Massachusetts Department of Higher Education MA-SARA Portal − EDvera

User Guide and Resources − April 11, 2022

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Introduction to EDvera

The Massachusetts Department of Higher Education (DHE) launched the MA-SARA Portal in April 2021 to streamline the submission of institutional initial and renewal State Authorization Reciprocity Agreement (SARA) applications. The MA-SARA Portal is built upon the EDvera platform. EDvera is a cloud-based system that organizes and streamlines how applications, renewals and reports are submitted and processed. Since initially launching the MA-SARA Portal in April 2021, the DHE has expanded its use of EDvera to include other application and annual reporting processes managed by the DHE that relate to institutional compliance with DHE regulations, e.g., 610 CMR 2.00, 610 CMR 12.00, 610 CMR 13.00, and 610 CMR 14.00.

In addition to collecting application data and attachments from institutions, EDvera also has robust notification and communication features that allow institutions to communicate directly with DHE staff within each "Document" – Documents are the EDvera technical term for institutional applications and reports that institution staff fill out and submit to DHE staff.

EDvera helps to consolidate submission and communication about institutional applications and reports, and significantly reduces the amount of time required for institutions to submit applications and reports, as well as the amount of time needed for DHE staff review. For questions regarding Documents, their submission procedures, and using EDvera, please contact the appropriate DHE team for each Document as provided on the websites below. Although EDvera is a common platform, it is used by multiple DHE teams who each manage their own Documents and submission procedures.

Campus Safety & Violence Prevention (CSVP) Annual Reports
https://www.mass.edu/strategic/csvp.asp

Financial Assessment & Risk Monitoring (FARM) Annual Reports
https://www.mass.edu/strategic/farm.asp

State Authorization Reciprocity Agreement (SARA) Applications
https://www.mass.edu/foradmin/sara/home.asp

The DHE also makes resources available for each Document in the "End-User Help" section of EDvera. Which can be accessed by clicking the "?" icon in the top right-hand corner of EDvera, and selecting the "End-User Help" webpage. You can also navigate directly to https://madhe.edvera.com/help.

Signing into EDvera, Setting and Resetting Your Password

To sign into EDvera, you will need a user account created by DHE staff who oversee the applicable application or annual report Document(s). After a user account has been created for you, you will receive an invitation email from MADHE no-reply@edvera.com:
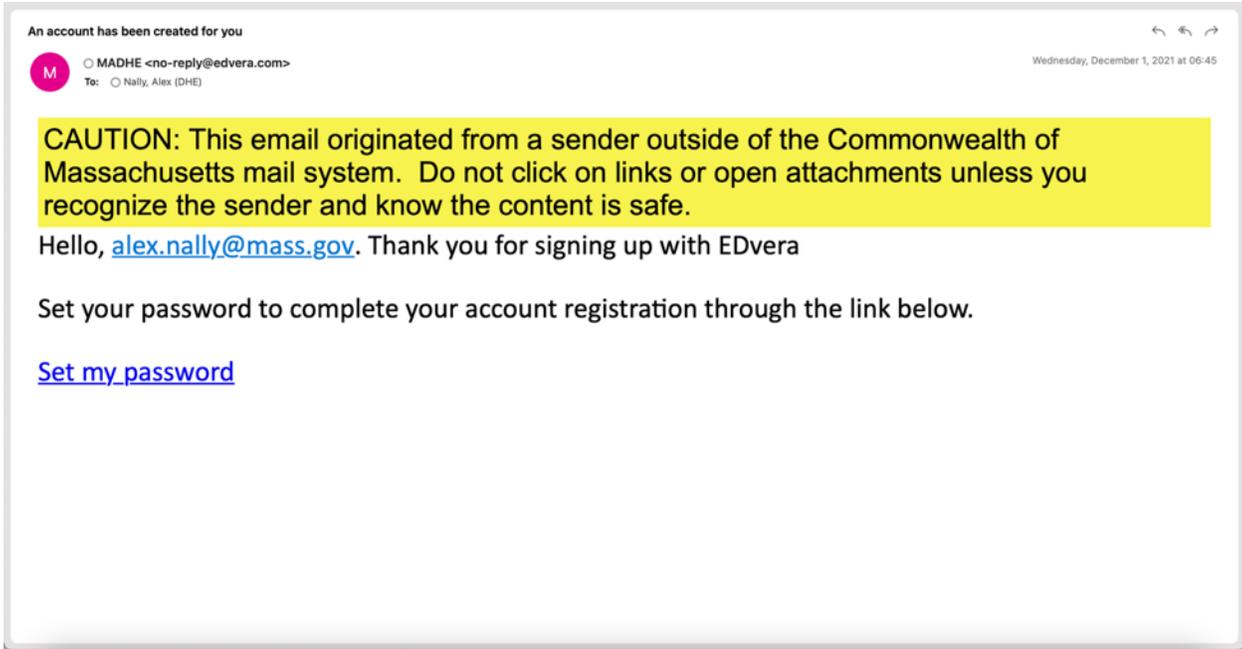
After you create a password, you will be able to login by going to https://madhe.edvera.com and logging in using your email address and password.

If you need to reset your password, DHE staff can initiate a password reset for you, or you can initiate a password yourself by clicking on the "Forgot your password?" link, or by navigating to https://madhe.edvera.com/new_password.

Updating Institution Profile Data

After successfully logging in, you will be brought to your institution's Dashboard page where you can view Institution, Regulatory, and Contact Information. You can update contact information for the institution as a whole by clicking on the "Edit Phone, Fax, and Web"

Updating Institution Users and Contacts

User accounts and institutional contacts are primarily controlled by DHE staff. Some Documents will allow you to add new users, but only DHE staff can remove institutional users/contacts. To remove or update institutional users or contacts, please contact DHE staff.

Editing Your User Profile

Institutional users have the ability to update their personal user account profiles:

1. Left Click your name/avatar in the upper right-hand corner
2. Hover over "Profile"
3. Hover over and left click "Edit Profile"
4. Update your profile fields – **do not fill out Gender, Birth Date, Hired, or Terminated**
5. Once completed, click "Save"

EDvera Notifications

When Documents are submitted for DHE staff review, and whenever the status of a Document changes or DHE staff add a Comment to a Document, you will receive an email notification and a notification within EDvera by default. To view your Notifications:

1. Left Click your name/avatar in the upper right-hand corner
2. Hover over and left click "Notifications"
3. All of your notifications and communications from DHE can be found here

If you feel the need to change your notification settings, you may do so:

1. Left Click your name/avatar in the upper right-hand corner
2. Hover over "Profile"

3. Hover over and left click "Notify Settings"
4. Click on "(Un)subscribe from/to all notifications" to either unsubscribe or subscribe

The default setting is for you to receive all email notifications regarding your institution's profile and Documents. It is **highly recommended** you keep these notifications enabled. These notifications will replace all DHE email communications regarding Documents.

Viewing and Beginning New Documents

To view your institution's Documents, click on the Documents tab in the top left-hand corner of EDvera. Note, you will only be able to view Documents affiliated with your role for the institution. Only DHE staff can change a user's role.

To begin a new Document, navigate to Documents, click on the "+ Start Document" button and select the appropriate Document.

Reversions and Stages of Review

Each Document has its own review process, as shown on the "Status" tab of any Document. If DHE needs you to provide additional information on a Document, DHE staff will Revert the Document and add a Comment in the Document explaining what changes need to be made or the information that needs to be provided.

If you are required to re-submit any documents, DHE will "Revert" your application. You will receive an email notification of the reversion, and any comments from DHE explaining what needs to be re-submitted.

You will be able to update the fields in the application itself, and click "Submit" when you have finished updating or uploading the additional documentation. Below are two example notification emails when the status of an application changes.

Message

Massachusetts SARA Institution Renewal Application for test3 Updated [Pending Final Review]

it@cyanna.com <it@cyanna.com>

To: Nally, Alex (DHE)

Today at 16:20

CAUTION: This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

The **Massachusetts SARA Institution Renewal Application** document for **test3** has changed from **Pending Initial Review** to **Pending Final Review**. It can be viewed here: http://madhe.edvera.com/documents/495/document_submissions/796322

Message: https://madhe.edvera.com/notifications/3601985

Message

Your Massachusetts SARA Institution Renewal Application has been updated [Approved]

it@cyanna.com <it@cyanna.com>

To: DHE-MB - SARA Inquiries

Today at 16:29

CAUTION: This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Your **Massachusetts SARA Institution Renewal Application** document has changed from **Pending Final Review** to **Approved**. It can be viewed here: http://madhe.edvera.com/documents/495/document_submissions/796322

Message: https://madhe.edvera.com/notifications/3602017

Communicating Using Comments

Last Updated: April 11, 2022

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All communications regarding your application will take place in the MA-SARA Portal through the "Comments" tab of your application. To view the Comments tab of an application, click on your application in the Documents window, and then click on the Comments tab within the Document.

Any text that you provide in this comment field will be sent via email and the MA-SARA portal to DHE staff.

Any responses to you, or other comments/attachments from DHE will be sent to you in the same way, and can be found in the Comments tab.

Message

Delete Archive | Reply Reply Forward Attachment | Meeting | Move Junk Rules | Read/Unread Categorize Follow Up | Send to OneNote | Insights

A comment was added to Massachusetts SARA Institution Renewal Application for test3

I it@cyanna.com <it@cyanna.com>   Today at 16:10
    To: Nally, Alex (DHE)

CAUTION: This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Comment body:

If you would like to send DHE an email or attachment regarding your application, you may type or post it here.

Click here to see where this comment was added

Attachments:

- blank.pdf

Message: https://madhe.edvera.com/notifications/3601964

MADHE   Dashboard   Documents   Approvals   ❓ 🔲 a ▾

test3   Switch Institutions ▾

Comment successfully added.   ×

Massachusetts SARA Institution Renewal Application   ⊕ Download   🖨 Print

Submission   Review   Comments ❶   Status: **Pending Payment**   History

a n *Posted 04:10 PM EST on 26 Feb 2021 (less than a minute ago)*
If you would like to send DHE an email or attachment regarding your application, you may type or post it here.

📄 blank.pdf

B *I* U̲ S̶ ≡ ▾ ≣ ▾ ▤ ▣ ← → Iₓ 🔧 🔗 ▦ ▾ 🖼 🖼 ‹›

Add your comment here.

p   Words: 0

✎ To attach a file drag & drop here or click to choose

Add comment

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📕 EDvera

⑦ Support

SARA Institutional Applications

Note: the Massachusetts SARA application Documents in EDvera incorporate the NC-SARA institutional applications, therefore the NC-SARA PDF applications do not need to be submitted to DHE. You already submit them by submitting the Massachusetts SARA application Document. Instructions specific to the renewal process will be emailed from EDvera 90 days before your institution's SARA expiration date each uear.

Instructions for how to submit an institutional SARA application can be found at https://www.mass.edu/foradmin/sara/applications.asp. Answers to FAQs, and example submission materials are available at https://www.mass.edu/foradmin/sara/faq-resources.asp. A complete summary of the applicable application fees are posted at https://www.mass.edu/foradmin/sara/fees.asp.

Paying MA SARA Fees

Submission of the Massachusetts SARA Fee is required in order for you to be able to submit your institutional SARA application to DHE for review. After you've completed Tabs 1-6 of the institutional application, you will need to submit payment of the Massachusetts SARA Fee on Tab 7 which will automatically calculate based on your IPEDS Final FTE figure in accordance with the MA SARA Fee Schedule:

1. Fill out the name and address which align with either the credit card or e-Check/ACH bank account that you will use for the transaction (sometimes these may be different from your name – check with your institution's finance staff)
2. Provide contact information for the institution's billing contact
3. Click submit to be taken to the nCourt payment page
4. Enter your payment information and accept terms and conditions
5. Provide a phone number for text message confirmation (optional)
6. Click "Submit Payment"
7. You will be taken to a payment confirmation page in the MA SARA Portal – print or screenshot this page for your records
8. **Log back in to the MA SARA Portal and re-open your application** (under the "Documents" tab)
9. Confirm the transaction ID on Tab 7 aligns with the transaction ID you saved from Step 7
10. Click "Submit" to officially submit your Massachusetts SARA Application for DHE review

DHE has partnered with nCourt, an electronic payments service vendor, to process your electronic SARA fee payments via EDvera. Payments **must** be submitted via your Document, otherwise your Document will not be submitted to DHE staff for review. Remember to log back into EDvera to submit the application after your payment is completed, otherwise DHE staff will have no way of knowing your application is ready for review.

Massachusetts SARA Institution Initial Application

🖨 Print

Submission   Review   Comments **0**   Status: **Unsubmitted**   History

1. Requirements   2. Institutional Designation and Affirmation   3. Affirmations and Assurances   4. Institutional Eligibility   5. Additional Information

6. Certification and Signature   7. Payment

Payment

PLEASE NOTE: Fill out the following fields in accordance with the credit card or bank account's official holder as they appear on the credit card itself or the bank statement to ensure your payment is processed successfully. If the name on the credit card is Jane Smith, please use Jane Smith instead of your own name if your name does not match the name on the credit card. Similarly, please be sure to provide the appropriate fiscal contact name for the bank account if you are submitted an ACH/e-check payment. Finally, please also be sure to provide the appropriate address of the institution which is customarily provided for the credit card or bank account which you are using to submit this fee.

Fields marked with an * are required

Personal information

Phone number	6179946910
Email address *	sarainquiries@dhe.mass.edu

Financial information

Payor first name (on card or account) *	SARA
Payor last name (on card or account) *	Inquiries
Paid address to payor address (i.e., the	One Ashburton Place

Payor last name (on card or account) *	Inquiries
Paid address to payor address (i.e., the institution's address affiliated with the card or account) *	One Ashburton Place
Payor city *	Boston
Payor state *	MA
Payor zip	02108

Submit Payment

Balance Due

Description	Date	Type	Amount
Initial application fee	Pending	Charge (Debit)	-3,000.00

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EDvera

Department of Higher Education

There is a 2.79% convenience fee for processing credit card payment(s) and a $0.35 convenience fee for Electronic Check/ACH online / ACH FAQ

Payment	Receipt

Payment

You have elected to pay for the following item(s).

Description	ID	Amount
Initial application fee	1	$3,000.00
		$3,000.00

Convenience Fee: $83.70
Total Amount Due: $3,083.70

Billing Information

Company Name
Enter Company Name

OR

First Name
SARA

Last Name
Inquiries

Street
One Ashburton Place

Zip
02108

Last Name
Inquiries

Street
One Ashburton Place

Zip
02108

City
Boston

State/Territory
Massachusetts

Phone Number
(617) 994-6910

Email
sarainquiries@dhe.mass.edu

Confirm Email
Enter Email Address

Payment Information

○ Credit/Debit Card   ○ Electronic Check/ACH

Card Type
VISA   AMERICAN EXPRESS   MasterCard   DISCOVER

Card Number
TEST MODE

CVV Code
123

Expiration
11 ▲▼   202 ▲▼

Check to accept both the Commonwealth of Massachusetts and nCourt Terms Agreements.
☐ I Accept

Commonwealth of Massachusetts Terms

CVV Code
123

Expiration
11 ▲▼   202 ▲▼

Check to accept both the Commonwealth of Massachusetts and nCourt Terms Agreements.
☐ I Accept

Commonwealth of Massachusetts Terms Agreement

I authorize the charge to my credit card for the amount shown above. I agree to pay the total amount above according to the card issuer agreement. By checking the box above, I certify that I am an authorized user for the above referenced credit card account.

nCourt Terms Agreement

Institution must first accept the terms and conditions before it is able to submit the payment.

Important Information

Please provide the correct billing address associated with the account being used to make the payment.

To receive an email confirmation of your payment, please include a valid email address.

If you would like a text notification payment confirmation sent to your mobile phone, enter the following:

Mobile Number   (__) ___-____

Back

Please verify the above information before the Submit Payment button is pressed. Do not click Submit Payment button more than one time.

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Department of Higher Education

Questions?
Contact: [email]
Web: [url]

One Ashburton Place, Room 1401
Boston, Massachusetts 02108
Fax: 617-727-0955 | Phone: 617-994-6955

There is a 2.79% convenience fee for processing credit card payment(s) and a $0.35 convenience fee for Electronic Check/ACH online / ACH FAQ.

| Payment | Receipt |

Payment

You have elected to pay for the following item(s).

Description	ID	Amount
Renewal Application fee	1	$6,000.00
		$6,000.00

Convenience Fee: $0.35
Total Amount Due: $6,000.35

Billing Information

Company Name
Enter Company Name

OR

First Name
Firstname

Last Name
Lastname

Street
1234 Anywhere Street

Zip
01234

City
City

State/Territory
Massachusetts

Phone Number
(__)__-__

Email
sarainquiries@dhe.mass.edu

Confirm Email
Enter Email Address

Payment Information

○ Credit/Debit Card ● Electronic Check/ACH

To pay with electronic check, provide information below:
Routing Number
Enter Routing Number

Confirm Routing Number
Enter Routing Number

Account Number
Enter Account Number

Confirm Account Number
Enter Account Number

Account Type
Check One...

Check to accept both the Commonwealth of Massachusetts and nCourt Terms Agreements.
☐ I Accept

Commonwealth of Massachusetts Terms Agreement

1. Personal Account Language
I hereby authorize NCOURT*Commonwealth of Massachusetts License to electronically deduct from my bank account this one-time payment as indicated above. I further authorize my bank or financial institution to deduct this one-time payment from my bank account. NCOURT*Commonwealth of Massachusetts License will acknowledge this transaction as pending until funds are secured from this bank account. In the case of insufficient funds in your account, or insufficient or inaccurate information provided by you when you authorize your electronic payment, further collection action may be undertaken by NCOURT*Commonwealth of Massachusetts License, including application of returned check fees to the extent permitted by law.

2. Business Account Language
I hereby authorize NCOURT*Commonwealth of Massachusetts License to initiate a one-time debit entry to this account. I have signature authority to this account or have been authorized by an individual who has signature authority to this account to authorize this entry. This is a similarly authenticated authorization that satisfies compliance with electronic signatures in the Global and National Commerce Act (15 USC 7001 et seq), which defines electronic records (as contracts or other records created, generated, sent, communicated, received, or stored by electronic means) and electronic signatures. Electronic signatures include, but are not limited to digital signatures and security codes.

nCourt Terms Agreement

For Electronic Check/ACH transactions, the payment form is similar, but users will receive the following pop-up (shown on the next page):

Update: To prevent a bounced payment and associated fees, please notify your bank and ensure that debit blocking is removed or add nCourt Originator ID 0008801625 to your approved list.

Convenience Fee: $0.35
Total Amount Due: $6,000.35

Billing Information

Company Name
Enter Company Name

OR

First Name
Firstname

Last Name
Lastname

Street
1234 Anywhere Street

Zip
01234

City
City

State/Territory
Massachusetts

Payment Information

○ Credit/Debit Card ● Electronic Check/ACH

To pay with electronic check, provide information below:
Routing Number

Confirm Account Number
Enter Account Number

Account Type
Check One...

Check to accept both the Commonwealth of Massachusetts and nCourt Terms Agreements.
☐ I Accept

Commonwealth of Massachusetts Terms Agreement

▦ **Important Information** ✕

Update: To prevent a bounced payment and associated fees, please notify your bank and ensure that debit blocking is removed or add nCourt Originator ID 0008801625 to your approved list.

OK

Department of Higher Education

Questions?
Contact: jsurenthra@dhe.mass.edu
Web: https://www.mass.edu/home.asp

One Ashburton Place, Room 1401
Boston, Massachusetts 02108
Fax: 617-727-0955 | Phone: 617-994-6955

There is a 2.79% convenience fee for processing credit card payment(s) and a $0.35 convenience fee for Electronic Check/ACH online / ACH FAQ

Payment	Receipt

Payment

You have elected to pay for the following item(s).		
Description	ID	Amount
Initial application fee	1	$3,000.00
		$3,000.00

Convenience Fee: $83.70
Total Amount Due: $3,083.70

Billing Information

Company Name
Enter Company Name

OR

First Name
SARA

Last Name
Inquiries

Street
One Ashburton Place

Zip
02108

City
Boston

Inquiries

Street
One Ashburton Place

Zip
02108

City
Boston

State/Territory
Massachusetts

Phone Number
(617) 994-6910

Email
sarainquiries@dhe.mass.edu

Confirm Email
sarainquiries@dhe.mass.edu

Payment Information

○ Credit/Debit Card ○ Electronic Check/ACH

Card Type
VISA   AMERICAN EXPRESS   MasterCard   DISCOVER

Card Number
TEST MODE

CVV Code
123

Expiration
11   202

Check to accept both the Commonwealth of Massachusetts and nCourt Terms Agreements.
☑ I Accept

Expiration
11   202

Check to accept both the Commonwealth of Massachusetts and nCourt Terms Agreements.
☑ I Accept

Important Information

Please provide the correct billing address associated with the account being used to make the payment.

To receive an email confirmation of your payment, please include a valid email address.

If you would like a text notification payment confirmation sent to your mobile phone, enter the following:

Mobile Number (__) ___-____

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Please verify the above information before the Submit Payment button is pressed. Do not click Submit Payment button more than one time.

Submit Payment

After the terms and conditions are accepted, the "Submit Payment" button appears.

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![Massachusetts Department of Higher Education logo]

Payment received, your transaction ID is:

a385314a-4035-474a-a181-5d5a5912c23c

We have successfully processed your Massachusetts SARA Fee, and your application has been updated to reflect this payment. For your reference, the transaction ID is above.

PLEASE NOTE – ADDITIONAL ACTION IS STILL REQUIRED IN ORDER TO COMPLETE THE APPLICATION SUBMISSION PROCESS.

In order to officially submit the institutional application for review by the Massachusetts SARA team, for security purposes, you are required to login again with your MA-SARA Portal credentials by clicking "login" below. Once you are logged in, you must go to page 7 of your institutional application and click "Submit" to complete the application submission process. After doing so, you will receive confirmation that your application has been submitted to be reviewed for completeness. If you have any questions please do not hesitate to contact the Massachusetts SARA team via email at SARAInquiries@dhe.mass.edu."

[Login]

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[EDvera]

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1. Requirements   2. Institutional Designation and Affirmation   3. Affirmations and Assurances   4. Institutional Eligibility   5. Additional Information

6. Certification and Signature   7. Payment

affiliated with the card or account) *

Payor city *   Boston

Payor state *   MA

Payor zip   02108

Payment received, your transaction id is: a385314a-4035-474a-a181-5d5a5912c23c

Balance Due

Description	Date	Type	Amount
Initial Application fee	2021-03-18	Payment (Credit)	-$3,000.00
Initial Application fee	2021-03-18	Charge (Debit)	$3,000.00

[Save and Exit] [Save] [Submit]

Clicking this Submit button is what officially submits the application for DHE review.

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[EDvera]

CSVP Annual Reports

Resources for the CSVP Annual Reports are available at the following links (EDvera login required):

- [CSVP Report Template](#)
- [FAQs - CSVP Annual Report](#)
- [2021 CSVP Annual Report Start Guide](#)
- [DHE Campus Safety and Violence Prevention (CSVP) Webpage](#)
- For questions email alex.nally@dhe.mass.edu or arobbins@dhe.mass.edu.

FARM Annual Reports

Resources for the FARM Annual Reports are available at the following links (EDvera login required):

- [FARM Report Template](#)
- [2021 FARM Annual Report Start Guide](#)
- [DHE Financial Assessment and Risk Monitoring (FARM) Webpage](#)
- For questions email DHE.FARMSubmissions@mass.gov.