

Accessing Borrower Accounts

There are two ways to access borrower accounts in SAL. The first is to type a Social Security number or Student ID number in the SSN# field on SAL's Primary Window.



Alternately, the Search action tab can be used to search for an account using the appropriate criteria. From the Primary Window, click the Search action tab then click the desired search option.

Prior Accounts	Displays the last five accounts you accessed.
Name	Used to search by last and/or first name. You can search using just the first few characters in a name.
Maiden	Allows you to search using a maiden name.
Student SS Number	Student Social Security Number. Note: You can type the full SSN directly on the Primary Window in the top left corner.
Student ID Number	Student ID Number. It is a unique number assigned by the school to the student. Some schools do not track students by SSN and prefer to use SID.
Student Old Number	If the borrower's account was initially created by another loan servicing company, the Student Old Number search can be used to find the account using the account number assigned by the original loan servicing company.
Co-Signor	Search for co-signor by last and/or first name. You can search using partial names.

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Archive	Accounts are archived a year after they are paid in full. You can search for archived accounts using last and/or first name, SSN, and SID. This search accesses only archived data.
Last 4 digits SSN	Allows you to search for a borrower using the last four digits of his/her social security number.
Email address	Search for a borrower using an email address.
Phone Number	Allows you to search using a borrower's phone number.
Cancel	Exit the Search options screen.

