

# Oracle Fusion Student Financial Aid Cloud Service

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**How do I set up SAIG mailboxes in  
Student Financial Aid?**

**FA Latest**



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Author: Higher Education Information Development Team

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# Get Help

There are a number of ways to learn more about your product and interact with Oracle and other users.

## Get Help in the Applications

Some application pages have help icons  to give you access to contextual help. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons. If the page has contextual help, help icons will appear.

## Get Support

You can get support at [My Oracle Support](#). For accessible support, visit [Oracle Accessibility Learning and Support](#).

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## Join Our Community

Use [Cloud Customer Connect](#) to get information from industry experts at Oracle and in the partner community. You can join forums to connect with other customers, post questions, suggest [ideas](#) for product enhancements, and watch events.

## Learn About Accessibility

For information about Oracle's commitment to accessibility, visit the [Oracle Accessibility Program](#). Videos included in this guide are provided as a media alternative for text-based topics also available in this guide.

## Share Your Feedback

We welcome your feedback about Oracle Applications user assistance. If you need clarification, find an error, or just want to tell us what you found helpful, we'd like to hear from you.

You can email your feedback to [oracle\\_fusion\\_applications\\_help\\_ww\\_grp@oracle.com](mailto:oracle_fusion_applications_help_ww_grp@oracle.com).

Thanks for helping us improve our user assistance!



# 1 Overview

## Overview of SAIG and SAIG Mailboxes

The Student Aid Internet Gateway (SAIG) is the secure channel schools use to exchange financial aid data with the US Department of Education (ED) Federal Student Aid (FSA) systems. To access FSA services, organizations must first enroll in SAIG.

Each institution is assigned one or more SAIG mailboxes, which act as routing addresses for data transmissions. Mailboxes are identified by a five-character code that begins with TG or FT. These numbers ensure data gets to the destination, and each organization decides which services are needed and who should be enrolled to access them.

Starting with the 2024–25 award year, ED requires two distinct mailboxes: one for standard files and another solely for files that contain Federal Tax Information (FTI). This separation helps protect sensitive data and ensures compliance with federal requirements.

To connect Oracle Fusion Student Financial Aid (SFA) with SAIG, you need to enable TD Client within SFA. TD Client is the tool that transfers files between the institution and ED. Before enabling TD Client in production, institutions must complete enrollment through ED's SAIG enrollment site. From there, institutions receive an INI file, runtime (RTM) certificate, and approval code—files that must be provided to Oracle Support.

Once the mailbox setup is complete, administrators configure connection details on the SAIG Administration page, provide the TG/FT number, password, and test the connection. The Vocado US Department of Education Gateway (VUG) then uses these details for secure data exchange. To maintain transparency and accountability, every change to SAIG connection details is tracked in the audit history. Each record shows who made the change and when, with the most recent updates displayed first.

This resource contains the information you need to know to set up your mailbox, reset passwords, and renew your runtime certificate.





## 2 Before You Start

### Required Permissions

To set up mailboxes, make sure your role has the following permissions:

- Administration
- SAIG Administration
- TD Client and VUG

For more information on permissions, see [Manage General Permissions Matrix](#).



## 3 Set Up and Manage Your SAIG Mailbox

### Set Up Your SAIG Mailbox in the Production Environment

1. Go to the US Department of Education's SAIG enrollment site to enroll your institution and sign your SAIG enrollment agreements.
2. Sign in to the *Federal Tax Information Transaction Delivery Community Manager (FTI-TDCM)* portal using credentials you created during SAIG enrollment.
3. From the portal, you must go to the **Participants** tab and get these items:
  - o From the Approval Code field, copy the code.
  - o From the Security tab, click **Export INI** to download the tdclient.ini file.
  - o From the Security tab, click **Export Runtime** to download the runtime (RTM) certificate file.
4. Sign in to SFA, go to **Administration > System Management > TD Client Management**.
5. Ensure the status of both TD Client mailboxes are **Suspended**, then take a screenshot.
6. Submit a service request (SR) to Oracle Support for Student Financial Aid, and include this information:
  - o Use the title "SAIG Mailbox Setup."
  - o Attach the exported INI file, RTM certificate file, and the approval code (in a text file or Word document).
  - o Attach the screen-shot that shows your TD Client mailboxes are suspended.Once Oracle Support receives your complete service request, they will start setting up your SAIG mailboxes in the back-end.
7. Once you've been informed that the mailbox setup is complete, sign in to SFA then go to **Administration > System Management > SAIG Administration**.
8. Enter the new TG/FT number and password that's associated with the TD Client mailbox. Make sure you include the FT or TG prefix just as you'd when using ED's EDconnect software.
9. Go to **Administration > System Management > TD Client Management**.
10. Set the **FTI TD Client Selection Indicator** and **TD Client Selection Indicator** to **Active**.  
You're now ready to use your new TD Client mailboxes.

### Reset FTI-SAIG and SAIG Passwords

The US Department of Education requires that you change your FTI-SAIG and SAIG passwords every 90 days.

1. Sign in to SFA.
2. Go to **Administration > System Management > TD Client Management**.
3. Make sure both **TD Client Selection Indicators** are set to **Suspended**. And if they're not suspended, then switch them to the correct status.
4. Sign in to the *Federal Tax Information Transaction Delivery Community Manager (FTI-TDCM)* portal using credentials you created during SAIG enrollment and go to the **Participants** tab to update your password.

5. Sign in to Ed connect, and go to the **Security** view to view Mailbox Properties and complete a Local Only Password Change. This will prompt a Network and Local Password Change.
  6. Wait at least 15 minutes for the passwords to sync.
  7. Within SFA, go to **Administration > System Management > SAIG Administration**.
  8. In Reset FTI-SAIG Password:
    - o Enter your FT number, making sure you include the FT prefix.
    - o Enter a new password, then click **Test Password**.
    - o If the test is successful, save your changes.
    - o If the password test fails, see [How do I troubleshoot TD Client connection issues?](#)
  9. In Reset SAIG Password:
    - o Enter your TG number, making sure you include the TG prefix.
    - o Enter a new password, then click **Test Password**.
    - o If the test is successful, save your changes.
    - o If the password test fails, see [How do I troubleshoot TD Client connection issues?](#)
  10. Go back to **Administration > System Management > TD Client Management**, then set the mailbox status to **Active**.
- If you need further help, see [EDconnect 8.6.1 Installation and User Guide](#).

## Renew Runtime Certification

The US Department of Education (ED) requires you to renew your runtime (RTM) certificate annually. TD Client uses this certificate to connect to your SAIG mailboxes.

To check the expiration of your certificate and download the new one, see [TDClient 3.5.0 Plain Language Certificate Import Guide](#). You'll need to take note of the expiration date of your certificate and check back 30 days before it expires to download the new one.

1. Sign in to the [Federal Tax Information Transaction Delivery Community Manager \(FTI-TDCM\)](#) portal using credentials you created during SAIG enrollment and go to the **Participants** tab to get these items:
  - o From the Approval Code field, copy the code.
  - o From the Security tab, click **Export Runtime** to download the runtime (RTM) certificate file.

You can save it in a text file or Word document.

2. Submit a service request (SR) to Oracle Support:
  - o Use the title "SAIG Mailbox Annual Renewal."
  - o Attach the new RTM certificate file and your approval code.

Once Oracle Support receives your complete service request, they will complete the back-end activities, which includes suspending your SAIG mailboxes.

3. Once you've been informed that the mailbox renewal is complete, go to **Administration > System Management > TD Client Management**, then set the **TD Client Selection Indicator** to **Active**.

To read ED's announcement about the annual expiration of the runtime certificate, see ["\(GENERAL-24-123\) Annual Certificate Update for FTI-SAIG Software \(EDconnect, TDClient\) \(Updated Oct. 22, 2024\)."](#)