



General Revenue Corporation

Website User Guide

“Logging Into The Client Portal”

General Revenue Corporation • 4660 Duke Drive, Suite 200, Mason, OH 45040 • 800-234-1472, Option 2 • Generalrevenue.com

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Introduction to “Logging into the Client Portal” User Guide

- GRC is pleased to present this tutorial User Guide to our clients to facilitate your understanding of how to log into our interactive, state-of-the art client portal located at Generalrevenue.com.
- The goal of this User Guide is to enable our clients to become familiar with the “Login” features provided to you via our client portal.
- At your facility, as a new employee or an existing employee that needs a refresher course on the features of our website, this User Guide can assist with providing an overview of how to log into our client portal to obtain the wealth of information that is available to you 24 hours, 7 days a week.
- This step-by-step instructional guide was designed with you, our client, in mind by enabling you to utilize this information at your convenience.
- As you walk through this User Guide, please feel free to contact your dedicated Client Services Representative should you have any questions. Their contact information is shown on the last page of this tutorial entitled “Contact List of Personnel.”
- GRC appreciates the opportunity to provide this information to you; we hope you will find it helpful.

Home Screen



About | Services | Results | Employment | Contact



We are a true partner to our clients.

General Revenue Corporation is the choice of more than 1,100 colleges and universities because of our unprecedented service and performance. We provide an unmatched strength, stability, and experience in higher education as a Navient company.

[CLIENTS](#) [PAYMENTS](#)

Click here to proceed to the Log In Screen.



Why GRC?

Choosing GRC assures you of stringent compliance to all regulatory requirements, exemplary customer service for you and your student borrowers, & exceptional debt recovery.

► [What we do](#)



The GRC Philosophy

Our philosophy drives our leveraging of key resources – valued employees, continuously upgraded technology, and enhanced processes – to maximize your debt recovery.

► [Our philosophy](#)



Student Loan Borrower?

If you've heard from us about your student loan, call us today! We can help you get back on track.

► [Learn how](#)

WHAT WE CAN DO FOR YOU

Bringing to bear the resources and reputation of GRC's 39-year experience collecting student loan debt, we will assemble for you a dedicated and experienced team that will adapt quickly to your collection needs. Analyzing your portfolio, we will design a unique strategy that will beat the liquidation rates of our competitors and reduce your collection-related staff hours — all while maintaining strict compliance with all regulations and strict adherence to the highest ethical standards. In short, GRC will always perform beyond.



Features Covered Under the “Logging into the Client Portal”

This tutorial will highlight the features shown under the “Login” section. These features are as follows:

- Access Request Form – this form must be completed by all first time users
- Authentication – Client Services will verify with your Institution that you should be granted access to our website
- Logging In – you will use your base client number as your client login, your last name and your unique password
- Forgot Your Password – click on this tab and you will receive a new password instantly
- Resetting Your Password – you can create your own unique password that consists of 7 to 20 digits

Secure network communications and the protection of sensitive information are of paramount importance in our network design. The telecommunications and networking infrastructure conform to all federal security requirements and security guidelines.

Log In Screen – First Time User

GENERAL REVENUE CORPORATION

Your Total Debt Management Solution

Client Access

IMPORTANT MESSAGE

-To ensure you receive all of GRC's important email messages, please be certain to mark emails coming from "Clientservicesmailbox" as being safe.

-If you forget your login information, please use "Forgot Password?" below. Otherwise, after five attempts, your account will be locked and you will need to contact your Client Services Representative for assistance.

Please enter the sign-on and password provided by your Client Services Representative, along with your last name. **Please note that Password is Case Sensitive.**

Client Login:

Your Last Name:

Password:

Submit [Forgot Password?](#)

If you are a GRC client and do not have a sign-on, please [click here](#) to fill out a Security Access Form.

If this is your first time logging into the website, please select this option.

All first time users visiting the website must complete a “Security Access Form.” This is the first step to gain access to our multimedia state-of-the-art technologically advanced website that will provide you with real time account data information.

First Time User – Access Request Form

The screenshot shows the GRC Access Request Form. At the top left is the GRC logo and navigation links. To the right is the slogan "Your Total Debt Management Solution". A sidebar on the left has a "QUESTIONS? Contact Us" button. The main form area has a title "Access Request Form". A red box highlights the "Required Information" section, which includes fields for Institution Name, Address 1, City, Telephone Number, Fax Number, Debt Type, Address 2, State, Zip, and Extension. Another red box contains the instruction: "If this is your first time accessing the GRC website, please complete the required fields as indicated by an asterisk (*)". Below the required information are sections for Personal Information (Last Name, First Name, Mother's Maiden Name), Middle Initial, E-mail Address, and Confirm E-mail Address. There are radio buttons for Request Type (New, Change, Delete) and checkboxes for Request Access (My Accounts, My ACH, My Placements, My Reports, My Validation Media). At the bottom are "Submit" and "Print Version" buttons.

If this is your first time accessing the GRC website, please complete the required fields as indicated by an asterisk (*)

By completing the online “Access Request Form,” you provide information that will enable you to quickly receive your initial password as well as your Client Login number. Once your authentication has been confirmed, your newly created system generated password will allow you access to the client portal.

Log In Screen – Forgot Login Information

GENERAL REVENUE CORPORATION

Your Total Debt Management Solution

Client Access

IMPORTANT MESSAGE

-To ensure you receive all of GRC's important email messages, please be certain to mark emails coming from "Clientservicesmailbox" as being safe.

-If you forget your login information, please use "Forgot Password?" below. Otherwise, after five attempts, your account will be locked and you will need to contact your Client Services Representative for assistance.

Please enter the sign-on and password provided by your Client Services Representative, along with your last name. **Please note that Password is Case Sensitive.**

Client Login:

Your Last Name:

Password:

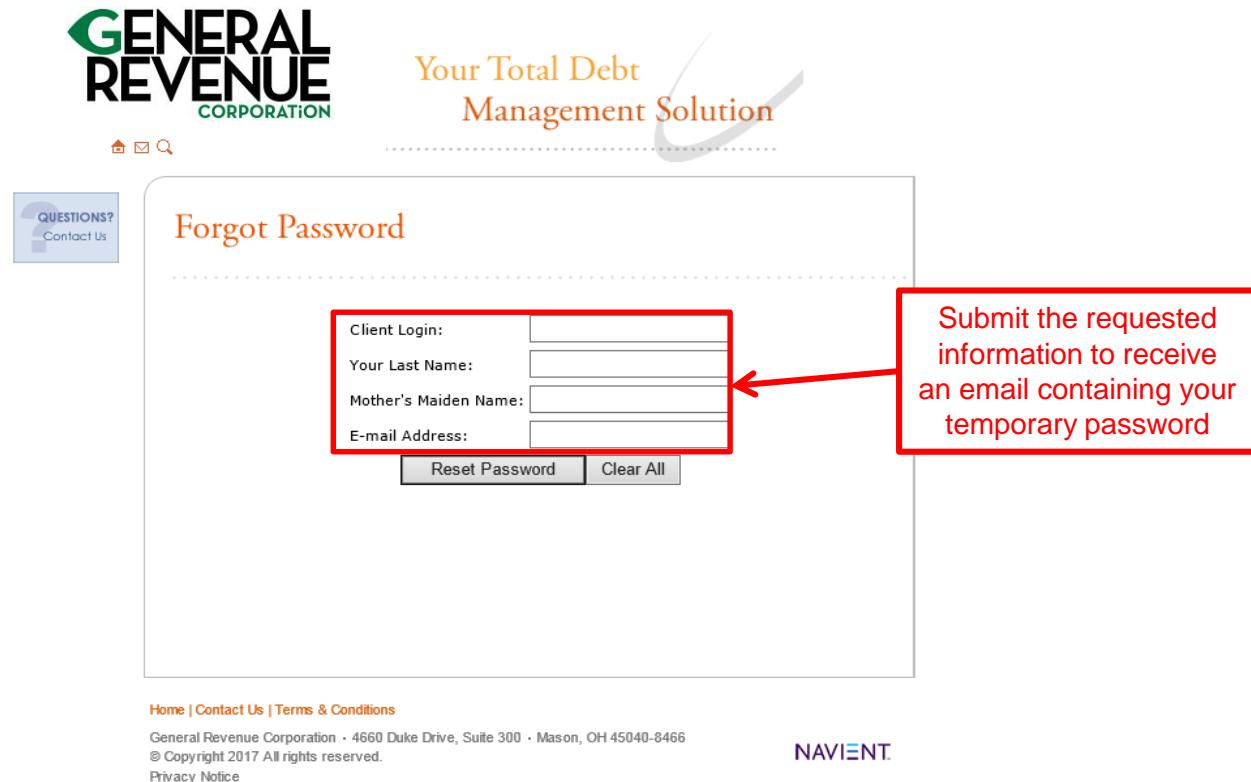
Submit [Forgot Password?](#)

If you are a GRC client and do not have a sign-on, please [click here](#) to fill out a Form.

If you forgot your login information, please select this option.

If you forget your password, simply click on the button “Forgot Password.” This will advance you to the next screen to authenticate you have the necessary information to make this request. This is just one more feature to protect accessing your student borrower’s non-public information unless you are authorized to do so.

Log In Screen – Resetting Your Password



Enter all the necessary information to validate your access to the website and click the “Reset Password” button. You will instantaneously receive a temporary password via your email address.

Log In Screen – Resetting Your Password, Cont'd

The screenshot shows the General Revenue Corporation website's login screen. At the top left is the GRC logo. To its right, the text "Your Total Debt Management Solution" is displayed with a large checkmark icon. Below the logo is a navigation bar with tabs: MY ACCOUNTS, MY ACH, MY PLACEMENTS, MY REFERENCE GUIDE, MY REPORTS, and MY VALIDATION MEDIA. The MY REFERENCE GUIDE tab is currently selected. On the left side, there is a sidebar with links: MY REFERENCE GUIDE (selected), CHANGE PASSWORD (highlighted in orange), and LOGOUT. Below these links is a "QUESTIONS? Contact Us" button. The main content area is titled "Change Password". It contains a list of password requirements:

- Password should not contain three or more repetitive characters ("aaa," "bbb").
- Password must be at least eight characters.
- Password must contain some combination of at least three of the following:
 - Special characters any of !, @, #, \$, %
 - Should contain one lowercase character.
 - Should contain one uppercase character.
 - Should contain one numeric.
- Password should not contain words found in the dictionary or proper names.
- Password should not contain your first name or last name.
- Passwords are case sensitive.

Below the requirements are three input fields: "Old Password", "New Password", and "Confirm New Password", each with a red border. To the right of these fields is a red-bordered box containing the text: "Submit the requested information to update your password". An arrow points from this text box to the "Update" button in the "Old Password" field.

Enter the temporary password you just received via email. Your temporary email must be typed in and cannot be copied and pasted from your email. Then create your own unique password that consists of 7 to 20 digits that includes at least one letter and one number. You can also include special characters such as !, @, #, \$, %, ^ and &.

Log In Screen

The screenshot shows the 'Client Access' login page for General Revenue Corporation. At the top left is the GRC logo. To its right, the text 'Your Total Debt Management Solution' is displayed next to a large grey checkmark graphic. On the left side of the page, there are three links: 'QUESTIONS? Contact Us', 'Upromise SelfieMail', and a 'Logout' link. The main content area has a heading 'Client Access' and an 'IMPORTANT MESSAGE' section containing instructions about marking emails from 'Clientservicesmailbox' as safe and what to do if forgotten login information is lost. Below this is a form for entering 'Client Login', 'Your Last Name', and 'Password', with 'Submit' and 'Forgot Password?' buttons. A red box highlights this form area, and a red arrow points from it to a red-bordered callout box containing the text: 'If you know your login information, please select this option'. At the bottom of the page, a link is provided for clients without a sign-on.

Client Access

IMPORTANT MESSAGE

-To ensure you receive all of GRC's important email messages, please be certain to mark emails coming from "Clientservicesmailbox" as being safe.
-If you forget your login information, please use "Forgot Password?" below. Otherwise, after five attempts, your account will be locked and you will need to contact your Client Services Representative for assistance.

Please enter the sign-on and password provided by your Client Services Representative, along with your last name. **Please note that Password is Case Sensitive.**

Client Login:
Your Last Name:
Password:

Submit [Forgot Password?](#)

If you are a GRC client and do not have a sign-on, please [click here](#) to fill out a Security Access Form.

Your client login will consist of your base client number, your name and your unique password. Your password will need to be changed every 90 days as a security measure to protect your student borrower's data.

GRC Office Information

This concludes the GRC User Guide Presentation for “Logging into the Client Portal” located at Generalrevenue.com

We hope this User Guide was helpful by providing an overview of the signing in process. The convenience of utilizing our website provides you with instantaneous access to your student borrower’s account information 24 hours, 7 days a week.

Our personnel, phone and email contact information is shown on the next two pages and we encourage you to contact us at your convenience.

Our client office hours are:
Monday through Thursday
8:00 AM to 6:00 PM EST
Friday
8:00 AM to 5:00 PM EST

Thank you for your business!
Phone: 800-234-1472. Fax 800-234-5035

Client Services Contact Information

Client Toll Free Numbers			
Phone: 800-234-1472, Option 2		Fax: 800-234-5035	Website: Generalrevenue.com
Name	Title	Phone	Email Address
Jennifer Hamilton	Client Services Liaison Supervisor	800-234-1472, Extension 427344	Jennifer.Hamilton@generalrevenue.com
Angela Breving	Senior Client Services Representative	800-234-1472, Extension 427336	Angie.Breving@generalrevenue.com
Brandy Cordy	Senior Client Services Representative	800-234-1472, Extension 427354	Brandy.Cordy@generalrevenue.com
Nikki Crabtree	Client Services Representative	800-234-1472, Extension 427357	Nikki.Crabtree@generalrevenue.com
Des Penno	Client Services Representative	800-234-1472, Extension 427304	Desiree.Penno@generalrevenue.com
Sandie Morgan	Client Services Representative	800-234-1472, Extension 427440	Sandie.Morgan@generalrevenue.com

Sales Executive Contact Information

Name	Title	Phone	Fax	Email Address
Denyc Perez	Director of Sales, Southwest Region	877-572-5543	888-888-3460	denyc.perez@generalrevenue.com
Sue Jaquish	Director of Sales, East Region	800-836-1099	888-287-0640	sue.jaquish@generalrevenue.com
Daphne Ware-Brown	Director of Sales, Midwest Region	513-605-7454	800-234-5035	daphne.ware-brown@generalrevenue.com
Nick Heldman	Account Manager	513-605-7494 (Direct) 800-234-1472, ext. 427494	800-234-5035	nick.heldman@generalrevenue.com

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