



**OC/WEBCONNECT  
INTERFACE USER GUIDE**

NOTES:



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## Introduction

OC/WebConnect is a product of Open Connect. It is a Java-based interface used to access the PHEAA mainframe via the Web.

## System Requirements

The following minimum system requirements are recommended in order to take advantage of the latest features of OC/WebConnect. It may be necessary to contact desktop support staff or someone with administrative rights if upgrades are necessary.

- Support for Java Web Start
- Java Runtime Environment, Version 1.5 or higher

The following security permissions are required to access local system resources (including writing to disk for storage of user configuration files for key maps, color maps, etc.):

- The ability to use the local print spooler for print screens and 3287 print
- The ability to access the local clipboard for copy and paste functionality
- The ability to access the local file system to retrieve and store files for file transfer operations

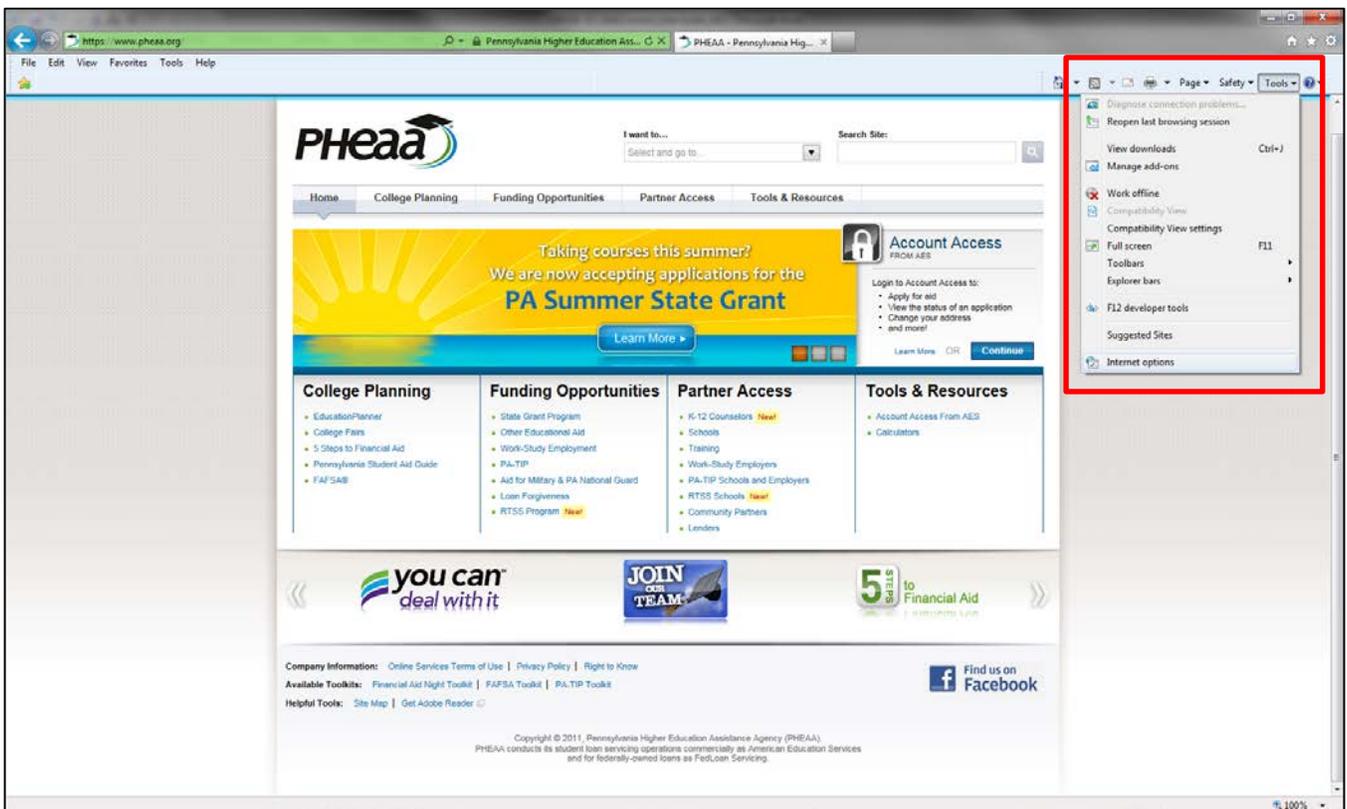


## First Time Setup

Users may need to disable pop-up blocker and add site exceptions before using OC/WebConnect for the first time. See [Disable Pop-up Blocker](#) and [Add Site Exceptions](#) for step-by-step instructions.

### Disable Pop-up Blocker

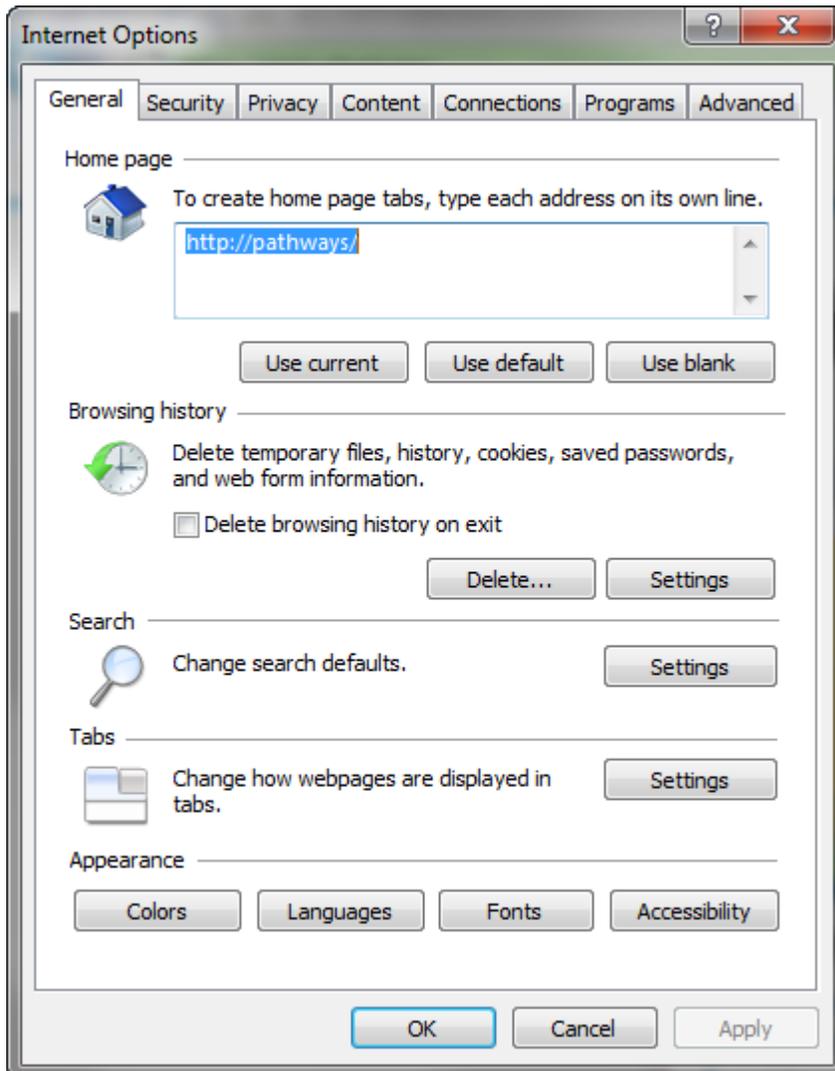
To use OC/WebConnect, users must first disable their pop-up blockers. This step is not necessary if the pop-up blockers are already disabled.



1. To disable the pop-up blocker, open an Internet browser.
2. On the **Tools** menu, click **Internet Options**.



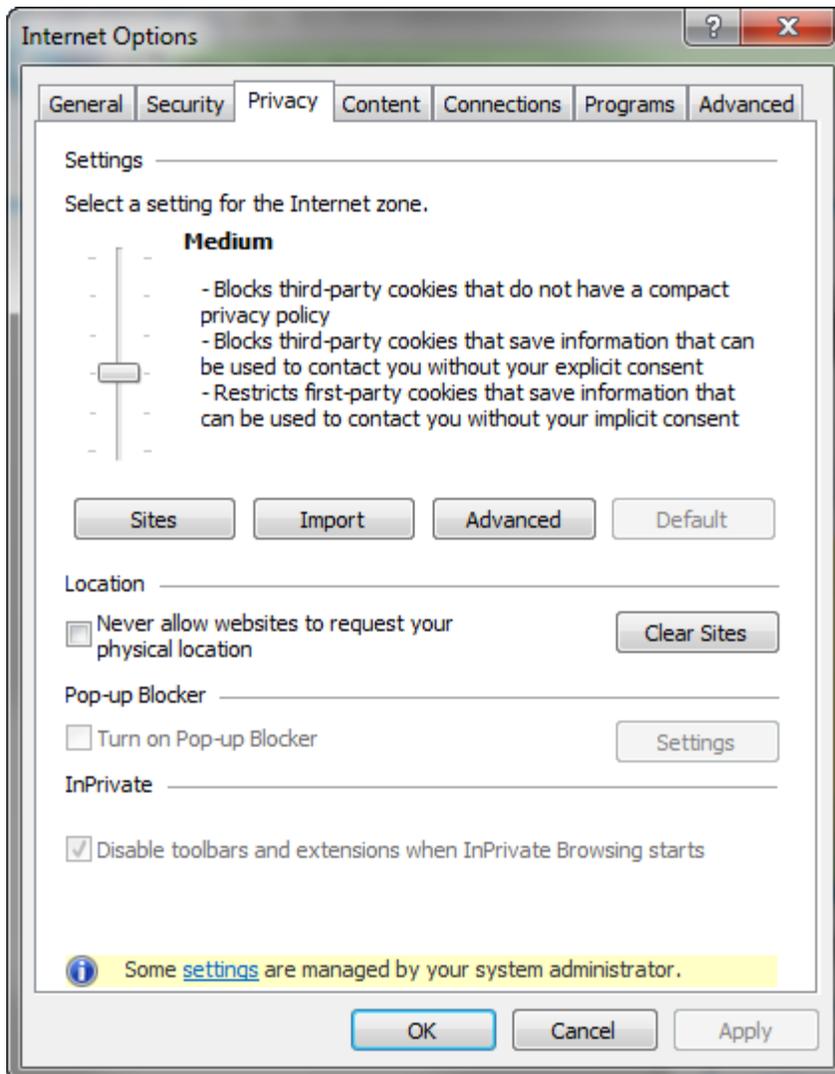
➡ The **Internet Options** dialog box displays. The **General** tab displays when the dialog box opens.



3. Click the **Privacy** tab.



➔ The **Privacy** tab displays.



4. Uncheck **Turn on Pop-up Blockers**. This setting is unchecked by default.
5. Click **Apply**, and then **OK**.



## **Add Site Exceptions**

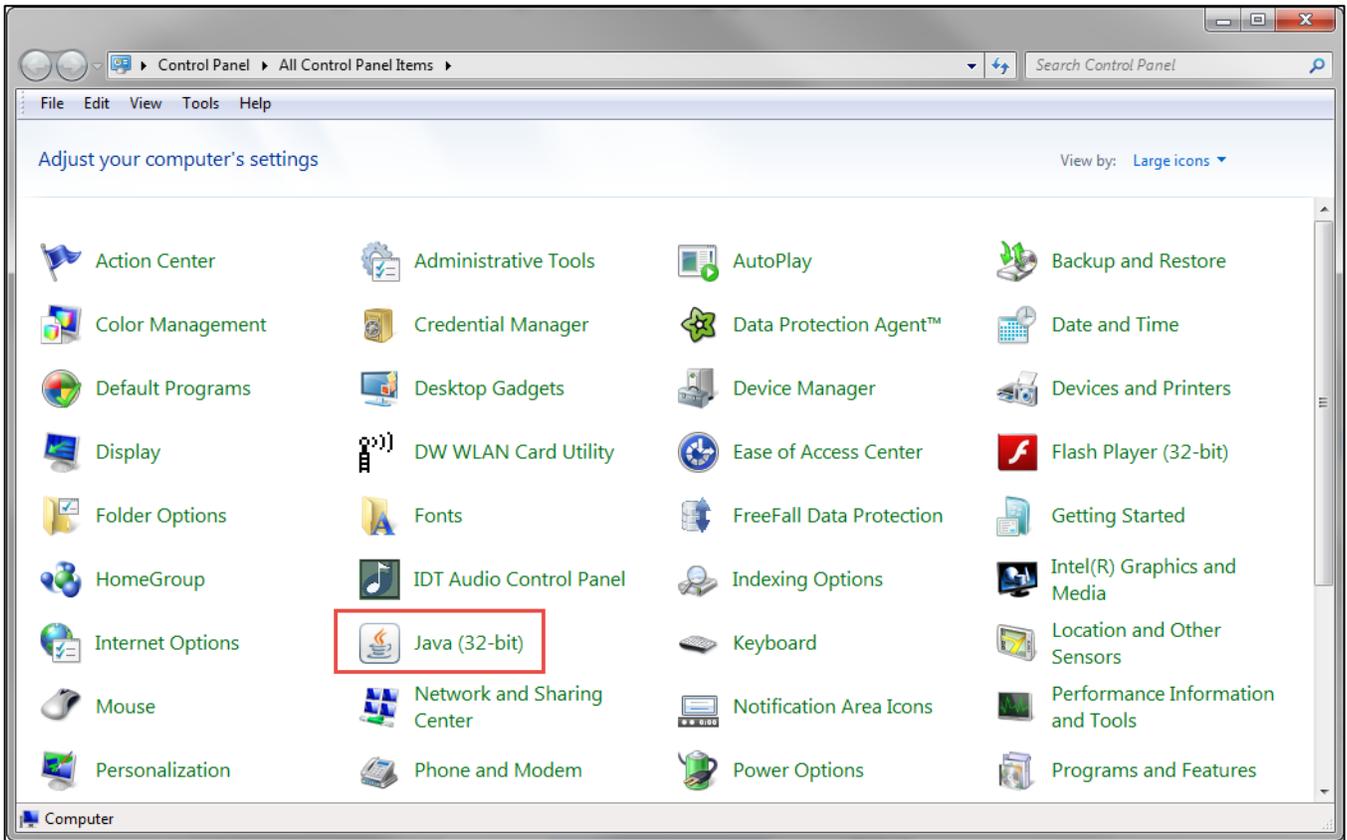
Users who have Java 7 Update 51 or above must add the OC/WebConnect URLs to the Java Site Exceptions List to prevent them from being blocked by the user's system security settings.



1. From the user's desktop, click **start**, **Settings**, and then **Control Panel**.



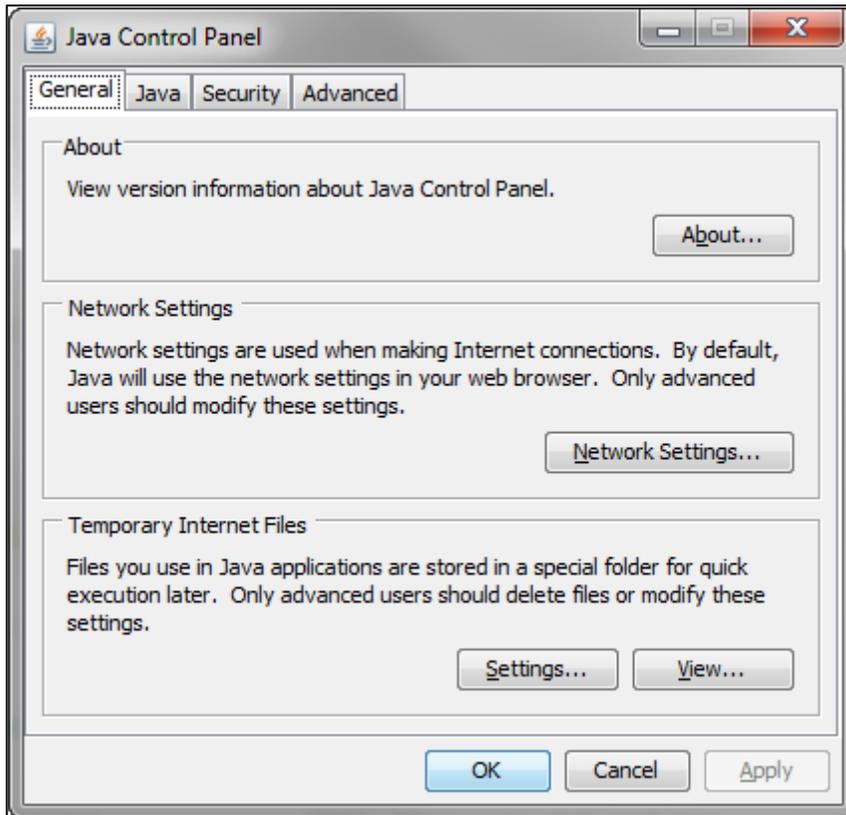
➡ The **Control Panel** displays.



2. To open the **Java Control Panel**, double-click the Java icon.



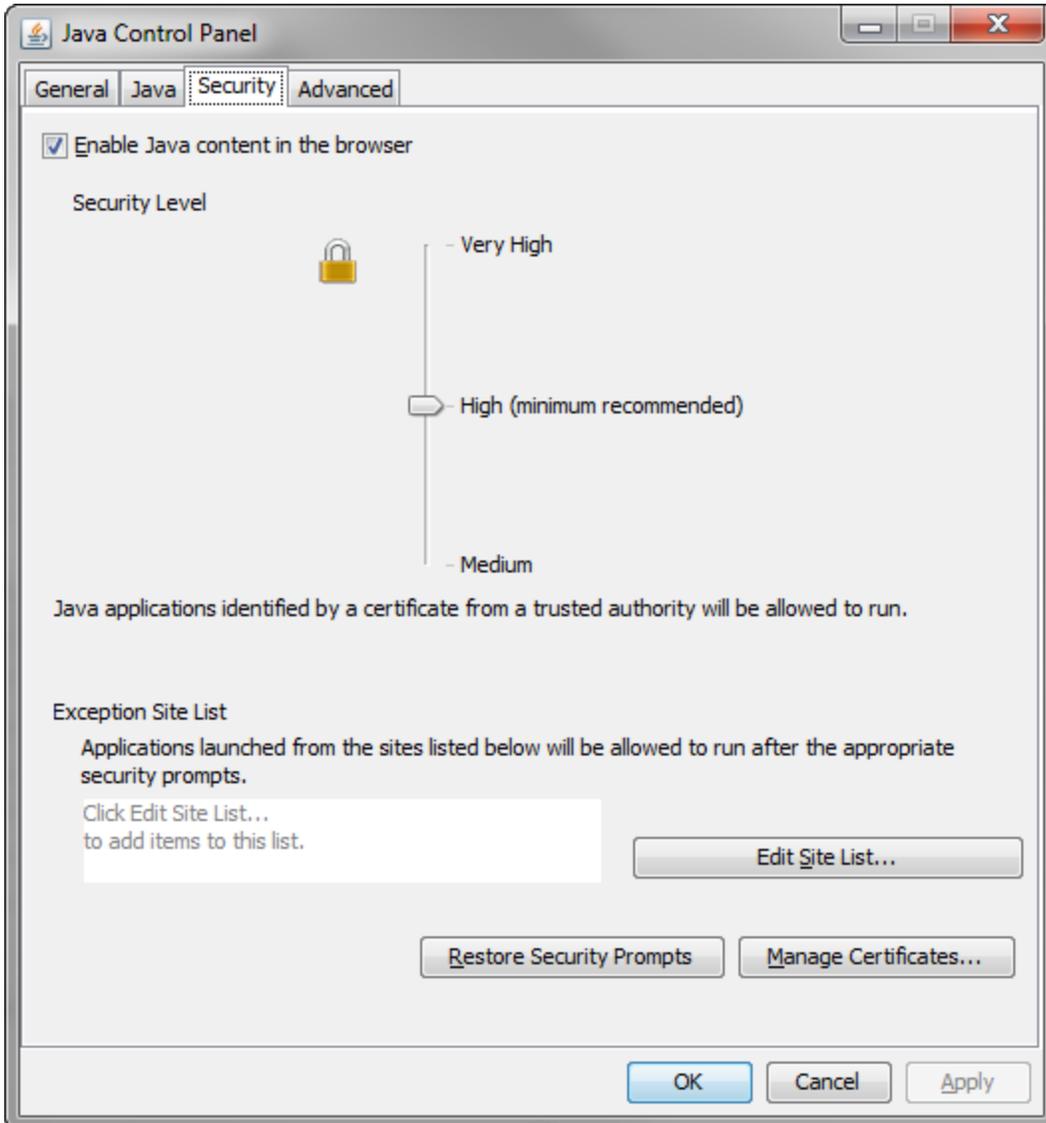
➡ The **Java Control Panel** displays. The **General** tab displays when the **Java Control Panel** opens.



3. On the **Java Control Panel**, click **Security**.



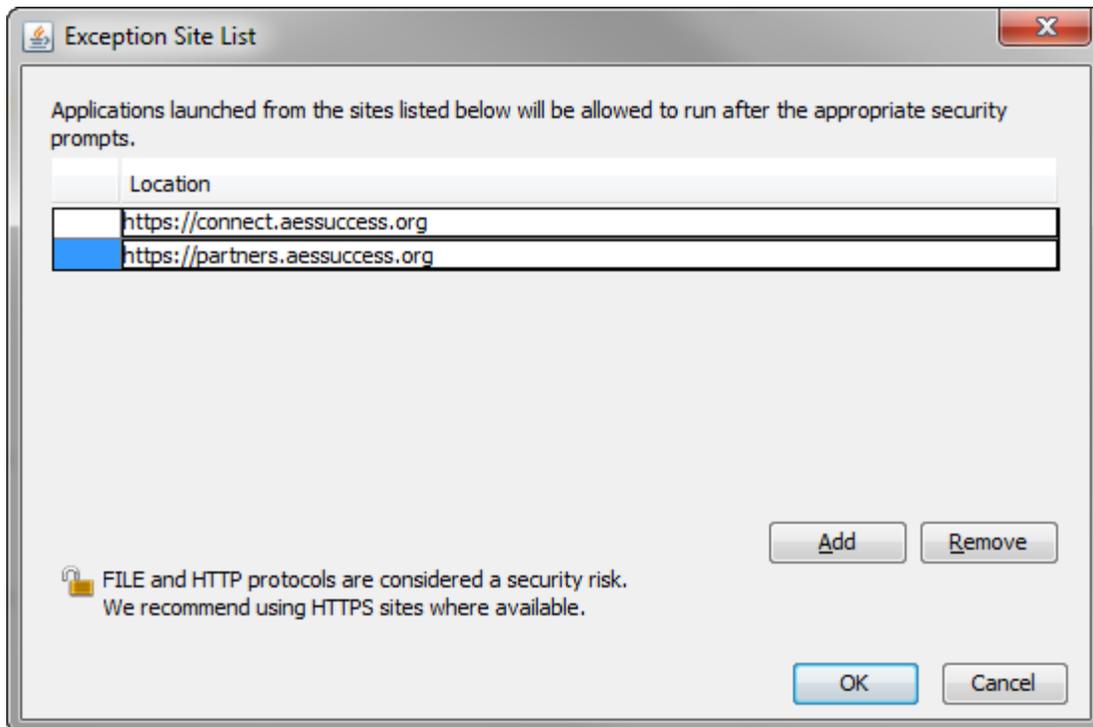
➡ The **Security** tab displays.



4. Click **Edit Site List**.



➔ The **Exception Site List** displays.



5. Click **Add** to add the following URLs to the site exceptions list:

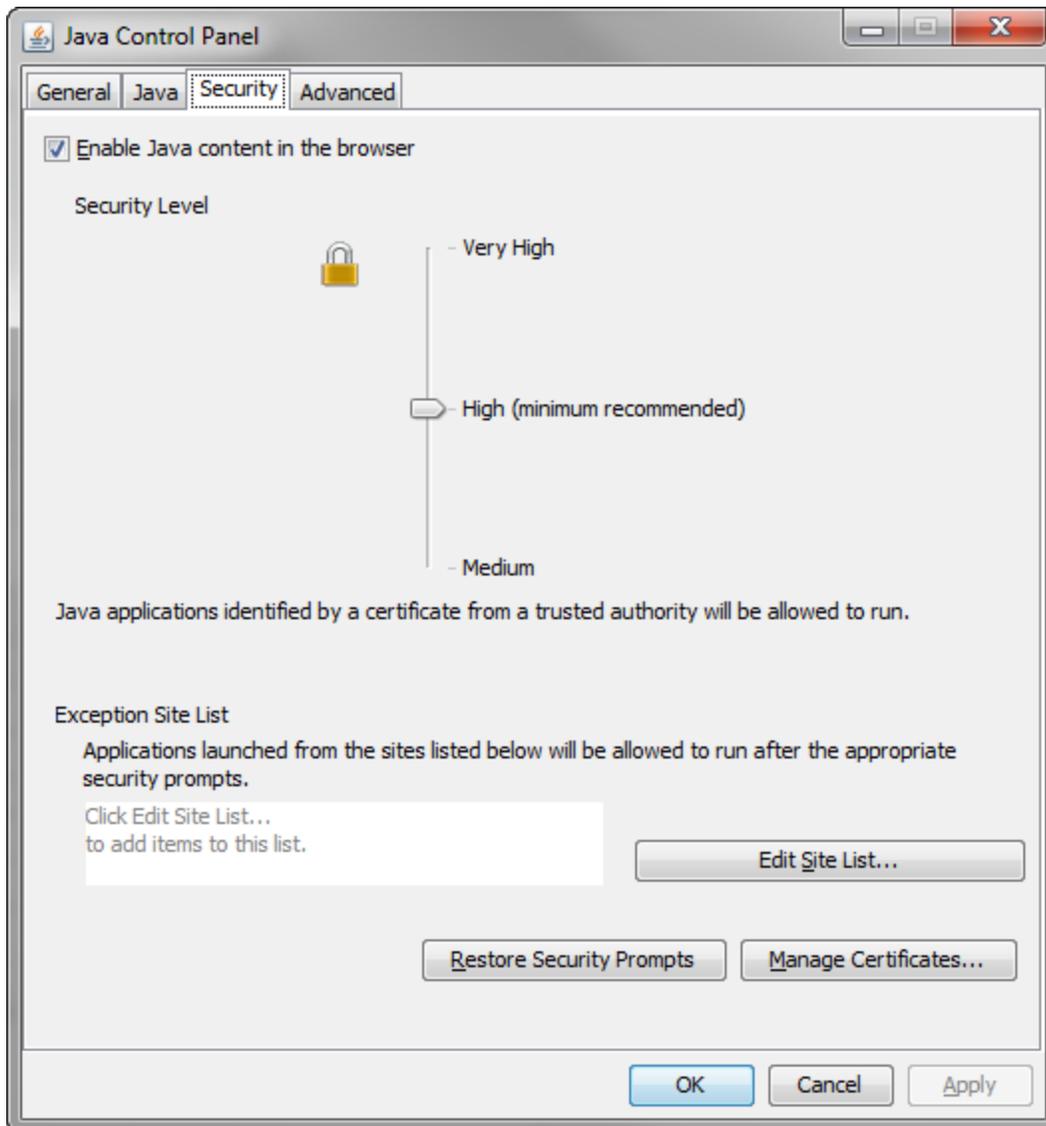
<https://connect.aessuccess.org>

<https://partners.aessuccess.org>

6. Click **OK** to save the site exception list and return to the **Java Control Panel**.



➔ The **Java Control Panel** redisplay.



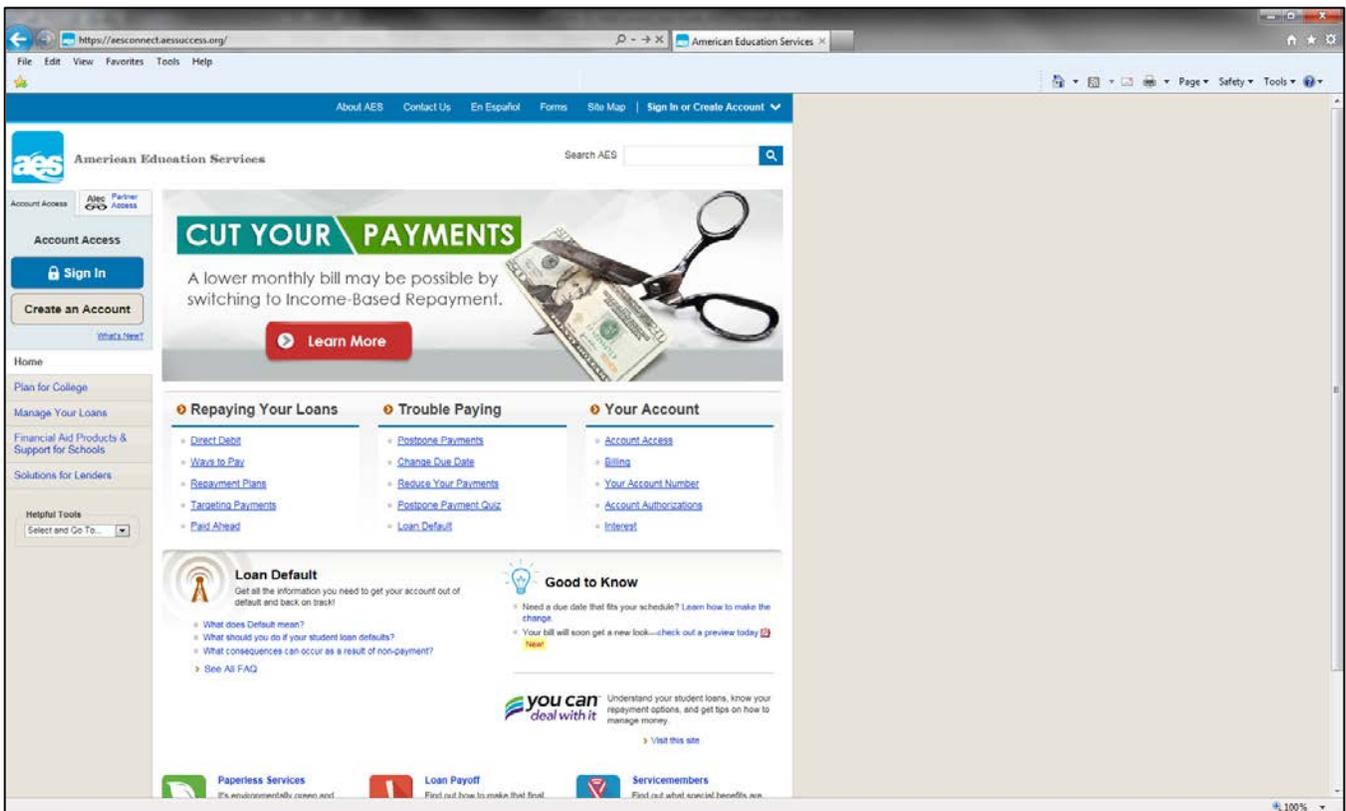
7. Click **OK** to close the **Java Control Panel**.



## Accessing OC/WebConnect and the PHEAA Mainframe

Follow the steps below to access OC/WebConnect and the PHEAA mainframe from an Internet browser and from an Alec portal.

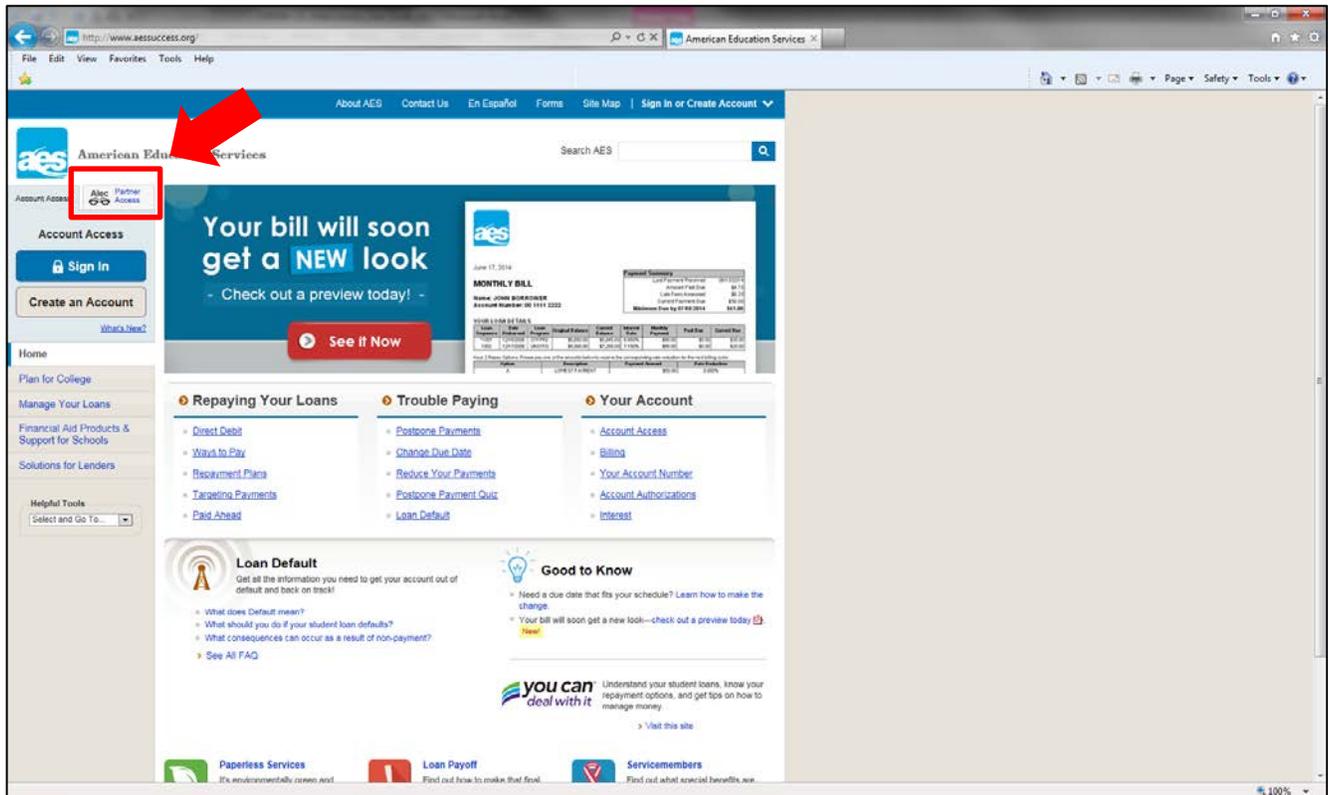
### From an Internet Browser



1. Open a browser on a PC connected to the Internet.
2. Enter one of the following URLs to access OC/WebConnect:
  - [https://partners.aessuccess.org/B2BAuth/login.htm?brandID=pa&reason=INITIAL\\_LOGIN&resourceID=OCWEBJC](https://partners.aessuccess.org/B2BAuth/login.htm?brandID=pa&reason=INITIAL_LOGIN&resourceID=OCWEBJC)
  - <https://partners.aessuccess.org>
3. Press .



## From the Alec Partner Access Tab



1. On the AES homepage, click the **Alec Partner Access** tab.



➡ The **Sign In** button displays.

The screenshot shows the American Education Services (AES) website interface. The top navigation bar includes links for "About AES", "Contact Us", "En Español", "Forms", "Site Map", and "Sign In or Create Account". A search bar is located on the right side of the header. The main content area features a large blue banner with the text "Your bill will soon get a NEW look" and a "See it Now" button. Below the banner, there are three main sections: "Repaying Your Loans", "Trouble Paying", and "Your Account". Each section contains several links for user assistance. At the bottom of the page, there are links for "Paperless Services", "Loan Payoff", and "Servicemembers".

2. Click **Sign In**.



➔ The **Login** page displays.

Contact Us

**Alec**  
THE FINANCIAL AID KNOW-IT-ALL.

Welcome Thursday, July 09, 2015

**Login**

In order to continue, please enter a valid User Id and Password.

\* User Id:

\* Password:

Sign In

[Forgot your password?](#)

[Create an Account](#)

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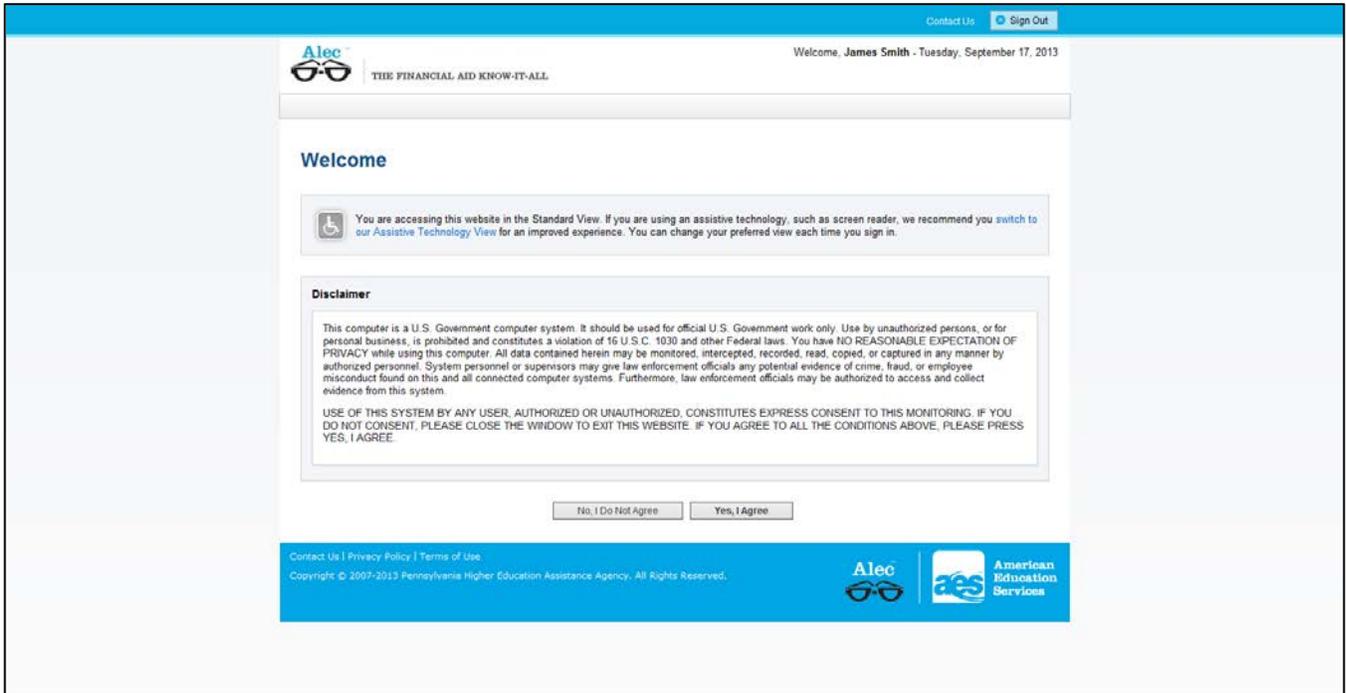
**Alec** American Education Services

1. In the **User ID** field, enter a valid user ID.
2. In the **Password** field, enter a valid password.
3. Click **Sign In**.



➔ The **Welcome** page displays.

Users are required to agree to the terms of use each time they sign in.

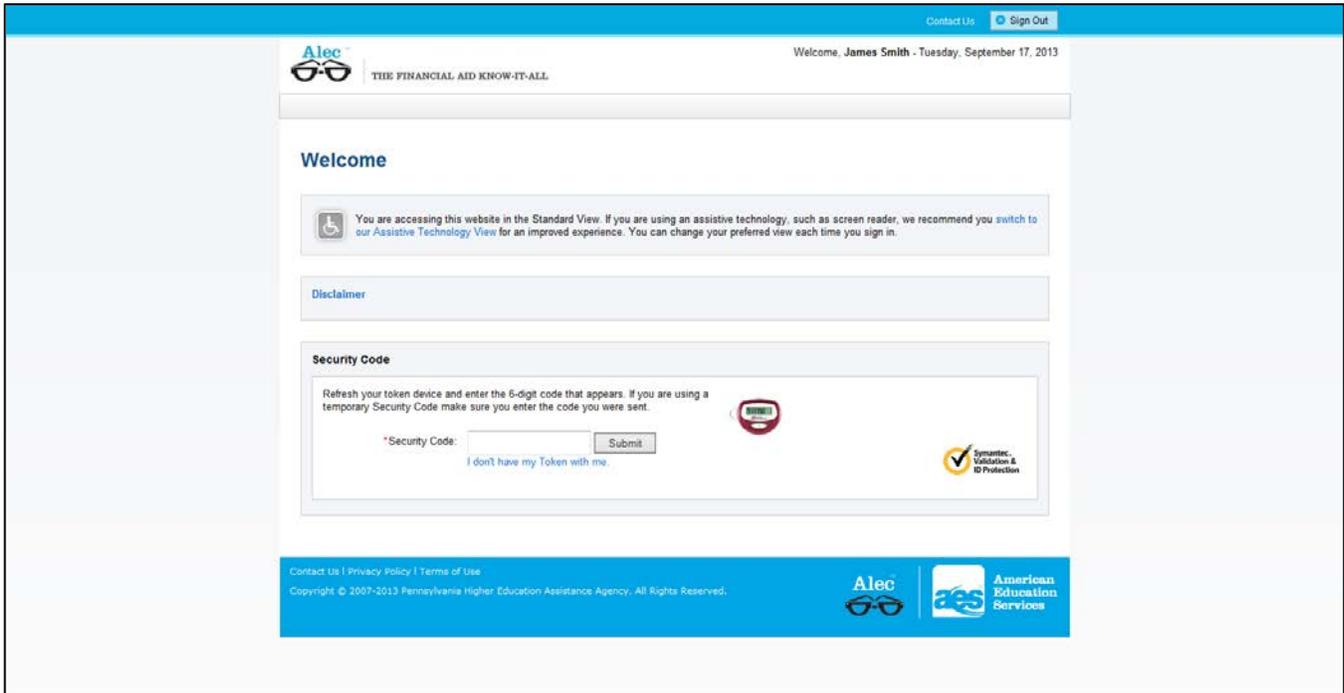


3. Click **Yes, I Agree** to continue.



➔ The **Welcome** page redisplay.

**NOTE:** This screen displays only for users who have access to federal data.



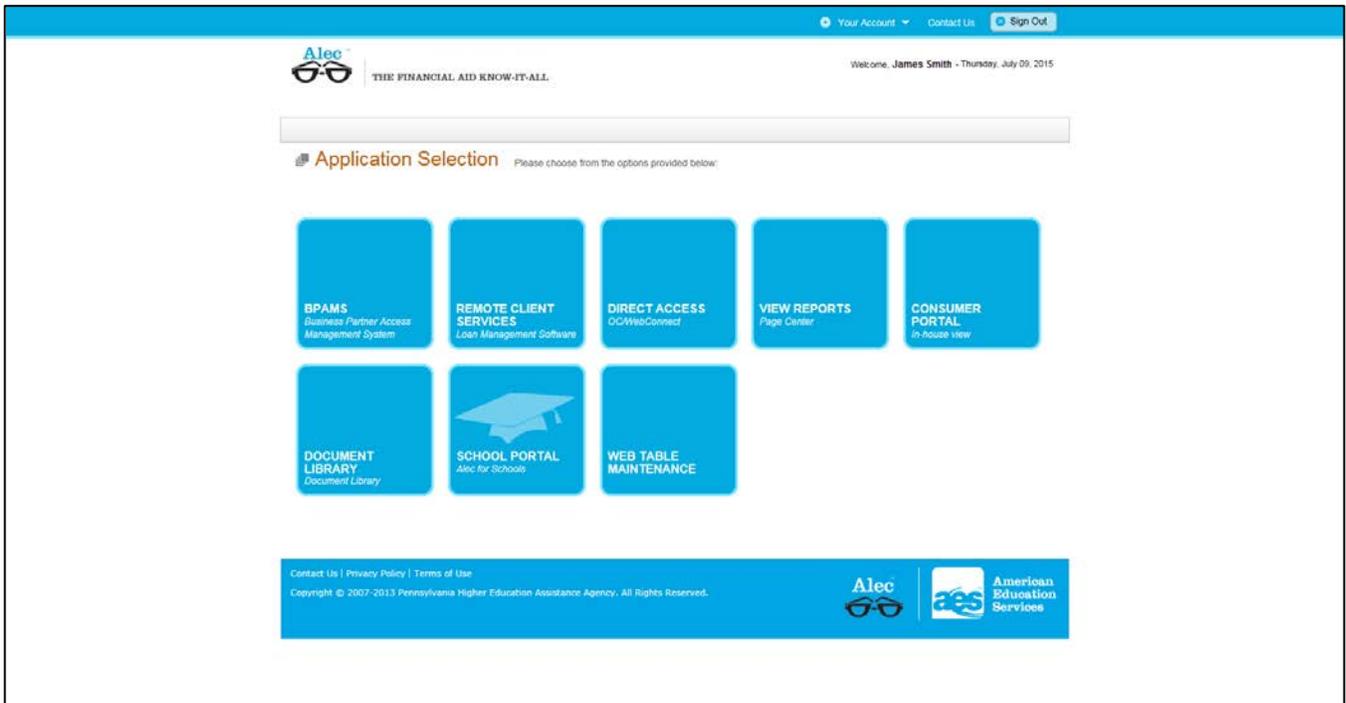
4. Refresh the token device.
5. In the **Security Code** field, enter the six-digit security code that was generated by the token device.

**NOTE:** Users who have registered a token but do not have it available can request a temporary security code. Click **I don't have my Token with me**. See user guide **WB0120-Web Login & Authentication for Partners\_User Guide\_AES** for more information.

6. Click **Submit**.



➔ The **Application Selection** screen displays.



7. Click **Direct Access (OC/WebConnect)**.



➔ The **OC/WebConnect** page displays.

OC/WebConnect

If OC/WebConnect does not launch within 10 seconds, please check your System Requirements (below), then click the Launch OC/WebConnect button to try again.

**Launch OC/WebConnect**

**System Requirements**

1. Support for Java Web Start
2. Java Runtime Environment, version 1.5 or higher.
3. The following WebConnect features require security permission's be granted to access local system resources (including writing to disk for storage of user configuration files for key maps, color maps, etc.):
  - The ability to use the local print spooler for "print screens" and 3207 print.
  - The ability to access the local clipboard for copy and paste functionality.
  - The ability to access the local file system to retrieve and store files for file transfer operations.

**Troubleshooting**

1. If using Internet Explorer, under Tools > Internet Options > Advanced > Security, make sure that the "Do not save encrypted pages to disk" option is unchecked.
2. Make sure Sun Java (version 1.5 or higher) is installed. You can check here: <http://www.java.com/en/download/installed.jsp>
3. Check that the .jsp file extension or application/x-java-jsp-file browser MIME type is associated with the Java Web Start executable from your Java installation (typically javaws.exe)
4. If you continue to experience issues and require technical support, please contact our HelpDesk at 1-877-398-4237

Printing from OC/WebConnect

**Download OC/WebConnect Printer**

\* You must download the OC/WebConnect Printer to be able to print from the application.

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Alec American Education Services

Do you want to open or save WebConnect.jsp (1.42 KB) from partners.aessuccess.org? Open Save Cancel

8. Click **Launch OC/WebConnect**, or click **Open** at the bottom of the page.



➔ The PHEAA mainframe displays. The user is automatically logged into the mainframe.

3270 session (Java applet)

File Edit Preferences Help

AES/PHEAA requires Sun Java 1.5 or above. AES/PHEAA requires Sun Java 1.5 or above.

```

*** GREETINGS JAMES SMITH ***

YOU LAST LOGGED ON TO TERMINAL 'NAJK' AT 12:02 P.M. ON THURSDAY,
JULY 9, 2015.

YOU ARE LOGGED ON TO THE PHEAA NETWORK.  THE DATA CONTAINED
WITHIN THIS SYSTEM IS CONFIDENTIAL AND MUST BE TREATED
ACCORDINGLY.  YOU ARE RESPONSIBLE FOR DATA ACCESSED AT THIS
TERMINAL.  WHEN YOU ARE NOT USING THIS TERMINAL, BE SURE TO
LOG OFF.  ALL ACTIVITY ON THIS TERMINAL IS MONITORED FOR
SECURITY PURPOSES.

YOU WILL BE LOGGED OFF AFTER 20 MINUTES OF INACTIVITY.

YOUR TERMINAL AUTHORITY FOR TODAY IS 'A'.
    
```

LULU Session ID: 5637 1/2

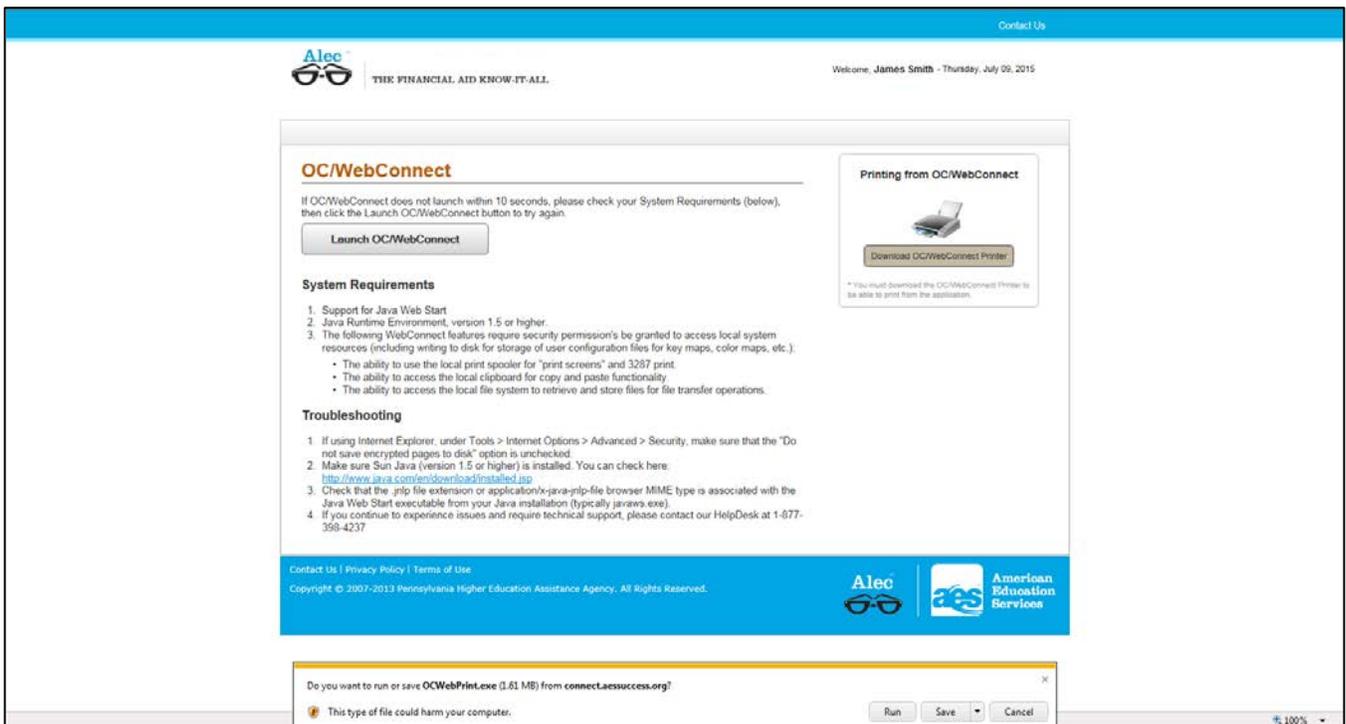
PF01	PF02	PF03	PF04	PF05	PF06	PF07	PF08	PF09	PF10
PF11	PF12	PF13	PF14	PF15	PF16	PF17	PF18	PF19	PF20
PF21	PF22	PF23	PF24	PA1	PA2	PA3	Clear	Reset	Enter
ErEOF	ErInp	Dup	FM	SysReq	Attn	Ins	Home		

Device TN0025 negotiated



## Downloading and Installing WebPrint

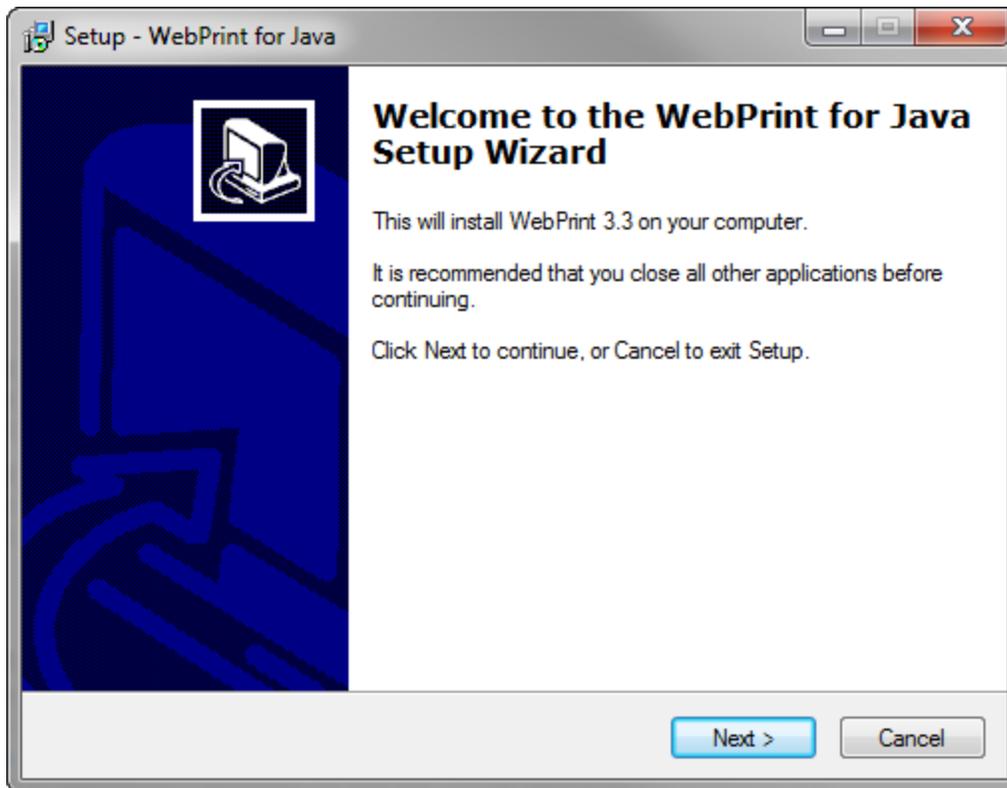
WebPrint is software that provides printing capabilities for OC/WebConnect Java applets. It allows the user to print from the mainframe to the user's printer. Download WebPrint before accessing the PHEAA mainframe via OC/WebConnect. Follow the instructions in this section to download and install the newest version of WebPrint or to download and install it for the first time.



1. On the **OC/WebConnect** page, click **Download OC/WebConnect Printer**.



➔ The **WebPrint for Java** setup wizard displays.



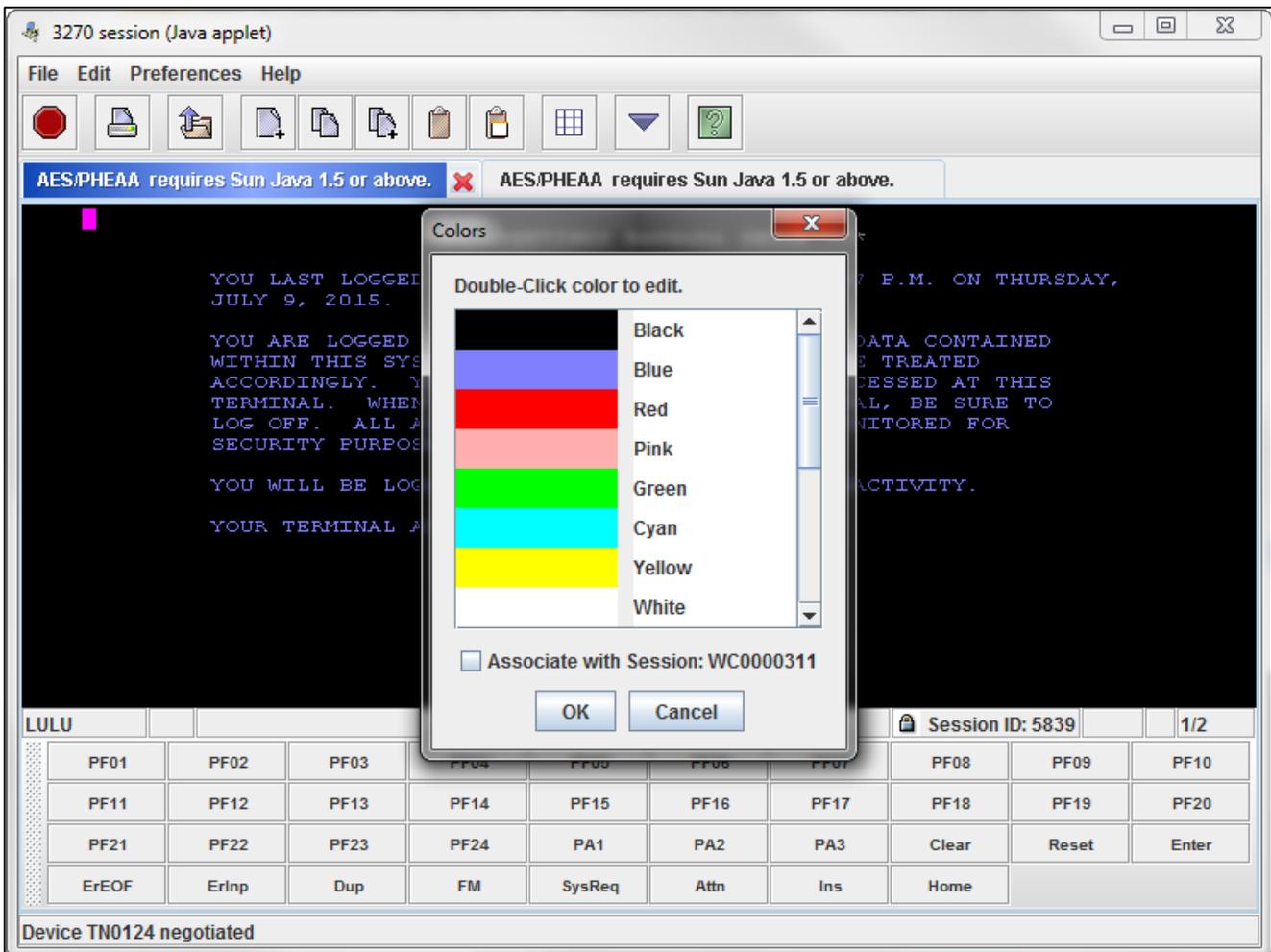
2. Follow the prompts in the setup wizard to install WebPrint.
3. Close all browser windows.



## Changing User Preferences

Follow the steps below to edit user preferences, such as screen colors, fonts, and clickpad size. Changing the user preference settings is optional.

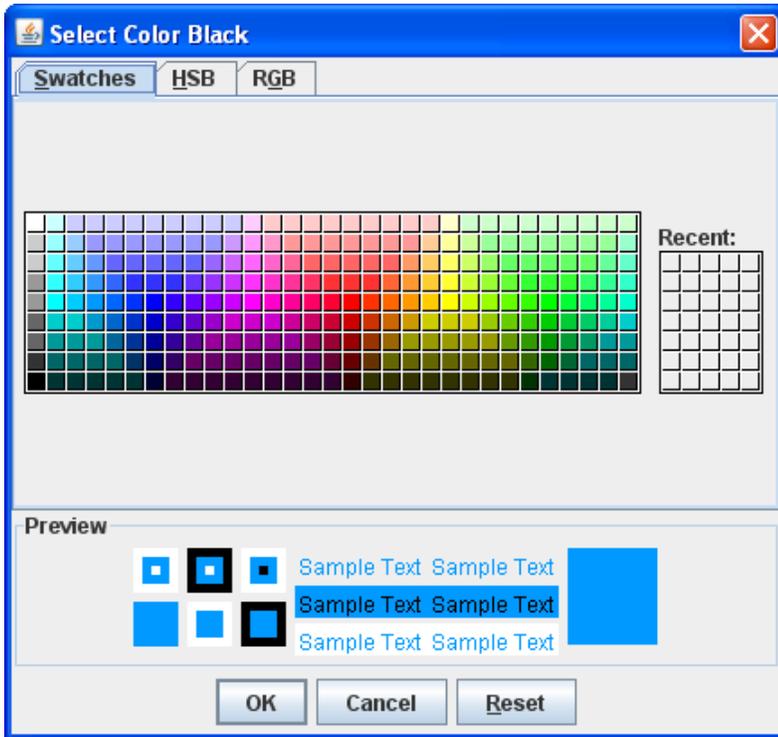
### Change Screen Colors



1. To change the mainframe screen colors, click **Preferences**, then **Colors**.
2. On the **Colors** window, double-click to select the color to be changed. **Black** is selected in this example.



➔ The **Select Color** window displays.



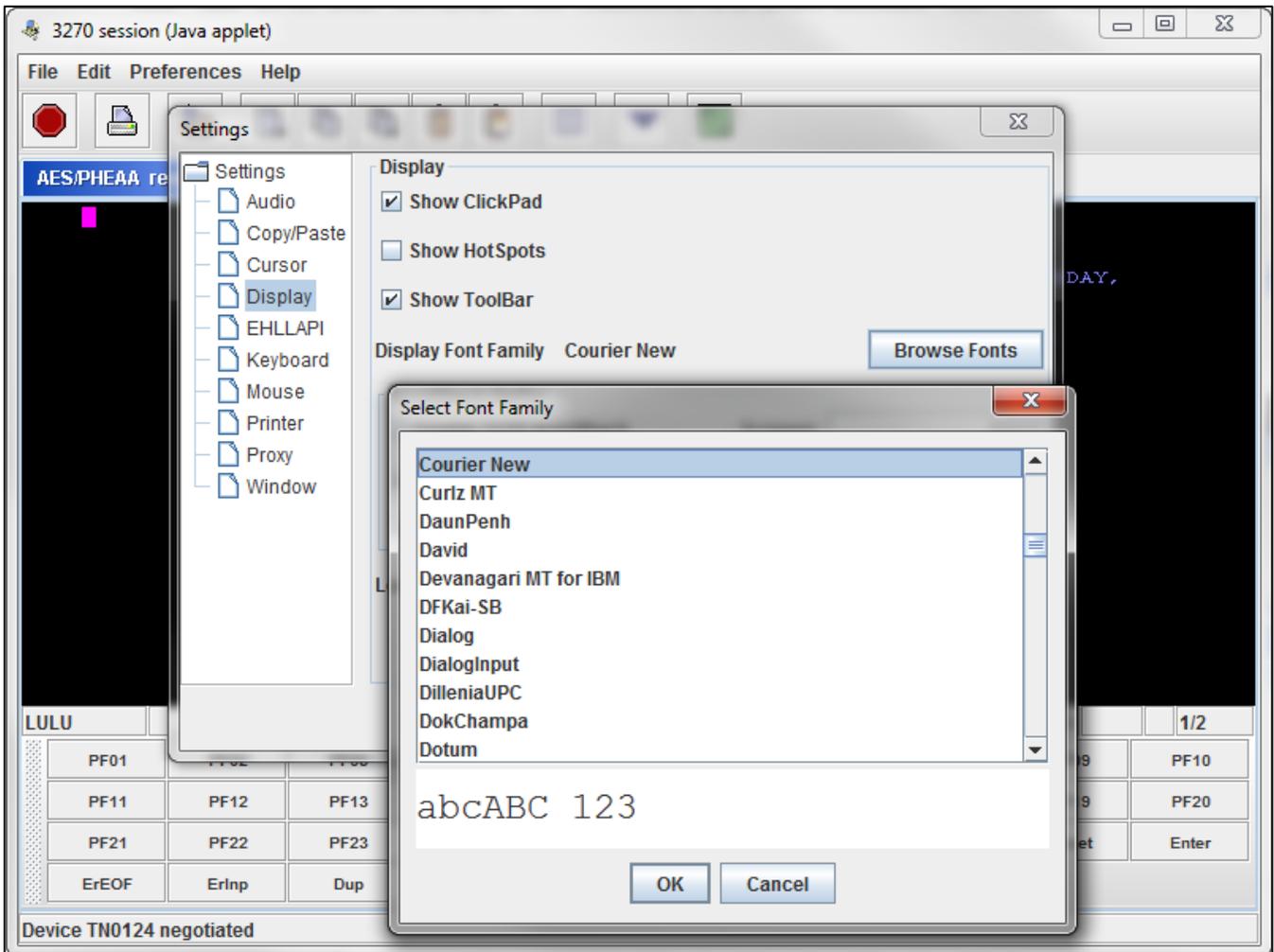
3. Select a color to replace the one in the previous step. Click **OK** to close the **Select Color** and the **Colors** windows.

**NOTE:** To default to the selected options, check **Associate with Session: XXXXXXXX** on the **Colors** window, not shown.

The mainframe screen will display the new color where black was the default.



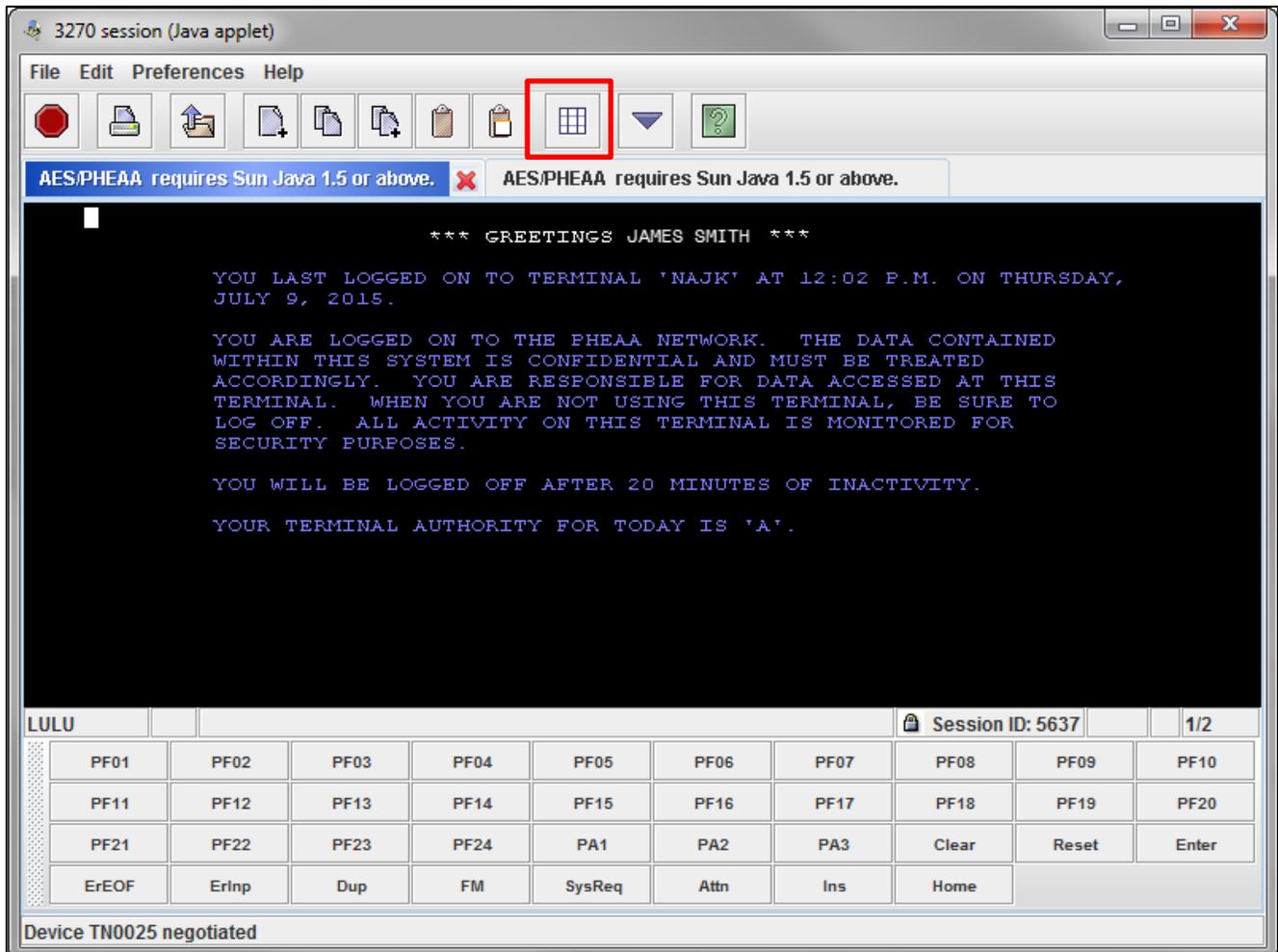
## Change Fonts



1. To change the font, click **Preferences**, then **Settings**.
2. On the **Settings** window, click **Display** to open the display menu, then click **Browse Fonts**.
3. On the **Select Font Family** window, select a font and click **OK** to close the **Select Font Family** window.
4. Click **OK** to close the **Settings** window.



## Change ClickPad

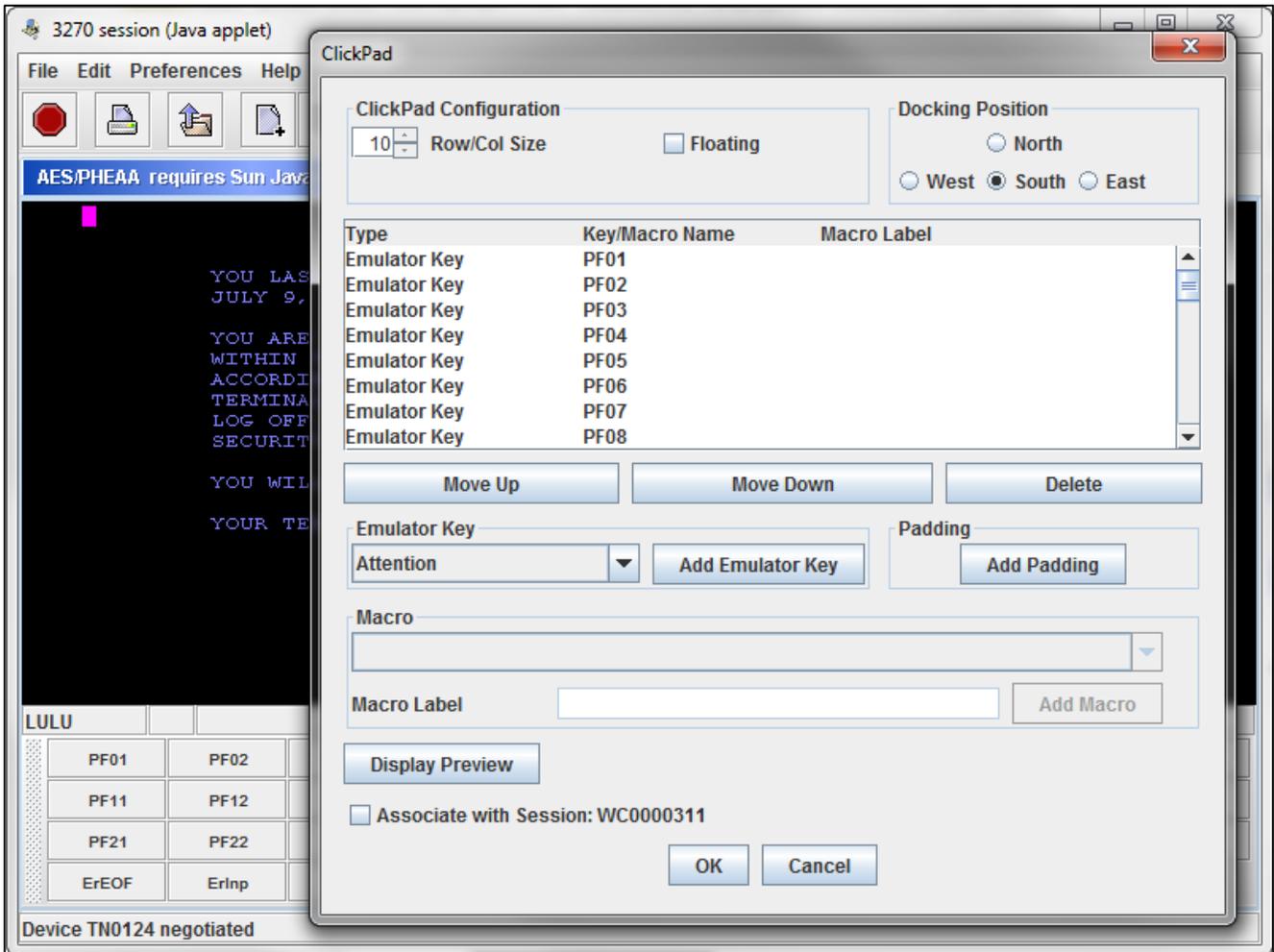


### *Show/Hide ClickPad*

1. To show or hide the clickpad, click the clickpad icon.



### Change ClickPad Preferences

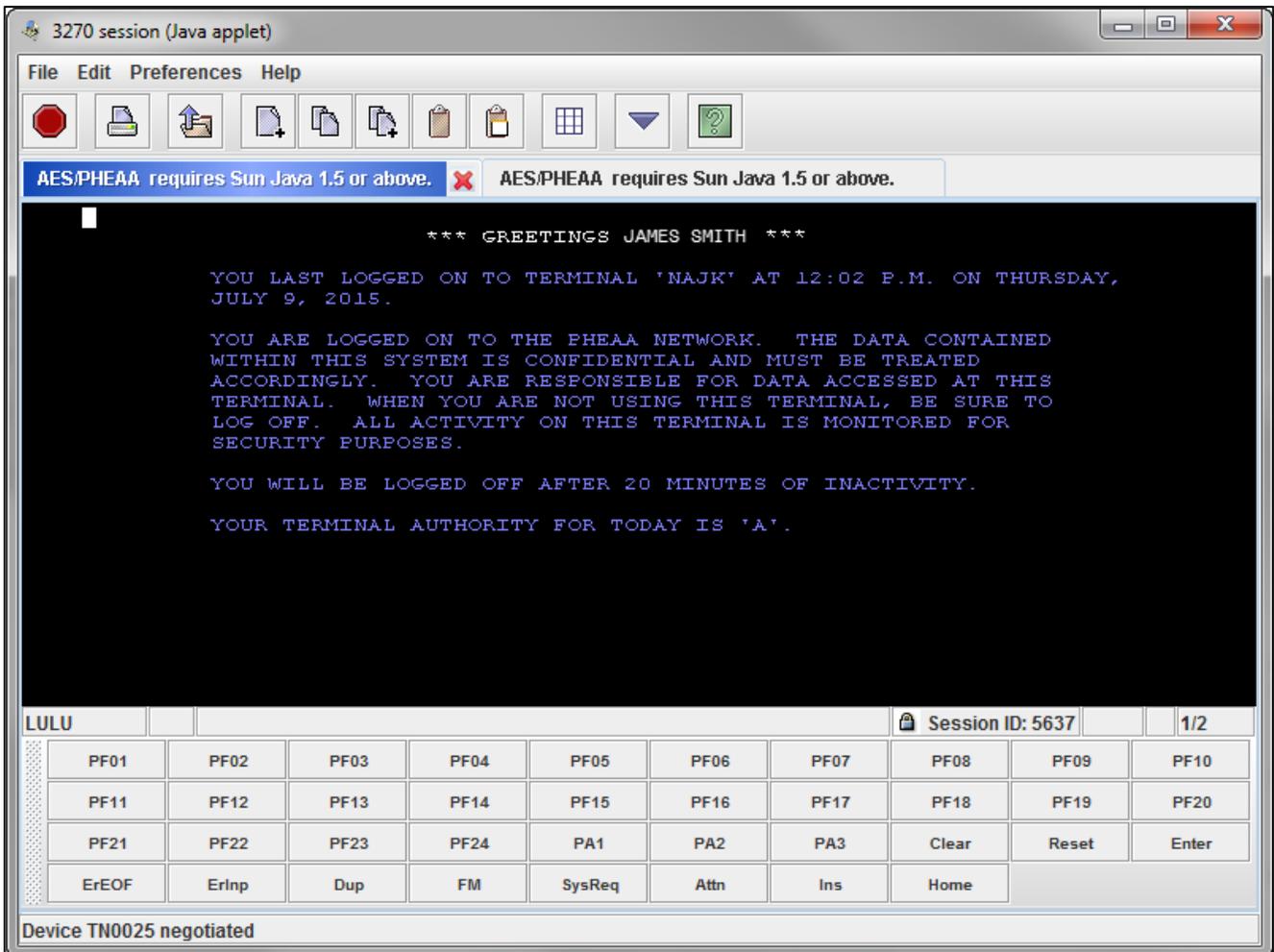


2. To display the ClickPad preferences, click **Preferences**, then **ClickPad**.
3. To reduce the size of the clickpad, change the **Row/Col Size** to **19**, then click **OK**.



## Closing WebConnect

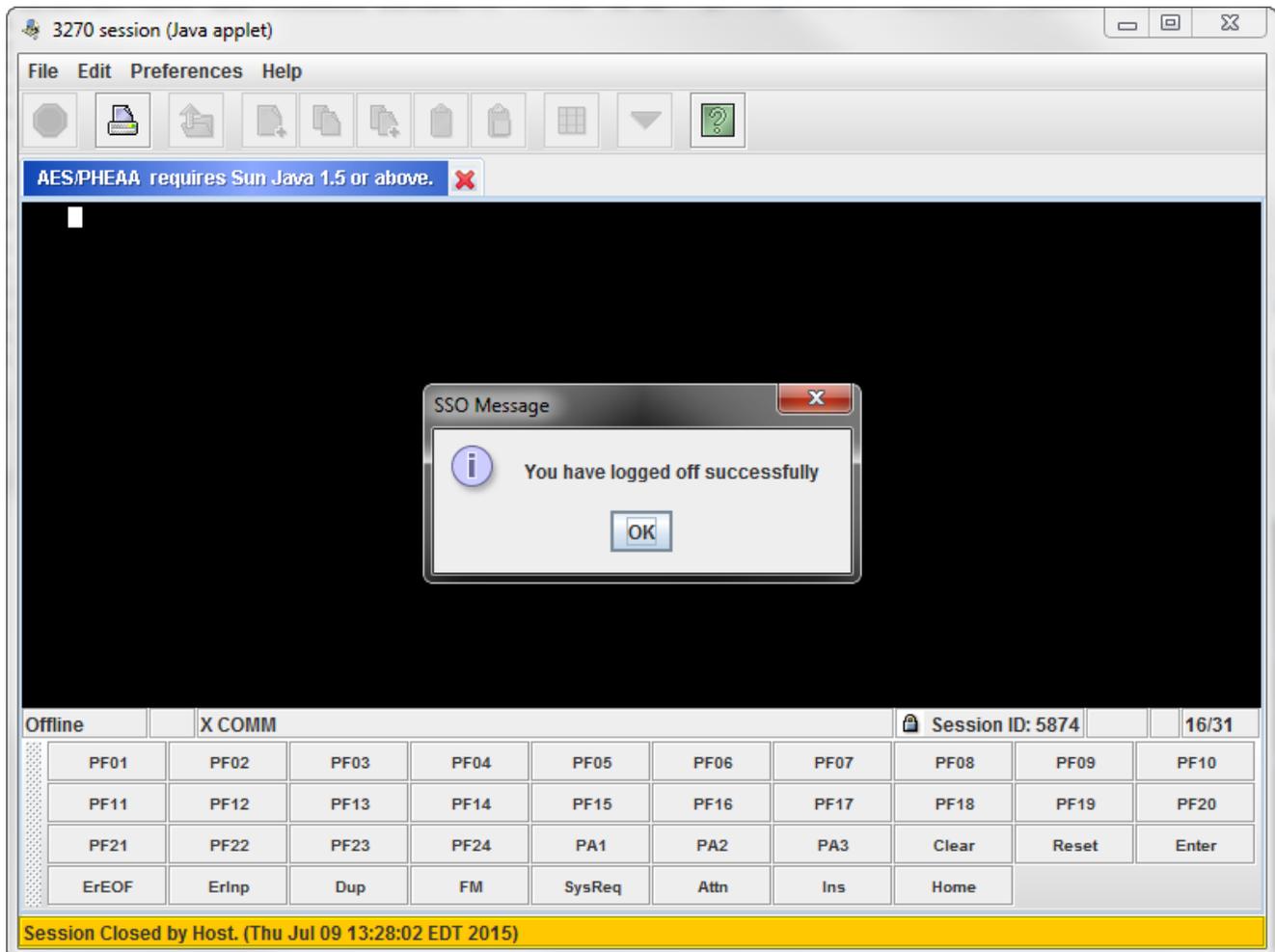
Log off the PHEAA mainframe before closing OC/WebConnect to prevent access or security errors.



1. To log off OC/WebConnect, click **Clear** to clear the screen.
2. Enter a log off command, such as **Logoff**.
3. Click the stop sign.



➔ A dialog box displays with the following message: **You have logged off successfully.**



4. Click **OK** and close all browser windows.



---

## Appendix: Troubleshooting

Follow the troubleshooting procedures in order when attempting to resolve OC/WebConnect access issues.

- [Determine the Current Version of Java](#)
- [Download a Newer Version of Java](#)
- [Clear the Java Cache](#)
- [Enable Console](#)
- [Send Console Report](#)



## Determine the Current Version of Java

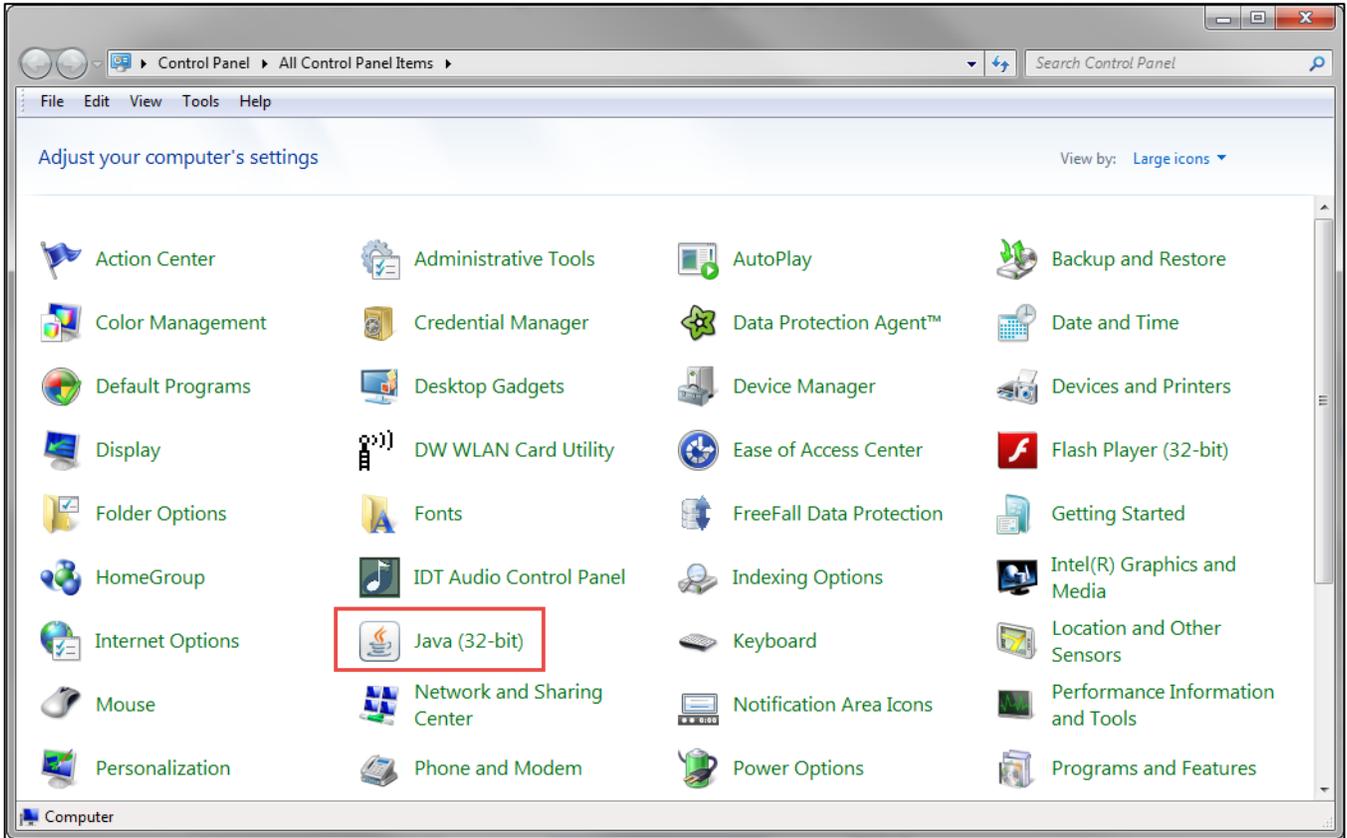
Verify that the recommended minimum version of Java is installed and clear the Java cache.



1. From the user's desktop, click **start, Settings**, and then **Control Panel**.



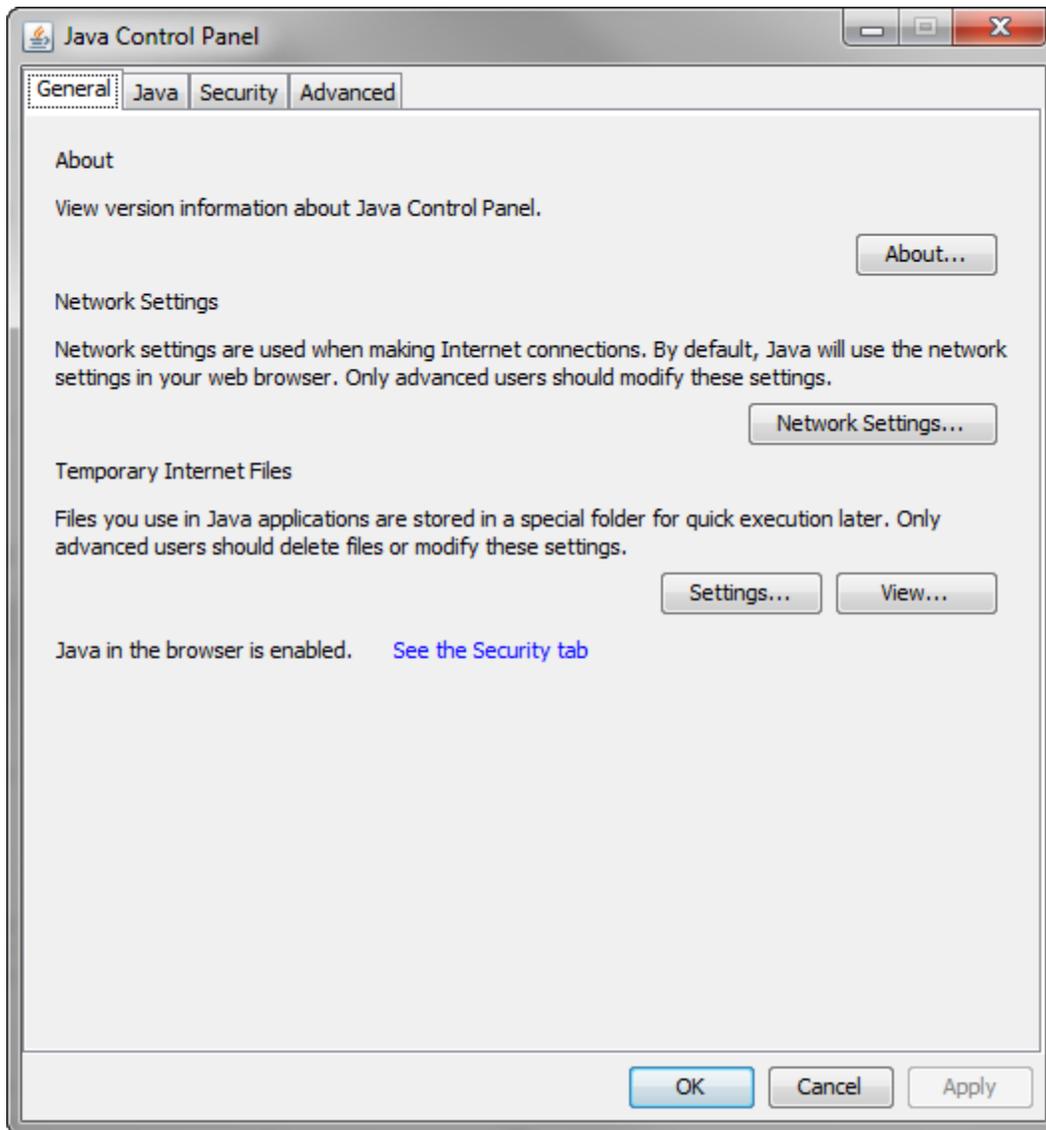
➡ The **Control Panel** displays.



2. To open the **Java Control Panel**, double-click the Java icon.



➔ The **Java Control Panel** displays.



5. On the **Java Control Panel**, on the **General** tab, click **About**.



➡ The **About Java** window displays information about the version of Java installed on the user's system.



6. Note the version of Java installed on the system.

**NOTE:** To take advantage of the latest features of OC/WebConnect, download the minimum recommended version of Java, Version 7 Update 55. See [Download a Newer Version of Java](#) for step-by-step instructions for downloading a newer version of Java, if necessary.



## Download a Newer Version of Java

It is recommended that Java Version 7 Update 55 or higher is installed on the user’s browser to take advantage of all of the features of OC/WebConnect. Follow the steps in this section to download and install a newer version of Java. It may be necessary to contact desktop support staff or someone with administrative rights to complete this upgrade.

The current version of Java is available for download at:

<http://www.java.com/en/download/manual.jsp#win>.

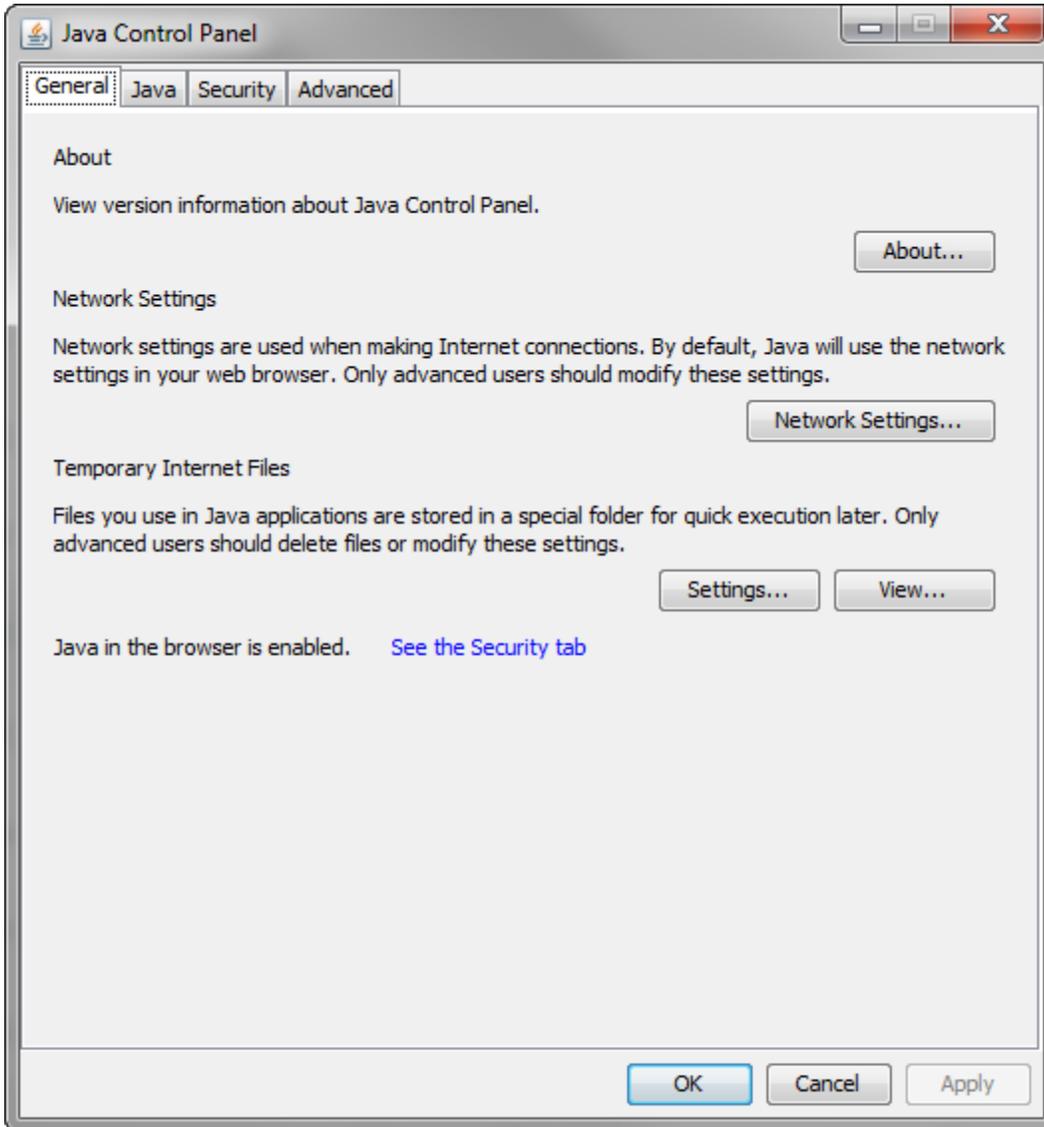
The screenshot shows the Java website's download page. The header is red with the Java logo and 'Download' and 'Help' links. A search bar is in the top right. The main content area is titled 'Java Downloads for All Operating Systems' and highlights the 'Recommended Version 8 Update 45' with a release date of April 14, 2015. It provides instructions on how to select the correct file for the user's operating system. A sidebar on the left lists 'Available Operating Systems' (Windows, Mac, Linux, Solaris), 'Help Resources' (Troubleshoot Java), 'Java 7' (Where can I get Java 7?), and 'JDK' (Looking for the JDK?). A 'Feedback' button is visible on the right side of the page.

1. On the Java download page, select the file that is appropriate for the user’s operating system and follow the prompts to download the software.

**NOTE:** Before logging into OC/WebConnect, clear the Java Cache. See [Clear the Java Cache](#) for step-by-step instructions.



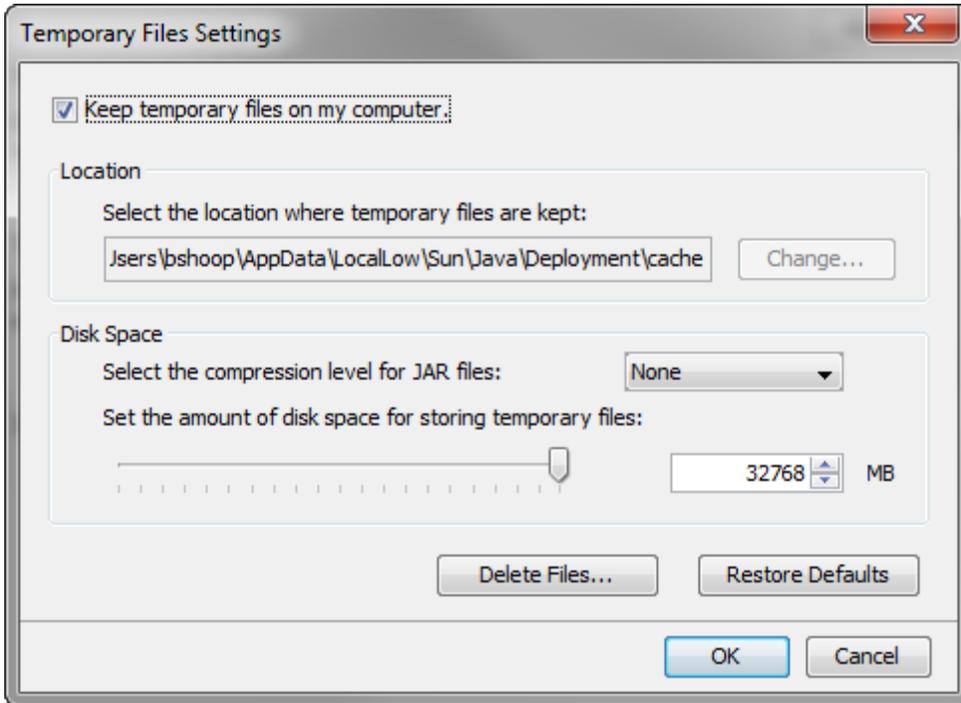
## Clear the Java Cache



1. To clear the java cache, click **Settings** under **Temporary Internet Files**.

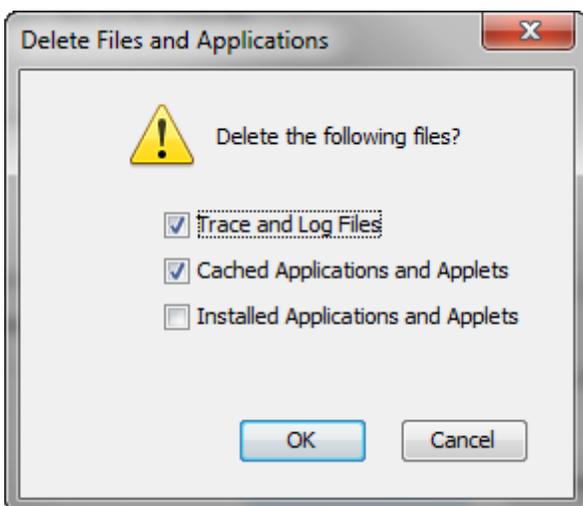


➔ The **Temporary Files Settings** window displays.



2. Click **Delete Files**.

➔ The **Delete Files and Applications** dialog box displays.

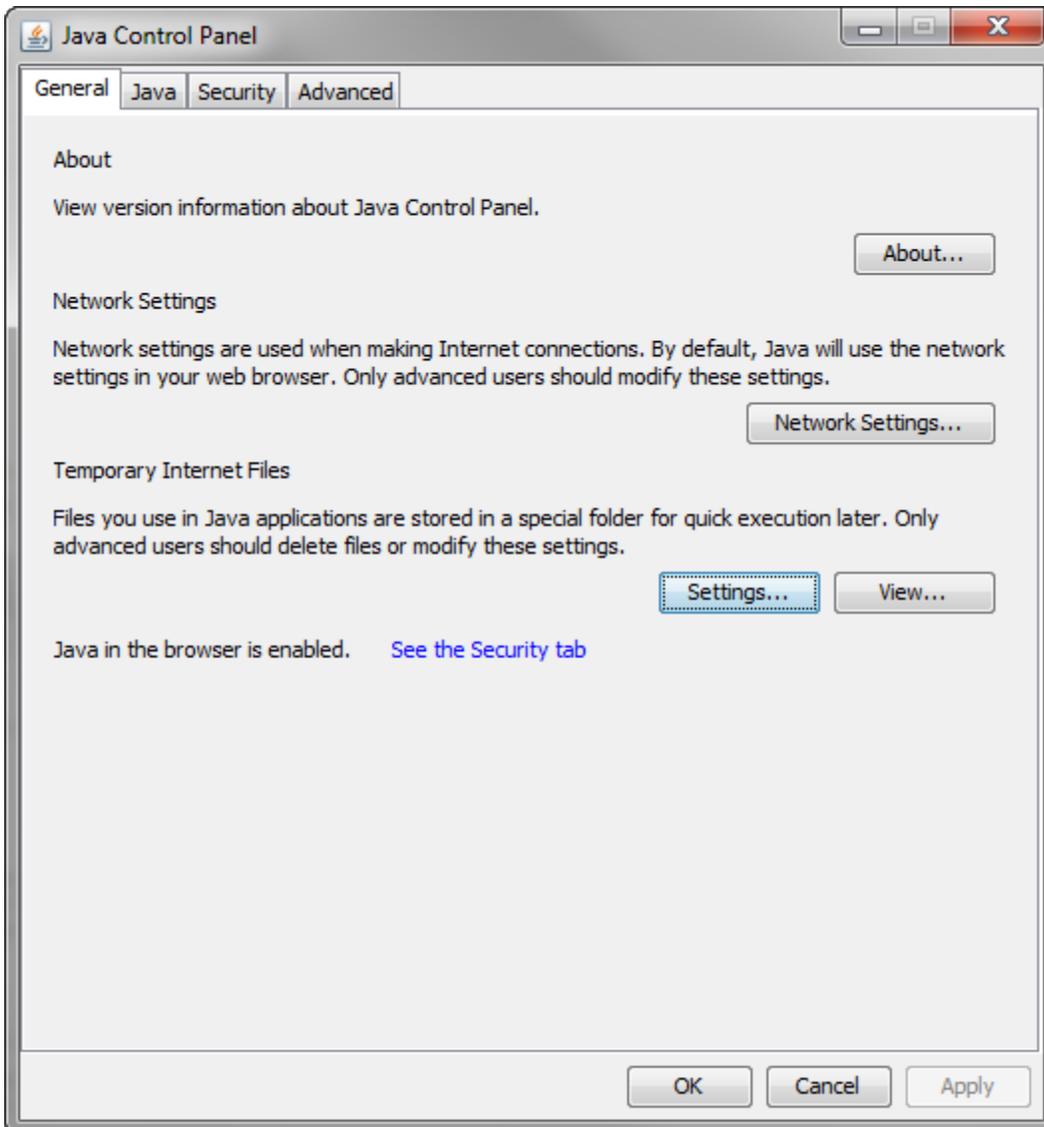


3. Select all items and click **OK** to close the **Delete Files and Applications** window.



## ***Enable Console***

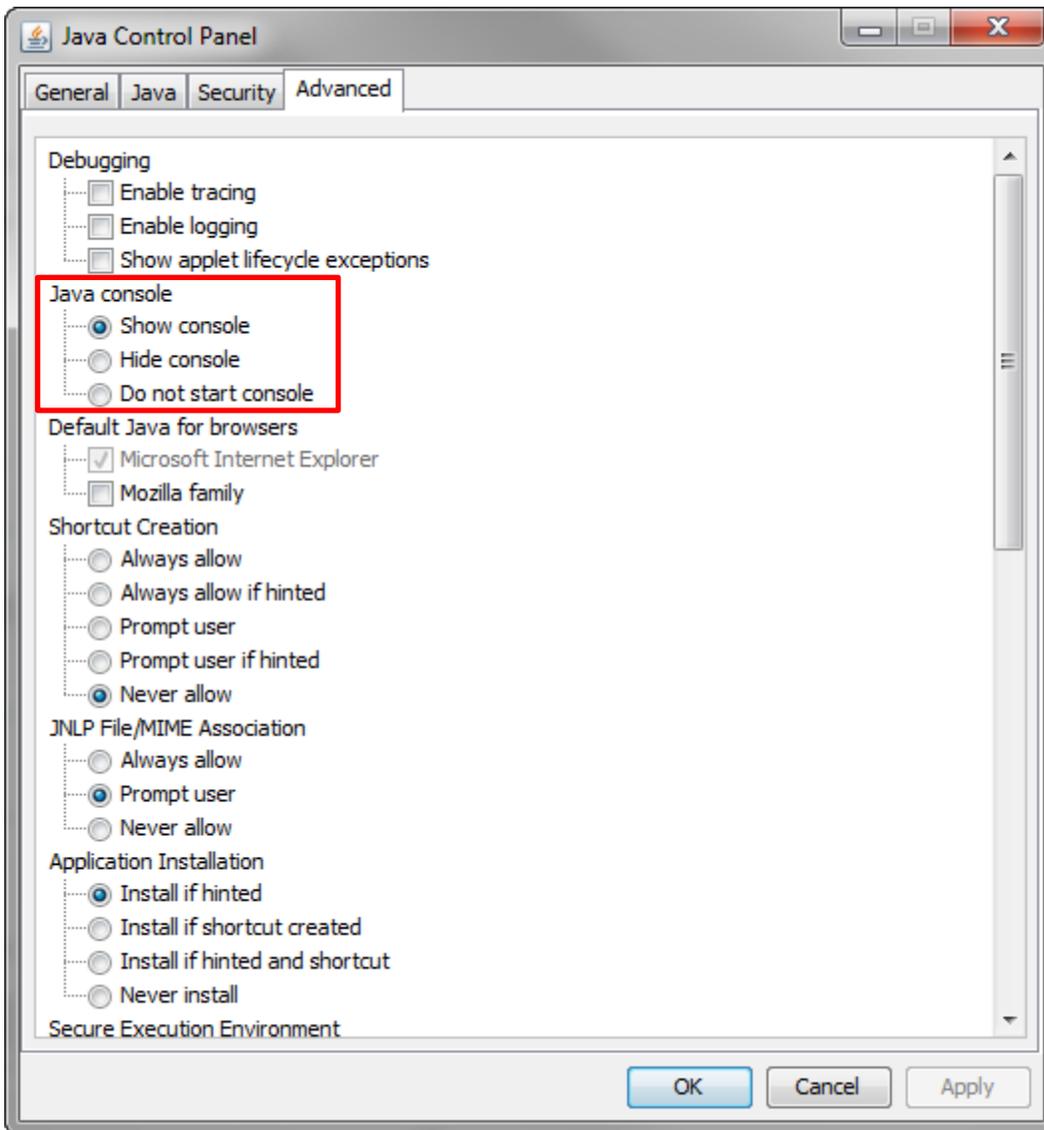
If OC/WebConnect is inaccessible after all other troubleshooting is complete, enable the console to send a console report to help desk staff.



1. On the **Java Control Panel**, click **Advanced**.



➔ The **Advanced** tab displays.



2. Expand **Java console** and click **Show console**.

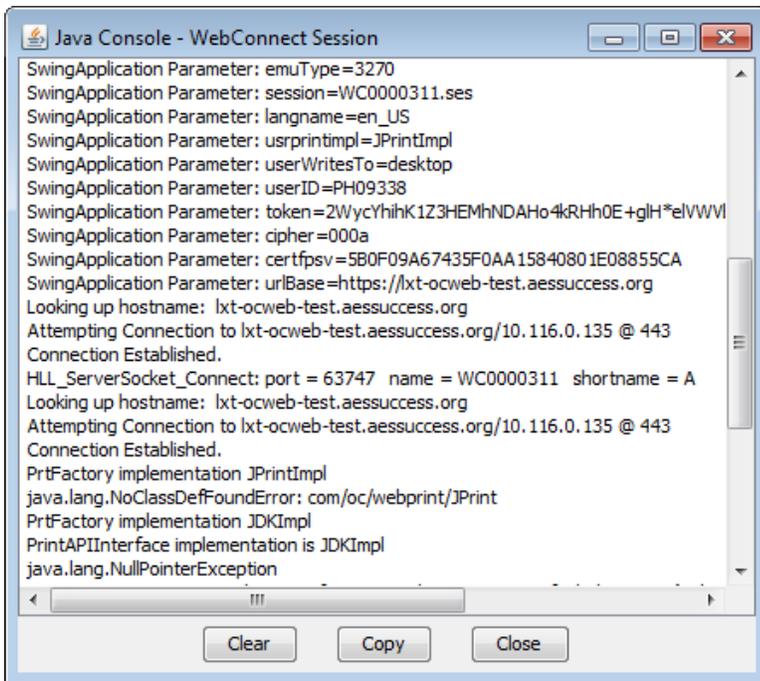
3. Click **OK**.

Once the console is enabled, log into the OC/WebConnect and create the console report. See [Send Console Report](#) for step-by-step instructions.



## Send Console Report

To send a console report, first log into OC/WebConnect using the instruction in the [Accessing OC/WebConnect and the PHEAA Mainframe](#) section. The **Java Console** displays automatically when the user logs into OC/WebConnect after enabling the console.



1. Click **Copy** to copy the console report.
2. Paste the console report into an email and send the email to Help Desk at the following address: [helpdesk@aessuccess.org](mailto:helpdesk@aessuccess.org)

American Education Services (AES) was created to guarantee and service a variety of Federal Family Education Loan Program (FFELP) and private student loan products for lending partners throughout the nation. AES is a national leader in providing quality customer service to millions of student loan borrowers through its highly-trained and experienced customer service representatives. For more information, visit [aesSuccess.org](http://aesSuccess.org).

The Pennsylvania Higher Education Assistance Agency (PHEAA) conducts its student loan servicing activities nationally as AES and FedLoan Servicing.

[aesSuccess.org](http://aesSuccess.org)

**800.443.0646**



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