiry screen. Otherwise, you will need to contact your Customer Service Representative for assistance.

```
STUDENT VISA NUMBER INQUIRY      PAGE 1 OF 1      OPTION █ SELECT
STUDENT VISA NUMBER 20079876542008

SEL BORROWER NAME                RAAN          BORR NUMBER    BIRTH DT
1) SWAIM, CARLENE G              801 90 0491   000 586 682   _ _ _
```

- 5 To view additional information for the borrower displayed on the Student Visa Number Inquiry screen, enter the desired System III screen (such as **MAIN**) in the **Option** field, enter **1** (the number to the left of the borrower's name) in the **Select** field, and press **Enter**. The corresponding System III screen will be displayed.