QUESTIONS & ANSWERS
Student Portal Webinar

Hosted on January 6, 2022, via Zoom

1. Will it stop the student from submitting if they are missing a parent signature (if dependent)?

No – however, if the parent consent box is NOT checked, student cannot submit the form. Dependent students will have 2 consent boxes on forms that require parent signatures. 1 Consent box for them, and 1 consent box for their parent.

2. How does the school go about getting documents and signatures from the parent if the student is dependent?

The parent can only access the portal through the student. The student and the parent would need to work together to complete forms that require both signatures.

3. Can the student access the portal on any device including cell phones, Androids, and OS?

Yes! The portal is accessible by the student's email. They can open the email on their cell phone and access the portal through their cell phone's web browser. It is compatible with Android and OS web browsers such as Safari and Google Chrome. It is not compatible with Internet Explorer.

4. If a dependent student's parent needs to e-sign, does it send them a separate FAS email to the parent email listed on the FAFSA?

As of right now, no. However this is something we are looking into implementing in the future.

5. What about auto-completion for C-Code forms with dependency status? Or for a student that has not been identified as either a dependent or independent student?

C-Code forms can be completed in the portal, and the form will be auto completed with name, SSN, Date of birth, but dependency status questions are not currently auto-filled. However, can look into changing this.

6. Can a student edit their 'declined' docs if completed electronically?

Yes! If a document was completed electronically and later declined, the student can open the declined document and edit what they've already completed.

7. What about the Identity Purpose Form, will they be able to complete through the student portal?

YES. Identity Purpose Form, or Statement of Education form can be completed in the Student Portal by the student. Once submitted, the school will also be able to complete their portion of the form in Student File Direct electronically. School can only complete their portion until after the student submits.

8. What if the parent and student live in separate cities/states?

The student and the parent would need to work together to complete their forms.

9. What do you recommend in the case the student does not live with the parent?

If student and parent do not live together, how they complete forms now may still be the best method for completion. Alternatively, the student can download the form out of the portal, have parent complete their portion, student completes theirs, and then use the portal to upload the document.

10. Can we as FA administrators also e-sign forms through FAS?

Yes! Forms that require FA signatures will have a "sign" button on the document request. Portions of the form that require the student to complete will not be available for the FA to complete. Only School specific fields are available for the school to fill out electronically. If a form requires both the student and the school to complete, the student must complete their section first before the form opens up to the school for electronic completion.

11. Does the IRS data retrieval checkbox on the verification worksheet auto populate based on the IRS flag on the ISIR?

No it does not, but this is a really good idea! We'll add this to our list for updates! Thank you!

12. Can the student forward the email to the parent to sign?

Technically yes. Student would need to walk parent through logging in and work together to complete the forms.

13. Will you be putting a Process Manual guide together for the steps to use the student portal?

Yes! You can download the manual or save the manual via this link:
https://files.constantcontact.com/c9513c0e001/56762e42-33f8-4700-a261-a0acecd842e8.pdf

14. Is the name of our college in the email that is sent to students?

Yes! Name of school and branch location as applicable will be in the body of the email.

15. Is it mandatory to have the student sign through the FAS portal or can we continue using a third party like panda doc?

No. It is not mandatory to use our Student Portal. You may continue using your third-party services or whatever works best for your school and workflow.

16. Can a student print the document and sign it manually?

Yes! To print the form, the student should NOT check the consent box at the top. If the consent box is checked, the option to download the form will be replaced with a link to open the electronic version. They can toggle the consent button to be checked/unchecked as they see fit.

17. Wil the parent be able to upload taxes?

Only if the student gives them permission to access their portal or student/parent work together for uploading.

18. What if a student uploads their ID and it's expired; will it still be able to be uploaded and sent?

Yes. Unfortunately, the system is not smart enough to detect expired ID's and will need human eyes to reject something like this. The school can reject an uploaded document from the student by clicking the "Decline" button on the document request.

19. Can the student do an electronic signature and then print out a paper copy to mail to their parent to physically sign? (A 50/50 scenario with half electronic half ink signature)

Yes. The student can complete a form electronically, go back into their portal and print out the electronic form they completed then print, mail, etc. However, the student cannot print an electronically completed form unless they click the submit button first, and they cannot submit the form if it's missing their signature.

20. Are there any plans to add the award notice in here as well?

Maybe! If we get enough requests, we'll put it on our list!

21. Can you add the transaction date to the top of ISIR'S like in the old looking ISIR?

We can do some research to see if this is something we can easily add to the ISIRs. We'll keep this suggestion on record.

22. In the future where should questions be directed ?

Great question! As of right now the Verification team or Ashley has been fielding most questions. However we are working on implementing a way for you to submit your Student File Direct questions right in our FAQ page. Be on the lookout for future communications regarding this added feature.

23. Once student has sent us the request back then do we submit to FAS or is FAS already notified as well?

FAS does NOT receive notification when a student fills their document requests. FAS always recommends the school review the student's document before sending to FAS, which is how the Student Portal will operate. Once the student fills all their document requests, the school should review their uploads and if all looks well, click "Send to FAS for Review."

24. If their email status moves to expired do we just resend an email?

Yes. If you see the email expired, you'll need to click "Send to Student" again to provide them with a new email to access their portal.

25. Can you send a text message to alert the student to check email?

Text alerts does not currently exist in the system; however this is a great idea! We will add your suggestion to our list!

26. When forms are sent to the student, will they know what the different colors around the document means?

No, not unless you decide to explain it to them. The yellow, red, and green colors around the document requests are mostly for the school. There is nothing in the student's portal that explains their meaning.

27. Will the school receive a notification when a student uploads a document?

The school will not receive email notification, however the indicators on the student's card will change. I.E. when you create all the document requests and send to student, there will be a YELLOW-OPEN indicator on the student's card. When the student starts uploading, that yellow indicator will change to reflect the # of documents they've uploaded, vs the # of documents they have not uploaded. When the student fills all document requests, the YELLOW-OPEN will change to GREEN-READY in your School Task page.

28. A student told me that in her inbox the email comes from FAS. What does the subject line look like for the emails they receive?

The subject will be: "Additional information requested"

29. Will the students have the ability to retain copies of what they have uploaded or signed after the school submits everything to FAS once complete.

If the student would like copies of their electronically completed forms, they should download their completed e-forms immediately after submitting them. Once the file moves to FAS tasks and to Reviewed, nothing will populate in the Student Portal for the student to download and they would need to request copies of the forms from you the school.

30. If there are multiple admins for the school, does the input of one email address for the school override another if they are not split by branch?

Yes. Currently if branch locations is not applicable to your school, the system only allows a single school email address to be added to the student portal. However we can certainly look into adding the ability for multiple email addresses to be added to the student's portal in a future update.

31. Is there a way to get an email to our inbox to show that a student returned their documents for review?

Currently no. Emails that come from the system are generic and do not include any information about the student, including student names for privacy reasons. You may want to advise the student to email you directly when they've completed their portal uploads.

32. Can the email's subject-line be: additional information for FAFSA and include the school's name?

This is a really great idea! We will put on our list for future updates.

33. What is the ease of use by the student?

If the student is at least comfortable with using email, then our Student Portal should be quite easy for the student. If the student struggles with understanding how emailing works, then the student may find it challenging to access the portal. However once in the portal, it should be straight forward.

34. Does a notification go out to the student when Verification is complete?

No. The system does not notify the student when Verification is complete. This is something the school would still be responsible for.

35. Can we see your cat?

Sure! This is Ninja – the lady offering us the background meows.