

# Send Secure Information to Great Lakes



We understand how important information security is. You can safely and conveniently send sensitive information (e.g., responses to the Outdated Contact Information report, deferments and forbearances, enrollment verifications) to Client Services or your Great Lakes representative through your secure account on the Great Lakes website (<https://home.mygreatlakes.org>).

**Note:** The figures you see may look slightly different based on your user type.

## Sending Files to Client Services

You can securely send files directly to Client Services and receive a copy of the email to confirm it sent.

1. Access and log into your portal on the Great Lakes website (<https://home.mygreatlakes.org>).
2. Select *My Tools > Secure File Upload*.

The Contact Client Services page opens.

A screenshot of the "Contact Client Services" web form. The form has a title "Contact Client Services" and introductory text. It contains several input fields: "Your Name" (pre-filled with "Wisconsin University"), "Your Email Address" (pre-filled with "wisconsinuniversity@nomail.com"), "Your Telephone Number", "Subject", and "Your Message" (with a security warning). There is an "Attach File" section with a file icon and "File Type" dropdown menu. A "Borrower Information" section includes fields for Name, SSN, and DOB (Month, Day, Year). At the bottom, there is a checkbox for "Send a copy of this message to my email address listed above" and "Submit" and "Reset" buttons.

**Contact Client Services**

Contact Client Services with questions about day-to-day operations. For help with high-level issues such as direct lending, default prevention, and training, contact your **Representative**.

Client Services will use the following information from your login account to contact you. To update the information below, contact the Great Lakes administrator for your institution.

**Your Name**  
Wisconsin University

**Your Email Address**  
wisconsinuniversity@nomail.com

**Your Telephone Number**

**Subject**

**Your Message** For security reasons please provide personal information only under Borrower Information or in Attach File, not within Your Message.

**Attach File**  
Welcome to Great Lakes - PDF.pdf

**File Type**  
Select A File Type

**Borrower Information**

Name	SSN	DOB
		Month   Day   Year

+ Add another borrower

Send a copy of this message to my email address listed above.

**Submit** | [Reset](#)

Figure 1. Example of the Contact Client Services page

**Note:** The *Your Name* and *Your Email Address* fields populate automatically based on your account login information. To update this information, contact the administrator at your institution.

3. Enter your phone number and message in the corresponding *Your Telephone Number*, *Subject* and *Your Message* fields. If you will be attaching a file to your email, no subject or message is required. If not, insert your subject and message here.

**Note:** The *Your Message* field has a 1,000 character limit.

4. If you want to include a file, complete the following.

- a. Click the Attach File icon.

The Choose File to Upload dialog box opens.

- b. Navigate to and select the appropriate file.

**Note:** You can attach one file with each email. Files cannot exceed 100 MB.

- c. Click **Open**.

The name of the document displays in the *Attach File* field.

5. If you attach a file, you will be prompted to indicate what type of documentation you're attaching. This will expedite delivery of your documentation to the appropriate area within Great Lakes. A drop-down menu will appear with options appropriate to your role (e.g., loan servicer, school, lender).

- a. If you are a loan servicer, you'll have options to upload documentation related to borrower bankruptcy, promissory notes, or borrower death, for example.
- b. If you are a financial aid professional, you'll have options to upload forbearance or deferment forms, IDR forms, or enrollment verification forms, for example.
- c. Lenders will be able to upload various documentation types in the *Other Documentation* category.

6. If you're sending personally identifiable information (e.g., borrower names, SSNs, or dates of birth), enter it in the appropriate fields in the Borrower Information section.

**Note:** For security reasons, only enter personally identifiable information in the Borrower Information section or include it in an attached file. To add additional fields in the Borrower Information section, click the Add icon.

7. If you want to receive a copy of your email and confirmation that Great Lakes received your email, ensure *Send a Copy of this Message to My Email Address Listed Above* is selected.

8. Click **Submit**.

## Sending Files to Your Representative

You can securely send files directly to your Great Lakes representative and receive a copy of the email to confirm it sent.

**Note:** This functionality is limited based on user type.

1. Access and log into the Financial Aid Professionals portal (<https://schools.mygreatlakes.org>).
2. Click Email [Representative's Name] in the Support section.

The Contact Your Representative page opens with the *Your Name*, *Your Email Address*, and *Subject* fields populated based on your account information. To update this information, contact the administrator at your institution.

## Contact Your Representative

Contact your representative for questions about high-level issues such as direct lending, default prevention, and training. For help with day-to-day operations, contact [Client Services](#).

Your representative, Debbie Murphy, will use the following information from your login account to contact you. To update the information below, contact the Great Lakes administrator for your institution.

**Your Name**

**Your Email Address**

**Your Telephone Number**

**Subject**

**Your Message**  
For security reasons please provide private personal information only under Borrower information or in Attach File, not within Your Message.

0/1000 character max

**Attach File**  
 

**Borrower Information** 

Name	SSN	DOB	
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Send a copy of this message to my email address listed above.

| [Reset](#)

Figure 2. Example of the Contact Your Representative page

3. Enter your phone number and message in the corresponding *Your Telephone Number* and *Your Message* fields. If you will be attaching a file to your email, no message is required. If not, insert your message here.

**Note:** The *Your Message* field has a 1,000 character limit.

4. If you want to include a file, complete the following.

- a. Click the Attach File icon.

The Choose File to Upload dialog box opens.

- b. Navigate to and select the appropriate file.

**Note:** You can attach one file with each email. Files cannot exceed 100 MB.

- c. Click **Open**.

The name of the document displays in the *Attach File* field.

5. If you're sending personally identifiable information (e.g., borrower names, SSNs, or dates of birth), enter it in the appropriate fields in the Borrower Information section.

**Note:** For security reasons, only enter personally identifiable information in the Borrower Information section or include it in an attached file. To add additional fields in the Borrower Information section, click the Add icon.

6. If you want to receive a copy of your email and confirmation that Great Lakes received your email, ensure *Send a Copy of this Message to My Email Address Listed Above* is selected.

7. Click **Submit**.