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

As a condition of receiving scholar 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, all scholars agree to fulfill a two year service obligation for each year of funding received. Scholars who do not fulfill the service obligation must repay all funding received and may be charged interest and fees. The Payback Information Management System (PIMS) collects contact information, educational training, funding awarded to institutions of higher education (IHEs), and employment from participating scholars to verify fulfillment of their service obligation and assess program performance. Scholars are expected to log into the PIMS website, https://pdp.ed.gov/RSA, to certify that their enrollment data is accurate and to update contact and employment information annually.

This Quick Reference Guide provides step-by-step instructions for logging into the system, resetting the account password, adding a new employment record, resubmitting an employment record, and requesting a deferral or exception. Scholars may also find a list of regulatory Frequently Asked Questions at https://pdp.ed.gov/RSA/Home/regulatoryfaqs and PIMS Frequently Asked Questions at https://pdp.ed.gov/RSA/Home/dcsfaq.

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

Help Desk Information
Hours: M-F 8am-8pm ET
Email: RLTTHelpDesk@ed.gov
Phone: 1-800-832-8142

How do scholars create their account in the Payback Information Management System (PIMS)?
After Project Directors submit scholar records in the PIMS, scholars receive an automated e-mail providing 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. Your password 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.

Upon first login, scholars should review and certify their contact information and service obligation details.

How do scholars reset their password?
If a scholar forgets his/her password or the password has expired:
1. Click the "Forgot Password?" link located on the login screen (https://pdp.ed.gov/RSA/logon/Login).
2. The scholar will be prompted to enter his/her email address, then click the "Reset Password" button.
3. The scholar will receive an email with a link and "Authorization Key." If the scholar does not receive the Password Reset email in the main inbox, be sure to check the spam/junk mail folders.
4. Click on the link and follow the prompts to enter the authorization key from the email and create a new password. The 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 the password, and click the "Register" button.

How do scholars enter employment information in the PIMS?
Scholars enter employment information by completing the Employment Record Form in the PIMS. Instructions for adding a new employment record are provided below:
1. Log into the PIMS at https://pdp.ed.gov/RSA/logon/Login.
2. On the "Scholar Main Menu" navigate to Section F. "Eligible Employment" and select the hyperlink on the right-hand side of the section, "Add Employment Record."
3. You will be directed to the Employment Record Form.
4. The Employment Record Form contains two sections. The first section asks for the type of organization and contact information of the employer, and the second section asks for details about the position. The employment record may be saved and edited at a later date by selecting "Save for Later" at the bottom of the form. To submit an Employment Record Form, select "Save and Submit" at the bottom of the form.
5. Once an employment record is submitted, an automated notification e-mail is sent to the Project Director for approval that the position meets the eligibility criteria.
6. After the Project Director approves the position, the employer will receive an automated notification e-mail requesting verification. The scholar will also receive an e-mail notifying him/her whether the employment record has been approved by the Project Director.
7. Once the Employment Record has been verified by the scholar's employer, credit will be applied to the scholar's total service obligation fulfilled to date. The scholar will be notified by e-mail that the employment has been verified.

Some important notes about employment records:
- Scholars must login to the PIMS website annually to update or re-submit their current employment record(s) for verification in order for credit to be applied to the scholar's total service obligation fulfilled since the last date of verification.
- Scholars cannot edit submitted employment records during the Project Director's 15-day approval window and the employer's 30-day verification period. Once the employer verifies or disputes the record, or the 15-day approval window and 30-day verification window expire, scholars can edit employment records.

- Per program regulations, scholars are eligible to enter employment after they have exited/graduated from the training program. The start date of the employment record CANNOT be before the exit/completion of the training program.
- For more details on what constitutes qualifying employment see Question 12 (https://pdp.ed.gov/RSA/Home/faq "What is meant by qualifying employment?").

Must scholars log in every year to update and resubmit their employment information even if they are in the same position?
Yes, scholars must log in every year to resubmit their employment information even if they are in the same position. Verified qualifying employment is credited to the scholar's account from the start date indicated on the employment record up until the day the record is verified by the employer. To ensure that employment information is up-to-date and that the scholar continues to receive credit toward his/her service obligation, scholars must log in annually to the PIMS and submit his/her information.

- If there have been no changes to your position since the last time you submitted your employment record:
    1. Check the box "I am within my grace period or do not have any changes to my employment at this time" at the end of Section F. Eligible Employment.
    2. Click the "Update" button to resubmit your record for verification.
- If there have been changes to your employment position, for example, your title or job duties have changed or if your employment position has ended follow these steps:
    1. Click on "View All Employment Records" in Section F. Eligible Employment.
    2. Click on the name of the employer you want to update the record for and make any edits to your record.
    3. Click "Save and Submit" to submit the record for verification.

How do scholars request a deferral or exception?
Follow these steps to request a deferral or exception:
1. Log in to your account in the PIMS.
2. Scroll down to Section G. Deferrals and Exceptions, and select the link "Request Deferral/Exception" on the right-hand side.
3. Select that you are requesting an exception or the reason for deferral (educational deferral, active duty, or volunteer). Be sure to enter the start and end dates for the deferral and upload the necessary documentation to support your request to avoid delaying the decision making process.
4. Click the "Submit" button at the bottom of the page.
5. Your request will be reviewed by RSA and you will receive notification of the decision by mail.