

24-25 FAFSA Common Errors/Workaround FAQs★

Student who incorrectly selects “eligible noncitizen” on FAFSA form prevented from completing and submitting form after correction:

Description: If a student who is a citizen initially selects "Eligible noncitizen" on the 2024-25 FAFSA form, enters an "A-Number" when prompted, and completes the demographic section, the student is prevented from completing the form even after the student changes the citizenship status response to "U.S. citizen or national".

Workaround: The student can delete the existing application and then start a new 2024-25 FAFSA form online.

Spouse contributor invite page does not appear after changing marital status from married filing jointly to married filing separately:

Description: In the case of a user who is married and has filed jointly (Married Filing Jointly), the user must enter the spouse's personally identifiable information but does not need to invite the spouse to contribute to the 2024-25 FAFSA form. If the user changes the marital status response to Married Filing Separately after the spouse information has already been entered, the user is not shown the page to invite the spouse even though an invitation is now required to capture the spouse's financial information.

Workaround: Impacted customers should log in to StudentAid.gov, navigate to My Activity, and select "Edit Contributor Information" and then "Update Information". Re-entering the spouse's information will effectively remove and re-add the contributor, allowing an invitation to be sent.

Student unable to proceed past student identity and information page when mailing address section is blank:

Description: If the mailing address section on the Student Identity and Information page is blank on a student's 2024-25 FAFSA form, it means the student does not have an address stored in the FSA ID system.

Workaround: Impacted customers should go to Account Settings, navigate to the Contact Information page, select the terms and conditions checkbox, and click save. These actions associate the student's address that appears under Settings with the FSA ID. Once the student navigates back to the FAFSA form, the mailing address will populate on the Student Identity and Information page.

Parent unable to access FAFSA despite starting application on behalf of student:

Description: In some cases, a parent who has started a 2024-25 FAFSA form on behalf of a student is unable to continue past the Student Information page and receives an error stating that there is already an application on file for the student. This happens very rarely when the system creates a FAFSA but fails to generate and attach the student's record to the application. If there is no student record attached to a FAFSA, then a parent will be unable to access the application beyond the Student Information page.

Workaround: A parent who encounters this issue will need the student to access or restart the 2024-25 FAFSA form. If the student logs in to StudentAid.gov and does not see the application under My Activity, the student will need to navigate to the FAFSA landing page, start a new form as a student, and invite the parent to the application. This action will nullify the previous FAFSA form initiated by the parent.

FAFSA application status is “in progress” even when user is ready to submit FAFSA:

Description: If a 2024-25 FAFSA form has all required information and the only remaining actions are for signature/submission, the status of the FAFSA form in My Activity will display as "In Progress" for any users/contributors that do not have those remaining actions. For example, if a dependent student completes the student section but does not submit and the student's parent completes the parent section, the FAFSA form status displays as In Progress to the parent because the student still needs to submit. As a result of the In Progress status, the parent may not realize what action is required to finalize the form.

Workaround: Student can enter the application and navigate through the end of the application to finalize and submit the application.

Confirm account settings does not continue past first page for user with foreign address and no error message shown:

Description: When logging in to the 2024-25 FAFSA form for the first time, a user with a foreign country address is unable to confirm the user's Account Settings.

Workaround: The user can temporarily modify the user's address in Account Settings to one in the U.S. to proceed past the settings confirmation. Then the user can return to Account Settings and change the address to the user's foreign country address.

Married student or parent who does not provide spouse's information before leaving 24-25 FAFSA form will not be able to complete and submit form upon re-entry:

Description: If a married student or parent starts to enter a spouse's information on the "Invite your spouse to the FAFSA Form" page but then exits the 24-25 FAFSA form from that page without completing the information, the student or parent will not be able to add this information when the student or parent re-enters the form.

Workaround: The married student or parent in this situation can re-enter the 2024-25 FAFSA form, manually navigate back to the start of the "Financials" section, move through the form to the "Invite your spouse to the FAFSA Form" page, complete the information on that page in full, and then select "Continue" to complete and submit the 2024-25 FAFSA form online.

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Have further questions? Please reach out to one of our points of contact below!

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