

# Rehabilitation Services Administration (RSA) Payback Information Management System (PIMS) Quick Reference Guide for Grantees

As a condition of receiving funding from a Rehabilitation Long-Term Training (RLTT) grant awarded by the Rehabilitation Services Administration (RSA), Training Programs Unit at the U.S. Department of Education, grantees must collect contact information, educational training, employment and service obligation data for each of the scholars receiving grant funds. Grantees must enter the scholar information in the Payback Information Management System (PIMS) website, <https://pdp.ed.gov/RSA>, and upload the signed Payback Agreement and Exit Certifications. Grantees must also verify that scholars' employment records meet the qualifying employment criteria.

This Quick Reference Guide provides step-by-step instructions for logging into the system, adding a secondary user, creating a scholar record, and approving scholar employment records for verification.

For questions about your grant or the PIMS website, contact the PIMS Help Desk. When contacting the Help Desk be sure to provide your full name, university name and grant number. Please save this information for future reference:

## Help Desk Information

Hours: M-F 8am-8pm ET

Email: [RLTTHelpDesk@ed.gov](mailto:RLTTHelpDesk@ed.gov)

Phone: [1-800-832-8142](tel:1-800-832-8142)

## How do grantees create their account in the Payback Information Management System (PIMS)?

A grant profile has been entered for each grant based on information provided from RSA. The grant Project Director will receive an automated e-mail with the following instructions on how to log into the system and activate their account.

1. Click the secure link within the e-mail.
2. The secure link will direct you to a page in the PIMS where you will enter the "Authorization Key" provided in the e-mail.
3. On this page you will also create your password. Passwords must be between 8 and 20 characters in length and must contain at least one letter, one number, and one special symbol.
4. Verify your password by re-typing it, then click "Register."
5. You will then be directed to the login page.
6. Enter your e-mail address and the newly created password.
7. At the initial login, you will see the "Rules of Behavior for U.S. Department of Education-Sponsored Website" page. Review the information thoroughly. You must agree to the terms by clicking on "I Agree to the Terms" at the bottom of the page before proceeding.

## How does a grant Project Director provide a secondary user with access to the PIMS?

Project Directors may add one secondary personnel account per grant in the PIMS by following the instructions below. A secondary user is a person at the university who has access to the scholars' information and will be able to add and edit scholar records in the PIMS. However, the Project Director remains responsible for the accuracy and completeness of all data entered.

1. Log into the PIMS at <https://pdp.ed.gov/RSA/Logon/login>.
2. On the "Main Menu" page, locate the "Grant Personnel" section and select the link – "Add personnel."
3. Complete all the required fields including, Name, Last Name, and E-mail.
4. Select the "Save" button at the bottom of the page to add the personnel to the grant profile.
5. On the "Main Menu" page, locate the "Grant Profile Summary" section and select the hyperlinked "Grant Number" that you want the secondary user to access.
6. On the "General Info" Page for that grant, go to "Select the Secondary User for this Grant."
7. From the drop down menu select the name of the personnel you want to assign as the secondary user for the grant.
8. After selecting the correct name select the "Edit Grant" button at the bottom of the page. You have now successfully added a secondary user and will be directed back to the "Main Menu" page.

Once a secondary user is added in the PIMS, he/she will receive an automated e-mail notification with instructions to create their PIMS account. Secondary users login using their e-mail address and the password they created. This process can also be facilitated by contacting the PIMS Help Desk at [1-800-832-8142](tel:1-800-832-8142) or via e-mail at [RLTTHelpDesk@ed.gov](mailto:RLTTHelpDesk@ed.gov).

#### **How do grantees reset their password?**

If you forget your password or your password has expired:

1. Click the "Forgot Password?" link located on the login screen (<https://pdp.ed.gov/RSA/logon/Login>).
2. You will be prompted to enter your email address, then click the "Reset Password" button.
3. You will receive an email with a link and "Authorization Key." If you do not receive the Password Reset email in your main inbox, be sure to check your spam/junk mail folders.
4. Click on the link and follow the prompts to enter the authorization key from your email and create a new password. Your password needs to be between 8 and 20 characters in length and must contain at least one letter, one number, and one special symbol.
5. Confirm your password, and click the "Register" button.

#### **How do grantees create scholar records in the PIMS?**

Project Directors or assigned secondary users may add scholar records in the PIMS. The scholar record consists of contact, training and service obligation information. Once information is entered, scholar records may remain in "Pending" status in the PIMS for up to 30 days, then must be submitted in the PIMS. To add a new scholar record in the PIMS please follow these instructions below:

1. Log into the PIMS at <https://pdp.ed.gov/RSA /Logon/login>.
2. On the "Main Menu" page, locate the "Scholar Information" section and select the link – "Add New Scholar Record."
3. Enter the Social Security Number of the scholar you want to create a record for, then click "Check If Scholar Already Exists." If the scholar is already in the system, the scholar's demographic and contact information in sections A through C will automatically populate on the Scholar Record Form.
4. Complete all required fields (those marked with asterisks) in the Scholar Record Form. Pre-populated fields are editable.
5. Select "Save and Submit" or "Save for Later."

### **How do grantees update records in the PIMS?**

Project Directors or assigned secondary users may update existing records for enrolled scholars. Records for completed/exited scholars cannot be edited by grantees. These records can only be edited by PIMS. To update an existing record for an enrolled scholar in the PIMS please follow these instructions below:

1. Log into the PIMS at <https://pdp.ed.gov/RSA/Logon/login>.
2. On the "Main Menu" page, locate the "Scholar Information" section and select the link – "View All Scholar Records."
3. Click on the name of the scholar you want to edit.
4. Update the scholar's record.
5. Click "Save and Submit."

### **How do Project Directors approve a scholar's employment as acceptable for service obligation?**

Once a scholar submits an employment record for verification, the Project Director will receive an automated e-mail notifying him/her that an employment record is pending his/her approval. To review the employment record, follow these steps:

1. Log into the PIMS at <https://pdp.ed.gov/RSA/Logon/login>.
2. On the "Main Menu" page, locate the "Scholar Information" section and select the link – "View All Scholar Records."
3. Click on the "Employment" link associated with the scholar you are reviewing.
4. Review the information the scholar provided about his/her employment and position and indicate whether you approve or do not approve the employment as qualifying employment.
5. If the record is approved, the system will send the employer an automated verification request e-mail. If the record does not meet the qualifying employment criteria and the Project Director does not approve it, the system will send the scholar an e-mail notification.