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Program Overview

Who is eligible to apply?

Applicants must meet **all** the following criteria to be eligible for this Tuition Assistance Program:

- be a current employee of Iron Mountain.
- be in good standing and get approval from your direct manager.
- tuition assistance must apply to training, education or certification related to your current job role or career path with Iron Mountain.

College/University Tuition Reimbursement

- be a U.S. employee enrolled in a full-time or part-time degree program of study at an accredited university or college.
 - *(Seminars, conferences, and certificates will not be covered. All courses must be part of a **degree** program.)*
- must be enrolled in a two (2) or four (4) year college
- have maintained a 2.0 for each semester you are requesting a reimbursement.
- be able to provide your itemized tuition bill and semester transcript or completion record of the program.
- be enrolled in a major that is listed on the **Iron Mountain Approved Majors list**.
 - *Your major does not have to fit your current position but must fit into an Iron Mountain position.*

Professional Certification Reimbursement

- must be directly related to the employee's job responsibilities or career path within Iron Mountain.
- amount may cover exam fees, study materials, and other related expenses.
- be able to provide your itemized tuition bill and semester transcript or completion record of the program.

Commercial Driver's License Reimbursement or Prepayment

- required to provide their Motor Vehicle Record (MVR) at the time of application.
- be able to provide your itemized tuition bill and semester transcript or completion record of the program.

Note: Eligibility for the Iron Mountain Program depends on an employee's full- or part-time payout status as of the first day of the semester/course/program they are requesting financial assistance. Please visit Global HR Service Support at irm.service-now.com/mymap for the Tuition Assistance Policy or call 855-462-7547.

Payment Details

What are the details of the TA/TR Program?

- Students may reapply each semester if they continue to meet the eligibility criteria.
- Students may transfer from one institution if the classes are meeting the eligibility for their designated major.
 - Reimbursement/Prepayment Details
 - Full-time employees have a maximum payout of **\$5,250** per calendar year. Part time employees have a maximum payout of **\$2,250** per calendar year.
 - Tuition Reimbursement is for the cost of tuition only and does not include books, fees, supplies or housing.
 - Professional Certification Reimbursement amount may cover exam fees, study materials, and other related expenses.

Note: Once the maximum benefit has been reached the student must wait for the next calendar year for more funds.

What is the payment criteria?

- Iron Mountain's tuition assistance and reimbursement vendor, ISTS, will evaluate your application and required documentation as well as the payment request(s) and consider the following before approving for payment:

College/University Tuition Reimbursement

- be a U.S. employee enrolled in a full-time or part-time degree program of study at an accredited university or college.
 - *(Seminars, conferences, and certificates will not be covered. All courses must be part of a **degree** program.)*
- must be enrolled in a two (2) or four (4) year college
- have maintained a 2.0 for each semester you are requesting a reimbursement.
- be able to provide your itemized tuition bill and semester transcript or completion record of the program.
- be enrolled in a major that is listed on the **Iron Mountain Approved Majors list**.
 - *Your major does not have to fit your current position but must fit into an Iron Mountain position.*

Professional Certification Reimbursement

- must be directly related to the employee's job responsibilities or career path within Iron Mountain.
- amount may cover exam fees, study materials, and other related expenses.
- be able to provide your itemized tuition bill and semester transcript or completion record of the program.

Commercial Driver's License Reimbursement or Prepayment

- required to provide their Motor Vehicle Record (MVR) at the time of application.
- be able to provide your itemized tuition bill and semester transcript or completion record of the program.

What is the approved majors list?

- You must be enrolled with a major that fits into the Iron Mountain job structure.
 - *Your major does not have to fit your current position but must fit into an Iron Mountain position. Eligible majors are listed below:*

Accounting	Finance
Actuarial Sciences	Fine Art/Studio Art
Administrative Assistant	Graphic Design
Advertising	History
American Studies	Humanities
Applied Mathematics	Industrial Arts
Architecture	Information Mgmt. Sciences & Systems
Art History	Interior Design
Arts Administration	International Affairs/Relations
Business	Law Or Pre-Law
Business Education	Legal Assisting
Business, management	Liberal Arts Education
Communications	Liberal/General Studies
Communications Engineering	Marketing
Computer & Information Sciences	Mathematics
Computer Art/Web Design	Media Arts
Computer Engineering	Museum Studies
Computer Information Sys.	Occupational Safety & Health Tech.
Computer Mathematics	Photography
Computer Programming	Political Science & Government
Computer Science Education	Pre-Law
Computers	Psychology
Conflict Resolution/Peace Studies	Sociology
Conservation Mgmt. & Protection	Statistics
Criminal Justice & Criminology	Systems Analysis & Engineering
Cyber Security	Technical and Business Writing
Economics	Technology, Vo-Tech
Economics, Finance	Transportation/Logistics
English	Undecided
English Language	Urban Studies
Exhibition Design	Writing

Application Details

How do I apply for payment?

- Go directly to the Initiation Page: <https://ironmountain.applyists.net> or:
 - Select **Click To Begin A New Request**
- You must create an account or log into an existing account.
- Once you create or log into your account you will be taken to **Iron Mountain Initiation Page**. Here, you will be able to complete the two steps required to apply for reimbursement.
- Enter your Employee ID and Last Name to be taken to Step 1 of the application process.

Step 1:

- Complete the Course/Manager Approval Form.
- You must complete the full application. When listing your courses, only list coursework occurring within the same term.
- Manager Requests will be generated automatically.
 - You must obtain approval prior to the first day of requested coursework.
 - You will only be reimbursed for courses that are approved.
- Read and agree to the terms and conditions, then click **Submit**.

Step 2:

- Log back into your homepage at <https://ironmountain.applyists.net>
- Select **Add Required Documents**.
 - All approved courses will show here once they are eligible for payment/reimbursement.
- Select **Click Here To Add Grades to Above Course**
 - You will then be directed to Step 2 of the application process.
- Upload all required documents for processing.
- Please allow 1 business day to process the required documents.

*Once the documents have been processed you will see that your request is **Complete** on your ISTS Home page.*

Upload FAQs

What should be visible on my documents?

All uploaded documents **must** show your name. If you are using an online portal to access your required documentation, and all that is visible is the salutation and your first name (Welcome Joe!), this will meet the name requirement.

What are the acceptable file types?

The only acceptable file types are **.pdf, .tif, .png, .jpeg, .jpg, .bmp and .xps**. Any other file formats will result in an incomplete application and a delay in processing your request. You may upload multiple files within a .zip file. All files within a .zip file must be in one of the acceptable file types listed above.

Why can't I upload a Word document?

ISTS does not accept any file format that is editable.

One of the documents I uploaded has a status of Rejected. What do I do now?

Review the reason your document was rejected. Once you have corrected that issue, upload a new copy of your document.

How do I upload more than one file at a time?

You may create a .zip file containing more than one file if everything included is in an acceptable file type of **.pdf, .tif, .png, .jpeg, .jpg, .bmp and .xps**. Do not upload additional documentation that is not requested. It will not be reviewed.

How do I create a .zip file?

To use this format, follow the steps outlined below:

1. Create a new folder on your Desktop, name it the document type you will be uploading. For example, Test Scores, Transcript, or Financial Documentation.
2. Move all the pages you wish to upload into the new folder.
3. Right click on the folder from your Desktop:
 - a. PC Users: select "Sent to," followed by "Compressed (zipped) folder."
 - b. Mac Users: select "Compress [folder name]."
4. Your new **.zip** file will be located on your Desktop, ready to upload.

How long does it take to process my uploaded documents?

Your document will be processed within 1 business day.

When is the payment request deadline?

- **College Tuition Reimbursement/Professional Certification Reimbursement/Commercial Driver's License Reimbursement:**
 - a. after the final grade has posted for each completed semester within (60) sixty days of course completion.
- **Commercial Driver's License Prepayment:**
 - a. MVR reports must be dated within the last 30 days
- Any payment request(s) that are submitted after December 13 of the current year will be paid on the next calendar year and will go towards that year's payment balance.

What are the DOs and DON'Ts of uploading documents to my application?

DO:

- Upload is the accepted file types.
- Only upload the requested and required documents.
- Black out any Social Security Numbers (U.S. Employees). *This is not required, but highly advised.*
- Return to your Home page to verify your documents have been **Accepted**.

DON'T:

- Upload a Microsoft® Word document (.doc, .docx) or any other format we do not accept.
- Upload more than the requested documentation.
- Assume your documents are correct and accepted once you have uploaded them.
- Upload a document stating you are mailing your documents.
- Assume the required document does not pertain to you. If the application states the document is required, your application **will** remain incomplete if you do not provide that document. Contact us if you are having trouble providing a required document.
- Password protect your uploaded documents. Password protected documents will be rejected.
- Upload any file that has a viewing expiration date.

Notifications

How will I be notified about the status of my application?

Notifications are sent primarily via email to the email you used to create your account. **It is your responsibility as the applicant to verify your application status on your Home page is Complete.**

What notifications will be sent to me?

- Rejected Document: If ISTS rejects a required document, you will be notified.

Your information is never sold to any third party for marketing purposes.

Who will notifications be sent from?

You will receive notifications from two (2) possible ISTS email addresses: donotreply@applyISTS.com and contactus@applyISTS.com. You should add both email addresses to your “safe senders list” to ensure important emails are not sent to your spam or junk folder.

Can I opt out of notifications?

While you can opt out of notifications, this is not advised. It is your responsibility as the applicant to ensure your application is **Complete**. If you opt out of notifications, you will not receive deadline reminders, selection results, or renewal instructions. **Your information is never sold to any third party.** The only emails you will receive from ISTS are related to your application and other scholarship opportunities.

Other Important Information

How and when are payments issued?

Tuition Reimbursements/Prepayments will be processed by ISTS on a bi-weekly basis and submitted to Iron Mountain. Once received by Iron Mountain, it will be paid according to Iron Mountain's pay cycle (visit <https://irm.service-now.com/mymap> for payroll calendar and dates). Applicants must have a completed Manager Approval Form as well as a completed Reimbursement/Prepayment request form in order to be submitted to Iron Mountain for reimbursement/prepayment on the bi-weekly file.

Important: To receive a reimbursement payment from Iron Mountain before the end of the calendar year (each December), ISTS must fully approve and submit to Iron Mountain your application by no later than **December 11th for it to be applied to the current year's maximum**. If approved after this date, Iron Mountain cannot guarantee that classes taken in that year will be reimbursed in the same calendar year in which they were taken. This may result in some reimbursement payments being applied toward the following year's tuition reimbursement calendar year maximum.

What are my responsibilities when receiving tuition reimbursement/prepayment from Iron Mountain?

- **College/University Tuition Reimbursement:** You must complete each semester with a 2.0 (on a 4.0) or higher and meet all other eligibility requirements. Once the semester is complete, you need to fill out the payment request online and submit the payment request with a transcript and detailed tuition bill.
- **Professional Certification Reimbursement:** In the case where the institution requires the use of a Pass/Fail (P), Satisfactory (S) or Credit Received (CR) grading system, a "Pass", "Satisfactory" or "Credit Received" score must be achieved in order to be eligible for reimbursement.
- **Commercial Driver's License Reimbursement or Prepayment:** Employee may not receive prepayment or reimbursement for more than one attempt at obtaining their CDL. All applicants who apply for prepayment must provide ISTS with proof of their CDL License upon receipt.

Terms of repayment if I should voluntarily terminate my employment or am dismissed for a major work rule violation or misconduct:

Participation in and reimbursements/prepayments made under this Program will be administered according to the revised program effective January 30, 2015 or any program/changes instituted thereafter. This Tuition Reimbursement/Prepayment Program replaces and supersedes any prior programs. Should you (Iron Mountain Employee) voluntarily terminate employment with the Company or be dismissed for a major work rule violation or misconduct, you (Iron Mountain Employee) are required to repay the Company, within 90 days of termination date, any Program monies reimbursed to you (Iron Mountain Employee) for classes completed within the prior 12-month period of termination date.

ISTS Self-Help Portal

For more helpful information and answers to common inquiries related to ISTS' technology and processes, visit our Self-Help Portal at [ISTSprogramsupport.com](https://istsprogramsupport.com).

Contact Information

ISTS office hours are Monday through Friday from 8:00 AM to 5:00 PM Central. Agents are available via live chat and email during these hours. Use the green **Help** button (as shown below) at the bottom right corner of your screen to contact us. You can even schedule a callback!

