REMOTE SUPPORT
How to submit Student Financial Services Forms electronically
Submitting SFS forms electronically

- Temple staff are currently working remotely and continuing to process financial aid related items. None of our physical offices are available to visit in person.
- During this time, most completed forms (wet or electronic signature is OK) must be sent via email (sfs@temple.edu) to our office using TUSafeSend (in TUportal) which is a secure option for submitting documents.
- Students can also click on the specific form requirement in the SFS channel to upload a requested form.
TU SAFE SEND

TUsafesend is a resource that makes it easy to securely send and receive files from within and outside the University. Note that files are automatically deleted from TUsafesend **14 days** after you upload them, so you don't have to manually clean up. To get started:

- Log in to TU Portal. On the TU Portal Home tab, students will find the TU Safesend Login Page link under TU Applications on the left side of their screen.
- Log in with your Temple AccessNet account and password and click the **Drop-off** button to send files to anyone.
- If you do not have an AccessNet account, you can send files to Temple community members if you know their email address. Start by clicking the **Drop-off** button.
- If you have a Temple AccessNet account and wish to ask anyone outside the University to send you files, log in and click the **Request a Drop-off** button. This method will make the process a lot easier and quicker for them because they will not have to go through a verification process.

**tusafesend.temple.edu**
TU SAFE SEND - HOW TO FIND LINK ON TU PORTAL

UNIVERSITY FORMS

SEARCH:

OFFICE / DESCRIPTION  CATEGORY

1  PURCHASING  Forms
   Accessibility Exception Request

2  FACULTY AFFAIRS  Forms
   External Reviewers Reporting (WORD)

3  FACULTY AFFAIRS  Guidelines
   2020-2021 Faculty Affairs Important Dates

4  UNDERGRADUATE STUDIES  Applications
   Third Course Attempt Request

5  HUMAN RESOURCES  Forms
   Employee Return Spreadsheet

6  HUMAN RESOURCES  Forms
   Return To Campus Approval Form

7  HUMAN RESOURCES  Forms
   Return To Campus Planning Checklist

8  UNDERGRADUATE STUDIES  Applications

STUDENT ACCOUNT

DISCLAIMER
Tuition and fees are set annually each summer, regardless of the method of instruction. For the 2020-21 academic year, some or all instruction may be delivered remotely. Tuition,
Log in above with your AccessNet username and password to access all TUsafesend features.

If you do not have an AccessNet account, you can access the following functions:

- **Drop-off** (upload) a file for a Temple TUsafesend user (email verification required).
- **Pick-up** (download) a file dropped-off for you.
TU SAFE SEND - ADD RECIPIENTS

This web page will allow you to drop-off (upload) one or more files securely without providing your email or name to the recipient. Each recipient will receive an automated email containing the information you enter below and instructions for downloading the files. The recipient will be verified as a TU faculty or staff member for identity confirmation purposes.

From:

To:

- Send e-mail message to recipients
- Send an email to me when the recipient picks up the file(s).

Short note to the Recipients

Name: SFS
Email: sfs@temple.edu

Add Recipient
TU SAFE SEND - ATTACH COMPLETED SFS FORM

To:

Student Financial Services (sfs@temple.edu)

Short note to the Recipients

Undergraduate Loan Change Request form for TU ID *********

Choose the File(s) you would like to upload

File 1: Choose File  UG Loan Cha...form TU ID

Description: Loan Change form for TU ID ********* (0.25MB)

File 2: Choose File  No file chosen

Description:

File 3: Choose File  No file chosen

Description:

0.25MB / 15680.74MB

Drop off Files
TU SAFE SEND - DROP OFF SUMMARY

Drop-Off Summary

Filename                        Type                  Size   Description
UG Loan Change form            TU ID                  253.3 KB Loan Change form for TU ID ********

1 file


To:

Comments:
Undergraduate Loan Change Request form for TU ID ********

To send the file to someone else, simply send them this Claim ID and Passcode:

Claim ID: 3yKC2GcBrViYycdZA
Claim Passcode: C8MXNEamYbS4aYkp

None of the files has been picked-up yet.
SFS FORMS

- SFS Forms are located at sfs.temple.edu/forms.
- If you have a question about what documents are needed for your specific situation, please email SFS at sfs@temple.edu or schedule an appointment.
  - Information on how to schedule an appointment: https://sfs.temple.edu/about/appointments
- Check the Cost and Aid tab on TU Portal for any financial aid requirements. There are certain requirements that request documents are uploaded through the secure Temple Dashboard.
  - Click on the requirement listed under the SFS Channel on the Cost and Aid tab of TU Portal for more information.
UPLOADING SFS FORM THROUGH TU PORTAL

- Students can also upload requested SFS forms through the specific requirement on TU Portal.
- If a requirement for a form has been officially listed as a requirement on TU Portal, students can:
  - Log into TU Portal.
  - Click on the Cost and Aid tab.
  - Look to the right, where the SFS Channel is located.
  - Click on the correct academic year.
  - Click Need to Submit/Resubmit, then on the requirement to upload the form.
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.

Schedule a Phone/Virtual Appointment:

- **QLESS**
  - Download the QLESS app.
  - Available on both iPhone and Android devices.
  - Schedule an appointment through 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-al-rights-and-privacy-act.