# Frequently Asked Questions - Verify My FAFSA

### Q: Can I use the same email address for myself and my parent's email address when creating both accounts for Verify My FAFSA?

A: No, you will need to use a separate email address. Two accounts are not permitted to have the same email address.

**\*Please note: Students must use their WPU email address to register.**

### Q: Does my parent have to e-sign the forms I complete in Verify My FAFSA?

A: If your parent was required to provide information on the FAFSA, they will need to sign the form(s).

- If you choose the e-sign option, your parent will need to e-sign as well.
- If you choose to print out the form and physically sign it, your parent will need to provide a physical signature as well.

### Q: How does my parent create an account for Verify My FAFSA?

A: In order for your parent to create an account in Verify My FAFSA, you must first complete all tasks you have been assigned within the system.

If you are choosing to e-sign your form(s) there will be an option to request your parent's e-signature as well. Click on the "Request" box and enter your parent's email address. An email will then be sent to your parent, prompting them to create a Verify My FAFSA account.

### Q: I am trying to create my Verify My FAFSA Account and I keep getting "Error Code 1010". How do I log in?

A: When creating an account, all information (name, social security number, date of birth) must be entered **EXACTLY** as it appears on your FAFSA.

If your name contains suffixes (i.e., Jr., Sr., II, III) or punctuation (i.e., spaces, apostrophes, hyphens), ensure you have entered any of these items exactly as it was on your FAFSA. Error code 1010 is <u>always</u> due to either:

- incorrect information that does not match the student's FAFSA being entered on the account creation screen, or
- The student's FAFSA is not importing into the Verify My FAFSA because it is incomplete (i.e., rejected for missing signatures).

**Q: I need to update my form but I already submitted everything in Verify My FAFSA. How do I update my form?**

A: To update any of your unprocessed forms or documents, please visit our office or contact us by phone or email, and we will be able to reject the submitted item(s) so that you may make corrections and resubmit.

**Q: I submitted my tasks over a week ago, why has it not been reviewed yet?**

A: There could be many reasons, but first check to ensure that all documents that were requested in both Verify My FAFSA and on your WPConnect notifications, have been submitted and received.

**Your file will not be reviewed until all documents are received.**

Also, check Verify My FAFSA again to ensure we have not returned a document to you for correction.

**Q: Is my parent able to upload or make changes to documents on my account?**

A: No, your parent will not be able to upload any documents to your Verify My FAFSA account. All documents must be uploaded by you (the student). Parents also will not be able to make changes to documents you have submitted.

Before signing, your parent will have an option to review the documentation and reject it if corrections are needed. Once you have made corrections, you will again click the "Request" box to send your parent another e-sign request.

**Q: My parent forgot their password for Verify My FAFSA. How do they reset the password?**

A: Once the parent has verified their email address, they can use the "Forgot Username" or "Forgot Password" links on the login screen.

**Q: What internet browsers are supported for Verify My FAFSA?**

A: Verify My FAFSA supports Chrome, Firefox, Safari and Internet Explorer versions 9 through 11. However, we highly recommend using Chrome with Verify My FAFSA on both desktop and mobile devices.

**Q: What types of files can be uploaded into Verify My FAFSA?**

A: PDF, JPG, PNG, and BMP files are able to be uploaded.

Word documents cannot be uploaded to Verify My FAFSA.

Mobile devices equipped with a camera can be used to take photos of your document(s) and then upload them directly into Verify My FAFSA in your mobile web browser.