



PSLF Help Tool Guidance for Employers

What is the PSLF Help Tool?

The U.S. Department of Education's office of Federal Student Aid (FSA) created the [PSLF Help Tool](#) for those pursuing Public Service Loan Forgiveness (PSLF) or Temporary Expanded Public Service Loan Forgiveness (TEPSLF). This online tool allows public sector employees to search for a qualifying employer, learn what actions they need to take to become eligible for PSLF or TEPSLF, generate a PSLF Form (which includes both PSLF and TEPSLF), and get digital signatures from employers on the form.

What information does an employee need to complete the PSLF Help Tool?

Before the employee can complete the PSLF Help Tool and route their PSLF Form to an employer for signing, the employee may contact you to request the following:

- Employer Identification Number (EIN)
- Employer Address
- Employment Start Date
- Employment End Date (if applicable)
- Authorized official email address to use e-sign option (**we recommend providing employees a general HR email address**)
- For [nonprofit organizations](#), additional information about your nonprofit tax-filing status and, if applicable, which services you provide

What is the PSLF Help Tool e-sign/DocuSign feature?

Federal Student Aid (FSA) released a new feature on the PSLF Help Tool that allows both employees and employers to digitally sign (e-sign) the PSLF Form via DocuSign. This is a feature that allows employees to:

- digitally sign their PSLF form,
- send their form to you, as their current or previous employer, to digitally sign the form to certify their employment, and
- electronically submit the PSLF Form to the PSLF servicer (MOHELA) for processing.

Once the employee submits their PSLF Form using the PSLF Help Tool and agrees to "Digitally Sign and Submit" the PSLF Form, the authorized official's email address will receive an email from FSA via DocuSign (dse_NA4@docusign.net). **Employers will have 60 days to digitally sign the form before it expires.**

Please add dse_NA4@docusign.net to your safe email address list and check spam/junk folders regularly in case PSLF Form digital signature requests are flagged as spam. Please do not report emails



from dse_NA4@docusign.net as phishing or spam as these are legitimate requests for electronic signatures from employees.

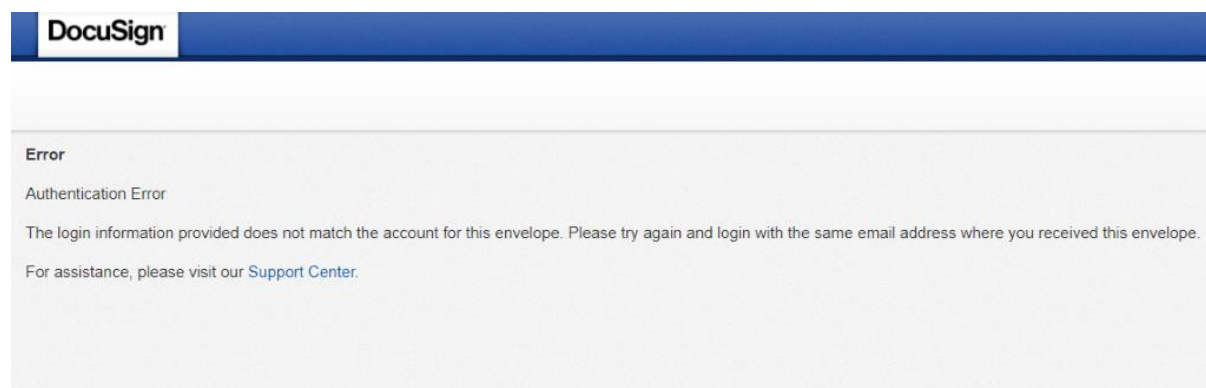
Once the employer digitally signs the PSLF Form via FSA’s DocuSign feature, FSA will automatically submit the form to the PSLF servicer (MOHELA) for processing.

If your organization is in Washington state and you have any questions about the PSLF Help Tool or FSA’s DocuSign feature, please contact the Office of the Washington Student Loan Advocate at loanadvocate@wsac.wa.gov.

If your current or previous employee is a Washington state resident and has questions about the PSLF Help Tool or FSA’s DocuSign feature, please direct them to submit a [Student Loan Questions and Complaints Form](#). This form will be routed to the Office of the Washington Student Loan Advocate for assistance.

Notice about Shared Inboxes

DocuSign uses an encrypted authentication process to ensure that the appropriate email recipient signs the PSLF Form. Depending on how your organization manages shared inboxes, DocuSign may not give you access to the PSLF form. If this happens, the following “Authentication Error” message will be displayed when you attempt to access the form:



Authentication errors usually happen if you forward the DocuSign signature request email to another inbox, whether manually or through an automated system. If this happens, make sure you are accessing the form **directly** from the shared inbox the request was originally sent to and that should solve the authentication error.

If your organization is in Washington state and continues experiencing authentication errors and would like assistance, please contact the Office of the Washington Student Loan Advocate at loanadvocate@wsac.wa.gov.

PSLF additional information for employers

The following resources are available on FSA’s website to help you understand your role in the PSLF process as an employer:

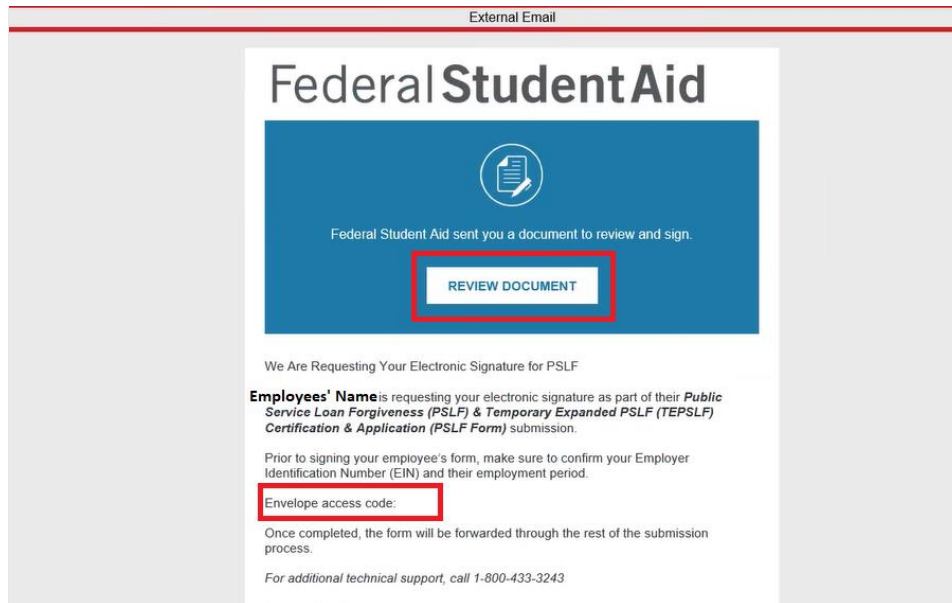
- [Employers and Public Loan Forgiveness | Federal Student Aid](#)
- [Tackling the Public Service Loan Forgiveness Form: Employer Tips | Federal Student Aid](#)



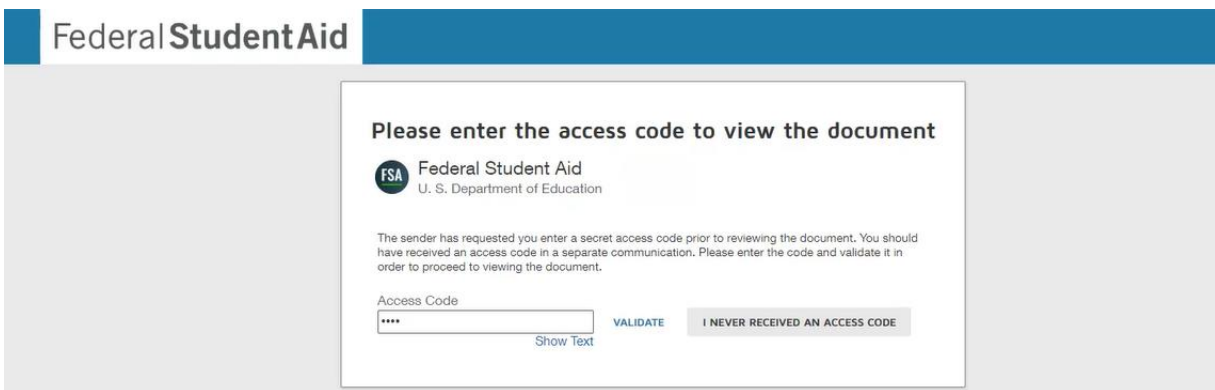
Steps to digitally sign the PSLF Form using DocuSign as an employer

Here are the steps you, as an employer, will need to take once you receive an electronic signature request for PSLF by email via FSA's DocuSign:

1. Read the instructions on the email. When you are ready, click the **“Review Document”** button. Please note you will also need the unique **“Envelope Access Code”** for the next step.



2. A browser window will open requesting you to enter the access code to view the document. This is the **“Envelope Access Code”** listed on the electronic signature request email. Type the **“Envelope Access Code”** on the **“Access Code”** field box and click on **“Validate”**.



If the browser window displays an **“Authentication Error”**, please review our **Notice about Shared Inboxes** section (page 2) for assistance.

You will have three attempts to enter the “Access Code”. If you enter the **“Access Code”** incorrectly more than three times, you will be blocked from completing/signing the form. If



you're unable to access the form, you'll need to request the employee to cancel their request and generate a new form using the PSLF Help Tool for you to receive a new request to digitally sign.

Do not click on the "I never received an access code" button, as this will also block you from completing/signing the form. If you're unable to access the form, you'll need to request the employee to cancel their request and generate a new form using the PSLF Help Tool for you to receive a new request to digitally sign.

3. Once you validate your access code, you will be allowed to review the PSLF Form. Click on the box next to **"I agree to use electronic records and signatures"** located on the upper-left-hand side to continue. Then, click on the **"Continue"** button, located on the upper-right-hand side.

Please Review & Act on These Documents

Federal Student Aid
U. S. Department of Education

We Are Requesting Your Electronic Signature for PSLF

Please read the Electronic Record and Signature Disclosure. I agree to use electronic records and signatures.

CONTINUE OTHER ACTIONS

SSN [REDACTED]
Date of Birth [REDACTED]
Name [REDACTED]
Address [REDACTED]
City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Telephone - Primary [REDACTED]
Telephone - Alternate [REDACTED]
Email [REDACTED]

For more information on PSLF, visit StudentAid.gov/publicservice. To apply online, visit StudentAid.gov/PSLF.

SECTION 2: BORROWER REQUEST, UNDERSTANDINGS, AND CERTIFICATION

I request (1) that the U.S. Department of Education (the Department) determine whether I qualify for PSLF or TEPSLF, and discharge any qualifying loans that I have, and (2) if none of my loans qualify for PSLF or TEPSLF when I submit this form, determine how many qualifying payments I have made towards PSLF and TEPSLF.

I just want to find out how many qualifying payments I have made or if my employer is a qualified employer.

I believe I qualify for forgiveness under PSLF or TEPSLF right now.

If I indicated that I believe I qualify for forgiveness now, I want a forbearance while my application is being processed, but understand that periods of forbearance do not count towards forgiveness.

I understand that:

1. To qualify for forgiveness, I must have made 120 qualifying payments on my Direct Loans while employed full-time by a qualifying employer. Neither the 120 qualifying payments nor employment have to be consecutive.
2. To qualify for forgiveness, I must be employed full-time by a qualifying employer when I apply for and get forgiveness.
3. By submitting this form, my student loans held by the Department may be transferred to MOHELA.
4. If the Department determines that I appear to be eligible for forgiveness, the Department may contact my employer before granting forgiveness to ensure that I continue to work for the employer.

4. Next, click on the **"Start"** button to begin reviewing the form.



Please review the documents below. FINISH OTHER ACTIONS ▾

START

DocuSign Envelope ID: 8948B82D-5462-44A3-AD7E-865D9A0D7831

OMB No. 1845-0110
Form Approved
Exp. Date 08/31/2023
PSFAP - XBCR

PUBLIC SERVICE LOAN FORGIVENESS (PSLF) & TEMPORARY EXPANDED PSLF (TEPSLF) CERTIFICATION & APPLICATION
William D. Ford Federal Direct Loan (Direct Loan) Program

WARNING: Any person who knowingly makes a false statement or misrepresentation on this form or on any accompanying document is subject to penalties that may include fines, imprisonment, or both, under the U.S. Criminal Code and 20 U.S.C. 1097.

SECTION 1: BORROWER INFORMATION

Please enter or correct the following information.
 Check this box if any of your information has changed.

SSN [REDACTED]
 Date of Birth [REDACTED]
 Name [REDACTED]
 Address [REDACTED]
 City [REDACTED] State [REDACTED] Zip Code [REDACTED]
 Telephone - Primary [REDACTED]
 Telephone - Alternate [REDACTED]
 Email [REDACTED]

For more information on PSLF, visit StudentAid.gov/publicservice. To apply online, visit StudentAid.gov/PSLF.

SECTION 2: BORROWER REQUEST, UNDERSTANDINGS, AND CERTIFICATION

I request (1) that the U.S. Department of Education (the Department) determine whether I qualify for PSLF or TEPSLF, and discharge any qualifying loans that I have, and (2) if none of my loans qualify for PSLF or TEPSLF when I submit this form, determine how many qualifying payments I have made towards PSLF and TEPSLF.

I just want to find out how many qualifying payments I have made or if my employer is a qualified employer.
 I believe I qualify for forgiveness under PSLF or TEPSLF right now.
 If indicated that I believe I qualify for forgiveness now, I want a forbearance while my application is being processed, but understand that periods of forbearance do not count towards forgiveness.

I understand that:

- To qualify for forgiveness, I must have made 120 qualifying payments on my Direct Loans while employed full-time by a qualifying employer. Neither the 120 qualifying payments nor employment have to be consecutive.
- To qualify for forgiveness, I must be employed full-time by a qualifying employer when I apply for and get forgiveness.
- By submitting this form, my student loans held by the Department may be transferred to MOHELA.
- If the Department determines that I appear to be eligible for forgiveness, the Department may contact my employer before granting forgiveness to ensure that I continue to work for the employer.
- If I am eligible for forgiveness, the amount forgiven will be the principal and interest that was due on my eligible Direct Loans when I made my final qualifying payment. Any amount that I pay on those loans after I have made my final qualifying payment will be treated as an overpayment. I must continue to make payments on any of my other loans.

read by DocuSign
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5. Review page 2 of the PSLF Form to make sure the information listed is correct. **You are only able to edit the following questions/fields:**
- 5. Employment Begin Date
 - 6. Employment End Date or check/uncheck the “Still Employed” box
 - 7. Employment Status: select full-time or part-time

If any other fields are incorrect on page 2, you will need to contact the employee and request them to cancel the current PSLF Form request and to generate another PSLF Form using the PSLF Help Tool with the correct information. Contact information for the employee (email and phone number) is available on page 1.

NEXT

FINISH OTHER ACTIONS ▾

5. Employment Begin Date:

6. Employment End Date:

OR

Still Employed

7. Employment Status: Full-Time Part-Time

8. Hours Per Week (Average)
Include vacation, leave time, or any leave taken under the Family Medical Leave Act of 1993.

Yes - Your employer does not qualify.
 No - Continue to Item 13.

13. Which of the following services does your employer provide? Check all that apply and then continue to Section 4. If you check "None of the above", do not submit this form.

Emergency management
 Military service (See Section 6)
 Public safety
 Law enforcement
 Public interest legal services (See Section 6)
 Early childhood education (See Section 6)
 Public service for individuals with disabilities



- When you have finished reviewing and/or editing the form, proceed to the bottom of page 2 and complete **“Section 4: Employer Certification (to be completed by the employer).”** Click on each box next to its corresponding field to fill in your name, title, phone number and email. **We recommend using the same general HR email you provided the employee when completing this section.**

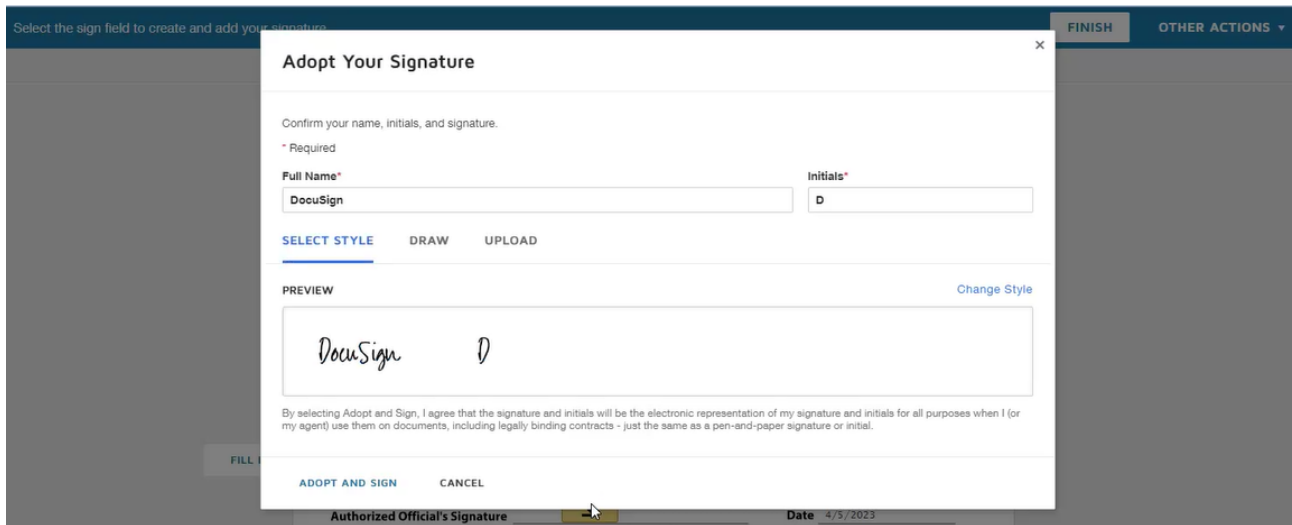
The screenshot shows the 'SECTION 4: EMPLOYER CERTIFICATION (TO BE COMPLETED BY THE EMPLOYER)' section of a form. It includes a 'FILL IN' label on the left. The form contains several fields: 'Official's Name', 'Official's Phone', 'Official's Title', 'Official's Email', and 'Date'. A yellow 'Sign' button is positioned in the middle of the 'Authorized Official's Signature' field. The form is highlighted with a red border.

Once you complete all fields, click on the yellow box that says **“Sign,”** located in the middle of the **“Authorized Official’s Signature”** field to proceed with signing the document.

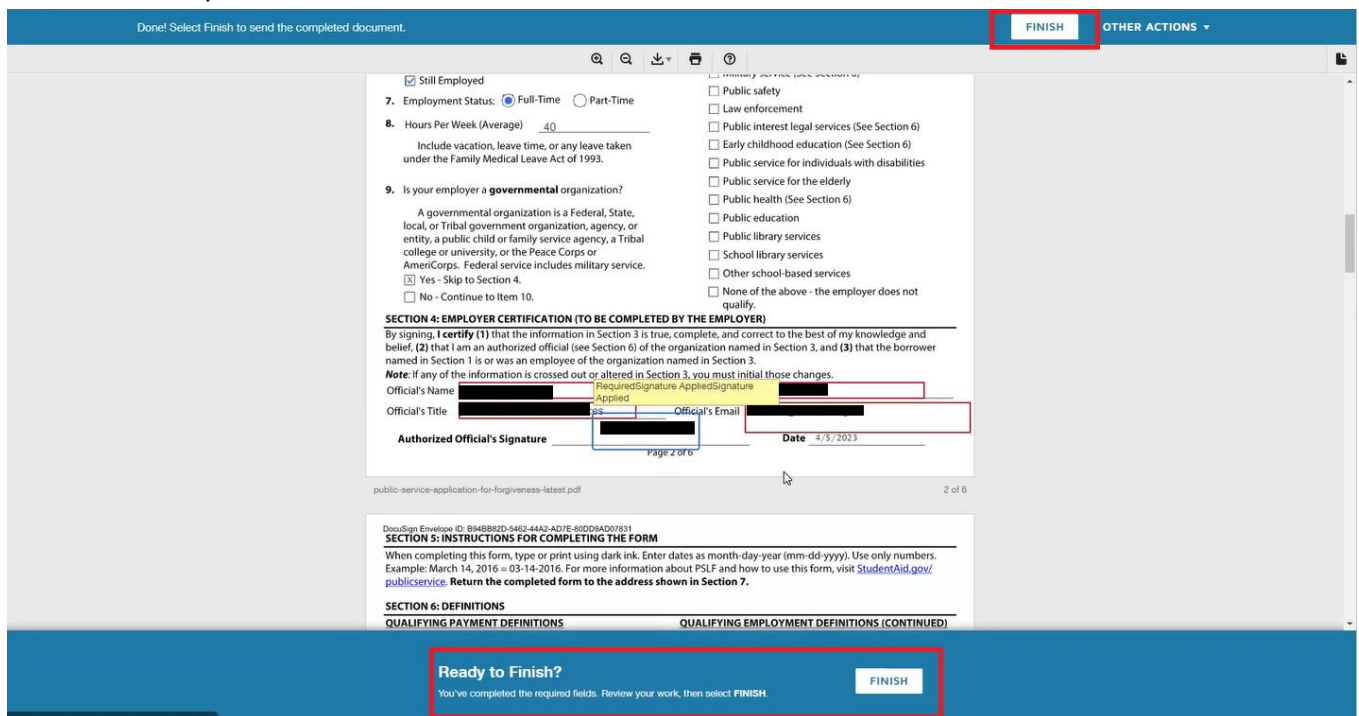
- A pop up will appear once you click **“Sign”** asking you to **“Adopt Your Signature.”** Enter your full name and initials on the corresponding field box. Then, select **one** of the following signature options:
 - Select Style** – this allows you to select a signature style from a catalog of auto-generated signature types
 - Draw** – this allows you to hand-draw your signature using your mouse pad
 - Upload** – this allows you to upload an image/photo with your signature

Any of these signature options will work if you are e-signing the PSLF Form using FSA’s DocuSign feature. However, if you are signing a manual electronic PSLF Form (i.e., the employee sent you their PSLF Form as a PDF attachment via email, not through the PSLF Help Tool DocuSign feature), please note only hand-drawn signatures (drawn digitally using a mouse pad or uploaded images/photos of wet hand-drawn signatures) are allowed.



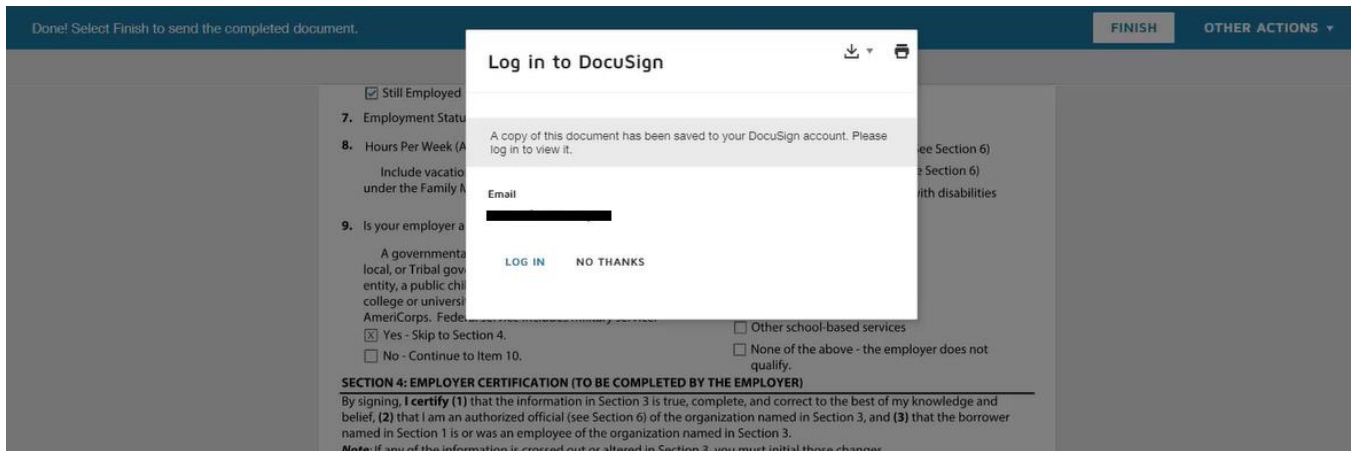


- Once you are finishing signing, a **“Finish”** button will appear both at the bottom of the page and on the top right-hand corner. Review your work and click on either **“Finish”** buttons when you are ready to submit the document.

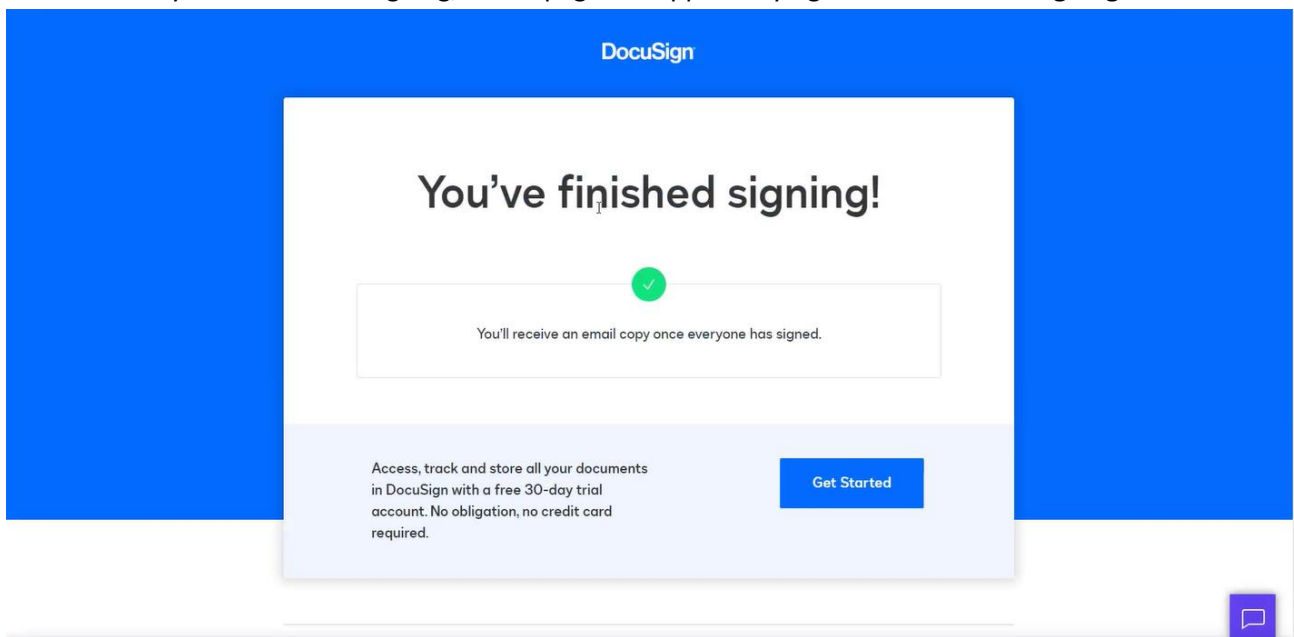


- Once you click **“Finish”**, another pop up will appear asking if you want to **“Log in”** to DocuSign to view the document. This is not a requirement to finish submitting the document, so you can click on **“No thanks”**.





10. Once you are finished signing, a new page will appear saying “You’ve finished signing!”.



11. You should also receive a confirmation email that you signed the PSLF Form as well as a copy of the completed and signed form.



Federal Student Aid



Your document has been completed

[VIEW COMPLETED DOCUMENT](#)

Your Electronic Signature for Your Employee's PSLF Form Has Been Received

We've received your electronic signature as part of the *Public Service Loan Forgiveness (PSLF) & Temporary Expanded PSLF (TEPSLF) Certification & Application (PSLF Form)* submission for **Employee's Name**.

We will notify **Employee's Name** that you have completed your portion of the PSLF form.

For additional technical support, call 1-800-433-3243.

Powered by **DocuSign**

Manual PSLF Forms

Some employees may prefer to not use the DocuSign feature and instead opt to manually sign the PSLF Form. If the employee uses a printed version of the form or sends you a PDF version of the form, see a list of acceptable and unacceptable signatures below:

Signature Examples for Manual PSLF Forms

Signature Type	Yes/No
Hand drawn from signature pad, mouse or finger	✓
Typed signature using a cursive font or any other font	✗
A scanned photo of a signature that was hand drawn on paper	✓
A digital certificate-based signature	✗
A wet signature that was drawn in ink and sent in its original format	✓

Updated: 4/25/2023

