

Direct Loan Technical Assistance

In order for a student to view <https://studentloans.gov> effectively, they will need one of the following supported browsers from either Microsoft or Mozilla. Please have the students use the following links to download and install the appropriate browser.

For Windows:

[Get MS Internet Explorer](#) (Version 7.0 or higher)

[Get Firefox](#)

For Apple Macintosh:

[Get MS Internet Explorer](#) (Version 7.0 or higher)

[Get Firefox](#)

Please note that MS Internet Explorer Version 6 and earlier are not supported by the website.

If they are using a browser that is not supported, their view and interaction with this site may be significantly impaired. This may include issues such as the green 'Sign-In' button not being displayed on the home page at <https://studentloans.gov> under 'Manage My Direct Loans,' and the inability to enter data in required and/or optional fields.

Additionally, users cannot access this website through a mobile device as they may experience functionality issues.

To identify the browser currently running on their computer, they can use the "HELP" menu item on their browser and select "About [your browser name here]".

To view or print a completed Master Promissory Note (MPN), users will need to install the free version of Adobe Acrobat Reader.