FEDERAL VERIFICATION
OVERVIEW
Student Financial Services
Announcements

❖ Please do NOT put any sensitive information in the Chat or Q&A. Any questions that contain personal information should be sent directly to sfs@temple.edu with your 9 digit TU ID.

❖ This webinar will be recorded and available on our website, https://sfs.temple.edu/about/sfs-webinars, shortly after the presentation.

❖ Question and Answer session after the presentation - please type your question into the Q&A feature.
What We Will Cover

❖ What is Verification and Notifications
❖ Required Documentation
❖ How to Submit
❖ Process Overview
❖ Common Issues & Troubleshooting
❖ Q&A
What Is It and How Do You Know You’ve Been Selected?

❖ US Department of Education selects students randomly
❖ Three types
  ➢ V1 - Tax Information
  ➢ V4 - Identity and High School Completion
  ➢ V5 - All of the Above
❖ Students are notified via:
  ➢ Student Aid Report (SAR)
  ➢ TUPortal (Costs & Aid - SFS Channel - Need to Submit/Resubmit)
  ➢ Email alerts from Temple
Documentation - Tax Information

❖ Dependent Verification Form
  ➢ List all members of the Household supported more than 50% by the custodial parent(s)
  ➢ Form must be signed by hand or through our electronic e-signature process
  ➢ Report current marital status and 2019 tax status for parents
    ■ Independent students also report current marital and 2019 tax status
  ➢ All subsequent requests come from the form

❖ Tax Data
  ➢ Data Retrieval Tool (DRT) on FAFSA
  ➢ 2019 IRS Tax Return Transcript (www.irs.gov)
  ➢ 2019 IRS Tax Form 1040 with all pages, schedules, and signatures

❖ W-2s may be requested
Documentation - Identity and High School Graduation

❖ Statement of Educational Purpose
  ➢ Downloaded from the Dashboard
  ➢ Completed by the student and uploaded through Dashboard

❖ Identity
  ➢ Submit with Statement of Educational Purpose
  ➢ Government-issued Photo ID

❖ High School Graduation
  ➢ Diploma
  ➢ Transcript
A Note about Documentation

- Document requests stem from the verification form
  - What you enter on the verification form tells the system what to request
  - Conflicts will result in additional requests

- Common conflicts between the Verification Form:
  - The FAFSA is filed with 2 parents but only one is reported in the Household
  - Student reports income on the FAFSA and none on the Verification form
  - Parent tax status and options

- There is a difference between filing taxes and earning income
  - We may have to verify both
How to Submit Your Documentation

TUPortal → Costs & Aid → SFS Channel → Need to Submit/Resubmit

Need to Submit / Resubmit
You have 4 requirement(s) that have not been submitted or have been deemed incomplete.

Satisfied
You have satisfied 2 requirement(s).

FINANCIAL AID OFFER

View your current financial aid offer

SELF SERVICE BANNER

Financial Aid Package

College Financing Plan

Need Help?
How to Submit Your Documentation

Need to Submit / Resubmit
To submit documents for a requirement you can either use the upload tool below or fax them to 215.204.5897

Requirements That Need to Be Submitted

Selected for Federal Verification
Instructions:
Your FAFSA has been selected for a process called federal verification. Please complete all verification requirements as soon as possible. Note: the first time you access the requirements you will need to confirm your identity. Be sure to input your first name, last name, date of birth and social security number as it appears on your FAFSA application. If you have difficulty logging in to review the requirements please call SFS, 215-204-2244.

Grant permission to pay any and all University charges
Instructions:
Clicking this link will take you to Self Service Banner. Under the Additional Information section, please use the drop down box to select an answer and submit the information. The requirement will be updated within 24 hours.

Grant permission to pay previous balance up to $200, if owed
Instructions:
Clicking this link will take you to Self Service Banner. Under the Additional Information section, please use the drop down box to select an answer and submit the information. The requirement will be updated within 24 hours.

Please accept your awards on Self Service

Legend: Upload, Website, Follow Instructions, Not Eligible Yet
How to Submit Your Documentation

Welcome!

Below is the list of items the Financial Aid Office needs you to complete for the financial aid verification process. Click on any section to view the detailed list of requirements.

Contact the Financial Aid Office with any questions.

Dependent Verification Form

You were selected for a process called verification. You will need to verify certain information you reported on your application. In order to do so, you will need to complete this web form. Depending on your responses, you can [Read More]

- [2020-2021 Dependent Verification Web Form](#)
Student E-Signature

Student E-Signature (PIN)

❖ Click on Create my E-Sign PIN
❖ Provide the following:
  ➢ First Name
  ➢ Last Name
  ➢ Date of Birth
  ➢ Social Security Number
  ➢ 5 Digit PIN number
❖ Specific to the student
Parent E-Signature

- Student chooses which parent to email
  - Parent 1 is the first parent entered on the FAFSA
  - Parent 2 is the second parent
  - The chosen parent must be the one who logs in
- Parent receives emailed link
- Parent login must match the FAFSA - First, Last, Date of Birth, Social Security Number
  - Legal Names, not nicknames
- E-sign Password is Account Password
Parent E-Signature

Form Not Approved Button provides information if a correction to the form is required, the student must:
1) Cancel e-sign request
2) Edit webform
3) Student e-signs
4) Then resend for parent signature

Opt Out of E-Sign Button provides information if a parent does not want to e-sign, the student may not e-sign and requires the student to:
1) Cancel e-sign request
2) Edit webform to opt out of e-sign
3) Student follows opt out of e-sign steps

By selecting this option, you acknowledge that you do not wish to E-Sign this form because you have found errors during review of the information on the form. If you wish to continue, contact the student so they may Cancel this E-Sign request, fix any errors, and resubmit the request for your E-Signature. If you have selected this option in error click E-Sign to complete your E-Signature.
Process Overview

1. Student is notified and logs into Dashboard
2. Complete the verification form and submit any requested documents
   a. Emails and texts sent weekly to remind of outstanding tasks
3. Each file is reviewed in order received
   a. Students receive emails and/or texts when a document is requested or returned
   b. The Dashboard will specify why the document was reopened (missing signature, pages, etc.)
   c. Processing times vary based on the volume of files submitted
4. Verification completed by staff
   a. Student receives email and/or text confirmation
   b. If changes are submitted to the Department of Education, the financial aid offer is updated the following week
Common Issues & Troubleshooting

❖ Signatures must match
  ➢ All e-sign, or all hand-sign - cannot use Microsoft Paint or DocuSign

❖ Page Doesn’t Load
  ➢ Use Google Chrome and clear cache

❖ Can’t find applicable tax and marital status combination
  ➢ Scroll down - use Google Chrome in order to access scroll function

❖ Difficulty obtaining Tax Documents
  ➢ Tax Transcript unavailable: Provide complete 1040 (with signature)
  ➢ IRS Verification of Non-Filing can’t be obtained from IRS
    ■ Submit a written statement explaining attempts to retrieve from IRS and confirming tax status for 2019
Common Issues

❖ Student is unable to submit
  ➢ Are all tasks satisfied?
  ➢ DRT tasks will prevent submission until received
  ➢ Did you click “Submit”?

❖ Parent account is locked
  ➢ Email sfs@temple.edu or make an appointment at sfs.temple.edu/about/appointments
  ➢ Instructions on how to e-sign are at sfs.temple.edu/forms

❖ Problems with Data Retrieval Tool
  ➢ Contact 1-800-4FED-AID for assistance
Resources

SFS Forms site:

- Federal Verification Frequently Asked Questions
- Troubleshooting Verification Requests

SFS Financial Aid Requirements site

- E-signature instructions for both the student and parent
Questions?

Contact SFS

- Email: sfs@temple.edu
- Please include your 9 digit TU ID on any email correspondence.
- We utilize a ticketing system when you contact us and will create a ticket at the time of your call or email. We will then have a professional staff member get back in touch.

Join our virtual line:

- **QLESS**
  - Download the QLESS app.
  - Available on both iPhone and Android devices.
  - Enter through the link listed on [https://sfs.temple.edu/about/appointments](https://sfs.temple.edu/about/appointments).

- **Family Education Rights and Protection Act Waiver**
  - In order to provide a waiver of FERPA rights to a specific person, students should follow instructions listed on [https://sfs.temple.edu/policies/family-education rights-and-privacy-act](https://sfs.temple.edu/policies/family-education rights-and-privacy-act).