



TEAM User Account Setup & Data Security Guidelines

What is TEAM?

TEAM (Title IV Electronic Awards Management) is GEMCOR, Inc.'s Web-Based software system that allows schools to access ISIR data and package student awards for any campus, at any time, from any computer with Internet connectivity. TEAM eliminates the need for any file exports or transmissions. New ISIRs will be automatically loaded into your online database each day by GEMCOR, and your daily payment requests will be automatically exported for processing and awarding. The system reduces the turnaround time on your awards, uses today's state of the art technology, and saves you from the expense and burden of copying and mailing cumbersome packages of student files. The TEAM Application offers the most flexible and user-friendly way to manage Title IV Federal Student Aid Awards

TEAM User Accounts

Due to the sensitive and personal nature of student ISIR data, all TEAM users must have unique user accounts to ensure proper data protection and prevent unauthorized access.

- User accounts can only be created by GEMCOR
- All TEAM user account requests must come from a school owner or an authorized school official
- Each user must have a unique email address. Email addresses cannot be shared across user accounts

TEAM User Authorization Form

Attached is the TEAM User Authorization Form. A separate form must be completed for each individual at your institution who requires TEAM access. Multiple levels of security and authorization are available: Some users may only view and print ISIRS, while other users may be authorized to approve verification, resolve c-codes, package awards, request payments, and more. These levels of authorization are explained in page 2 of this document.

Employee Access Management

It is essential to notify GEMCOR staff of any changes in employee access status. This ensures that sensitive data remains protected and that only authorized personnel have access to federal reporting tools and student information. To request deactivation of a TEAM or Sharefile account, please email TEAM@gemcorinc.com and a GEMCOR staff member will promptly process your request.

Secure Document Submission via ShareFile

To maintain compliance with federal regulations and ensure data security, GEMCOR uses ShareFile as our secure document submission portal. Please upload completed forms to your school's designated ShareFile folder, as GEMCOR cannot accept any email attachments containing personally identifiable information (PII), including student data, employee records or any other sensitive documentation.

If you have any questions, or need assistance, please contact us at any time. We are confident that you will find the TEAM Application to be a highly accurate, flexible, and user-friendly system designed to support your Federal Student Aid administration needs.

Best regards,

Don Grybas
President
GEMCOR, Inc.

Creating TEAM User Accounts

- Each person being given access to TEAM must have a unique User Account
- Each User Account must have a unique email address for password reset purposes
- Passwords will be required to be changed every 90 days
- User Accounts and passwords are not to be shared with any other person
- User Accounts will be created by GEMCOR after receipt of a signed Authorization Form
- Users will only be given the permissions established on the Authorization Form

User Account Permissions

View/Print ISIR Records

This permission authorizes the user to view and print student ISIR records only.

View/Print Everything

This permission authorizes the user to view and print disbursement listings, award letters, and general TEAM System reports.

Package Awards/Create Disbursements

This permission authorizes the user to package student files and create disbursement records.

Approve Disbursements

This permission authorizes the user to approve the actual disbursement of pending payments.

Refunds

This permission authorizes the user to create Title IV refund entries to the student file.

Verification/C-Code Approvals

This permission authorizes the user to approve an ISIR's verification and/or C code status. It will allow the user to confirm that adequate verification or C code resolution documentation is on file without the independent review of GEMCOR staff. The Department of Education holds third-party servicers equally responsible with their client institutions for FSA administrative compliance. Due to this, our protocol for gaining the ability to self-approve verification and C-code statuses in TEAM requires that staff members must first demonstrate proficiency in these processes. We require the submission of 10 verification and C-Code files that are approved without any rejections prior to accessing this level of permissions in TEAM. This requirement serves as confirmation that the staff member is administratively capable of adhering to the regulatory standards governing verification and C-code clearance.

Counseling Information

This permission authorizes the user to record/modify a student's entrance counseling status.

COA Budget Information

This permission authorizes the user to create/modify cost of attendance budget information.

Export Capability

This permission authorizes the user to export data from the TEAM Application for import into other on-campus computer software applications.

Users may be given a single permission, multiple permissions, or complete supervisory access. Place a check mark by all permissions being granted on the Authorization Form. Users cannot create accounts or modify permissions. This can only be done by GEMCOR after receipt of a completed Authorization Form signed by the school owner or authorized school official.

TEAM System User Authorization Form

☐ New User Account ☐ Updated User Permissions

Employee First & Last Name

Email Address (must be unique to the user) *

Date of Birth*

Mother's Maiden name*

TEAM User Name (min 8 characters)

The User Name will be used each time the user logs into TEAM. It can be any user name that the user selects. It is not case-sensitive. We recommend that the user create a user name that will be easy to remember.

School Name(s) & Federal School Code(s)

List all campuses above to which the user is being granted access (including any additional locations). Attach a separate sheet if the user is being given access to more than 8 campuses.

*These fields will be used only for password reset functionality. GEMCOR never shares any personal information with any other third party.

School Official's Certification

By signing below, I certify that I am an authorized official of the institution(s) listed above and I authorize GEMCOR, Inc. to create a TEAM User Account for the individual named herein. The user shall be granted only the permissions checked above and shall be granted access to data pertaining only to the schools listed above. To ensure data security, upload this signed form to your school's designated ShareFile folder. GEMCOR cannot open any email attachments containing PII.

TEAM User Account Permissions

Check All That Apply

- ☐ View/Print ISIR Records
- ☐ View/Print Everything
- ☐ Package Awards/Create Disbursements
- ☐ Approve Disbursements
- ☐ Refunds
- ☐ Verification/C-Code Approvals
- ☐ Counseling Information
- ☐ COA Budget Information
- ☐ Export Capability

*See page 2 for detailed descriptions of each User Account Permission

Email Distribution List Permissions

Check All That Apply

- ☐ General Information / Important Deadlines Email Notifications
*Check this box if this user should receive general information/updates and important deadlines via email.
- ☐ Verification / C-Code Email Notifications
*Check this box if this user should receive Verification and C-Code notifications via email.
- ☐ Disbursement Journal Email Notifications
*Check this box if this user should receive Disbursement Journal notifications via email.
- ☐ Enrollment Roster Reporting Email Notifications (SSCR)
*Check this box if this user should receive regular Enrollment Roster Reporting notifications via email.
- ☐ TRAX User Updates Email Notifications
*Only check this box if your school uses our TRAX software and this user should receive emails related to TRAX functionality and updates.

ShareFile User Account Permissions

(Secure Document Submission Portal)

- ☐ Full Access to School's ShareFile Folder(s)
*Check this box if this user should have access to your school's ShareFile folder. They will be able to view any documents in ShareFile as well as download and upload to your school's ShareFile folder.

School Owner or Corporate Official's Signature

School Owner or Corporate Official's Name & Title

Date