

## Temple Dashboard FAQs

### Technical Questions

#### **What Browsers are Supported?**

While the Temple Dashboard is compatible with Firefox, Safari, and Microsoft Edge, it works best with Google Chrome. The browser is detected at initial log in and displays an error message with links to download supported browsers. If the page does not properly load, or the request is not visible, please log out and try again in Google Chrome.

#### **Can I use my phone?**

Yes, but make sure you have downloaded the Google Chrome app since this browser is most compatible with the Dashboard. If you are using your phone and having difficulty logging in, viewing requests, or signing documents, please exit your mobile browser and try again in Chrome.

### Parent Account Questions

#### **My parent's account is locked. What do we do?**

Please contact our office by calling 215-204-2244 or emailing [sfs@temple.edu](mailto:sfs@temple.edu). Please make sure they are included on your FERPA waiver. They need to provide your name and TUID so we may locate your record, as we can only do so through the student's information.

#### **How does my parent electronically sign the form?**

The parent's e-signature password is his/her/their account password. Only the student makes a PIN to e-sign.

#### **My parent keeps getting an error stating that the information doesn't match the FAFSA when they try to create an account.**

Is the parent logging in the same parent who is on your FAFSA? If so, please make sure the information matches exactly – the first initial, last name, date of birth, and Social Security Number. The parent must use their legal first initial, not a nickname or middle name, even if that is the name they commonly use. The parent must also be the parent listed on your FAFSA. Parents who are not on the FAFSA cannot log in.

#### **My parent has an account, but the e-signature request isn't allowing them to log in.**

Did you send the request to the same email that your parent used to create his/her/their account? If not, please cancel the request and resend it to the same email. If your parent does not have access to that email anymore, please have him/her/they reach out to our office by calling 215-204-2244 or emailing [sfs@temple.edu](mailto:sfs@temple.edu).

### Verification Questions – General

#### **I was selected for verification. What do I need to provide?**

Please complete the Verification form embedded in the Dashboard webpage. You or your parents may need to provide the 2019 Tax Return Transcript, or the 2019 Tax Return (signed and dated!) and possibly your W-2. Once you complete and sign the Verification form, the Dashboard will list any additional requirements needed.

#### **What are the steps involved?**

When you are selected for verification, there is a notice of Financial Aid Requirements that you Need to Submit/Resubmit posted to your TUPortal under the Costs & Aid Tab in the SFS Channel. Click on this notice to view the specific requirements. Click on the one labeled 'Verification' to be taken to the Temple Dashboard at [temple.verifymyfafsa.com](http://temple.verifymyfafsa.com). The first time you log in, you will need to verify your identity. After that, your AccessNet username and password will grant you access through our Single Sign-On process.

Once you are logged in, there is a tab labeled 'Verification' with the corresponding aid year. Click on the red bar, and then 'Fill Out' to complete the Verification form. You will be prompted to provide information regarding who your custodial parent(s) is and who they support in the household. You will also need to provide information about whether or not you worked in and filed taxes in the year in question, and then what your parents' *current* marital status and how they filed taxes in the year being verified.

Once the form is completed, you will be prompted to electronically sign the form by creating a five-digit PIN number. If you do not want to e-sign, you may select to download the form. Both you and your parent will need to sign the form by hand. If you do e-sign, you will have to send an e-signature request to your parent. This will occur on the final screen. Please enter their email address. **Only the parent on the FAFSA can e-sign.**

After you sign the verification form, new tasks may populate for you submit documentation. If you and/or your parents used the Data Retrieval Tool on the FAFSA, you will not need to provide any additional tax information, but you may need to provide a W-2.

Once all the documents have been submitted, click 'Submit,' then 'Finish.' The Temple Dashboard will not submit your documents for you, and we cannot complete your verification until you click 'Submit.' You will receive an email confirmation when your documents have been submitted.

#### **How do I know when my account has been reviewed and completed?**

Once we have completed our review, you will receive an email notifying you that the review is completed. The requirement on your TUPortal will update to either 'Pending' or 'Satisfied' depending on if we need to submit changes to the Department of Education.

If your verification results in a change to your financial aid, you will receive a revised award letter shortly a few days after the verification is completed.

#### **How long does this take?**

During peak processing times, it can take up to six weeks or more for your verification to be completed. During less busy times, it can take a few days to a week. We strongly recommend that students monitor the requirements on TUPortal and submit documentation as soon as possible. We make every effort to resolve each account as quickly as possible.

### [Verification Questions – Completing the Verification Form](#)

#### **Who do I list in my Household?**

The Household Section should list your custodial parents, siblings, and anyone else that your parents support. If your parents are separated or divorced, include your custodial parent, and stepparent if applicable. If you are unsure of who your parent is, please review this [guide](#).

#### **Why do I have to report both my parents' marital and tax status?**

Your parents' marital status determines their tax filing status (Single, Married, etc.). We are required to review any discrepancies between that to ensure the correct filing status is reported.

#### **Why are you asking for my parents' marriage license?**

The Temple Dashboard compares the information on the FAFSA against the information on the Verification form. If the FAFSA indicates that your parent is listed as Never Married or Divorced/Separated, but both parents are listed as a part of the Household Section on the Verification form, the system will assume that your parent married between filing the FAFSA and completing Verification form. To ensure accuracy, it will request the marriage license to determine the correct marital status for your parent.

### **Why are you asking for my parents' divorce decree?**

This request is determined by the Verification form. If your FAFSA lists both parents' information and their marital status as Married/Remarried, but their tax status on the Verification form is reported as Divorced or Separated, then the Temple Dashboard will ask for the decree to determine the correct status.

### **What if they don't have a divorce decree or marriage license?**

Please contact Student Financial Services at 215-204-2244, [sfs@temple.edu](mailto:sfs@temple.edu), or in person during our office hours for assistance in correcting the form or providing acceptable documentation.

### **My parents separated or divorced, but they filed 2019 taxes jointly. How do we complete the verification form?**

The income reported on the FAFSA should be the income earned by your custodial parent. When completing the Verification form, list your custodial parent and any other members supported by that parent in your household. The correct way to answer the marital and tax status question is that your parent is Divorced/Separated/Widowed but filed 2018 taxes jointly. Since there is a conflict between your parent's tax and marital status, (s)he will have to provide a copy of the 2019 IRS Tax Return Transcript or Tax Return and their 2019 W2s. We will then verify and report only the custodial parent's income.

## Verification Questions – Income and Taxes

### **My parents earn income in a foreign country and don't file U.S. Taxes. What should I do?**

If your parents file taxes in a foreign country, they should submit a tax transcript. It should be in English with the amounts converted to US Dollars, using the exchange rate reported on the day you signed your FAFSA. If a transcript cannot be obtained free of cost, then please submit a signed copy of the tax return or similar document filed with the foreign taxing authority.

If your parents earned income in a foreign country and were not required to file taxes because of that country's laws, then your parents must provide a written and signed statement confirming in US Dollars the source and amount of income they earned.

### **Why are you asking for my W-2? I didn't work in 2019.**

The Department of Education assumes that when you complete the FAFSA, you are using the appropriate documentation to answer the questions. This includes the taxes and W-2s from 2018 for both yourself and your parents.

If the Department of Education selects your FAFSA for verification, then we are required to request information to ensure that the income reported on your FAFSA is accurate. We are also required to resolve any conflicts between the information presented on your FAFSA and the information presented on the Verification form. If one form indicates that you *did* earn income, and one form indicates that you *did not*, we need to request additional documentation to resolve this issue. The request will typically be your 2018 W-2, which can be retrieved from your employer. If you did not work or earn income and reported the amount in error, a typed, dated, and signed statement attesting to this is sufficient.

If your parents do not use the Data Retrieval Tool and have supplied us with their IRS Tax Return Transcript or Tax Return Form, we are required to verify that the Income Earned from Work reported on the FAFSA matches the same amount on their transcript/return. If there is a difference between the two, we may request your parents' W-2s. The same applies if you, the student, filed taxes but the income reported does not match the transcript/return.

### **I provided my W-2s, but now I have to amend my taxes. Why?**

If the amounts on the W-2s do not match the tax transcript/return, then it means that an error was made when your taxes were filed. We cannot complete the verification until the discrepancy is resolved, which requires the taxes to be amended.