

# TG Loans By Web™

for student borrowers

A step-by-step guide to completing your student loan application online



## School Certification

### Completing a Loan Award with TG Loans By Web

**TG Loans By Web** is a powerful tool that enables you to complete your loan applications online. It simplifies applying for a student loan and offers many other benefits, including:

- A streamlined approach
- Online access to your loan information
- Notification of loan status within minutes
- Reduced paperwork
- The ability to sign your application electronically
- Access to online entrance counseling

For your convenience, this step-by-step guide will help you through the process of completing your student loan application. **If you need assistance with TG Loans By Web, please call (800) 530-1449.**

### Instructions *Before starting your loan application, please review the tips on the back of this page.*

1. Open your browser to TG Loans By Web located at **lbw.tgslc.org**.  
  
You will be directed to the **myTG** portal to log in. If this is your first visit to **myTG**, you will be required to register as a new user. After registering, you will then log in to **myTG** and be directed to TG Loans By Web.
2. Select your borrower type — **undergraduate student borrower** or **graduate student borrower**.
3. Select **Complete a Loan Award** from the **Main Menu**.
4. Under **Option 1 – Complete a Loan Award**, select the loan award you want to accept. If electronic counseling is required by your school, the **Entrance Counseling** page appears.
5. Follow the prompts on the screen, then return to TG Loans By Web to complete your loan request.
6. Follow the steps outlined under **Complete a Loan Award**.
7. Confirm your personal information and provide any missing information.
8. Provide two references that do not share the same last name, address, or phone number.
9. If a lender is not provided, or if you wish to change lenders, choose **Select Lender** to retrieve a list of lenders. If your school offers a recommended lender list, it will be displayed. You are not required to select a lender from your school's lender list. For additional lender options, use the **Search** feature to locate a lender by name, address, or lender ID.
10. Verify your loan information and click **Send Request** to submit the application.
11. If the selected lender offers the option to electronically sign (e-sign) a promissory note, a link to the e-sign site will be displayed. Follow the prompts on the screen. If the e-sign option does not appear, your Master Promissory Note (MPN) will be mailed to you to sign and return to your lender.
12. After completing the e-sign process, log out of TG Loans By Web.

## Keep in mind

- If this is your first student loan, you may be required to complete entrance counseling online or in person.
- In order to receive a loan through TG Loans By Web, you must complete an electronic application. Contact TG if you do not have access to a computer with an Internet connection (refer to contact information below).
- Provide an e-mail address for prompt delivery of your loan information.
- Be prepared to provide the name, address, and phone number of two references. Your references must not share the same last name, address, or phone number.
- You may have the option to electronically sign (e-sign) a Master Promissory Note (MPN) with participating lenders. You will be asked to provide your Department of Education personal identification number (PIN). If you do not have a PIN, you can obtain one at [www.pin.ed.gov](http://www.pin.ed.gov).
- The school is notified of your loan electronically. Do not send the MPN to the school.
- TG communicates important loan processing information via e-mail. To prevent delays, promptly read and act upon e-mails from **TG** and **TG Customer Assistance** ([cust.assist@tgslc.org](mailto:cust.assist@tgslc.org)).

## Helpful resources

### TG Customer Assistance

Members of TG's Customer Assistance team are experts on TG Loans By Web as well as student loan programs and issues. If you need assistance, contact TG Customer Assistance at (800) 845-6267, or send an e-mail message to [cust.assist@tgslc.org](mailto:cust.assist@tgslc.org).

### Ask TG™

Have a question about student loans? Submit it online through *Ask TG* and receive an instant answer from TG's extensive archive of frequently asked questions, or from one of our friendly experts. Visit *Ask TG* at [tg.custhelp.com](http://tg.custhelp.com).

### AIE™

*Adventures In Education* ([www.AIE.org](http://www.AIE.org)) is your source of reliable information about preparing for college and planning for the future. AIE contains useful information about financial aid, career planning, money management, and much more.

## About TG

TG is a public, nonprofit corporation that administers the Federal Family Education Loan Program (FFELP), a federal government-sponsored program of low-interest loans to help families and students pay for education beyond high school.

As a FFELP administrator, TG does not issue loans but guarantees loans. Guaranteeing a student loan protects the lender from possible loss if a borrower fails to, or is unable to, repay the loan. Because of this guarantee, lenders more readily issue loans to borrowers for higher education.

For more information about TG, visit [www.tgslc.org](http://www.tgslc.org).

To learn more about college and career planning, visit *Adventures In Education* at [www.AIE.org](http://www.AIE.org).

## Contact us

(800) 845-6267  
[cust.assist@tgslc.org](mailto:cust.assist@tgslc.org)

P.O. Box 83100  
Round Rock, Texas 78683-3100

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