

We understand how important information security is. You can safely and conveniently send sensitive information (e.g., your School College Cost Meter file or claim files) to the appropriate Ascendium staff through your secure account on the Ascendium Partner portal (<https://ascendiumeducationsolutions.org>). You can also choose to receive a copy of the email to confirm your information was sent.

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

1. Access and log into the Ascendium Partner portal.
2. Open the Securely Contact Client Services page by doing one of the following.
 - Select *Tools > Secure File Upload*.

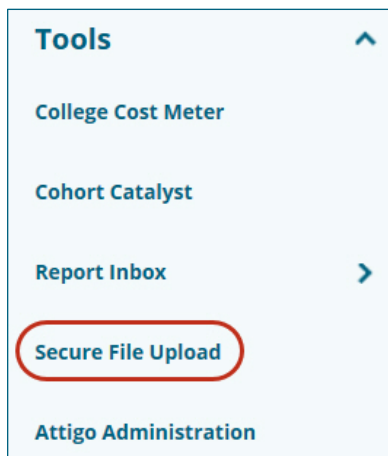


Figure 1. Example of the Tools menu, identifying the Secure File Upload menu item

- Click [Launch Secure File Upload](#) in the Secure File Upload dashboard tile on the homepage.

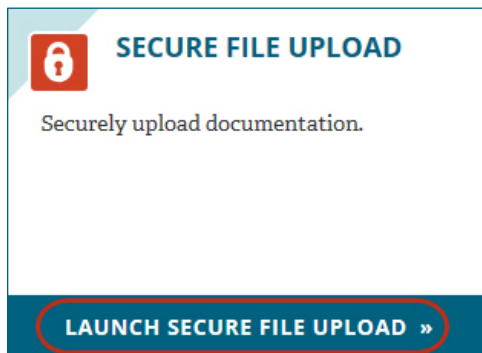


Figure 2. Example of the Secure File Upload dashboard tile, identifying the [Launch Secure File Upload](#) link

Securely Contact Client Services

Send confidential questions and files to Client Services.

Client Services will use the following information from your login account to contact you. To update this information, contact the account administrator at your institution.

Your Name <input type="text" value="John User"/>	Subject <input type="text"/>
Your Email Address <input type="text" value="juser@nomail.com"/>	Your Message <input type="text"/>
Your Telephone Number <input type="text"/>	<div style="border: 1px solid orange; padding: 5px;"> Attention For security reasons please provide personal information only under Borrower Information or in Attach File, not within Your Message. </div>
Attach File <input type="text"/>	

Borrower Information

Name <input type="text"/>	SSN <input type="text"/>
Date of Birth Month <input type="text"/> Day <input type="text"/> Year <input type="text"/>	
<input type="button" value="ADD ANOTHER BORROWER"/>	
<input type="checkbox"/> Send a copy of this message to my email address listed above.	
<input type="button" value="SUBMIT"/> Reset	

Figure 3. Example of the Securely 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.

Note: You can also access the Securely Contact Client Services page by clicking [Email Client Services](#) in the Support Team section, available on most pages after you log in.

- Enter your phone number and message in the corresponding *Your Telephone Number*, *Subject*, and *Your Message* fields.

Note: The *Your Message* field has a 1,000 character limit. If you're attaching a file to your email, no subject or message is required.

- If you want to include a file, complete the following.
 - Click the Attach File icon to open the Choose File to Upload dialog box.

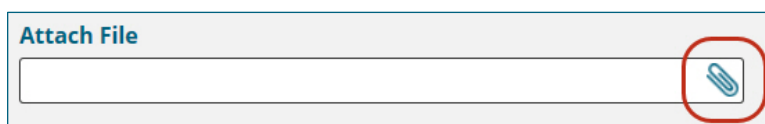


Figure 4. Example of the Securely Contact Client Services page, identifying the Attach File icon

- Navigate to and select the appropriate file.

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

c. Click **Open**.

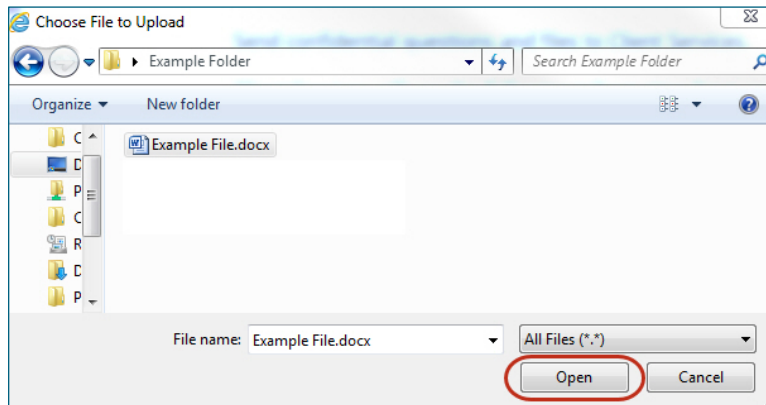


Figure 5. Example of the Choose File to Upload dialog box, identifying the **Open** button

The name of the document displays in the *Attach File* field, and the *File Type* drop-down list displays.

Figure 6. Example of the Securely Contact Client Services page, identifying the populated Attach File field and the File Type drop-down list

Note: The *File Type* drop-down list is used to indicate the type of documentation you're attaching to expedite delivery of your documentation to the appropriate area within Ascendium. The available options are appropriate to your role (e.g., loan servicer or school).

- If you're a loan servicer, you see options to upload documentation related to borrower bankruptcy, promissory notes, or borrower death, for example.
- If you're a financial aid professional, you see options to upload forbearance or deferment forms, income-driven repayment forms, or enrollment verification forms, for example. If you're submitting a test School College Cost Meter file, select *Attigo* from the *File Type* drop-down list to route the file to the Attigo Support team.

- 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.

Figure 7. Example of the populated 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 **Add Another Borrower**.

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

Figure 8. Example of the Securely Contact Client Services page, displaying the selected checkbox and identifying the **Submit** button