

Suspicion of Malware Suspends Federal System Access

In the past week, FAS has heard from two institutions who have had their access to all federal databases and websites suspended. In both instances, a user attempted to log in to a secure federal website from an older computer whose anti-malware and anti-virus software were not current. The U.S. Department of Education's security system detected "key logging" (recording a computer user's keystroke activity, often to gain fraudulent access to passwords and other confidential information).

FAS encourages colleges and universities to be vigilant in maintaining security updates and to make protecting student data a top priority.

The U.S. Department of Education has specific technical requirements for computer hardware and software that interface with federal systems.

Officials from both colleges have contacted offices within the U.S. Department of Education and the Federal Student Aid Customer Support requesting their access be restored. The reactivation process has several levels of approval from multiple authorities and could take an extended amount of time to complete. Without required access, financial aid administrators cannot exchange any electronic files with federal processors or make record-level updates. Likewise, business officers are unable to access the G-5 system to draw down federal funds.



For additional information about services provided by FAS, contact our Client Relations Team at 770.988.9447 or info@financialaidservices.org

Send your regulatory and policy questions to FASNews@financialaidservices.org

Financial Aid Services
180 Interstate North Pkwy
Suite 550
Atlanta, GA 30339
Tel: 770.988.9447
Fax: 770.955.4119
FinancialAidServices.Org