

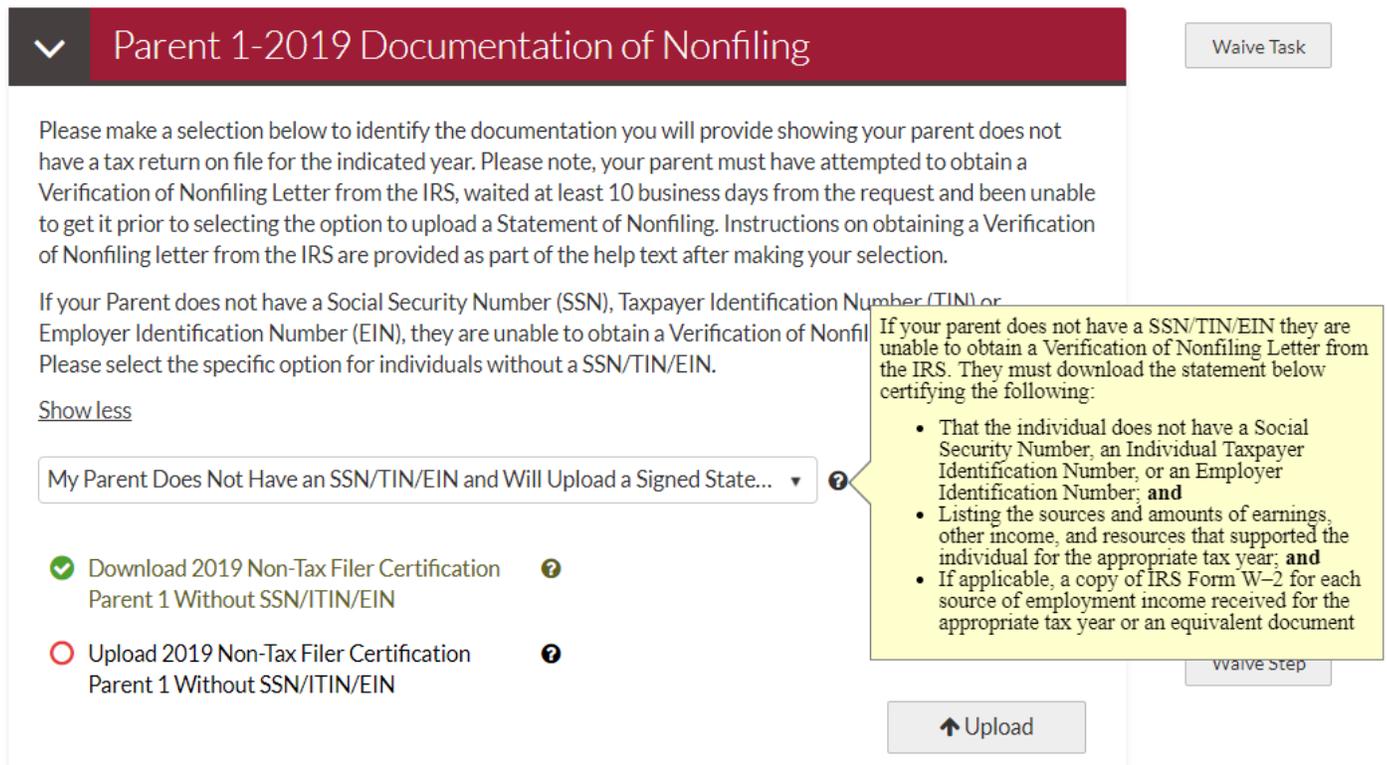
## Troubleshooting Verification Requests

When students file the FAFSA, the US Department of Education randomly selects students to under Verification. This is a federal process in which colleges and universities are required to collect documentation to ensure that the information reported on the FAFSA is accurate. This document is intended to provide clarity to certain messages or situations you may encounter during the Federal Verification process. Please refer to the images and instructions below. If you are still having difficulties or have questions, please contact our office at [sfs@temple.edu](mailto:sfs@temple.edu) or by making an appointment through [sfs.temple.edu/about/appointments](https://sfs.temple.edu/about/appointments).

The 2021-2022 FAFSA is based on the income information from 2019, so all of the requests below will pertain to that specific year. We are also required to collect documentation to resolve conflicting information, so some of these tasks may be requested by our office during the verification process.

### Documentation of Nonfiling

If the parent of a dependent, undergraduate student was not required to file taxes in 2019, then he/she/they must provide documentation to confirm that they did not file taxes. The Dashboard will allow options for the student to choose from based on his/her/their parent’s situation. The drop-down box allows for different situations, and the question mark next to the box will provide information based on the choice indicated.



The screenshot shows a dashboard section titled "Parent 1-2019 Documentation of Nonfiling" with a "Waive Task" button. The main text explains that the parent must have attempted to obtain a Verification of Nonfiling Letter from the IRS. Below this, a dropdown menu is set to "My Parent Does Not Have an SSN/TIN/EIN and Will Upload a Signed State..." with a question mark icon. Two radio button options are listed: "Download 2019 Non-Tax Filer Certification Parent 1 Without SSN/ITIN/EIN" (selected) and "Upload 2019 Non-Tax Filer Certification Parent 1 Without SSN/ITIN/EIN". A yellow callout box points to the dropdown menu, stating: "If your parent does not have a SSN/TIN/EIN they are unable to obtain a Verification of Nonfiling Letter from the IRS. They must download the statement below certifying the following: • That the individual does not have a Social Security Number, an Individual Taxpayer Identification Number, or an Employer Identification Number; **and** • Listing the sources and amounts of earnings, other income, and resources that supported the individual for the appropriate tax year; **and** • If applicable, a copy of IRS Form W-2 for each source of employment income received for the appropriate tax year or an equivalent document". A "waive Step" button is also visible, along with an "Upload" button at the bottom.

## Changes to the Household

In the example below, our office had completed the Verification for a student. However, the student then went into the FAFSA and change the Household reported on the form. This updated copy of the FAFSA caused the Verification to reopen. This message is telling the student that he/she/they need to review their household and complete the form again so that our office can determine what is the correct information that should be reported.

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 [Read More](#)

2020-2021 Dependent Verification Web Form 

 A change in your household information has caused your form to be reopened. Please verify all of the information in the household section.

[View Form](#)

[Submit](#)

## Change in Tax Status

The US Department of Education has a simplified calculation for determine a student's financial aid eligibility based on the income reported for their parents. This simplified formula does not require our office to verify if the student filed taxes in 2019. However, if a correction is made to the parents' income that alters this equation, then the Department will return the Verification and require us to report the student's tax status for 2019. If you receive this message, then the Verification form needs to be completed again and the student needs to report their tax status for 2019. This may involve additional information.

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 [Read More](#)

2020-2021 Dependent Verification Web Form 

 Your tax status has changed, additional information is required.

[View Form](#)