

# FAFSA® Completion Technical Tips

Below are tips and suggestions for students and parents who are experiencing issues completing and submitting the Free Application for Federal Student Aid (FAFSA®):

## Where to Apply

- [StudentAid.gov](https://StudentAid.gov) or [FAFSA.gov](https://FAFSA.gov)
- myStudentAid mobile app



**myStudentAid**  
U.S. Department of Education  
Office of Federal Student Aid

## Certified Browsers

Ensure you are using a certified browser.

- Mozilla Firefox (Version 68 and above)
- Apple Safari (Version 9 and above)
- Google Chrome (Version 76 and above)

## Pop-Up Blockers

If you are using a pop-up blocker, make sure it allows pop-ups for [StudentAid.gov](https://StudentAid.gov). For help with enabling pop-up blockers, visit [StudentAid.gov](https://StudentAid.gov).

## IRS Data Retrieval Tool

The information (address) you provide on the IRS Data Retrieval Tool must match the address on the tax return for that year exactly. If you used a P.O. Box you only need to add the numbers. You may not be able to use the IRS Data Retrieval Tool if you or your parents:

- Are married and filed separate tax returns
- Are married and filed as Head of Household
- Choose a marital status on the FAFSA that doesn't match prior-year IRS tax status
- Filed a Puerto Rican or foreign tax return
- Were victim of identity theft involving your federal tax return
- Use an address that does not match your federal tax return

## Multiple Children in College

- Each student will need to create their own Federal Student Aid Account with a unique login (FSA ID).
- Parents completing the FAFSA for multiple children will begin by selecting "I am a parent filling out the FAFSA for a student" so they can use the "transfer information to another child's FAFSA" option on the confirmation page.

## Error Messages

If experiencing any error messages during the application processes, try the following:

- Try again later – at times, heavy traffic on the site can cause delays.
- If you see an error message when entering a save key, try making a new save key.
- Use a different certified browser.
- Clear the cache and disable pop-ups.
- If you have issues on the website, download the myStudentAid app and try completing your FAFSA using the app.
- Use the online chat feature at [StudentAid.gov](https://StudentAid.gov) or contact the Federal Student Aid Information Center (FSAIC) for answers to questions about federal student aid and completing the FAFSA.

**NOTE:** While the chat feature may be quicker, you can also call 1-800-4-FED-AID (1-800-433-3243).

## FSA Account Login (FSA ID) Issues

For help creating or resetting your Federal Student Aid Account username and password (FSA ID), the following videos may help:

- [How to Create an FSA ID](#) (Account Username and Password)
- [How to Regain Access to Your FSA ID](#) (Account Username and Password)

