

2024-25 FAFSA Issues as of 4/15/2024

OPEN ISSUES

1. STUDENT OR PARENT WHO RETURNS TO SAVED FAFSA FORM REQUIRING CONTRIBUTORS HAS SIGNATURE REMOVED UPON RETURN WITHOUT CHANGING ANY INFORMATION *(Added Jan. 4, 2024; Workaround)*

Status: Open

Description: If a student or parent signs the student's or parent's respective section of a 2024-25 FAFSA form that includes other contributors and returns to the form before the other contributors have signed and submitted the form and selects "Save" from the FAFSA menu without making any changes, the signature of that student or parent is removed from the application.

Workaround: The student or parent should re-sign the FAFSA form upon returning to the application, even if the student or parent is not making any changes to the form.

2. SOME SCHOOL NAMES ARE TRUNCATED ON COLLEGE SEARCH PAGE *(Added Jan. 4, 2024; Workaround)*

Status: Open

Description: When searching for a school from the 2024-25 FAFSA form, the full name of a school may not be displayed on the screen. In the case of a school with multiple programs or locations, this makes it difficult for a user to know which entry to select.

Workaround: The user can search by Federal School Code instead of by School Name to identify the correct school entry. School codes can be located via Internet search.

3. GRADUATE STUDENTS WITH PELL-ELIGIBLE SAI PRESENTED INCORRECT PELL GRANT ELIGIBILITY INFORMATION ON FAFSA SUBMISSION CONFIRMATION EMAILS AND PAGES *(Added Jan. 11, 2024; Workaround)*

Status: Open

Description: Graduate students who are notified of having a Pell-eligible Estimated Student Aid Index (SAI) after submitting a 2024-25 FAFSA are shown an incorrect message stating they may be eligible for a specific Federal Pell Grant amount. Although a graduate student could have an SAI that is Pell-eligible, the graduate student is ineligible to receive a Federal Pell Grant and should not receive the incorrect message.

Workaround: A graduate student who receives the incorrect message should be advised to disregard the message as graduate students are ineligible to receive Federal Pell Grants.

4. SPOUSE CONTRIBUTOR INVITATION PAGE DOES NOT APPEAR AFTER USER CHANGES MARITAL STATUS FROM MARRIED FILING JOINTLY TO MARRIED FILING SEPARATLY (*Added Feb. 2, 2024; Workaround*)

Status: Open

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.

5. STUDENT UNABLE TO PROCEED PAST STUDENT IDENTITY AND INFORMATION PAGE WHEN MAILING ADDRESS SECTION IS BLANK (*Added Feb. 2, 2024; Workaround*)

Status: Open

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.

6. PARENT UNABLE TO ACCESS FAFSA DESPITE STARTING APPLICATION ON BEHALF OF STUDENT (*Added Feb. 2, 2024; Workaround*)

Status: Open

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 message 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 not be able 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.

7. FAFSA APPLICATION STATUS IS “IN PROGRESS” EVEN WHEN USER IS READY TO SUBMIT FAFSA (Added Feb. 2, 2024; Workaround)

Status: Open

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.

8. CONFIRM ACCOUNT SETTINGS DOES NOT CONTINUE PAST FIRST PAGE FOR USER WITH FOREIGN ADDRESS AND NO ERROR MESSAGE SHOWN (Added Feb. 2, 2024; Workaround)

Status: Open

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. Due to the state field being disabled, a validation error prevents the user from moving forward.

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.

9. MARRIED STUDENT OR PARENT WHO DOES NOT PROVIDE SPOUSE’S INFORMATION BEFORE LEAVING 2024-25 FAFSA FORM WILL NOT BE ABLE TO COMPLETE AND SUBMIT FORM UPON RE-ENTRY (Updated, Feb. 23, 2024; Workaround)

Status: Open

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 2024-25 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 and will be prevented from submitting 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.

10.DASHBOARD “MY ACTIVITY” CARD COMPONENT NOT LOADING ON SAFARI AND EDGE BROWSERS WHEN FORM EXISTS FOR USER (Added March 20, 2024; Workaround)

Status: Open

Description: On certain internet browsers, the “My Activity” section of the StudentAid.gov Dashboard does not load when a 2024-25 FAFSA form already exists for a user.

Workaround: Applicants should use one of the recommended internet browsers to complete the 2024-25 FAFSA form: Mozilla Firefox, Apple Safari (desktop version), and Google Chrome.

11.STUDENTS ARE UNABLE TO INVITE PARENTS WITH NO SSN THAT HAVE A FOREIGN COUNTRY ADDRESS (Added April 9, 2024; Workaround)

Status: Open

Description: When a student attempts to invite a parent to contribute to the 2024-25 FAFSA form, and the parent has a foreign address but also does not have a Social Security number (SSN), the student encounters an error message at the top of the page that reads “Unable to Complete This Action”. This error prevents the student from inviting the parent contributor to the form.

Workaround: If a student’s parent does not have an SSN AND has a foreign address, the student can enter all zeroes (00000) in the parent’s mailing address zip code field in order to send the invitation. This will not impact the parent’s ability to create an account.

12.STUDENT WITH NO SSN THAT EXITED FAFSA FORM BEFORE “STATE OF LEGAL RESIDENCY” QUESTION UNABLE TO CONTINUE FORM OR START NEW FORM (Added Jan. 4, 2024)

Status: Open

Description: If a student with no Social Security number (SSN) starts the 2024-25 FAFSA form but saves and exits before answering the “State of Legal Residency” question, the student will be unable to continue the application later. The student will no longer see the FAFSA draft in “[My Activity](#)” and will be unable to start a new FAFSA, as the student will see a message that a FAFSA is already on file.

Workaround: There is currently no workaround to this issue. The student will be able to complete the 2024-25 FAFSA Form online once the issue is resolved.

13. USERS WITH NO SSN WHO HAVE ITIN MUST MANUALLY ENTER FINANCIAL INFORMATION IN FORM *(Added March 20, 2024)*

Status: Open

Description: All users without a Social Security number (SSN), including those with an Individual Taxpayer Identification Number (ITIN), must manually enter their financial information in the 2024-25 FAFSA form due to an issue that prevents financial information for those users from being pulled into the FAFSA form. We still encourage all impacted users to enter an ITIN, if they have one.

Workaround: There is currently no workaround to this issue. Once a permanent fix is identified and implemented, the Department will attempt to retrieve federal tax information (FTI) for an affected user via the direct data exchange with the IRS and will reprocess the FAFSA, as necessary, to reflect any changes. There is currently no estimated timeline for resolution of this issue.

FAFSA Submission Summary

1. SAI NOT CALCULATED DUE TO MISSING FAMILY SIZE *(Added March 20, 2024)*

Status: Open

Description: If a student has missing family size information on the 2024-25 FAFSA form, the form may be submitted but the student's SAI is not calculated. Currently, the FAFSA Submission Summary does not show why the SAI has not been calculated (i.e., due to missing family size information).

Workaround: In this case, the 2024-25 FAFSA form did not properly collect the parent household size. When corrections is available in the coming weeks, the parent will need to initiate a correction to input their family size information manually. The parent should navigate to the financial section and select YES to the question "Has your family size changed since you last filed your taxes?" and then manually enter their family size number. Once the parent has made this change, the parent can submit the correction and the student's SAI will be calculated.

2. FAFSA SUBMISSION SUMMARY DOES NOT PROVIDE MESSAGING TO STUDENTS WHO ARE NOT PELL ELIGIBLE *(Added March 20, 2024)*

Status: Open

Description: The FAFSA Submission Summary provides information to students on Pell Grants and lets them know if they are eligible for Pell Grants. Currently, we are not displaying messaging to students that are not eligible for Pell Grants in the Eligibility Overview tab. The student's confirmation page, at the point of submission, correctly displays that the student is not eligible for Pell Grants.

Workaround: Impacted students should navigate to the "Next Steps" section in the FAFSA Submission Summary and check the "For Your Awareness" info card to see their Pell Grant eligibility status.

3. SAI CALCULATED ON SUBMIT WITHOUT ASSETS WHEN AGI EXCEEDS 60K THRESHOLD (*Resolved March 13, 2024*)

Status: Resolved

Previous Description: The Student Aid Index (SAI) calculation is omitting reported assets for families whose combined Adjusted Gross Income (AGI) exceeds the threshold that requires them to report assets on the 2024-25 FAFSA form, but as individual tax filers the family members' AGIs are below the threshold. For independent students, this includes scenarios in which both the student and the student's spouse are required contributors who must provide information on the form, and their assets are greater than \$0. For dependent students, this includes scenarios in which both parents (i.e., parent and parent spouse) are required contributors who must provide information on the form, and their assets are greater than \$0.

The Department is correcting affected 2024-25 FAFSA forms as they are processed, and the estimated SAI on the student's FAFSA Submission Summary will correctly consider any required reported assets, as well as the effects of the updating of the SAI tables for inflation announced in [GENERAL-24-06](#). However, impacted students may see that their initial estimated SAI that was provided upon completion of the form, prior to processing, is less than the SAI that correctly accounts for the reported assets.

Previous Workaround: Until the issue is resolved, impacted students will potentially see a discrepancy in their initial SAI upon completion of the 2024-25 FAFSA form versus the SAI calculation reflected on the FAFSA Submission Summary after the form is processed.

Resolution: The issue was resolved. Moving forward, students will no longer see a discrepancy in their initial SAI upon completion of the 2024-25 FAFSA form versus the SAI calculation reflected on the FAFSA Submission Summary after the form is processed.

Note: Among the initial batches of ISIRs that were sent to schools, there are a small batch of submitted FAFSAs that may result in a rejected ISIR at processing as the system fix identifies applicants (and their contributors) who should have been required to report assets but were not presented with the requirement to do so when completing their form. In these cases, the student, the student's contributor(s), or the school should submit a correction when corrections are available to report those assets. The Department will notify schools if they received ISIRs that may require a correction.

FAFSA Corrections

1. STUDENT ASSETS ARE INCORRECTLY REMOVED WHEN COMPLETING A CORRECTION *(Added April 12, 2024; Workaround)*

Status: Open

Description: In some cases, when an applicant is completing a correction, the values the student previously entered into the student assets fields (e.g., total of cash, savings, and checking accounts) are removed from the correction and the student is asked to re-submit.

Workaround: The student should re-enter the values in the student assets fields.

2. APPLICANT ENCOUNTERS AN ERROR WHEN STARTING A CORRECTION AND CANNOT VIEW THE FAFSA FORM *(Added April 12, 2024)*

Status: Open

Description: In some cases, an error occurs when an applicant starts a correction. When the applicant navigates to “My Activity,” they are no longer able to see their FAFSA application. The original FAFSA application still exists but cannot be seen by the applicant. This is similar to a known issue with initial applications that has been occurring in production since December.

Workaround: There is currently no workaround to this issue. The student will be able to make corrections to the 2024-25 FAFSA form online once the issue is resolved.

3. SOME CONTRIBUTORS CANNOT ADD ASSETS NOR SUBMIT A CORRECTION *(Added April 12, 2024)*

Status: Open

Description: In some cases, a contributor corrects or needs to reenter the values in their asset fields, but the FAFSA form does not save them. If the assets are required, contributors are not able to proceed.

Workaround: There is currently no workaround to this issue. The contributor will be able to make corrections to the 2024-25 FAFSA form online once the issue is resolved.

4. USERS WHO MANUALLY ENTERED TAX INFORMATION CANNOT SUBMIT A CORRECTION *(Added April 12, 2024)*

Status: Open

Description: In a small number of cases, if a user manually entered their tax information, the user may not be able to successfully submit a correction.

Workaround: There is currently no workaround to this issue. The contributor will be able to make corrections to the 2024-25 FAFSA form online once the issue is resolved.

Resolved Issues

1. PARENT WHO RE-ENTERS SAVED FAFSA FORM MUST ADD COUNTRY AGAIN TO SUBMIT FORM (*Resolved Jan. 14, 2024*)

Status: Resolved

Previous Description: Each time a parent re-enters a saved 2024-25 FAFSA form, the Country previously entered by the parent does not carry over. The parent receives no error message to explain this situation and is prevented from completing and submitting the form until the parent completes the “Country” question.

Previous Workaround: Despite receiving no error message, the parent should be able to easily identify the blank “Country” question and re-add the information to allow form submission.

Resolution: Each time a parent re-enters a saved 2024-25 FAFSA form, the Country previously entered by the parent carries over.

2. FAFSA UNABLE TO BE SUBMITTED IF PARENT CONTRIBUTOR HAS ENTERED VALUE FOR “INCOME TAX PAID” GREATER THAN “AGI” (*Resolved Jan. 14, 2024*)

Status: Resolved

Previous Description: If a parent contributor manually enters a value for “Income Tax Paid” that is greater than the parent’s “AGI” on the 2024-25 FAFSA form, the parent will be shown a validation page to confirm if this is accurate. If the parent opts to confirm this is accurate and continues without changing these values, the FAFSA form will later be unable to be submitted.

Previous Workaround: If the parent’s Income Tax Paid is truly greater than the parent’s AGI, there is currently no workaround to this issue. The parent will be able to submit the 2024-25 FAFSA form online once the issue is resolved. The student can complete and sign the student’s section of the form.

Resolution: A parent can now manually enter a value for “Income Tax Paid” that is greater than the parent’s “AGI” on the 2024-25 FAFSA form. A parent who was previously prevented from doing so can re-enter the student’s saved 2024-25 FAFSA form and complete and sign the parent section of the form.

3. PARENT OR SPOUSE CONTRIBUTOR WITHOUT FSA ID ACCOUNT PREVENTED FROM CREATING ACCOUNT WHILE SSA MATCH IS PENDING (*Resolved Jan. 14, 2024*)

Status: Resolved

Previous Description: If a user invites a parent or spouse who does not already have an FSA ID account to contribute to a 2024-25 FAFSA form and that contributor attempts to create an account before the contributor’s Social Security Administration (SSA) Match changes from Pending to Full Match, the contributor receives no error message explaining this situation and is prevented from proceeding past Step 3 of the Create an Account page on StudentAid.gov.

Previous Workaround: The parent or spouse contributor can delete the Mailing Address entered on the Create an Account page and then proceed. The contributor's address can be added to the account via Settings after the account has been created.

Resolution: A parent or spouse contributor to a 2024-25 FAFSA form who does not have an FSA ID account and who attempts to create an account before the contributor's SSA Match changes from Pending to Full Match, can now fully do so. A parent or spouse contributor who was previously prevented from creating an account can return to the Create an Account page on StudentAid.gov and complete the action.

4. UNABLE TO ADD SPOUSE OR OTHER PARENT AS NON-REQUIRED CONTRIBUTOR IF SPOUSE OR OTHER PARENT DOES NOT HAVE SSN *(Resolved Feb. 12, 2024)*

Status: Resolved

Previous Description: If a student or parent is married and filed jointly with the current spouse, the student or parent 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 spouse does not have a Social Security number (SSN), the student or parent will be unable to complete and submit the FAFSA form.

Previous Workaround: There is currently no workaround to this issue. The student or parent will be able to complete and submit the 2024-25 FAFSA form online once the issue is resolved.

Resolution: A student or parent who is married and filed jointly with the current spouse can now enter a spouse who does not have a Social Security number (SSN) in the 2024-25 FAFSA form. A student or parent who was previously prevented from adding the spouse's information can now complete and submit the FAFSA form.

5. CONTRIBUTORS ARE UNABLE TO ENTER AN INVITED FORM FROM ROLES PAGE *(Resolved Feb. 12, 2024)*

Status: Resolved

Previous Description: Contributors invited to an existing 2024-25 FAFSA form cannot enter the application from the Roles page. If a parent attempts to enter an invited form by selecting the Parent Role and entering the student's information, the parent receives an error message stating the parent is "unauthorized to act on behalf of the student since they already have a 24-25 FAFSA form".

Previous Workaround: FAFSA contributors may log in to StudentAid.gov to access the form via Dashboard or in My Activity. Once logged in to StudentAid.gov, the contributor also has the option to click on the link in the invitation email to be taken to the right place.

Resolution: A parent who attempts to enter an existing 2024-25 FAFSA form by selecting the Parent Role and entering the student's information will now receive updated messaging that indicates a form already exists for the student and directs the parent to the "My Activity" section to access the form.

6. STUDENT WHO INCORRECTLY SELECTS “ELIGIBLE NONCITIZEN” ON FAFSA FORM PREVENTED FROM COMPLETING AND SUBMITTING FORM AFTER CORRECTION (*Resolved March 8, 2024*)

Status: Resolved

Previous 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". In this situation, the A-Number is not removed from the form and the student cannot proceed beyond the “Select Colleges” question. The student receives no error message to explain this situation and is prevented from completing and submitting the form.

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

Resolution: A student who is a citizen and initially selects "Eligible noncitizen" on the 2024-25 FAFSA form will now be able to complete the form after the student changes the citizenship status response to "U.S. citizen or national".

7. PARENT WITH NO SSN UNABLE TO START FAFSA FORM FOR STUDENT OR CONTRIBUTE TO AN EXISTING FORM (*Resolved March 8, 2024*)

Status: Resolved

Previous Description: If a parent with no Social Security number (SSN) starts the 2024-25 FAFSA form for a student, the parent will receive an error message on the “Student Information” page. This incorrect error message states that the user is “unauthorized to act on behalf of the student since they already have a 24-25 FAFSA form” even if the student has not started an application. A parent with no SSN also is not able to contribute to the form, even if the student starts the application and invites the parent to contribute.

Previous Workaround: There is currently no workaround for a parent without an SSN. A student may start the application, but the parent will not be able to contribute the parent information. The student and parent will be able to complete the 2024-25 FAFSA form online once the issue is resolved.

Resolution: A parent with no SSN is now able to access the student’s 2024-25 FAFSA form after being invited.

There is no longer a need for students to use the tips FSA previously published in [How To Submit the 2024–25 FAFSA® Form if Your Contributor Doesn’t Have an SSN](#) as a workaround. **As a reminder, these instructions will result in an incomplete FAFSA submission that must be corrected at a later date.**

Note: A related issue previously resulted in a contributor with no SSN and no existing FSA ID being unable to see the FAFSA form to which the contributor was invited on the Dashboard/My Activity page. This resulted in the contributor being unable to access that form. That issue also is resolved.

8. FEDERAL SCHOOL CODES FOR INACTIVE SCHOOLS OR LOCATIONS PRESENTED TO STUDENTS ON FAFSA FORM PRIOR TO JAN. 6, 2024 (*Resolved March 8, 2024*)

Status: Resolved

Previous Description: From the start of the soft launch period through Jan. 5, 2024, some students who searched from the 2024-25 FAFSA form for a school to enter on the FAFSA were presented with a Federal School Code associated with that school that had previously been deactivated. There was no way for the student to know that a deactivated Federal School Code had been selected, and the student submitted the 2024-25 FAFSA with the deactivated Federal School Code. On Jan. 6, 2024, we implemented a fix to prevent deactivated Federal School Codes from being presented to students on the 2024-25 FAFSA from that date forward.

Previous Workaround: There is no workaround for a student who submitted a 2024-25 FAFSA prior to Jan. 6, 2024 and included one or more deactivated Federal School Codes; however, the issue will be resolved with transmission of the student's 2024-25 FAFSA results to schools and re-notification to the student.

In many cases, a deactivated Federal School Code will cross-reference to the correct Federal School Code within the system and will be sent automatically in the Institutional Student Information Record (ISIR) to a school's active Student Aid Internet Gateway (SAIG) mailbox. If there is no cross-reference to the correct Federal School Code within the system, the Federal School Code will be set to all zeroes and the student will be instructed in the subsequent FAFSA Submission Summary to update the student's 2024-25 FAFSA via the FAFSA Corrections process.

Resolution: This issue has been resolved for a student who submitted a 2024-25 FAFSA prior to Jan. 6, 2024 and included one or more deactivated Federal School Codes.

- In many cases, transmission of the student's 2024-25 FAFSA results to schools and re-notification to the student result in a deactivated Federal School Code cross-referencing to the correct Federal School Code within the system and being sent automatically in the Institutional Student Information Record (ISIR) to a school's active Student Aid Internet Gateway (SAIG) mailbox.
- If there is no cross-reference to the correct Federal School Code within the system, the Federal School Code will be set to all zeroes and the student will be instructed in the subsequent FAFSA Submission Summary to update the student's 2024-25 FAFSA via the FAFSA Corrections process.

9. PARENT WITH FOREIGN LEGAL RESIDENCE UNABLE TO SUBMIT FAFSA FORM WHEN PARENT HAS NOT FILED TAXES DUE TO EARNING NO INCOME (*Interim Resolution/No Longer Occurring for Parents Feb. 9, 2024; Full Resolution March 8, 2024*)

Status: Resolved

Previous Description: On the "Parent Tax Filing Status" page of the 2024-25 FAFSA form, a parent selects the parent's tax filing status. If a parent who has a foreign legal residence (Foreign Country, Canada, Mexico, Republic of the Marshall Islands, the Federated States of Micronesia, or Republic of Palau) selects that the parent did not or will not file taxes due to earning no income, the parent is prevented from proceeding past the Financials Section. Instead of allowing the parent to navigate to the review page, the parent will be continuously redirected back to the "Parent 2022 Tax Return Information" page without receiving an error message.

Previous Workaround: There is currently no workaround to this issue. The parent will be able to pick up where the parent left off and complete the 2024-25 FAFSA form online once the issue is resolved. The parent's information previously entered will be saved. The student can complete and sign the student's section of the form.

Interim Resolution: Federal Student Aid (FSA) implemented an interim fix that stops this issue from occurring for affected parents until such time as FSA implements a permanent fix. A parent contributor who was previously prevented from completing the 2024-25 FAFSA form online page can return to the form and pick up where the parent left off.

Full Resolution: FSA has implemented a permanent fix to this issue.

10. STUDENTS UNABLE TO SAVE OR SUBMIT FAFSA FORM WHEN ENTERING AN A-NUMBER THAT ENDS IN ZERO (*Resolved March 8, 2024*)

Status: Resolved

Previous Description: If a student selects the Eligible Noncitizen status on the 2024-25 FAFSA form and proceeds to enter an A-Number that ends in zero, the student receives an error message stating that the application failed to save. This message displays to the student on each subsequent page, regardless of the data the student enters in the form. As a result of the application not saving, the student is unable to proceed beyond the "Selected Colleges and Career Schools" page to the "Review" page.

Previous Workaround: There is currently no work around to this issue. The student will be able to complete and submit the 2024-25 FAFSA form online once the issue is resolved.

Resolution: A student who selects the Eligible Noncitizen status on the 2024-25 FAFSA form and proceeds to enter an A-Number that ends in zero is no longer prevented from completing and submitting the form.

11. STUDENT WHO INCORRECTLY SELECTS "ELIGIBLE NONCITIZEN" ON FAFSA FORM PREVENTED FROM COMPLETING AND SUBMITTING FORM AFTER CORRECTION (*Resolved March 8, 2024*)

Status: Resolved

Previous 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". In this situation, the A-Number is not removed from the form and the student cannot proceed beyond the "Select Colleges" question. The student receives no error message to explain this situation and is prevented from completing and submitting the form.

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

Resolution: A student who is a citizen and initially selects "Eligible noncitizen" on the 2024-25 FAFSA form will now be able to complete the form after the student changes the citizenship status response to "U.S. citizen or national".

12. PARENT WITH NO SSN UNABLE TO START FAFSA FORM FOR STUDENT OR CONTRIBUTE TO AN EXISTING FORM (*Resolved March 8, 2024*)

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Previous Description: If a parent with no Social Security number (SSN) starts the 2024-25 FAFSA form for a student, the parent will receive an error message on the “Student Information” page. This incorrect error message states that the user is “unauthorized to act on behalf of the student since they already have a 24-25 FAFSA form” even if the student has not started an application. A parent with no SSN also is not able to contribute to the form, even if the student starts the application and invites the parent to contribute.

Previous Workaround: There is currently no workaround for a parent without an SSN. A student may start the application, but the parent will not be able to contribute the parent information. The student and parent will be able to complete the 2024-25 FAFSA form online once the issue is resolved.

Resolution: A parent with no SSN is now able to access the student’s 2024-25 FAFSA form after being invited.

There is no longer a need for students to use the tips FSA previously published in [How To Submit the 2024–25 FAFSA® Form if Your Contributor Doesn’t Have an SSN](#) as a workaround. **As a reminder, these instructions will result in an incomplete FAFSA submission that must be corrected at a later date.**

Note: A related issue previously resulted in a contributor with no SSN and no existing FSA ID being unable to see the FAFSA form to which the contributor was invited on the Dashboard/My Activity page. This resulted in the contributor being unable to access that form. That issue also is resolved.

13. FEDERAL SCHOOL CODES FOR INACTIVE SCHOOLS OR LOCATIONS PRESENTED TO STUDENTS ON FAFSA FORM PRIOR TO JAN. 6, 2024 (*Resolved March 8, 2024*)

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Previous Description: From the start of the soft launch period through Jan. 5, 2024, some students who searched from the 2024-25 FAFSA form for a school to enter on the FAFSA were presented with a Federal School Code associated with that school that had previously been deactivated. There was no way for the student to know that a deactivated Federal School Code had been selected, and the student submitted the 2024-25 FAFSA with the deactivated Federal School Code. On Jan. 6, 2024, we implemented a fix to prevent deactivated Federal School Codes from being presented to students on the 2024-25 FAFSA from that date forward.

Previous Workaround: There is no workaround for a student who submitted a 2024-25 FAFSA prior to Jan. 6, 2024 and included one or more deactivated Federal School Codes; however, the issue will be resolved with transmission of the student’s 2024-25 FAFSA results to schools and re-notification to the student.

In many cases, a deactivated Federal School Code will cross-reference to the correct Federal School Code within the system and will be sent automatically in the Institutional Student Information Record (ISIR) to a school’s active Student Aid Internet Gateway (SAIG) mailbox. If there is no cross-reference to the correct Federal School Code within the system, the Federal School Code will be set to all zeroes and the student will be instructed in the subsequent FAFSA Submission Summary to update the student’s 2024-25 FAFSA via the FAFSA Corrections process.

Resolution: This issue has been resolved for a student who submitted a 2024-25 FAFSA prior to Jan. 6, 2024 and included one or more deactivated Federal School Codes.

- In many cases, transmission of the student’s 2024-25 FAFSA results to schools and re-notification to the student result in a deactivated Federal School Code cross-referencing to the correct Federal School Code within the system and being sent automatically in the Institutional Student Information Record (ISIR) to a school’s active Student Aid Internet Gateway (SAIG) mailbox.
- If there is no cross-reference to the correct Federal School Code within the system, the Federal School Code will be set to all zeroes and the student will be instructed in the subsequent FAFSA Submission Summary to update the student’s 2024-25 FAFSA via the FAFSA Corrections process.

14. PARENT WITH FOREIGN LEGAL RESIDENCE UNABLE TO SUBMIT FAFSA FORM WHEN PARENT HAS NOT FILED TAXES DUE TO EARNING NO INCOME (*Interim Resolution/No Longer Occurring for Parents Feb. 9, 2024; Full Resolution March 8, 2024*)

Status: Resolved

Previous Description: On the “Parent Tax Filing Status” page of the 2024-25 FAFSA form, a parent selects the parent’s tax filing status. If a parent who has a foreign legal residence (Foreign Country, Canada, Mexico, Republic of the Marshall Islands, the Federated States of Micronesia, or Republic of Palau) selects that the parent did not or will not file taxes due to earning no income, the parent is prevented from proceeding past the Financials Section. Instead of allowing the parent to navigate to the review page, the parent will be continuously redirected back to the “Parent 2022 Tax Return Information” page without receiving an error message.

Previous Workaround: There is currently no workaround to this issue. The parent will be able to pick up where the parent left off and complete the 2024-25 FAFSA form online once the issue is resolved. The parent’s information previously entered will be saved. The student can complete and sign the student’s section of the form.

Interim Resolution: Federal Student Aid (FSA) implemented an interim fix that stops this issue from occurring for affected parents until such time as FSA implements a permanent fix. A parent contributor who was previously prevented from completing the 2024-25 FAFSA form online page can return to the form and pick up where the parent left off.

Full Resolution: FSA has implemented a permanent fix to this issue.

15. STUDENTS UNABLE TO SAVE OR SUBMIT FAFSA FORM WHEN ENTERING AN A-NUMBER THAT ENDS IN ZERO (*Resolved March 8, 2024*)

Status: Resolved

Previous Description: If a student selects the Eligible Noncitizen status on the 2024-25 FAFSA form and proceeds to enter an A-Number that ends in zero, the student receives an error message stating that the application failed to save. This message displays to the student on each subsequent page, regardless of the data the student enters in the form. As a result of the application not saving, the student is unable to proceed beyond the “Selected Colleges and Career Schools” page to the “Review” page.

Previous Workaround: There is currently no work around to this issue. The student will be able to complete and submit the 2024-25 FAFSA form online once the issue is resolved.

Resolution: A student who selects the Eligible Noncitizen status on the 2024-25 FAFSA form and proceeds to enter an A-Number that ends in zero is no longer prevented from completing and submitting the form.

16. SOME STUDENTS WITH BIRTH YEAR OF 2000 ARE CONTINUOUSLY LOOPED TO STUDENT UNUSUAL CIRCUMSTANCES PAGE (*Resolved March 8, 2024*)

Status: Resolved

Previous Description: Some students who have a birth year of 2000 are unable to review and submit a 2024-25 FAFSA form because they are continuously looped to the Student Unusual Circumstances page. The student receives no error message to explain why this is happening and despite being able to temporarily navigate past the Student Unusual Circumstances page the loop recurs and prohibits review and submission of the form.

Previous Workaround: There is currently no workaround to this issue; however, FSA has identified its cause and is working to implement a fix. The student will be able to complete the 2024-25 FAFSA Form online once the issue is resolved.

Resolution: A student who has a birth year of 2000 and was previously unable to review and submit a 2024-25 FAFSA form is now able to do so.

16. USER WITH NO SSN INVITED AS CONTRIBUTOR TO FORM ENCOUNTERING ERROR (*Short-Term and Long-Term Resolutions as of March 25, 2024*)

Status: Short-term and long-term resolutions

Previous Description: Some applicants and their contributors are encountering an error message when inviting contributors without an SSN to participate in the 2024-25 FAFSA form. This occurs when there is a mismatch of personally identifiable information (PII) that is entered on the invitation compared to the PII attached to the contributor's StudentAid.gov account, or the person sending the invitation to participate in the FAFSA form sends multiple invitations, often with different variations of PII.

Previous Workaround: Dependent students with at least one parent contributor without an SSN can try following this guidance to submit the 2024-25 FAFSA form. **Note:** This workaround does not work for independent students who are married and filed taxes separately from their spouse. For now, we advise independent applicants who have started a form and encountered this error to wait to invite any contributors without an SSN to the 2024-25 FAFSA form. We are working to resolve this issue in March.

Resolution (Short-Term): On 3/25/24, the Department implemented a nightly data clean up that will archive duplicate accounts. With this update, users who experienced this issue in the past should now be able to invite a contributor. In addition, the workaround guidance to users who have issues adding a contributor to their form was updated to include instructions for users on what to do if they encounter an issue inviting a contributor.

Note: Users can still encounter this issue if they enter inaccurate information on a contributor's invitation or send multiple invitations to the same contributor (resulting in duplicate accounts).

If a user encounters this issue, they can wait until the next day and try again. When they try the next day, they will be able to add a contributor but need to follow the workaround instructions to avoid getting stuck again:

- If the contributor has a StudentAid.gov account, the user should re-invite the contributor to their FAFSA form typing in exactly the last name, date of birth, and address the contributor used in creating their account. The user should invite the contributor only one time.
- If the contributor does not have a StudentAid.gov account, the user should request that the contributor create a StudentAid.gov account. The contributor should note the exact last name, date of birth, and address used to create the account. Once the account is created, the user should re-invite the contributor to their FAFSA form typing in exactly the last name, date of birth, and address the contributor used in creating their account. The user should invite the contributor only one time.

The error message that users see includes a link to guidance on what to do if they have trouble inviting a contributor without an SSN. As noted above, the guidance was updated to include information on waiting to try again the next day along with step-by-step instructions for students who were previously blocked from inviting their contributor(s).



! **An Error Has Occurred**

If you entered a Social Security number (SSN), it is already associated with a StudentAid.gov account. Except for email address, all information entered on this page must match that existing account. Please confirm this information with the person you are adding to your form to ensure accuracy.

If you did not enter an SSN, review [this guidance](#) and recommended workaround and try again.

Resolution (Long-Term): The Department is working on an update to the backend system to enable prioritization of multiple, duplicate accounts. This should eliminate the need for the nightly data clean up, as well as the error that users experience when they inadvertently create multiple accounts when inviting contributors.