# Quick Guide – Accessing the HE Gateway

The   HE Gateway is a secure website that has been developed to facilitate online services. The Student Loans Company (SLC) provides administration services to HEPs in support of student funding; HEP services such as the Student Information Service (SIS), Courses Management Service (CMS) and the Bursaries Administration Service (BAS), can be accessed via the HE Gateway.

Logging In

The HE Gateway is accessed through a web browser, such as Microsoft Internet Explorer. You access the HE Gateway through the HEP Services website via the following link: **www.heiinfo.slc.co.uk** and selecting **HE Portal Login**.

Your login, initial password and secret answer will be provided to you by the **User Administrator** within your institution. To log in:

1)   Select the **HE Portal Login** link from the web page and the login screen displays.
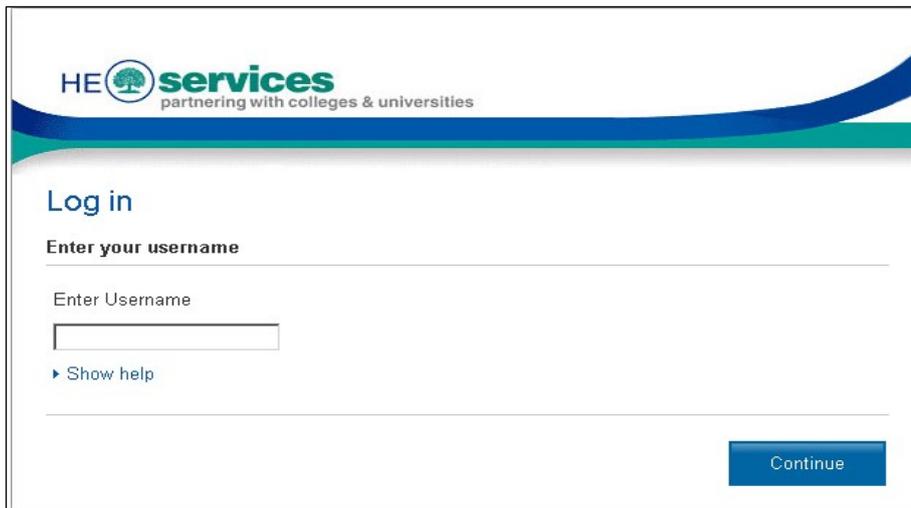
2)   At **Enter Username**, enter your username and select the **Continue** button.

3) Enter your password and the answer to your secret question; please note that both your password and answer are case sensitive. Your responses display as asterisks.

4) Select the **Continue** button, you will now be logged into the HE Gateway.
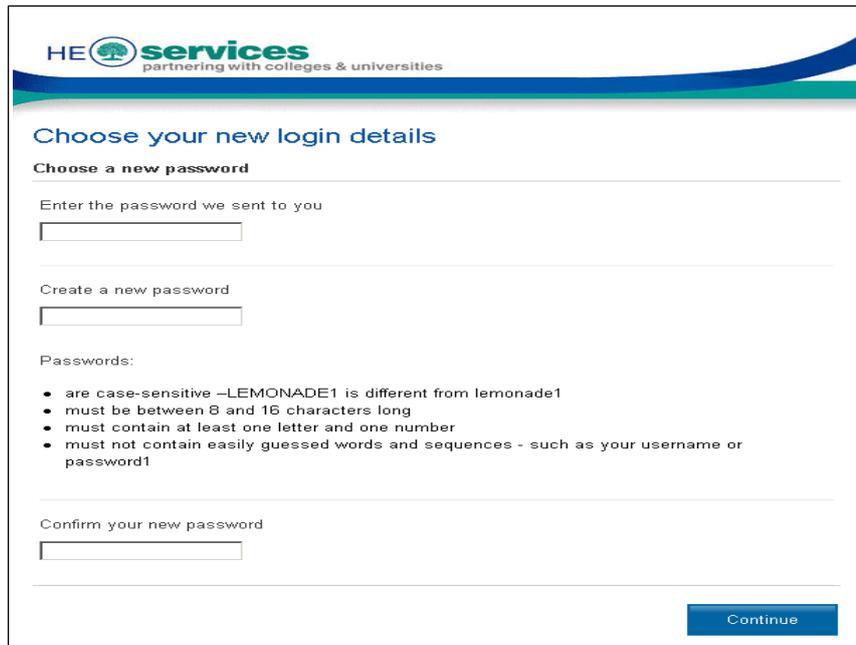
Incorrect Login

If you enter your username, password or the answer to the question incorrectly, you will be prompted to re-enter your login details.

After three unsuccessful attempts you will be locked out of the system. To unlock your account contact your User Administrator for assistance.

First Time Login

To ensure your security, when you first log in to the system you will be required to select a new password, secret question and answer.

1) After you have entered your username and selected the **Continue** button, the following screen will appear.

2) Enter the password given to you by your User Administrator.

3) Enter your new proposed password and confirm it.

Passwords are case-sensitive, must be between 8 and 16 characters in length and must contain at least one alphanumeric character. They are also blocked from containing easily guessed words and sequences such as your username or password1.

The following screen will appear:

4)   Enter the secret answer given to you by your User Administrator. Then, select a new secret question   by checking the relevant radio button.

5)   Enter and confirm your new secret answer.

6)   Select the **Continue** button to complete your initial login.
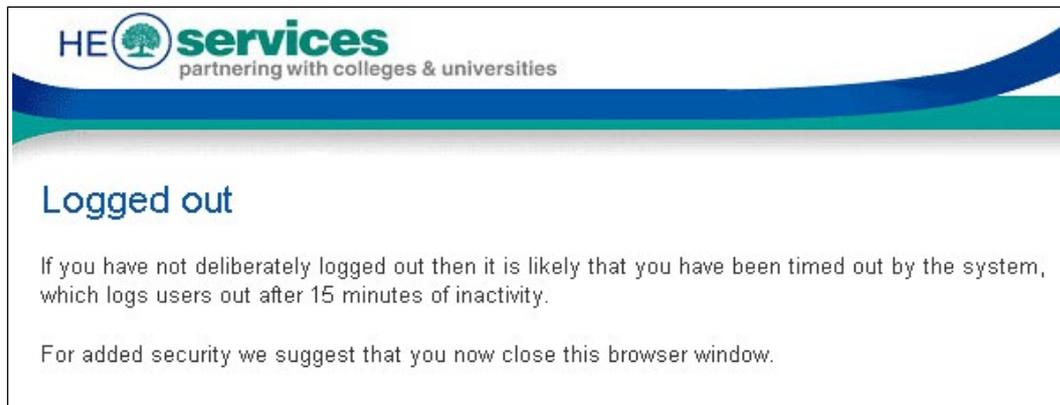
Logging Out

You should always log out of the system when you are finished to prevent unauthorised use of your login ID.

To log out, select **Logout** on the top-right of the screen. The **Logging Out** screen displays while the system completes the process. Do not close your browser at this point.

A confirmation message is displayed when the log out is complete.

For security purposes, you should now close your browser. Please note that after 15 minutes of inactivity, the system will log you out automatically.

Security

HEPs are required to be vigilant about logins and passwords. If someone leaves an HEP, it is essential that the User Administrator expires their login on the system, to ensure the security of the HE Gateway. To find out more about expiring logins, please see the Expiring Users quick guide.

Technical Specifications

To use the HE Gateway at an optimum level, the minimum required technical specifications are:

- 100Mbps network connection
- Pentium 4 PC with a 60Gb hard drive and at least 256Mb memory
- Windows 2000/XP with Internet Explorer version 6
- 1025 x 768 screen resolution

Internet Explorer 6

An update applied to the website to keep it safe and secure means that users may experience difficulties accessing some parts of the website using Internet Explorer 6. Should Users experience such problems then the following workaround can be applied to alleviate the issue:

1. Internet Explorer 6, go to **Tools > Internet Options**
2. Select the **Advanced** Tab
3. Scroll Down to the **Security** Section
4. Select the checkbox **Use TLS 1.0**:
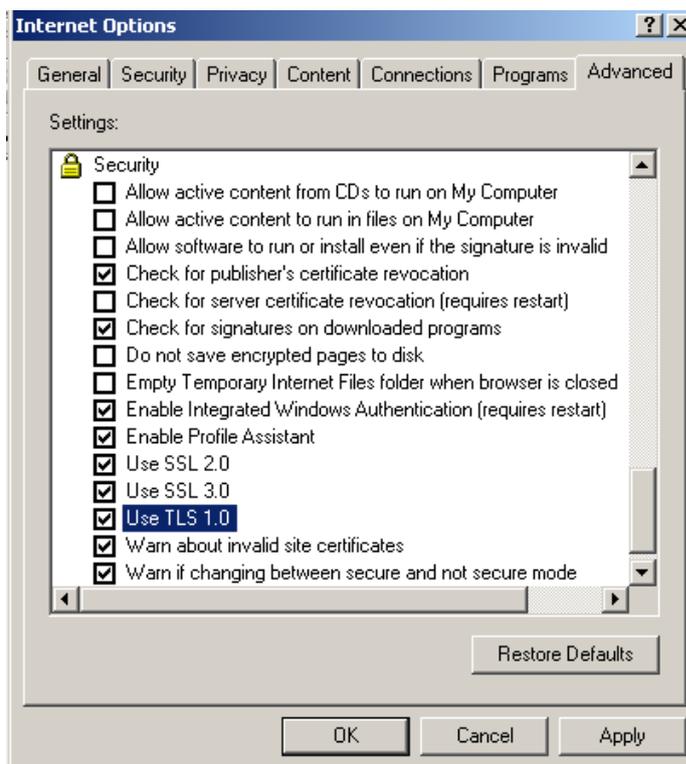
5. Select the **Apply** button
6. Select the **OK** button