Temple Dashboard Parent Account Information

Account Information

- Parents who created accounts prior to July 2nd, 2020 and who have multiple students attending Temple University need one account per student (including separate emails and usernames).
- Parents who created accounts after July 2nd, 2020 are able to use the same email address and username for all students who attend Temple.
- Account Verification
  - When you create an account for the first time, you need to verify your email address. This email is time-sensitive, so verify it as soon as you receive the email.

Account Creation

- The first time a parent creates an account, (s)he/they must enter his/her/their information exactly as it appears on the FAFSA. Our system matches the parent name, date of birth, and Social Security Number to ensure accuracy and for identity verification purposes.
- The username must be between 8 and 64 characters long and it may use:
  - Upper case letters
  - Lower case letters
  - Numbers
  - The following symbols: “@”, “_”, “.”, and “-“
• Passwords must be at least 8 characters long and contain at least one of the following:
  o Upper case letters
  o Lower case letters
  o Numbers
  o Special characters are not required but may be used

Parent E-Signatures
• The Parent E-signature Password is the parent’s account password used to log into the Dashboard. Only the student has a 5-digit PIN
• Once you log in and select your student (if applicable), click “Preview”
Carefully review all of the information. Is the Household section correct? Are the income and tax options for both student and parent accurate? If so, enter your password in the e-signature box.

If the information is not correct, click “Form Not Approved” on the left-hand side to send the form back to your student to correct.
• If you choose to opt out of the e-signature, click the button on the right-hand side to “Opt Out of E-Sign.” This will require the student to opt out as well.
Parent Account Troubleshooting

- E-signature Request isn’t visible
  - Make sure your student sent the email request to the correct parent and email address.
  - Please use Google Chrome for all actions.
    - You may need to log out and sign back in if you change your password.

- Error Message when creating the account for the first time
  - Be sure to enter your information exactly how it appears on the FAFSA.
  - Use your legal name, not a nickname – “Robert” not “Bob”
  - Check the First Initial and Last Name on the FAFSA for extra spaces, special characters, or suffixes. If the FAFSA contains any of these in the last name, they must be entered exactly the same in the create account screen.
  - Check to ensure that the SSN entered for the parent matches the information provided on the FAFSA. The SSN should be entered without dashes (hyphens) or spaces
  - If the parent is copying and pasting the SSN into the field and is unable to create an account, they may want to type the SSN into the field. Typing in the SSN instead of copying/pasting helps to avoid copying extra spaces or dashes that should not be entered in the SSN field.