Web Product Procedure

American Education Services

OC WebConnect

Change Control

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<tr>
<th>Version</th>
<th>Date</th>
<th>Summary of Changes</th>
<th>Responsible Individual</th>
</tr>
</thead>
<tbody>
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</tr>
</tbody>
</table>
# Table of Contents

Introduction .....................................................................................................................................4  
  System Requirements ...........................................................................................................4  
  Getting Started ...............................................................................................................4  
OC WebConnect .............................................................................................................................5  
Downloading and Installing WebPrint ...........................................................................................7  
Changing User Preferences .............................................................................................................9  
  Change Screen Colors .................................................................................................................9  
  Change Fonts .................................................................................................................................11  
  Change ClickPad ............................................................................................................................12  
Closing WebConnect ............................................................................................................14  
Appendix - Troubleshooting .........................................................................................................16  
  First Time Setup ............................................................................................................................17  
  Determine the Current Version of Java ....................................................................................26  
  Download a Newer Version of Java .........................................................................................30  
  Clear the Java Cache ................................................................................................................31  
  Enable Console .........................................................................................................................33  
  Send Console Report ................................................................................................................35
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

Getting Started

Use the following URL to access this application: https://am.partners.aessuccess.org/partnersB2Bsso/login.htm. Refer to the Web Login and Authentication user guide on Content Connection for additional instructions on logging into the application, managing your personal profile and security information, and resetting your password.
OC WebConnect

The OC/WebConnect page displays when the user logs into the application.

1. 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.
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: XXXXXXX** 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

1. To display the ClickPad preferences, click **Preferences**, then **ClickPad**.

2. 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.

- First Time Setup
- Determine the Current Version of Java
- Download a Newer Version of Java
- Clear the Java Cache
- Enable Console
- Send Console Report
**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.

![Exception Site List](image)

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

   • [https://connect.aessuccess.org](https://connect.aessuccess.org)
   • [https://partners.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**.
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.

3. 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.

![About Java Window](image)

4. 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:

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.

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.

![Java Control Panel](image)

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 Getting Started 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.
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aesSuccess.org
800-443-0646

1200 North Seventh Street, Harrisburg, PA 17102-1444