

## Appendix 1 – ELP Certificate Pick Up Procedures

### Introduction

To access the ELP system you must install a digital ID certificate into a Web browser. The PC and browser that you use **MUST** be the same one that you will use to carry out the electronic submission. The version certificate will support one of the following:

Internet Explorer

Netscape Navigator

### Instructions

The following instructions will guide you through this procedure. If you need telephone or on-site support, please contact the Help Desk.

### Digital Certificate request

Go to the following site:

<https://onsite.trustwise.com/services/TheStudentLoansCompanyLimited/client/userEnrollMS.htm>

If you are not using the hyperlink from this document, note that the address is case sensitive and must be entered exactly as shown.

### Complete Enrolment Form

All the fields on this screen are compulsory. The system requires the information before it can proceed with the enrolment.

These fields are:

Field Name	Description	Example
First Name	Christian Name	<b>Martin</b>
Last Name	Surname	<b>Sadler</b>
E-mail Address	Contact e-mail address at HEI	<b>teaching@blueyonder.co.uk</b>
Title	Position held within HEI	Administrator
Address	First line of HEI address	e.g. 100 Bothwell Street
LEA/HEI Code	<b>PLEASE ENTER YOUR HEI CODE IN UPPERCASE</b>	ABIV
City/Town	City of above Address	e.g. Glasgow
Country	Country of above Address	GB

*This information will be available to the general public under the guidance of the Data Protection Act.*

On this form you will be prompted for a challenge phrase. This is a security measure and will be used later when you:

- pick up the certificate
- renew the certificate

Your challenge phrase should be something you do not reveal to anyone, but also something that you will easily remember. For example your mother's maiden name – PLEASE DO NOT USE THIS EXAMPLE!

Do not change the entry in the cryptographic service field.

You should now read the contract then click **Accept**.

You will be asked two further questions about signing the RSA key. Please accept the default settings.

## Acknowledgement

You will then be asked to check the email account you specified in the enrolment form as you will receive an acknowledgement from Trustwise with details as follows:

To: <your email address>  
Subject : Digital Certificate Request Confirmation

Dear <your name >

Thank you for requesting a Digital ID. Your administrator is processing your request, and will notify you when your Digital Certificate is ready ...

At this point SLC will review and approve or reject the digital certificate.

## Approval

If approved you will be contacted by email with instructions on how to pick up the certificate.

### Pick up Digital Certificate

The approval email with details as follows provides instruction on how to pick up your certificate:

To: <your email address>  
Subject : Digital Certificate Request Confirmation

Dear <your name >

Your administrator has approved your Digital Certificate request ...

For Netscape users please visit  
<https://onsite.trustwise.com/onsitegetid.htm>

For Microsoft users please visit  
<https://onsite.trustwise.com/onsitemsgetid.htm>

.....  
Your PIN is nnnnnnnnn

1. Select the link specified for your browser type and note the PIN number.
2. Click the link specified for your browser type. You will be presented with detail as follows.
3. Enter your PIN number.
4. Follow the on screen instructions to complete the installation.

## Successful Completion of Pick Up

After submitting you will be presented with a **Congratulations** screen. This shows details of the certificate installed in the browser. Your digital ID is now installed in your browser.

## Rejection

If your application is rejected an email will be sent informing you of the rejection. You must contact Support as listed in this document to progress the digital registration.

## Registration

You **must** now register on the secure web site – see Appendix 2.

## Appendix 2 – Register on Secure Web Site

### Introduction

This process only has to be followed once, and **must** be carried out after you pick up your digital certificate and before you transmit your first file.

This process allows you to register your client certificate that you have just picked up so that the SLC secure web site can perform the security checks automatically before allowing you to download files.

Start your browser.

### SLC Site Access

Enter the following-

<https://elp.slc.co.uk/certca.nsf>

A **Client Authentication** window will appear. You will probably only have one option to select but if you have more than one you will need to highlight the certificate you picked up in the previous stage. Note the name of the certificate – you will need this later.

Click **OK**.

You may see a private key container message. If you see this, click **OK**.

You will be prompted for a username and password.

Your username is the name from the certificate that you noted above. Enter this in the same format e.g. William McNeill.

Your password is slcglasgow. **Note that this is a single use password – do not click the Save Password box.**

Click **OK**.

You may see a private key container message. If you see this, click **OK**.

You will see the **Domino Certificate Authority** page. You are now within the secure web site.

## **Register certificate**

Click **Register Client Certificate**.

You will see the **Register a Client Certificate** page.

Enter your contact information. This should be the same as the information you entered to pick up your Verisign digital certificate.

**In the comments box enter your HEI code in Capital Letters.** This may be used for an additional security check.

Click **Submit Certificate**.

You may see a private key container message. If you see this, click **OK**.

You may see a message about AutoComplete. If you do, click **No**.

You will see the **Registration Request Submission** window. If any of the details are wrong, contact support as listed in the [Support Contacts](#) section. If the details are correct close the browser.

You are now ready to send – see Appendix 3 Using the Secure Web Site to Download FSN Files.

## Appendix 3 – Using Secure Web Site To Upload Student Support Attendance Record (SSAR) and Student Support Attendance Confirmation (SSAC) Data Files

### Introduction

If you have any problem using this, contact SLC support as listed in the [Support Contacts](#) section.

You should now have completed the following:

1. Completed and issued by email the SLC registration form.
2. Picked up your digital certificate.
3. Logged onto the secure web site to register your client certificate.

Once you have received confirmation that your certificate has been accepted by SLC, you will be in a position to send SSAC Files to SLC. Only live files should be sent. If you wish to send any test files, these should be uploaded through the Extranet.

### Connecting to the Web Site (File Transmission)

Start your browser.

Enter the following:

<https://elp.slc.co.uk>

Click **OK** at the warning about the secure site.

You will be prompted to select a certificate. If you have more than one, highlight the correct entry.

You will now see the **SSAR/ SSAC Download** page.

Your cursor will be in the document title field.

### SSAC File Upload

Enter free text to describe the file you are transmitting e.g. MANU SSAC 1/8/03

Click the **Browse** button next to the **File Attachment** window.

The normal Windows file dialog box will appear. Select the file to be transmitted and make sure the name of the first file you wish to transmit is in the filename field. The full file name address must be in this field for the process to correctly pick it up.

Click **Open**.

The file attachment field on the secure web site will be automatically populated with your file name.

Click **Save and Close**.

Your file will now be transmitted and you will receive the message **Document has been saved**.

Your file has been received by the SLC housekeeping system and will be processed.

If you wish to transfer another file, click **Process Another** and repeat the steps. If you have no other files to transmit, close your browser.

Normally you will receive an email from the housekeeping system within one - two hours of submission, depending on your email system. If there is a possible security risk you will not receive an email but instead SLC will contact you by telephone.

### **SSAR File Download**

SLC will begin posting SSAR Files 60 days before the first course start date at your HEI. Those who are authorised senders and who have an approved digital certificate will be sent an email advising them that a SSAR is available to upload. This SSAR can be uploaded from the secure website at <https://elp.slc.co.uk>.

Click the **HEI File Download** button below the **Save and Close** button.

A second screen will appear, with a list of all available files for your HEI.

Click on the file to download.

When complete, close the browser to terminate the session.

### **Definitions**

ELP	Electronic Links Project (also used to refer to the secure web site or housekeeping systems for electronic links)
PKI	Public Key Infrastructure, a common name given to the security mechanisms used by the ELP system.
PKI –Trustwise	A commercial partnership between British Telecom and Verisign providing Verisign systems within the UK.
Digital Registration	Process of applying for and implementing a digital certificate into a web browser for use with the ELP system
Challenge Phrase	A string used to sign the digital id, must not be written down but has to be remembered when renewing the certificate.
Cryptographic Service	This is the security module present in most browsers and other applications which create the public/private key for use with the digital id.

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