

Q. I have a student who will be starting classes and they do not appear on the portal.

A. Ensure you are looking in the correct year. The portal defaults to the current year. If your school has continuous intake, the student may be on an application for the previous year.

Q. When I select “yes” to confirm enrolment, the system won’t accept my entry.

A. Are you requesting more in tuition/fees than the actual award indicates? If no funds are being requested, ensure “0” is entered under “EI Fees Due”.

Q. There is a record awaiting confirmation on the portal however the student has not registered at the school.

A. You may want to contact the student to advise they must be registered before their student loan can be disbursed.

Q. How long will it take for the student to receive their funds?

A. Student can expect to receive their student loan within 5-10 business days after the negotiable date for their loan. Often, the negotiable date is the first day of class.

Q. Help! I’ve made an error in entering the amount of tuition /fees, and would like to make a change.

A. Once submitted, any records that have been confirmed as “Yes” cannot be retrieved for editing. In exceptional circumstances you may contact NSSAO before 2 p.m. Atlantic time **the same day** to make change.

Q. Are students aware the school can request funds from the student loan to go directly to the school?

A. This has been standard practice in Nova Scotia.

Q. Can a generic e-mail address be used for the portal notification process?

A. We do not use generic email addresses when creating User accounts in the portal as we send Usernames and Passwords that allow access to sensitive information in the Portal.

Q. Is there any leeway allowed when confirming the information in the student account on the portal?

A. None. If the information does not match in any aspect, the account cannot be confirmed.

Q. I am receiving notifications that there are files on the portal to be confirmed; however, when I log on there are no files.

A. Ensure you are looking in the correct year. The loan year starts August 1st and runs until July 31st of the next year. Example: programs that start in July 2014 are on 2013/2014 applications and found under the year "2013". Programs that start in August 2014 are on the 2014/2015 application and found under year "2014".