

Quick Guide – Accessing the HE Gateway

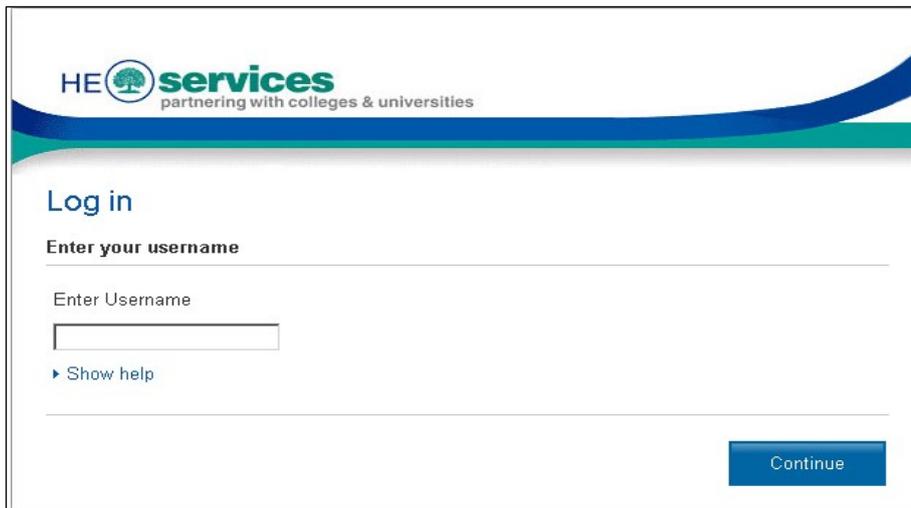
The HE Gateway is a secure website that has been developed to facilitate online services. The Student Loans Company (SLC) provides administration services to HEPs in support of student funding; HEP services such as the Student Information Service (SIS), Courses Management Service (CMS) and the Bursaries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



HEPservices
partnering with colleges & universities

Log in

Enter your username

Enter Username

[Show help](#)

Continue

- 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

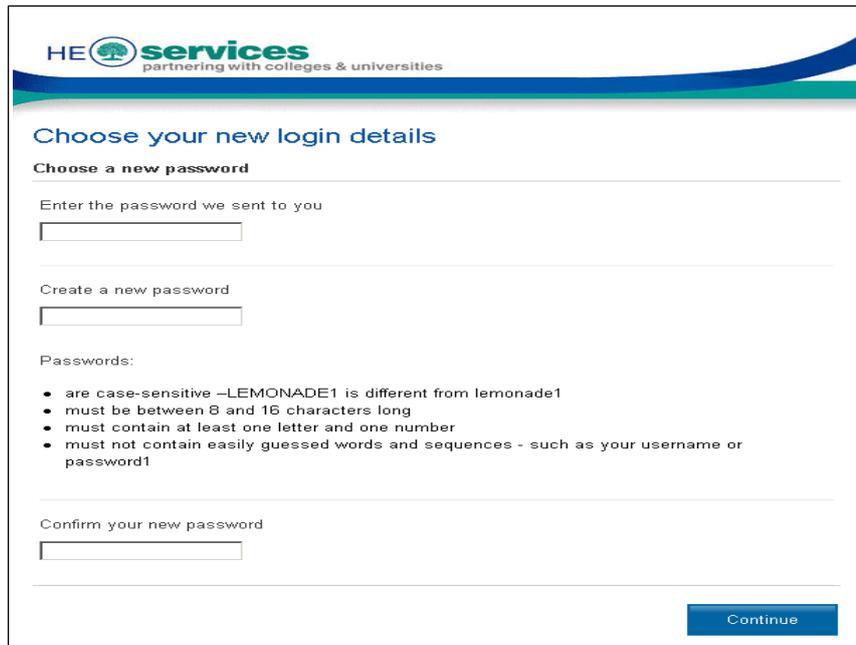
If you enter your username, password or the answer to the question incorrectly, you will be prompted to re-enter your login details.

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.



The screenshot shows a web interface for HE Gateway Access. At the top, the logo reads 'HE services' with a tree icon, and the tagline 'partnering with colleges & universities'. Below the logo is a blue and green decorative wave. The main heading is 'Choose your new login details'. Underneath, it says 'Choose a new password'. There are two input fields: 'Enter the password we sent to you' and 'Create a new password'. Below these is a list of password requirements: 'Passwords:' followed by four bullet points: 'are case-sensitive –LEMONADE1 is different from lemonade1', 'must be between 8 and 16 characters long', 'must contain at least one letter and one number', and 'must not contain easily guessed words and sequences - such as your username or password1'. At the bottom, there is a 'Confirm your new password' input field and a blue 'Continue' button.

- 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:

The screenshot shows the 'HE Gateway Access' login screen. At the top, it says 'HE services partnering with colleges & universities'. The main heading is 'Choose your new login details'. Below this, it says 'Choose a new secret question and answer'. There are three input fields: one for 'Enter the secret answer we sent you', one for 'Create your new secret answer', and one for 'Confirm your new secret answer'. Between the first and second input fields, there is a section titled '* Choose a new secret question' with five radio button options: 'What was the surname of your childhood hero?', 'What was the name of the place you first met your partner?', 'What was the surname of your favourite teacher?', 'What is your most memorable place, but not where you were born or live?', and 'What is the surname of a memorable person who isn't a relation or partner?'. Below the second input field, there is a section titled 'Secret answers:' with three bullet points: 'are case-sensitive - LEMONADE1 is different from lemonade1', 'must contain at least 4 characters and can be a maximum of 16 characters long', and 'can only contain characters from either A - Z or between 0 - 9'. A final note states: 'Secret answers should be something only you will know and difficult for others to guess. They should not be related to your password in any way. Choose something you will remember.'

- 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.

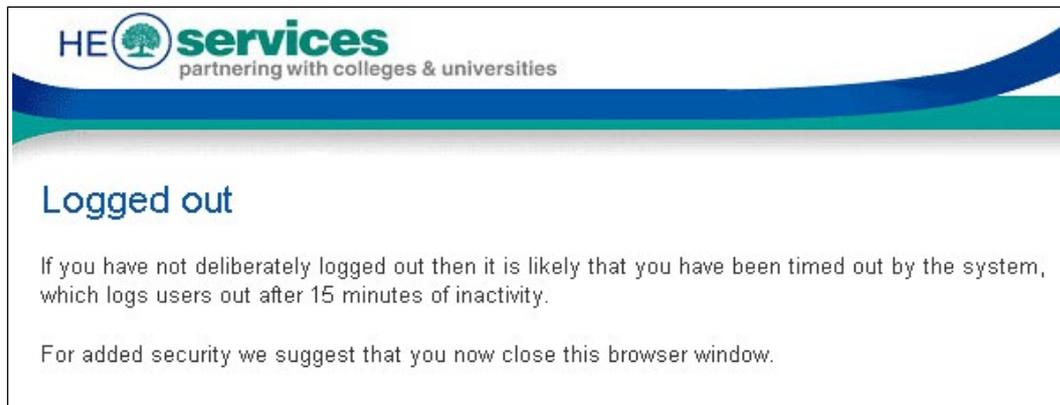
Logging Out

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

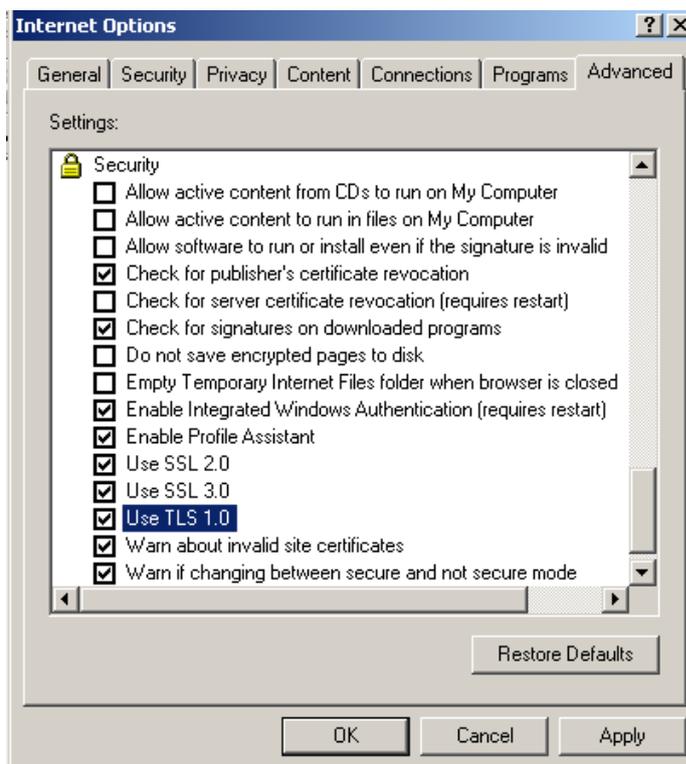
To use the HE Gateway at an optimum level, the minimum required technical specifications are:

- 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