

Loan Guarantee Instructions

Use these directions to guarantee your student loan via “Loans by Web”

Note: There is a link to “Loans by Web” on the Financial Aid Webpage

Step 1: Login

1. Click on “I am a student borrower”.
2. Click on “I agree to supply my social security number”.
3. Enter SSN without dashes.
4. Enter DOB with or without slashes.
5. Hit enter key or click on “Login”.

Step 2: Main Menu

1. Click on “Complete a loan award”.

Step 3: List of Loan Awards to Complete

1. Click on “Begin”.

NOTE: If this screen says “You have no loan awards to complete”, contact financial aid.

Step 4: Entrance Counseling

1. For **first time borrowers** with TSTC Marshall, click on “Go To Entrance Counseling” **before** continuing the guarantee process.
2. For TSTC returning students click on “Continue the TG Loans By Web™ Process”.

Step 5: Personal Information

1. On # 3, enter **complete permanent street address**, **not** dorm address.
2. On # 4, enter phone number.
3. On # 5, enter driver’s license state and number.
4. On # 6, enter e-mail address.
5. On # 7, enter temporary address if necessary. If in the dorms, be sure to give building and apartment number.
6. Click on “Next”.

Step 6: Complete Your Loan Award – References

NOTE: References must be completed with first and last name, address, phone number and relationship to borrower.

1. Reference 1 – **must** be a parent.
2. Reference 2 – may be a family member or friend.
3. Click on “Next”.

Step 7: Lender Selection

1. Click on “Select Lender”.

NOTE: If you are a **first time borrower** with TSTC Marshall and you choose a lender through the “search” option, your loan disbursement may be delayed 3-4 weeks.

NOTE: If you had a loan at a previous school, your lender will automatically show up. If you choose to keep that lender and they are not on our lender list, it may also delay your loan disbursement 3-4 weeks. If you have questions, contact financial aid at the number below.

2. Click on the lender to highlight it.
3. Click on “Select Lender” again.
4. A screen showing lender choice will come up, click on “Next”.

Step 8: Loan Award Information

NOTE: If you have an unsubsidized loan and would like to pay interest while in school, click on the box in step 2. This will keep your loan from compounding, making less to pay back after graduation. Refer to step 1 on screen if you do not know what kind of loan you have.

1. Click on “Submit”.

Step 9: Submit Your Loan Information

1. Click on “Guarantee”.

Step 10: Results of Your Loan Award Submit

This screen will say congratulations... your loan has been guaranteed. If screen says “Loan Cannot Be Guaranteed at This Time”, call financial aid or contact TG Customer Assistance at numbers listed below

NOTE: Since e-signature takes 20-30 minutes, we suggest printing your application packet. *If you are a returning student, this option will not be available because your lender already has a signed MPN on file.*

1. Click on "Print". Follow through with printing instructions.
2. Logout.

******After printing, sign one of the Master Promissory Notes and mail it to your lender at the address shown on the letter addressed to you. Keep the other MPN for your records.

If you have a question or need assistance, call:

TG Customer Assistance: 800-845-6267.

Financial Aid: 903-935-3232 or toll free 888-382-8782, extension 3232