Student / Parent

Registration/Process Guide

TABLE OF CONTENTS

GETTING STARTED...

The student portal is an easy and organized way for you to navigate through the application process, an important step to become eligible for financial aid. The student portal will take you step-by-step through the process to ensure you provide all the required documentation necessary to be verified.

The Student Portal is broken into milestones:

1. **STUDENT/PARENT REGISTRATION**
2. **COMPLETE REQUIRED DOCUMENTS**
3. **SUBMIT PACKAGE FOR APPROVAL**
4. **WAIT FOR PACKAGE APPROVAL**
5. **PACKAGE APPROVAL RECEIVED**
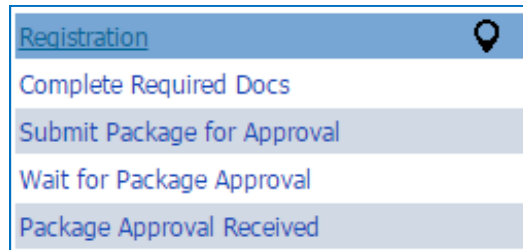
Ensure your computer is running **Windows XP Service Pack 2 or higher** and the latest version of **Internet Explorer 7 or higher** is installed on your computer as the default browser (Google Chrome, Mozilla Firefox, or Safari are also alternative browsers). If you need to stop at any time during the process (but not if you are in the middle of completing a document requirement), the program auto saves your progress.
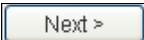
STUDENT ACCOUNT AUTHENTICATION

After clicking on the hyperlink provided to you in the e-mail from your college, you will see the below screen asking you to verify your account information. The screen will also have your college's banner and logo across the top. This first step is to verify your identity and ensure your information is secure. You will need the **Email Address** where you received your notification, your **Social Security Number**, and your **Date of Birth.**

☑ **Verify name:** Ensure the welcome prompt addresses student by name. If the name displayed is not yours, click the underlined hyperlink next to the name box.

☑ **Enter Email Address**: Type in the email address you received your notification. Ensure you enter a valid email address that includes an "@" symbol followed by a domain address (example: student@school.edu).

☑ **Enter Social Security Number**: Student will need to enter their Social Security Number in the **SSN:** field. Enter the SSN either with or without dashes - the program will accept both formats.

☑ **Enter Date of Birth:** Student can use the drop down calendar by clicking the arrow in the field or type their date of birth manually in the field with the month/day/year separated by a backslash (ex; 10/21/1990).

Click [Next >] **to continue.**

MILESTONES AND LEGEND KEY
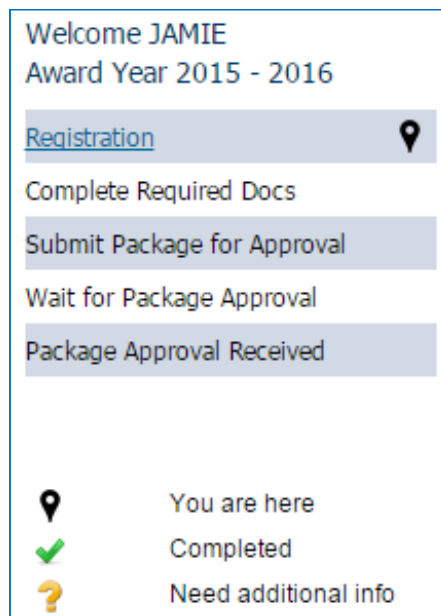
There will be a **Milestone** list on the left hand side of the screen in the student site.

The Milestone list includes the following:

✤ ***Registration:*** The initial page of the student/parent is taken here the first time they log in to CORE.

✤ ***Complete Required Docs:*** The list of all required verification and/or c-flag documents requiring information from the student/parent.

✤ ***Submit Package for Approval:*** The process of submitting a parent file for inclusion in the student file, or the process of submitting the student file for compliance review.

✤ ***Wait for Package Approval:*** The student file is in compliance review.

✤ ***Package Approval Received:*** The student file has successfully passed compliance review.

There is a **Legend Key** below the Milestones.

The Key includes the following:

✤ ***You are here:*** The current milestone that the student/parent is in the process of completing. The student/parent will not be able to move to the next milestone until the current milestone has a "Completed" icon next to it.

✤ ***Completed:*** The milestone has successfully been completed.

✤ ***Need additional info:*** The document(s) requires additional action after compliance review.

STUDENT REGISTRATION

Welcome JAMIE
Award Year 2015 - 2016

Registration   📍

Complete Required Docs

Submit Package for Approval

Wait for Package Approval

Package Approval Received

📍   You are here

✔   Completed

❓   Need additional info

VERIFY INFORMATION

Please verify the below information or update the information where necessary. All below information is required.

NAME AND ADDRESS

	First Name:	Last Name:
Name:	JAMIE	PERKINS

Address: 10900 SILVER CIRCLE

City,State,Zipcode: CHICAGO | IL | 60290

CONTACT INFORMATION

	Home:	Cell:	Other:
Phone:	555-555-5555		

Default Email: student1516test@emailstudent.edu

Notification Email:

Email-Format: Text ▾

SECURITY

Create Username:

Create Password:

Verify Password:

Security Question 1: What was your childhood nickname? ▾
Answer:

Security Question 2: What is the name of your favorite childhood friend? ▾
Answer:

Security Question 3: What school did you attend for sixth grade? ▾
Answer:

Next ›

Welcome LATONYA
Award Year 2015 - 2016

Registration ⚲

Complete Required Docs

Submit Package for Approval

Wait for Package Approval

Package Approval Received

⚲ You are here
✔ Completed
❓ Need additional info

STUDENT REGISTRATION

VERIFY INFORMATION

Please verify the below information or update the information where necessary. All below information is required.

NAME AND ADDRESS

First Name: JAMIE   Last Name: PERKINS

Name: JAMIE   PERKINS

Address: 10900 SILVER CIRCLE

City,State,Zipcode: CHICAGO   IL   60290

CONTACT INFORMATION

Home: Cell: Other:

Phone: 555-555-5555

Default Email: student1516test@emailstudent.edu

Notification Email:

Email-Format: Text ⌄

☑ **Personal Information:** Fill in any information missing and verify that anything that was auto-filled is correct. Some information may already be entered based on your FAFSA such as your name and address.

☑ **Contact Information:** Some information may already be auto-filled such as your phone number and default email address.

Note: Notification Email - Only enter if you want to receive notifications at a different email address. All emails will be sent to this address only **IF** the student/parent indicates one.

Select the **Email Format** you want your notifications to be viewed as - Text or HTML.

Security:

☑ **Create Username:** Enter an easy to remember user name in the Username box. An example would be "JohnSmith87 or "JSmith1987".

☑ **Creating password:** Enter your password in the Password field, then re-enter the password in the field below. A strong password is recommended, although a weak password (ex: 123456A) will still be accepted.

*Note: Passwords must be a minimum of six (6) characters with at least one (1) non-alpha character. **Passwords ARE case sensitive**.

SECURITY

Create Username:
Create Password:
Verify Password:

Security Question 1: What was your childhood nickname?
Answer:

Security Question 2: What is the name of your favorite childhood friend?
Answer:

Security Question 3: What school did you attend for sixth grade?
Answer:

Next >

Tip: To make a stronger password, use letters of different case and numbers.

Note: When student creates a username and if that username is already in use, they will be prompted (example below) to create a different username after they click <**Next**>.

The username 'v4test' already exists. Please choose another one and try again.

Answering security questions: There are three drop- down boxes for student to choose security questions. They may be asked these questions when logging in for security purposes.

☑ Click the drop-down arrow in the **Security Question** box and select a question.

☑ Enter the answer to the question in the **Answer** box below it.

☑ Be sure to pick three (3) security questions they user will be able to remember the answer to.

Note: The program will prevent the user from selecting the same security question multiple times.

Please annotate your Security information (user name, password, security answers) and your parents information (next page) and store in a safe place.

Parent Information (for Dependent student)

☑ **Parent Information:** If a dependent student, then the Parent Information box will appear in the 'Student Registration' screen. Parent information from the FAFSA will auto-populate (last name, first initial, Social Security number, date of birth - editable fields).

PARENT'S INFORMATION

	Last Name:	First Initial:
Parent's Name:	HORTON	M
Parent's SSN:	911-11-9005	
Parent's Date of Birth:	6/12/1980 ⌄	
Parent's Email Address:	parent1516test9003@test.com	

Next >

If the student listed an email address for the parent on the FAFSA, it may already be populated. If so, please verify it is correct. Should the parent have to provide any verification documents, they will receive an email notification.

Note: *The parent Email address must be a different Email address than the student. Students will be prevented from entering their email address in the parent's email address information. If attempted, the following prompt appears.*

Please enter a different email address for your parents.

⇒ After completion, click **<Next>** to continue.

STUDENT SITE LOGIN

After the student created an account, they enter the Username / Password they created.

	Log In Contact
FINANCIAL AID PROCESSING CENTER	**SITE LOGIN**
You will be asked to provide documentation to verify the answers you indicated on your FAFSA. This portion of the Financial Aid process must be completed for you to be eligible for student aid.	Username:
Call _____ for Financial Aid Assistance,	Password:
	Log In
	I have forgotten my username/password

After login, some students will be prompted with the next screen below:

- Returning student
- New student if first time logging in and Global has ISIRs for more than 1 award year (2013-2014, 2014-2015).

▸▸ Student selects the award year they are submitting documentation for.

FINANCIAL AID PROCESSING CENTER	**SITE LOGIN**
You will be asked to provide documentation to verify the answers you indicated on your FAFSA. This portion of the Financial Aid process must be completed for you to be eligible for student aid.	Please select an award year:
Call _____ for Financial Aid Assistance,	⦿ 2012 - 2013
	◯ 2015 - 2016
	Next

If a student has been disabled by the school and tries to log in, they will be prompted that their account has been disabled and to contact their Financial Aid Office it they believe this is in error.

Note: This prompt will only appear if the student has no active award years.

SITE LOGIN

Username:

Password:

Log In

I have forgotten my username/password

Your account has been disabled. If you believe this was done in error, please contact your Financial Aid Office.

PARENT ACCOUNT AUTHENTICATION

After clicking on the hyperlink provided to the parent in the e-mail from the college, the parent will see the below screen asking them to verify their account information. The screen will also have the college's banner and logo across the top. This first step is to verify your identity and ensure your information is secure. The parent will need the **Email Address** where they received their notification, their **Social Security Number**, and their **Date of Birth**.

PARENT ACCOUNT VERIFICATION

Please update the following information for verification purposes.

Name:

M HORTON   Click here if you are not M HORTON

Email address where you received your notification:

SSN:

Date of Birth:

Next >

PARENT ACCOUNT FOR MULTIPLE CHILDREN ATTENDING SCHOOL

- The parent is able to access each child account by using a single username and password.

- The parent will be able to choose which student and which award year to work when they log in.

- The parent will only be required to attach/fax a document once. They may then reuse that document for another child.

- The parent will be identified based on Last Name, SSN, and DOB.

- When a subsequent student enters the same parent information, the system will recognize that the parent already exists and will link that student to the parent user ID.

- Each time a student is added to the parent account, the parent will receive a notification alerting them that they need to return to the site to provide documentation.

- If the parent is also a student, they will still have to use a separate username to access their student account.

PARENT REGISTRATION

Welcome M
Award Year 2015 - 2016

Registration

Complete Required Docs

Submit Package for Approval

Wait for Package Approval

Package Approval Received

♀ You are here

✔ Completed

❓ Need additional info

VERIFY INFORMATION

Please verify the below information or update the information where necessary. All below information is required.

NAME AND ADDRESS

	First Name:	Last Name:
Name:	M	HORTON
Address:	10900 SILVER CIRCLE	
City,State,Zipcode:	CHICAGO	IL	60290

CONTACT INFORMATION

	Home:	Cell:	Other:
Phone:	555-555-5555		
Default Email:	parent1516test9003@test.com		
Notification Email:			
Email-Format:	Text		

SECURITY

Create Username:

Create Password:

Verify Password:

Security Question 1: What was your childhood nickname?
Answer:

Security Question 2: What is the name of your favorite childhood friend?
Answer:

Security Question 3: What school did you attend for sixth grade?
Answer:

Next ▶

Note: See pages 7-8 for information on completing the fields required.

PARENT ACCOUNT LOG IN (IF MULTIPLE DEPENDENT STUDENTS)

When a parent logs in to their account, they will be presented with a listing of those student accounts linked to their parent account. They will be able to select what student and award year they wish to access before proceeding.

Once the parent has selected the student and award year, they press <Next> and will be taken to the selected student's Required Documents screen.

FINANCIAL AID PROCESSING CENTER

You will be asked to provide documentation to verify the answers you indicated on your FAFSA. This portion of the Financial Aid process must be completed for you to be eligible for student aid.

Call _____ for Financial Aid Assistance,

SITE LOGIN

Please select the student to work:

○ ARCINIEGA, JUDITH (2013-2014)
○ ARCINIEGA, JUDITH (2014-2015)
○ OBREGON, ROBERTO (2014-2015)

[Next]

PARENT SITE LOGIN

After the parent created an account, they enter the Username / Password they created.

Log In   Contact

FINANCIAL AID PROCESSING CENTER

You will be asked to provide documentation to verify the answers you indicated on your FAFSA. This portion of the Financial Aid process must be completed for you to be eligible for student aid.

Call _____ for Financial Aid Assistance,

SITE LOGIN

Username:
[ ]

Password:
[ ]

[Log In]

I have forgotten my username/password

COMPLETE REQUIRED DOCUMENT PROCESS

	Required Documents	My Profile	Contact	User Guide	Log Out

Welcome JAMIE
Award Year 2015 - 2016

Registration	✔
Complete Required Docs	○
Submit Package for Approval	
Wait for Package Approval	
Package Approval Received	

○ You are here
✔ Completed
❓ Need additional info

COMPLETE REQUIRED DOCUMENTS

You will be asked to provide documentation to verify the answers you indicated on your FAFSA. This portion of the Financial Aid process must be completed for you to be eligible for student aid

Please click on each document listed on the next page and you will be instructed on how to proceed. Once all documents have a green check mark next to them click the next button to continue.

Tax Information
Household Size / Number in College

Next

COMPLETE REQUIRED DOCUMENTS

| Required Documents | My Profile | Contact | User Guide | Log Out |

The student is now on the Required Document List (RDL).   In this step, they will provide any necessary documentation that your school requires to provide for their application for financial aid.

Registration will have a "Completed" icon next to it and Complete Required Documents will have a "You are here" icon. The student will be required to complete each required document before moving on to the next milestone. The student may return to the Registration milestone or the "My Profile" link at the tool bar on top of the page.

*Note: If the student stops at any time during the process (but not if they are in the middle of completing a document requirement), the program auto saves their progress.
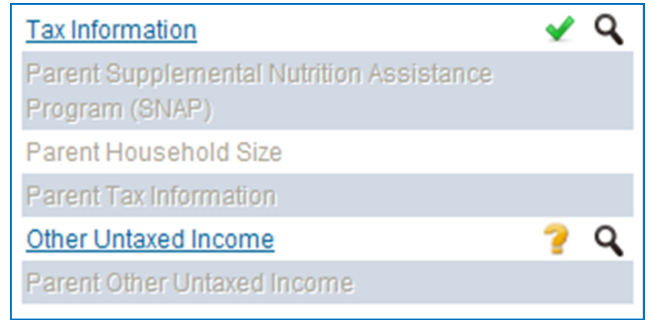

ATTESTING TO SUBMISSION OF DOCUMENTS

When a student/parent clicks on a required document link, a page will first be presented asking the student/parent to "I Attest". By selecting the <**I Attest**> button they are agreeing the information they will provide is accurate to the best of their knowledge.

The Document(s) Window

This area is the **Document Window**. This window shows all of the documents required to determine a student's eligibility and finalize their financial aid package.

Tax Information ✔ 🔍

Parent Supplemental Nutrition Assistance Program (SNAP)

Parent Household Size

Parent Tax Information

Other Untaxed Income ❓ 🔍

Parent Other Untaxed Income

Legend Key

📍 The "**You are here**" icon indicates the current location of the student/parent during the submission process. The icon appears on the current milestone.

✔ When the requirements for the document are satisfied, a **Green Check Mark** appears next to that specific document.

🔍 A **Spyglass** icon appears if the student/parent has attached a document. Clicking on this icon produces a page to view the document the student/parent attached. Click the link(s) under "File Name" to view the document that was uploaded.

VIEW DOCUMENTS - TAX INFORMATION

File Name	Document Type
e2283dd2-5fad-4501-98a8-2618f3..	Student Tax Return Transcript

Next ➤
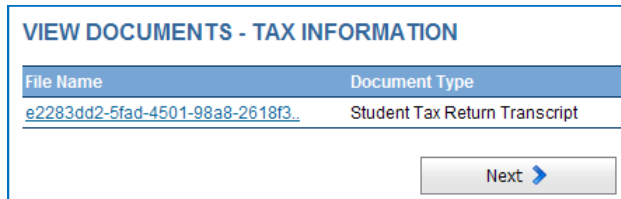
❓ When a **Question Mark** icon appears, a document was submitted and subsequently rejected. This indicates either conflicting information that requires additional documentation or a correction request be submitted. Clicking the document link, a reject comment appears with an explanation of actions that need to be completed for resubmission.

▸▸ If the student or parent satisfies the document, the question mark icon will be replaced with the checkmark.

▸▸ If the student or parent does not satisfy the document, the question mark icon will remain until the requirement is completed.

VERIFICATION REJECT

If a student/parent is rejected for Verification, when they go back into the site, the individual document in the Required Documents will have the Question mark icon next to it. When a student/parent clicks on the rejected document link or <Next>, a reject comment page appears.

COMPLETE REQUIRED DOCUMENTS

You will be asked to provide documentation to verify the answers you indicated on your FAFSA. This portion of the Financial Aid process must be completed for you to be eligible for student aid.

Please click on each document listed on the next page and you will be instructed on how to proceed. Once all documents have a green check mark next to them click the next button to continue.

Tax Information   ? Q

Next ❯

The user will click <Next> to continue with satisfying the requirement based on the reject comments.

REJECT NOTICE - TAX INFORMATION

test   Please verify the items requested by compliance review

Next ❯

After attesting to the information and documents they will be providing, they will presented with the two (2) choices below. The student/parent will now decide what action they will take.

TAX INFORMATION

This document was rejected during the verification process

○ Submit a signed statement.
○ Submit new documentation.

❮ Previous   Save & Continue ❯

Submit a Signed Statement

If the student selects this option, a text box will appear where they will type their statement. This statement will show in the list of documents in GlobalAdmin > Student tab > Review ISIR/Docs option.

◉ Submit a signed statement.

Please type your statement here:
this is a signed statement for tax return reject test

Submit New Documentation

If the student/parent selects this option, they continue through Verification as they normally would. *See applicable document submission process in the following pages.*

◉ Submit new documentation.

17

U PLOADING D OCUMENTS

Documents that do not have green checkmarks next to them, the student/parent needs to provide required or additional information for. Click the **blue hyperlink** with the document's name to view the required information.

The student may be asked specific questions about the document and may also be asked to provide the document itself. Students should have required documentation available before getting started. If the student needs to stop, they can always come back and finish the section at a later time.

The Student Portal will guide the student through any steps they need to follow to complete the application; The user-friendly instructions should have them complete the process in **less than an hour.**

To upload a document, they can send it from their computer or use a fax barcode coversheet. These methods will be explained in further detail over the next pages.

U PLOADING A D OCUMENT

When the application requires a document(s) to be submitted, an upload box will appear providing four (4) options

▸ **I wish to upload the document(s) now** is the most expedient means if electronic versions of their documents are available.

▸ You can choose to skip a section with **I will upload the document(s) later** but they will need to finish it later.

▸ **I will fax the document(s)** will prompt user to create a fax coversheet to prepare the documents to send.

▸ **I already uploaded the document(s)** will allow student/parent to move to the next requirement, but their file cannot be submitted until all necessary documents have been uploaded.

ATTACH DOCUMENT

Please attach copies of all 2014 W-2

◉ I wish to upload the document(s) now.

☑ Use SilverLight (preferred)

[   ] 🔍 Browse...

Allowed types: bmp, gif, jpg, jpeg, pdf, tif, tiff
Maximum file size: 10Mb

⬧ Upload

○ I will upload the document(s) later.
○ I will fax the document(s).
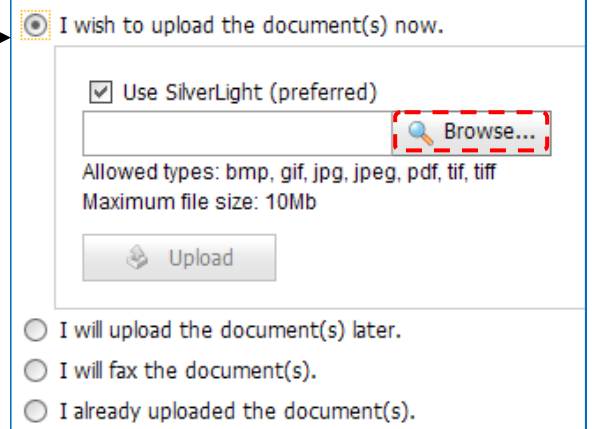○ I already uploaded the document(s).

Note: The student/parent are required to upload a document for each required item in the RDL, even if they already uploaded the same document to satisfy a different requirement.

IMPORTING A DOCUMENT FROM A COMPUTER

The student can upload a document stored on their computer into the Student Portal by navigating to it when prompted to. Please read the instructions below:

Step 1. Click the **"I wish to upload the document now"** button. Click the **<Browse>** button.
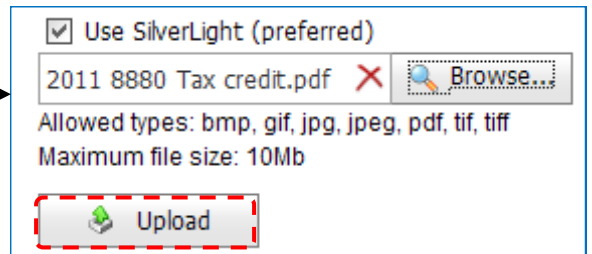
Step 2. Browse to the saved document. Highlight the document and click **<Open>**.
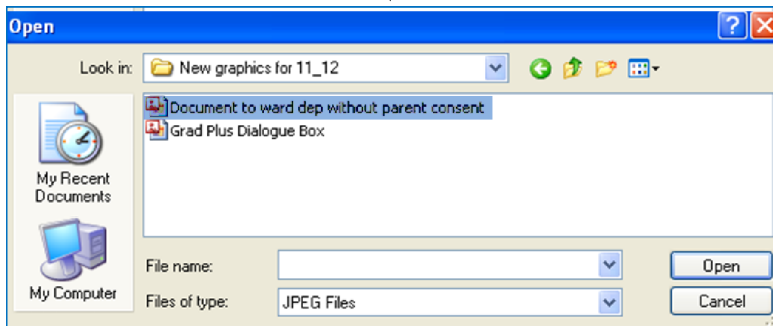
Note: *The student portal will only accept high quality JPEG, Bitmap, TIF, GIF, or PDF file formats.*

Step 3. You should see the file name of the document selected. Click the **<Upload>** button.

Note: *If you want to delete the document before you upload, select the red "X".*

Step 4. Check the "My Documents" area to ensure the document was acknowledged as uploaded.

PARENT DOCUMENT ATTACHMENT (IF MULTIPLE DEPENDENT STUDENTS)

When a parent is prompted to attach a document, they will be presented with a list of all 'Available documents' that have already been attached, regardless of which child or award year the document was attached for.

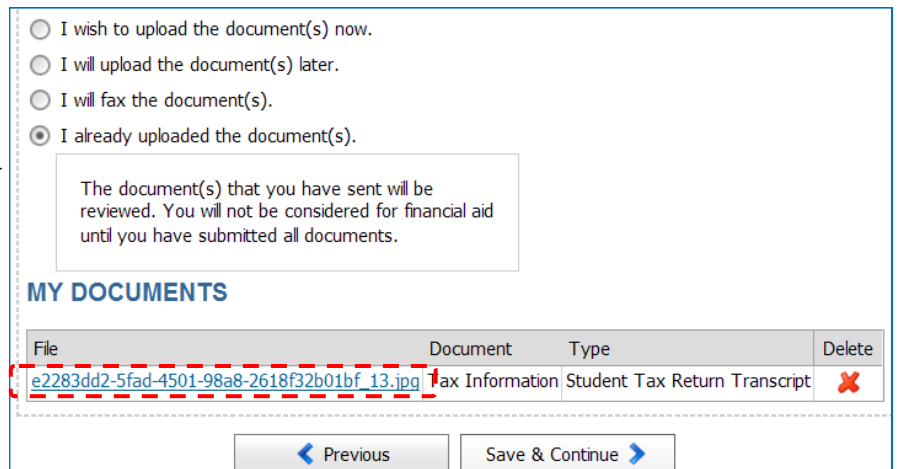If a Parent elects to use a document from 'Available Documents' instead of attaching new documents, they can do so by clicking the Green plus (+) mark next to the desired document. That document will then be added to 'My Documents' and will be used to complete this requirement.

Note: The parent will only be able to view their own documents.

ATTACH DOCUMENT

Please attach a copy of your 2013 IRS Tax Return Transcript.

- ○ I wish to upload the document(s) now.
- ○ I will upload the document(s) later.
- ○ I will fax the document(s).
- ◉ I already uploaded the document(s).

> The document(s) that you have sent will be reviewed. You will not be considered for financial aid until you have submitted all documents.

MY DOCUMENTS

File	Document	Type	Delete
Andrews Transcript.pdf	Parent Tax Information	Parent Tax Return Transcript	✖
SignedStatement.txt	Parent Verification Worksheet	Parent Signed Statement	✖

AVAILABLE DOCUMENTS

File	Document	Type	Add
177417697	Parent Tax Information	Parent Tax Return Transcript	✚
177417697	Parent Tax Information	Parent Tax Return Transcript	✚
177417697	Parent Tax Information	Parent Tax Return Transcript	✚
213730210	Parent Tax Information	Parent Tax Return Transcript	✚
213730210	Parent Tax Information	Parent Tax Return Transcript	✚

‹ Previous   **Save & Continue ›**

IMPORTING A DOCUMENT WITH THE FAX BARCODE SERVICE

You can fax a document using our state-of-the-art fax upload service to submit for review. Follow these instructions to create a document-specific fax coversheet:

To fax a required document, click the "**I will fax the document(s)"** option when prompted to provide a document.

> ○ I wish to upload the document(s) now.
> ○ I will upload the document(s) later.
> ◉ I will fax the document(s).
>
> > You have indicated that you want to send the document(s) by fax. Since there may be several documents that need to be faxed, we will provide instructions once you have completed all of the information.
> >
> > 🗎 Print Fax Coversheet (.pdf)
>
> ○ I already uploaded the document(s).

A message prompt will appear advising that attaching documents is quicker. Scanning or digitally uploaded document(s) is the more efficient option for the review process. To continue, click <**OK**>.

> The page says: ✕
>
> You may get faster results if you attach your documentation. Faxed documents can take as long as 24 hours to update. Would you still like to proceed?
>
> [OK]   [Cancel]

The student/parent may select the **Print Fax Coversheet** link at the bottom of the screen if they want to create the coversheet now.

The program will create a document-specific coversheet to print for the document requirement.

> You have indicated that you want to send the document(s) by fax. Since there may be several documents that need to be faxed, we will provide instructions once you have completed all of the information.
>
> 🗎 Print Fax Coversheet (.pdf)

A document specific fax cover sheet will be presented for print. Next, click **<Finish>** at the bottom of the screen to return to the main dashboard screen of the student portal.

Note: Please follow the information/steps described on the coversheet to properly fax the documents with the coversheet. An example of a coversheet is found in the "***Document / Form / Website Example***" section.

▸▸ If student elects to print coversheets (if more than one) after completion of the document process, they would select **Fax-Coversheets** at the bottom of the main dashboard screen.

🖶 Print Fax-Coversheets
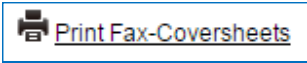
DOCUMENTS TO FAX

Document Type	Document Name	
Parent Tax Return ..	Parent Tax Information	Print

Fax Cover Sheet

Number of Pages (including cover): _____

Student Name: TEST		Printed Date: 04/20/2015
School: Training		Required Document: Student Tax Return Transcript

During the course of entering your documents online, it has been determined that you need to provide additional documents. By faxing this coversheet along with your additional documents, we will be able to expedite the review of your request for aid.

Please place the supporting documentation behind this cover sheet and fax to **(800) 867-0557**

To ensure that your electronic financial aid file is properly updated with the necessary documents, please do the following:

1. Please make sure your barcodes are legible and clear to ensure your documents being received;
2. Attach the required documents; and
3. Ensure that documents are placed correctly on the fax machine. Some machines require the document to be FACE UP and some machines require the documents to be placed FACE DOWN. If you place these documents in the incorrect position, the documents will come through as blank pages and not be associated with your electronic financial aid file.

Your time and consideration in this important matter is appreciated.

Please allow 24 hours for system to reflect receipt of your documents.

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* Important *

Student may send multiple documents with multiple cover sheets in one (1) fax ***provided*** that each cover sheet comes immediately before each document e.g. the cover sheets separate each document they send.

DOCUMENTS ALREADY UPLOADED

"I already uploaded the document(s)" : After uploading a document, the document file information appears under 'My Documents'. Clicking **<Save and Continue>** will allow movement to the next requirement. The file cannot be submitted until all necessary documents are uploaded.

ATTACH DOCUMENT

Please attach a copy of your 2014 IRS Tax Return Transcript.

○ I wish to upload the document(s) now.
○ I will upload the document(s) later.
○ I will fax the document(s).
◉ I already uploaded the document(s).

> The document(s) that you have sent will be reviewed. You will not be considered for financial aid until you have submitted all documents.

MY DOCUMENTS

File	Document	Type	Delete
e2283dd2-5fad-4501-98a8-2618f32b01bf_13.jpg	Tax Information	Student Tax Return Transcript	✖

Note: *You are required to upload a document for each required item in the RDL, even if you already uploaded the same document to satisfy a different requirement.*

SUBMIT PACKAGE FOR APPROVAL

When all required documents have been uploaded satisfactorily and Complete Required Doc show the checkmark, select the **"Submit Package for Review"** link.

Note: A Dependent can not submit their package until a parent completes their portion of the verification process. If a Dependent student, verbiage will be displayed to notify the student.

If a student used the ISR Date Retrieval with no additional document requirements, the student will be presented with the screen below for example.

WAIT FOR PACKAGE APPROVAL

When the student submits their package, they are presented with this screen informing them they have completed their electronic application in the Student Portal.

They should receive an email within 1-10 business days with information regarding the next step of their application process. The <Next> button will be disabled until the review process is completed.

Note: If the package was "Auto Submitted", the student will not see this screen (an email notification is sent instead).

PACKAGE APPROVAL RECEIVED

The below screen is the "Congratulation" screen that the student will be presented with when their file has been processed and the awards have been confirmed. Selecting <Previous> will return the student to the Complete Required Documents page but the document links will be disabled as they have already been reviewed and accepted.

MY PROFILE

Under the "**My Profile**" tab, students can view and update their personal account information. If changes are made, please remember to select the **<Update>** button.

⏵ Updating the Notification Email: Changing this information will send all subsequent Email correspondence to the new Email inbox.

Helpful Reminder: If updating information in the "Security" section, recommend annotating the information and retaining in a safe place for reference.

Note: For schools utilizing single sign on, the students will not be able to see the change username/password area. Parent accounts will still be able to access however.
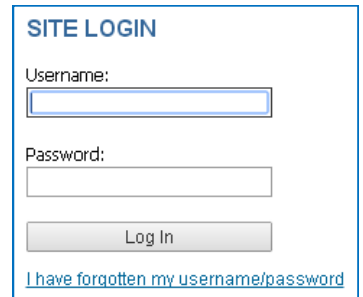
RESET STUDENT/PARENT USERNAME/PASSWORD

Students and/or parents that have forgotten their username/password can have it reset by following the steps below. **Note**: The student will be provided their same username but the password provided will be temporary. Upon logging back in, they will be prompted to change the temporary password that was provided.
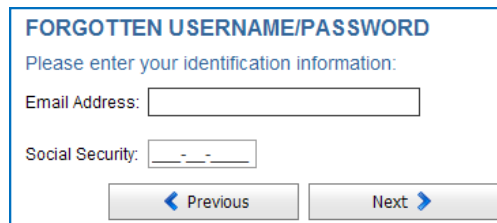
Step 1. Select the "I have forgotten my username/password" link in the site login screen (right).

SITE LOGIN

Username:

Password:

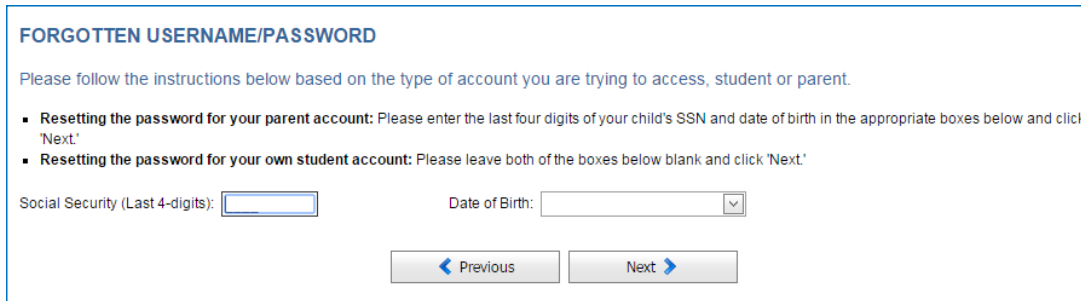Log In

I have forgotten my username/password

Step 2. Student/parent will be prompted to enter their user identification information (Email and SSN). Select **<Next>**.

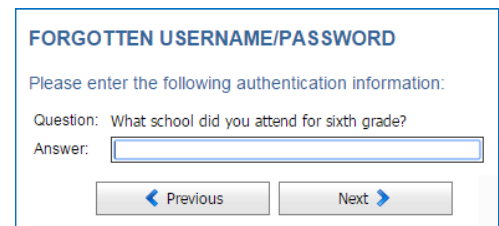✥ **Student:** The email address used must match the email address provided on the FAFSA.

✥ **Parent**: The email address used must match the email address where the parent received their initial login notification. This is also the email address they would have used when registering their account.
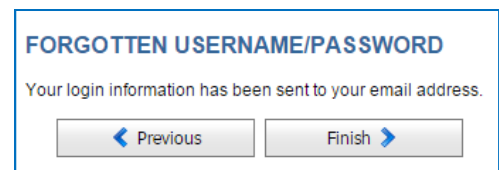
FORGOTTEN USERNAME/PASSWORD

Please enter your identification information:

Email Address: [   ]

Social Security: [___-__-____]

◀ Previous   Next ▶

Step 3. If multiple accounts were found with the entered email address and SSN, then the section below will appear. This helps identify the specific account that the user is requesting a password reset for. If only one account was found, they will go straight to the security question page.

FORGOTTEN USERNAME/PASSWORD

Please follow the instructions below based on the type of account you are trying to access, student or parent.

- **Resetting the password for your parent account:** Please enter the last four digits of your child's SSN and date of birth in the appropriate boxes below and click 'Next.'
- **Resetting the password for your own student account:** Please leave both of the boxes below blank and click 'Next.'

Social Security (Last 4-digits): [   ]   Date of Birth: [▼]

◀ Previous   Next ▶

Step 4. The next screen prompts student to answer a security question. The student will have 2 attempts to answer the question correctly. Select **<Next>**.

FORGOTTEN USERNAME/PASSWORD

Please enter the following authentication information:

Question: What school did you attend for sixth grade?
Answer: [   ]

◀ Previous   Next ▶

Step 5. If student/parent entered correct information, they will be prompted that login information re-set instructions will be emailed to them (at the email address provided). **Please note that the information provided in the e-mail is temporary and only valid for 24 hours.**

FORGOTTEN USERNAME/PASSWORD

Your login information has been sent to your email address.

◀ Previous   Finish ▶

Additional Resources

Helpful Websites

Check out the list of websites below that may come in handy as you complete your requirements for financial aid. You can find great information pertaining to many different topics on these sites, and you can also use them to obtain important forms you may need to complete the financial aid process.

- ✔ **http://www.fafsa.ed.gov/** **The Free Application for Federal Student Aid (FAFSA)** is the cornerstone for any student's financial aid process if you want to receive Federal Student Aid. Federal Student Aid includes everything from Stafford and PLUS Loans, to Federal Work Study and Pell Grants. The website allows you to start, continue, or make corrections to your FAFSA online.

- ✔ **http://studentaid.ed.gov/** Your source for free information from the **U.S. Department of Education** on preparing for and funding your education beyond high school.

- ✔ **http://www.uscis.gov/** **The U.S. Citizenship and Immigration Services website**. You can get copies of useful forms related to proof of citizenship status which may be necessary in order to receive Federal Student aid.

- ✔ **http://www.irs.gov/** **The Internal Revenue Service (IRS)** website allows you to review filing requirements for each year and also request copies of your tax documents for current or previous tax years. If you are selected for verification and filed taxes you will need to be able to provide a signed copy of your tax return or tax return transcript.

- ✔ **https://www.sss.gov/** Through the **Selective Service System (SSS)** website males can check the status of their registration and also retrieve their SSS registration confirmation number. The Free Application for Federal Student Aid requires that all men that meet requirements be registered with Selective Service. Those men under the age of 26 can also complete their registration online.

- ✔ **https://www.nslds.ed.gov/** **The National Student Loan Data System (NSLDS)** is the U.S. Department of Education's (ED's) central database for student aid. NSLDS receives data from schools, guaranty agencies, the Direct Loan program, and other Department of ED programs. NSLDS Student Access provides a centralized, integrated view of Title IV loans and grants so that recipients of Title IV Aid can access and inquire about their Title IV loans and/or grant data.

- ✔ **https://studentloans.gov/** The source for information from the Department of Education about managing your **Student Loans** including signing a Master Promissory Note (MPN) or completing your Entrance Counseling. To be used for both independent and dependent students and their parents.

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