



Student Loans Company

Dear Colleagues,

As you will be aware, the Student Information Service (SIS) is now live. This service is hosted on the HE Portal and enables HEIs to view student information, confirm ongoing attendance (the ACR process), complete Change of Circumstance notifications and view financial reports on-line.

When the Student Information Service was rolled out all primary contact's for the CoC Service were automatically given the role of **Student Information Service User Administrator** which enables them to set up any number of further users with access to the Student Information Service and the different user roles within (as detailed below). **We only require one Student Information Service User Administrator per HEI.**

We requested that each HEI confirms who should be the Student Information Service User Administrator for their institution by contacting the HEI Services team (HEI_Services@slc.co.uk). The nominated Student Information Service User Administrator will then be able to set up any number of further users with the various levels of access as detailed below.

The Student Information Service User Administrator will have the access and responsibility to set up all the required SIS users at their institution. The user access roles within the Student Information Service are as follows:

Student Information User Administrator - enables the user to set up / delete any number of users to the Student Information Service

Student Information Advisor - enables the user to access the Student Information section of SIS

Attendance Administrator - enables the user to access the Attendance section of SIS and confirm student's attendance

CoC Administrator - enables the user to access the CoC section of SIS and submit student change of circumstance notifications

CoC Advisor - enables the user to access the CoC section of SIS in a 'view-only' capacity

Student Information Service Report Advisor - enables the user to access the Financial Reports section of SIS in a 'view-only' capacity

If you have any questions or require any clarification on this process please feel free to contact HEI_Services@slc.co.uk

Regards,

Susan Maguire
Partner Services Manager