

Oracle Fusion Student Financial Aid Cloud Service

**How do I troubleshoot TD Client
connection issues?**

FA Latest



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G42268-01

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Contents

Get Help	i
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1 Overview	1
Overview of TD Client	1
2 Before You Start	3
Required Permissions	3
3 Troubleshoot TD Client Issues	5
Enable and Disable TD Client	5
Check TD Client Health	5

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

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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.

Thanks for helping us improve our user assistance!

1 Overview

Overview of TD Client

TD Client is the tool that transfers files between the institution and the US Department of Education (ED).

There are two TD Clients:

- **FTI TD Client** transmits ISIRs that contain sensitive Federal Tax Information (FTI) data received from FAFSA Processing System (FPS).
- **TD Client** transmits all other ED data.

2 Before You Start

Required Permissions

To manage TD Client, make sure your role has the **TD Client** and **VUG** permission.

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

3 Troubleshoot TD Client Issues

Enable and Disable TD Client

When you enable or disable TD Client, you control the transmission of files with FPS (replaces Central Processing System (CPS)) or Common Origination and Disbursement (COD) through the ED Student Aid Internet Gateway (SAIG).

Transmission applies to both award year-based and non-award year-based file formats.

1. Sign in to Oracle Fusion Student Financial Aid (SFA), then go to **Administration > System Management > TD Client Management**.
2. Toggle the FTI TD Client Selection Indicator to Active (enabled) and Suspended (disabled).
3. Toggle the TD Client Selection Indicator to Active (enabled) and Suspended (disabled).

Check TD Client Health

You'll want to check the health of TD Client to ensure there's a stable and secure connection between SFA and SAIG.

1. In SFA, go to **Administration > System Management > TD Client Management**.
2. To check the FTI TD Client or the TD Client, click the corresponding **Check TD Client Health**. A status is displayed.
3. If the status is **Not Passed**, set the appropriate **TD Client Selection Indicator** to **Suspended** (disabled), then save your changes.
4. Wait at least 90 minutes.
5. Sign in the US Department of Education's site to reset your password.
6. Confirm the password works using EdConnect or some other tool.
7. In SFA, go to **Administration > System Management > SAIG Administration**.
8. Enter your TG number and password. Make sure you include the TG prefix. In the Reset FTI-SAIG password, use the FT number.
9. Click **Test Password**.
10. If the test is successful, save your changes.
11. Go to **Administration > System Management > TD Client Management**.
12. Set the **TD Client Selection Indicator** to **Active** (enabled), then save your changes.
13. Click **Check TD Client Health**. If the status still displays **Not Passed**, repeat this process from step 3.

