



2024-2025 FAFSA

Troubleshooting

FSA ID Issues

An FSA ID is a username and password created on studentaid.gov. If you are unable to create an FSA ID, try skipping the address field on the form. You can always add the address after the account is created. Also, be careful not to add spaces at the end of any fields. This can be a common cause for error messages on the FSA ID account creation page, as well as the FAFSA application. If you continue to experience an issue, you may want to contact the Federal Student Aid Information Center at 1-800-433-3243 for assistance. [Studentaid.gov](https://studentaid.gov) also features a live chat option for troubleshooting.

Adding Parent Contributor Info

If you run into an issue where parent contributors are not being linked to a student's FAFSA, first log in as the student. Then, go to the Parent Invitation page on the student's account. Double check that the parent information was entered correctly. If not, try to re-enter the information and re-submit the parent invitation.

When logging in as a parent contributor, some have seen an error message that says you are not authorized to provide information on the FAFSA. If this occurs, log out and log back in. Then, click on the "My Activity" link. Often, this will allow you to access the invitation to contribute to your student's FAFSA.

Technical Glitches

There are many known glitches reported on the 2024-2025 FAFSA - such as unresponsive buttons, inability to move forward to the next page, system error messages, etc. If you experience any of these, try exiting the form, clear your browser history, restart your browser, and try to re-enter the FAFSA form. You may also try using a different browser. If you continue to experience technical glitches, it can be helpful to take a screenshot of your issue to pass along to Federal Student Aid.

FAFSA "In Review" Status

This is good news! If your FAFSA shows an in-review status, it means that it was submitted and is currently processing. Federal Student Aid recently announced that submitted FAFSAs will not be processed and sent to colleges until mid-March. This delay is due to an update to the FAFSA calculation that will better account for inflation. It is estimated that the update will help provide an additional \$1.8 billion in need-based federal student aid. Although it's great that more students will receive need-based aid, unfortunately, it means further delays. Please be patient with your college, as aid notifications will likely not be available until later in the spring.

Need to Make a Correction?

If you have already submitted a FAFSA, you must wait until your FAFSA finishes processing in order to make updates and corrections. Once your FAFSA is processed, you'll be able to make corrections on your FAFSA, or even add schools. Be sure when correcting your FAFSA that you re-sign and resubmit the form so that the colleges listed on your FAFSA can receive your updates.