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2024–25

# ***FAFSA<sup>®</sup> Specifications Guide***

## **Volume 1 – Summary of Changes**

June 2024

**U.S. Department of Education's  
Federal Student Aid**



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# Acronyms

**Table 1-1: Acronyms**

Acronym	Definition
CPS	Central Processing System
DHS	U.S. Department of Homeland Security
DOD	U.S. Department of Defense
DOJ	U.S. Department of Justice
DPA	Destination Point Administrator
EDE	electronic data exchange
EFC	Expected Family Contribution
eSAR	electronic <i>Student Aid Report</i>
FAA	financial aid administrator
FAA Access	<i>FAA Access to CPS Online</i>
FAFSA®	<i>Free Application for Federal Student Aid</i>
FPS	FAFSA Processing System
FSA	U.S. Department of Education’s office of Federal Student Aid
FTI	federal tax information
FTIM	Federal Taxpayer Information Module
<i>FUTURE Act</i>	Fostering Undergraduate Talent by Unlocking Resources for Education
IASG	Federal Iraq and Afghanistan Service Grant
IDR	income-driven repayment

<b>Acronym</b>	<b>Definition</b>
IRS	Internal Revenue Service
ISIR	<i>Institutional Student Information Record</i>
NSLDS®	National Student Loan Data System
PDF	portable document format
SAI	Student Aid Index
SAIG	Student Aid Internet Gateway
SAR	<i>Student Aid Report</i>
SSA	Social Security Administration
SSN	Social Security number
SULA	Subsidized Usage Limit Applies
TG Number	SAIG Mailbox Number; a TG Number is the identifier for an electronic mailbox. It is a five-digit alphanumeric number, preceded by "TG."
VA	U.S. Department of Veterans Affairs

# Change History Table

The change history table below is updated each time the “Summary of Changes” volume of the *FAFSA Specifications Guide* is updated providing you with a cumulative list of revisions made to the document.

The footer is updated to include the revised date. For example, if a change is made to page 15 in June 2024, the footer will show “Rev 6/24.”

**Table 1-2: Change History**

Date	Page(s)	Changes/Notes
9/23	All	Volume 1 is released
6/24	7	Under FAFSA Partner Portal, we added a new section, “Changes to data updates” to clarify data that FAAs cannot correct using the FAFSA Partner Portal
6/24	7–8	Under FAFSA Partner Portal, we added notes for Transaction Compare, Verification of Identity, and Help Text
6/24	20	Updated the following sub-bullets to clarify availability: <ul style="list-style-type: none"> <li>• Verification of Identity (available in 2025–26 and active for both 2024–25 and 2025–26)</li> <li>• ISIR Request (not available in 2024–25)</li> <li>• Help text (not available in 2024–25)</li> </ul>
6/24	21	Under FAFSA Partner Portal, we added the “Changes to data updates” section to clarify data that FAAs cannot correct using the FAFSA Partner Portal
6/24	21	Under FAFSA Partner Portal, we updated Transaction Compare to note that the feature will be available in a future release, not 2024–25
6/24	21	Under FAFSA Partner Portal, we removed the sentence, “In Transaction Details, FAAs will be able to view a student’s FAFSA Submission Summary, which is replacing the electronic <i>Student Aid Report</i> (eSAR).” from Transaction Details
6/24	22	Under FAFSA Partner Portal, we updated Submit Verification of Identity to note that the feature will be available in the 2025–26 cycle and will be active for both the 2024–25 and 2025–26 cycles
6/24	22	Under FAFSA Partner Portal, we updated Verification of Identity to note that the feature will be available in the 2025–26 cycle and will be active for both the 2024–25 and 2025–26 cycles
6/24	22	Under FAFSA Partner Portal, we updated ISIR Request to note that the feature will be available in a future release, not 2024–25

<b>Date</b>	<b>Page(s)</b>	<b>Changes/Notes</b>
6/24	23	Under FAFSA Partner Portal, we updated Help Text to note that the feature will be available in a future release, not 2024–25

# Overview

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## New Processing System, Legislative Changes, and Documentation Changes

### New processing system

The former Central Processing System (CPS) was modernized and transitioned to the FAFSA Processing System (FPS) under the *FAFSA Simplification Act*. This ongoing, enormous initiative includes overhauling the underlying system platforms and architecture as well as restructuring our user documentation. This volume of the *FAFSA Specifications Guide* describes some of the most significant changes to you.

### Legislation changes

There are two pieces of legislation that are guiding many of the changes to the FPS system. One is the *Fostering Undergraduate Talent by Unlocking Resources for Education Act (FUTURE Act)*, and the other is the *FAFSA Simplification Act*.

### What is the *FUTURE Act*?

In December 2019, Congress passed the *FUTURE Act*, which amends the Internal Revenue Code to allow the Internal Revenue Service (IRS) to disclose certain federal tax information (FTI) to the U.S. Department of Education's office of Federal Student Aid (FSA). This data is being shared to improve the administration of the *Free Application for Federal Student Aid (FAFSA®)* form and income-driven repayment plans.

For additional effects of the *FUTURE Act*, see the [May 12, 2023 electronic announcement, Access and Use of Federal Tax Information \(FTI\) for Federal Student Aid Programs Beginning with the 2024–25 FAFSA Processing Cycle](#).

## What is the *FAFSA*® *Simplification Act*?

In June 2021, Federal Student Aid [announced a phased approach to implementation of the \*FAFSA Simplification Act\*](#), which passed on December 27, 2020, as part of the *Consolidated Appropriations Act, 2021*. The *FAFSA Simplification Act* represents a significant overhaul of federal student aid, including the FAFSA form, need analysis, and many policies and procedures for schools that participate in federal student aid programs.

Starting with the 2024–25 award year, the *FAFSA Simplification Act* requires changes to most aspects of the processes and systems used to award federal student aid, including acquiring a new interface to directly receive FTI from the IRS. The law will also affect every state that uses FAFSA data to award state grant aid and every school that participates in federal student aid programs. Major aspects of the law include:

- Replacing the Expected Family Contribution (EFC) with the Student Aid Index (SAI), starting with the 2024–25 award year

Students and families will see a different measure of their ability to pay for college, and they will experience a change in the methodology used to determine aid. The new need analysis formula removes the number of family members in college from the calculation, allows a minimum SAI of -\$1,500, and implements separate eligibility determination criteria for Federal Pell Grants.
- Expanding access to federal student aid
  - **Federal Pell Grants**

The *FAFSA Simplification Act* will expand the Federal Pell Grant to more students and will link eligibility to family size and the federal poverty level (starting with the 2024–25 award year).

Incarcerated students in federal and state penal facilities will regain the ability to receive a Federal Pell Grant (starting with the 2023–24 award year).

Federal Pell Grant lifetime eligibility will be restored to students whose school closed while they were enrolled or if the school is found to have misled the student (starting with the 2023–24 award year).
  - **Federal Direct Loans**

Repeals the lifetime limit on the period for which a borrower can receive subsidized loans of up to 150% of program length (often referred to as Subsidized Usage Limit Applies, or SULA) (starting with the 2022–23 award year).
- Streamlining the FAFSA form

Where possible, the law mandates that we use data received directly from the IRS to calculate Federal Pell Grant eligibility and the SAI. This data exchange has been made possible by the *FUTURE Act*, which we will implement alongside FAFSA simplification (starting with the 2024–25 award year). The *FAFSA Simplification Act* also removes questions about Selective Service registration and drug convictions and adds questions about applicants' sex, gender, race, and ethnicity (starting with the 2024–25 award year).



## User documentation changes

As part of the new FPS, some of the user documentation has been reorganized into the *FAFSA Specifications Guide* and separated into volumes. Below you will find a description of each volume of the new specifications.

**Introduction** – The introduction describes the newly redesigned *FAFSA Specifications Guide* and includes a user documentation cross-reference of where the CPS user documentation information has been relocated in the new *FAFSA Specifications Guide*.

**Volume 1 – Summary of Changes** – The document you are reading is the Summary of Changes. Information in this volume is similar to the information in the former Summary of Changes to the Application Processing System.

**Volume 2 – FPS Schedule and Getting Help** – This volume includes expected release schedules, customer service help desks, mailing address, web demo system information, helpful documents, and Federal Student Aid websites. Information in this volume is similar to the schedule information in the former Summary of Changes to the Application Processing System and the help information from other guides.

**Volume 3 – Electronic Data Exchange and FAFSA Processing** – This volume contains the information from Section 1, Overview and Section 2, EDE Processing from the former *EDE Technical Reference*. It describes Federal Student Aid's software for the FPS and Student Aid Internet Gateway (SAIG), electronic data exchange input and output files, *Institutional Student Information Record* (ISIR) files, and electronic corrections.

**Volume 4 – Record Layouts and Processing Codes** – This volume contains the information from Section 3, Record Layouts and Section 4, Processing Codes from the former *EDE Technical Reference* and other codes from the former *ISIR Guide*.

**Volume 5 – Edits and Rejects** – This volume contains the edits and reject information found in the *Application Processing System Specifications for Software Developers*, *EDE Technical Reference*, and *ISIR Guide*.

**Volume 6 – ISIR Guide** – The information in this volume comes from the former *ISIR Guide*.

**Volume 7 – Comment Codes** – The information in this volume comes from the former *SAR Comment Codes and Text* guide.

**Volume 8 – Agency Matches** – The information in this volume comes from the former *SAR Comment Codes and Text* guide.

**Volume 9 – Testing and Web Demo System** – This volume includes testing data and web demo information that was in the *CPS Test System User Guide*.

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# What's in Volume 1, Summary of Changes?

In this volume of the *FAFSA Specifications Guide*, we describe updates and enhancements to the FPS and to student and school online products. We recommend you review the information provided in this volume, as some enhancements will require you to modify your office procedures and system operations.

The following sections are included in this volume:

- **Major Changes** – This section provides information about major changes for the 2024–25 processing cycle and covers the following topics:
  - Redesigned 2024–25 FAFSA form and FAFSA Submission Summary (formerly *Student Aid Report* [SAR])
  - FSA ID required for applicant and contributors
  - ISIR record layout
  - Edits, rejects, and comment codes
  - “Unusual circumstances” and “special circumstances” definitions
  - FAFSA Partner Portal is replacing FAA Access
- **Summary of Changes to the 2024–25 Online FAFSA® Form and PDF FAFSA Form** – This section describes changes and enhancements for the 2024–25 online and PDF FAFSA forms and explains where to download the PDF FAFSA form.
- **Summary of Changes to the FAFSA Partner Portal** – This section provides information about FAFSA Partner Portal enrollment requirements and system changes.
- **Summary of Changes to the 2024–25 FAFSA Processing System** – This section provides information about changes to the U.S. Department of Education’s FPS. The following areas are described:
  - Agency matches
  - FPS edits
  - Pseudo-Social Security numbers (SSNs) and FSA IDs
  - Application output sent to students
  - Comment codes and text
  - Testing and Web Demo System
  - FPS Help Desk

Unless otherwise noted, we are implementing the changes described in this guide in December 2023, at the start of the 2024–25 processing cycle.

We will describe enhancements implemented during the processing cycle in various future communications posted in the Knowledge Center at [fsapartners.ed.gov/knowledge-center](https://fsapartners.ed.gov/knowledge-center), including [electronic announcements](#) and [handbooks, manuals, and guides](#).

# Major System Changes

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## Description of the Major FPS Changes

In this section, we describe other major changes to the application processing system and online products for 2024–25, including updates and enhancements resulting from annual and legislative changes not described in the Overview section. You can find policy and operational guidance in the [Handbooks, Manuals, or Guides section of the Knowledge Center](#).

### Redesigned 2024–25 FAFSA® form and FAFSA Submission Summary

The redesigned online and PDF FAFSA form is the most ambitious and significant redesign of the federal student aid application and delivery in decades, and will significantly simplify how students, parents, and other educational stakeholders use the FAFSA form starting this year. The [2024–25 FAFSA Roadmap](#) outlines the series of resources and tools that will be available over the coming months to individuals who engage with and use the FAFSA form to apply for federal student aid, leading up to the launch of the revamped 2024–25 form. This includes institutions and state partners, counselors and advocates, and students and families. Looking forward to 2025–26, we plan to resume the release of the FAFSA form in October 2024.

Initial applications cannot be submitted to the FPS via the FAFSA Partner Portal or EDE for third-party software. This is because of the rules around consent and approval to share FTIM data.

In addition to the redesigned FAFSA form, we also redesigned the SAR. The SAR was renamed to the FAFSA Submission Summary. The summary more closely matches the layout of the new PDF FAFSA form. There are also revised instructions for making corrections on the hard-copy summary. The hard-copy summary no longer includes the financial aid administrator (FAA) information section, but this information can still be found on the electronic summary. We describe the FAFSA Submission Summary and provide additional summary information in the *FAFSA Specifications Guide, Volume 6 – ISIR Guide*.

### FSA ID required for applicant and contributors

Applicants and all required contributors must have an FSA ID to provide data in the online FAFSA form, to sign, or to make corrections. In the past, an SSN was required to request an FSA ID. Starting with 2024–25, all people—even those without an SSN—must create an FSA ID. FSA ID request records without an SSN will be sent through a new matching process. You can find the ISIR record layout in the *FAFSA Specifications Guide, Volume 4 – Record Layouts and Processing Codes*. Records with an SSN will continue to be sent to the Social Security Administration to be matched.

## ISIR record layout

The ISIR record layout is significantly different from prior cycles and was revised to follow the order of the redesigned FAFSA form. Changes were made based on the new fields required by legislation. The layout is organized by like data and contributor data.

Another major change is that all numeric fields in the ISIR record are left justified and are no longer zero-filled to fill the full length of the field. See the example in Table 1-3.

**Table 1-3: ISIR Record Layout Numeric Field Changes**

<b>7-character field with a value of \$-123.40</b>	<b>ISIR value</b>	<b>Notes</b>
FPS (2024–25 and forward)	-123	Negative values are one byte longer to allow for the negative sign. Value is left justified. Cents are not included.
CPS (2023–24 and prior cycles)	000012C	Negative values use a signed numeric character to indicate the negative value and are zero-filled to the field length of seven bytes. Cents are not included.

The other record layouts have been revised as well. You can find the record layouts in the *FAFSA Specifications Guide, Volume 4 – Record Layouts and Processing Codes*. In addition to providing the ISIR record layout in a PDF format, we provide an Excel version of the ISIR record layout.

## Edits, rejects, and comment codes

The CPS system edits have been rewritten based on legislative and processing changes for the FPS. The system edits identify fields that have invalid data, determine when to reject a record, and indicate when to apply a comment code to an applicant’s record. Changes that were made to the edits also affect the rejects and comments. All system edit numbers, record reject numbers, and comment code numbers have been revised because of the system edit changes. For edit and reject information, see the *FAFSA Specifications Guide, Volume 5 – Edits and Rejects*. For a full listing of the comment numbers, comment text, and comment resolutions, see *Volume 7 – Comment Codes*.

**Edits** – We added new “procedural” edits that remove data that was submitted by the applicant or other contributors that was not required for the calculation of the SAI. For instance, the PDF FAFSA FPS model determination edit 1004 determines that an applicant who filed using the PDF FAFSA is independent, but their parent provided their information on the PDF FAFSA form. Because the parent information is not required to calculate the SAI for an independent applicant, the FPS edit deletes the parent information from the student’s record maintained in the FPS. As a result, the parent information is not included in the FAFSA Submission Summary.

**Rejects** – As a result of edit changes there are a substantial number of new rejects and we deleted many of the former reject reasons. All remaining rejects that carried over from the prior cycle have been renumbered.

**Comments** – In prior cycles we had multiple versions of comment codes, including versions from the online FAFSA form, the FAFSA Partner Portal, and EDEXpress. The comments were worded slightly differently to reflect the type of the input and the mention of buttons or functionality. For 2024–25 we condensed the comment text to one set of comments that are used across all systems. The comment text is rewritten for the new edits and follows plain language standards. The comment numbers have been renumbered to reflect new and removed comments.

## Unusual circumstances and special circumstances definitions

The definitions of these terms have been aligned with those in the Higher Education Act:

- “Unusual circumstances” now refers to scenarios that prevent dependent students from supplying parent information and may result in a dependency override.
- “Special circumstances” now refers to financial situations in which an FAA may determine a professional judgment is warranted.

## FAFSA Partner Portal is replacing FAA Access

*FAA Access to CPS Online* (FAA Access) has been renamed to the FAFSA Partner Portal for 2024–25. The FAA Access site will be decommissioned after the 2023–24 application cycle closes. The two systems will operate concurrently during the overlap of the two cycle years. The FAFSA Partner Portal will maintain the functionality of FAA Access with a few notable changes, summarized below. For more details, see the full Summary of Changes to the FAFSA Partner Portal section.

### Look and feel

The overall look and feel of the FAFSA Partner Portal will change to present a more student-centric interface, rather than a function-driven one. FAAs will begin by providing the student information for the individual they are working with. Once a student is selected, the site will display all the available functions that can be performed for that person.

### Removed features

FAAs will not be able to initiate a new application on behalf of a student in the FAFSA Partner Portal. The new site also does not include a save function for FAAs working on a correction. They will be required to complete the correction and submit it.

### Changes to data updates

The FAA cannot update PII information for a student or contributor using the FAFSA Partner Portal. This PII data includes their name, Social Security number, and date of birth. Likewise, the FAA cannot add a new contributor to a student’s record. This data cannot be updated by the FAA because the student or contributor must use their FSA ID to validate updates to those fields. In cases where the PII data needs to be corrected, the FAA must work with the student or contributor to have them make the necessary updates to their FAFSA data online.

### Changes to student lookup

The FAFSA Partner Portal will display “transactions” that provide information similar to that contained in an ISIR in FAA Access. The new site allows FAAs to compare up to four transactions. In FAA Access, only two ISIRs could be compared at a time.

**Update:** The transaction compare feature will not be available for the 2024–25 cycle, but will be included in a future release.

### Data not available to FAAs

In the transactions viewed on the FAFSA Partner Portal, FAAs will not be able to view the FTI that was transferred from the IRS. In addition, the student’s FAFSA form responses to the race, ethnicity, sex, or gender questions cannot be viewed or corrected in the FAFSA Partner Portal.

## **Verification of Identity**

The FAFSA Partner Portal will show a full list of the students selected for verification of identity who listed the FAA's school code on their FAFSA form.

**Update:** Verification of Identify will not be available until 2025–26 cycle and will also be active for 2024–25.

## **Help text**

The FAFSA Partner Portal will feature a new help text interface that will provide an easy and intuitive way for FAAs to access help topics.

**Update:** Help text will not be available for the 2024–25 cycle.

# Summary of Changes to the 2024–25 Online and PDF FAFSA® Forms

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## General FAFSA® Form Changes

The online and PDF FAFSA forms have been redesigned to meet the requirements established in the *FUTURE Act* of 2019 and the *FAFSA Simplification Act* of 2020.

Where possible, the law mandates that we use data received directly from the IRS to calculate Federal Pell Grant eligibility and the SAI. This data exchange has been made possible by the *FUTURE Act*, which we will implement alongside FAFSA simplification.

The following changes have been made to the online and PDF FAFSA forms as a result of these Acts:

- There are significant changes to the questions required throughout the form, and questions and form sections are in a different order than before. This new organization will generally be aligned between the online and PDF versions of the form.
- The redesign of the FAFSA form was fundamentally informed by the new contributor or role-based organization of the application process; that is, the form has been redesigned according to the role users play in the completion of the form. This new design allows a user to fill out only the portion of the form pertinent to them. The five roles are:
  - Student (applicant)
  - Student Spouse
  - Parent
  - Parent Spouse or Partner
  - Preparer
- Of these roles, the Student Spouse, Parent, and Parent Spouse or Partner are considered information contributors in the FAFSA form. Unlike in previous years, when only the student and parents directly contributed information in the FAFSA form, the student's spouse and parent's spouse or partner now also directly contribute their information if required.
- Each contributor must provide consent and approval for the retrieval and disclosure of their FTI for purposes of determining the applicant's eligibility for federal student aid. For the FAFSA form to be considered complete, all required contributors must complete and sign their respective sections. Logging into the online FAFSA form with an FSA ID and agreeing to the terms and conditions for the FAFSA form constitutes a contributor's signature. An incomplete application will not have an SAI calculated and the applicant will not be eligible for federal aid.

- In some instances, we will require the separate collection of spouse information. Depending on the tax filing status of married students and parents, we may require the spouse to provide their own consent and approval as well as sign the FAFSA form as a contributor.



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# Online FAFSA® Form Changes and Enhancements

This section describes changes and enhancements made to the online 2024–25 FAFSA form. Beyond the more general changes detailed in the Major Changes section and the General FAFSA Form Changes section, there are several more specific enhancements to the online FAFSA form as described below.

## Accessing the online FAFSA form

Users no longer have the option to access the online FAFSA form by providing personal identifiers and a save key. To access the 2024–25 online FAFSA form, users will be required to have an FSA ID (username and password). This provides an additional layer of security and ensures that only those with appropriate permission may access an applicant's information. Additionally, users without a Social Security number can now create an FSA ID and access the FAFSA form.

## Role permissions

The following roles can start an online FAFSA form:

- Student (Applicant)
- Parent (for a dependent student)
- Preparer

For an online FAFSA form to be considered complete, the student and identified contributors must complete their respective sections. Once the FAFSA form is complete, any role or contributor can submit the form.

## FAFSA Onboarding

When starting a new 2024–25 online FAFSA application or correction for the first time, the user will be guided through an onboarding process that walks the user through the major features of the form and what to expect when filling it out.

## Integrated into StudentAid.gov

The 2024–25 online FAFSA form has integrated with the following features on StudentAid.gov:

- Dashboard
  - Users will see all the FAFSA forms that they have started or contributed to within their My Activity card.
  - Users will see the status of their FAFSA forms. Application statuses include:
    - Draft
    - In Progress
    - In Review
    - Action Required
    - Processed
    - Closed

- **Status Center**
  - Users who have been invited into a FAFSA form will see the invitation on Status Center and will be able to accept or decline their invitation.
  - Users can view the status of their FAFSA form and re-enter their form via their Details page.
  - Students can view their invited contributor(s) and selected colleges from their Details page.
- **Notification Center**
  - The student can receive the following FAFSA notifications:
    - Student invited (Alert)
    - Contributor invited (Informational)
    - Contributor signature provided (Informational)
    - FAFSA processed successfully (Informational)
    - Action Required – Make a Correction (Alert)
  - Contributors can receive the following FAFSA notification:
    - Contributor invited (Alert)
- **Account Settings**
  - Within the FAFSA form, users can link to Account Settings to update their personal information.

## **FAFSA on the Web Worksheet**

There will no longer be a FAFSA on the Web Worksheet form, which provided the applicant a preview of the questions that may be asked while completing the online FAFSA form.

## **Removal of the IRS Data Retrieval Tool (DRT)**

Due to legislative requirements outlined in the FUTURE Act, FSA will now directly transfer FTI from the IRS into the FAFSA form as long as the user has provided their consent and approval to do so. Users can provide consent and approval from within the FAFSA form on StudentAid.gov. Users will no longer need to access the separate IRS DRT portal to import their tax information.

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# PDF FAFSA® Form Changes and Enhancements

This section describes changes and enhancements made to the PDF 2024–25 FAFSA form. A draft copy of the 2024–25 PDF FAFSA form will be available later this year in the Application Processing Library of the Knowledge Center.

The FAFSA form is still available in both English and Spanish and still comes in two versions: one for regular applicants and another for incarcerated applicants. (The incarcerated applicant version is identical to the regular version except for the P.O. Box return address and the header “Incarcerated Applicant Form,” which appears in the center of the header of each page.)

The PDF FAFSA forms are now 22 pages long: the first six pages consist of informational text; the next 14 pages make up the form itself (questions and answer fields); and the last two pages provide help text. Each page of the PDF FAFSA form is described in detail later in this section.

## Redesign of the PDF FAFSA form

To meet the requirements and fulfill the spirit of the *FAFSA Simplification Act*, we have redesigned the look and feel of the PDF FAFSA form. We have incorporated certain design elements into the form—color, tabs, white space, prominently displayed text, question-skipping navigation, etc.—to help individual contributors correctly identify and easily complete their respective sections. Despite the form’s increased page length, the redesign aims to promote its overall ease of use.

The colors used in the redesigned FAFSA form differ from those used in the previous design. The form’s base color (used in the informational and Student role sections) will alternate between blue and green every cycle; for example, the 2024–25 base color is blue, and the 2025–26 base color will be green.

Each role section is color-coded in the form for ease of identification. As mentioned previously, the base color is used in the Student section and the Student Spouse section is a lighter shade of that same base color. The Parent section is orange, and the Parent Spouse or Partner section is a lighter shade of orange. The Preparer section is gray. The Parent, Parent Spouse or Partner, and Preparer role section colors will not change across cycle years.

The 2024–25 PDF FAFSA form uses the role colors described in Table 1-4:

**Table 1-4: 2024–25 PDF FAFSA Form Role Colors**

<b>Role</b>	<b>Color</b>
Student	Blue
Student Spouse	Light Blue
Parent	Orange
Parent Spouse or Partner	Light orange
Preparer	Gray

In the header of pages 2–22, the cycle year (2024–25) appears on the right. This annotation allows applicants, preparers, processors, and FAAs to quickly identify the form’s cycle year during periods of administrative overlap of student aid cycles, when these users might encounter forms from different cycles.

## Page 1

The first page of the form contains five principal sections: general form information, Apply by the Deadlines, Fill Out the FAFSA Form, Special Circumstances, and Mail Your FAFSA Form.

### General form information

The banner identifies the document as the FAFSA form, indicates the cycle year (July 1, 2024–June 30, 2025), and displays the office of Federal Student Aid logo. Below the banner appears a short statement that the applicant can use the form to apply for federal and state student grants, work-study, and loans.

### Apply by the Deadlines

This section states the timeframe within which the 2024–25 FAFSA form must be submitted and received to be considered for federal, state, and institutional aid. The reader is referred to page 2 for a listing of state deadlines.

### Fill Out the FAFSA Form

This section explains that the form can be completed either electronically or by hand, and gives instructions for properly filling the answer fields if done manually. It also gives a broad overview of the role sections and refers the user to the appropriate help text for determining who must provide information on the FAFSA form.

### Special Circumstances

This section explains what applicants should do if they have experienced special circumstances.

### Mail Your FAFSA Form

This section provides the FAFSA form mailing address and indicates which pages of the form should be sent. It explains that, once the form is processed, the applicant will receive a FAFSA Submission Summary, either by email or regular mail. The applicant is also referred to the methods of checking application status. It is important to note that mailing a FAFSA form will require additional postage.

Note that all regular FAFSA forms and FAFSA Submission Summaries for 2024–25 will be sent to one mailbox number, regardless of the language of the form. Likewise, all incarcerated FAFSA forms and FAFSA Submission Summaries, regardless of language, will be sent to one mailbox.

## Page 2

This page reiterates the timeframe within which the 2024–25 FAFSA form must be submitted and received to be considered for federal, state, and institutional aid, and then proceeds to provide a listing of state deadlines. In previous years, the state deadlines list was restricted to a small area of page 1, which required the user to interpret symbols to learn about special deadline instructions. In the redesigned form, this list has its own page and no longer requires the use of symbols.

## Pages 3–5

Page 3 contains the What is the FAFSA Form? section, which answers general questions about the FAFSA form, and the first part of the Completing the FAFSA Form section, which addresses common questions such as who should provide information on the form, what constitutes a legal parent, and whether any questions can be skipped. Page 4 continues with the second part of the section Completing the FAFSA Form, and then proceeds with the FAFSA Privacy Act Statement, which continues onto page 5.

## **Page 6**

This page contains two related sections: FTI Consent and Approval and Signatures. The consent and approval section sets forth the conditions under which contributors consent to and approve the release of their information to third parties (federal government agencies, institutions of higher education, state higher education agencies, and designated scholarship organizations), how the released information will be used, and the authorities that govern the release and use of the information. The signatures section provides the certification statements for the various contributors on the form and describes the penalties for purposefully giving false or misleading information. When contributors finish answering their questions in the application form, they will be referred to page 6 to read these sections so that they can then sign the form at the end of their respective sections.

## **Pages 7–20**

These are the application pages that are organized according to role: Student (7–12), Student Spouse (13 and 14), Parent (15–17), Parent Spouse or Partner (18 and 19), and Preparer (20). (Page 20 also contains the College Use Only and the Data Entry Use Only sections.) Unlike the FAFSA form of previous years, the redesigned form reorganizes related data elements within question categories for each role (Student Identity Information, Parent Contact Information, Student Spouse Tax Return Information, etc.). Most questions contain one or more related data elements.

## **Pages 21 and 22**

These pages contain the Notes section, which provides help text for certain questions. Because of the redesign and the addition, deletion, and modification of questions, the Notes section has been substantively rewritten.

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## PDF FAFSA<sup>®</sup> Form Availability

While most applicants file the FAFSA form online, a paper application (PDF) option is still available. The PDF FAFSA form contains 22 pages (14 application pages and eight instructional pages). The PDF form is a screen-fillable PDF document that can be printed, signed, and submitted to Federal Student Aid by postal mail for processing.

**Important Note:** Mailing the 2024–25 FAFSA form will require extra postage.

**New for 2024–25:** The initial FAFSA form information cannot be submitted to the FPS via the FAFSA Partner Portal (formerly FAA Access) or EDE for third-party software. This is because of the legislative rules that require that consent and approval be collected and verified so that the IRS can share FTIM data with the U.S. Department of Education. Also, we no longer provide the FAFSA on the Web Worksheet, which provided the applicant a preview of the questions that may be asked while completing the online FAFSA form.

When the English and Spanish versions of the 2024–25 FAFSA form are available online for download, we will publish an electronic announcement with a link to these documents on the “Resources” page at [StudentAid.gov/resources](https://studentaid.gov/resources). You can also find the latest FAFSA form news and documents on the [Financial Aid Tool Kit for Counselors](#).

Applicants and parents can request up to three copies of the printed PDF FAFSA form from the Federal Student Aid Information Center if they are unable to download the online PDF version and print it.

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## **We Value Your Comments and Suggestions!**

Federal Student Aid continually seeks new and innovative ways to make applying for federal student aid easier and more convenient for applicants and their parents. Some of the changes we made to the online and PDF FAFSA forms were the result of feedback and comments we received from you. As always, we appreciate your contributions to improving our systems and processes and encourage you to continue to share your suggestions with us. We are particularly interested in ways to continue simplifying the online and PDF FAFSA forms by eliminating unnecessary data collection.

We encourage you to watch the Knowledge Center in 2024, when we will post an announcement regarding the 2025–26 FAFSA forms.

# Summary of Changes to the FAFSA Partner Portal

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## Enrollment Requirements

### FAFSA Partner Portal

To ensure your school can take full advantage of 2024–25 enhancements at the beginning of the processing cycle, the Primary Destination Point Administrator (DPA) associated with the TG Number used to send and receive FAFSA form and ISIR correction data should verify your FAFSA Online Services enrollment status on the SAIG Enrollment website. Previously this was labeled FAA Access to CPS Online, now this will be labeled FAFSA Online Services to encompass both the 2024–25 FAFSA Partner Portal and the 2023–24 FAA Access to CPS Online.

**Note:** If your school enrolled for 2023–24, your enrollment carries over to 2024–25.

Annually, your school’s Primary DPA is required to actively confirm the FAFSA Online Services for the users associated with your school’s TG Number. If you do not perform this confirmation when requested by Federal Student Aid, your staff’s rights for the FAFSA Online Services could be revoked, resulting in a “Primary DPA Validation Needed” error message when staff members attempt to access the site. We encourage you to monitor the Knowledge Center regularly for electronic announcements regarding active confirmation requirements.

If your school is not enrolled for FAFSA Online Services, your school’s Primary DPA can complete the enrollment for the FAFSA Online Services and selecting the 2024-2025 FAFSA Partner Portal services and/or 2023-2024 FAA Access to CPS Online for your school through the SAIG Enrollment website, located at [fsawebenroll.ed.gov](https://fsawebenroll.ed.gov).

The Primary DPA must print a Federal Student Aid User of Electronic Services Statement to be signed by new users of the FAFSA Online Services. While you are not required to mail this statement to Federal Student Aid’s Participation Management system, you must keep signed copies at your school in accordance with *Title IV* retention requirements.

All users of the FAFSA Partner Portal ([fafsa.partnerportal.ed.gov](https://fafsa.partnerportal.ed.gov)) or FAA Access to CPS Online ([faaaccess.ed.gov](https://faaaccess.ed.gov)) must have an FSA ID and password. Any FAFSA Online Services user at your school who does not have an FSA ID can acquire one by completing the following steps:

1. Go to the [SAIG Enrollment site](#) and click the “FSA User ID Registration” link on the left side of the home page.
2. Enter the identifying information requested and click “Submit.”
3. Follow the remaining steps, which include establishing a password and setting up challenge questions.

During the FSA User ID registration process, the user must verify the email address on the SAIG Enrollment website. We will use this email address to send the FSA ID.



## EExpress 2024–25 FAFSA Partner Portal interface

To access the FAFSA Partner Portal through the EExpress 2024–25 interface, you must follow the same enrollment procedures and use the same FSA ID and password log-in credentials as you would to access the sites using your web browser outside of EExpress 2024–25.

You can save your TG Number and school code in EExpress FAFSA Partner Portal setup (**Tools, Setup, Global, FAFSA Partner Portal**) or enter them each time you connect to the FAFSA Partner Portal through the FAFSA and Student Inquiry tabs in EExpress. When you select these tabs, you are prompted for your FSA ID and password, which are not stored in the EExpress database and must be entered separately from your TG Number and school code. For more information on this topic—including system and browser requirements—refer to the installation guides in the [EExpress library in the Knowledge Center](#).

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# FAFSA Partner Portal

In this section, we describe 2024–25 FAFSA Partner Portal. These changes will be implemented at system startup unless noted otherwise.

- The FAFSA Partner Portal is replacing FAA Access
  - Removal of the Application Entry feature
  - Removal of the Save feature
  - Changes to data updates
  - Changes to student lookup
  - Provisional SAI
  - Verification of Identity (available in 2025–26 and active for both 2024–25 and 2025–26)
  - ISIR Request (not available in 2024–25)
  - Help text (not available in 2024–25)
- Help desk name and email change

## The FAFSA Partner Portal is replacing FAA Access

The name of the site used by FAAs will change from *FAA Access to CPS Online* to the FAFSA Partner Portal. FAA Access will be decommissioned after the close of the 2023–24 application cycle. The FAFSA Partner Portal will be online for use beginning with the 2024–25 application cycle. The two systems will operate concurrently during the overlap of the two cycle years. The new site will maintain the functionality of FAA Access with a few notable changes, described throughout the rest of this section.

The overall look and feel of the site will change. After signing in to the FAFSA Partner Portal, FAAs will see the Dashboard page, which is the starting point for all actions available to users. The Dashboard presents a more student-centric interface when compared to FAA Access’s function-driven one. In FAA Access, FAAs start by choosing a function (such as Student Inquiry or Application Entry). In the FAFSA Partner Portal, FAAs will begin by providing the student information for the individual they are working with. Once a student is selected, the site will display all the available functions that can be performed for that person.

In addition to these overall functional changes, FAAs should note that the FTI information provided by the IRS will not display anywhere in the FAFSA Partner Portal.

### Removal of the Application Entry feature

The FAFSA Partner Portal removes FAAs’ ability to initiate a new application on behalf of a student. This is due to the *FUTURE Act*’s requirement for all FAFSA form input contributors (including students, spouses, and parents) to provide their consent and approval. FAAs cannot provide consent and approval on behalf of any other person.

### Removal of the Save feature

FAAs working on a correction will not be able to save and return to it. They will be required to complete the correction and submit it. If an FAA does not submit a correction before exiting, they will have to start it over.

## Changes to data updates

The FAA cannot update PII information for a student or contributor using the FAFSA Partner Portal. This PII data includes their name, Social Security number, or date of birth. Likewise, the FAA cannot add a new contributor to a student's record. This data cannot be updated by the FAA because the student or contributor must use their FSA ID to validate updates to those fields. In cases where the PII data needs to be corrected, the FAA must work with the student or contributor to have them make the necessary updates to their FAFSA data online.

## Changes to student lookup

The following changes will be made to student lookup.

### *Applicant View*

The FAFSA Partner Portal will feature an applicant view that provides the FAA with a full list of the student's transactions and the ability to move easily between viewing, comparing, and correcting any of those transactions. Formerly, in FAA Access, the user had to navigate through multiple pages to access and work with the student's information.

### *Transaction Compare*

In FAA Access, FAAs were able to compare up to two ISIRs at a time. In the FAFSA Partner Portal, the full ISIR will not be available since it contains FTI. However, student lookup results will allow FAAs to compare up to four transactions at once, which contain all of the information an ISIR provides except for FTI.

**Update:** Transaction Compare will not be available for the 2024–25 cycle, but will be included in a future release.

### *Transaction Details*

When an FAA views a transaction in Transaction Details, the data will now display in groups associated with the subheadings shown in Table 1-5.

**Table 1-5: FAFSA Partner Portal Transaction Data Grouping**

<b>FAA Information</b>
Eligibility Indicators
Verification Flags
Rejects/Overrides
Comments
<b>Additional Processing Information</b>
Consent/Signatures
Matches
NSLDS® Information
SAI Information
Application Data
<b>Student</b>
<b>Student Spouse</b>
<b>Parent</b>

<b>FAA Information</b>
<b>Parent Spouse/Partner</b>

The data is also displayed dynamically for each student. For example, when reviewing an independent student’s transaction, no parent-info dropdown menus will display.

### *Submit Verification of Identity*

While in the Applicant view, the FAA can navigate to the Verification of Identity page by selecting the Edit Icon next to the Verification Tracking Flag. This enables the FAA to submit a student’s verification of identity easily and quickly.

**Update:** Submit Verification of Identity will be available in the 2025–26 cycle and will be active for both the 2024–25 and 2025–26 cycles.

### *Information unavailable to FAAs*

In addition to the FTI information from the IRS, FAAs will not be able to view a student’s FAFSA form answers regarding race, ethnicity, sex, or gender.

### **Provisional SAI**

When a student answers “Yes” and “None of these apply” to FAFSA question 6 (Student Other Circumstances) or “Yes” to FAFSA question 7 (Student Unusual Circumstances), their record is processed as a rejected record with a provisionally independent status and a provisional SAI is calculated. To identify a record with a provisional SAI in the FAFSA Partner Portal, an indicator will display next to the SAI field label and value.

### **Verification of Identity**

We have enhanced the reporting of Verification of Identity in the FAFSA Partner Portal. FAAs will receive a list of the students who listed the FAAs’ respective schools on their FAFSA applications and who were selected for either V4 (Custom Verification) or V5 (Aggregate Verification) identity verification.

In the Verification of Identity function, FAAs can filter the list by Name or SSN. FAAs can also sort the records alphabetically, in ascending or descending order. The FAAs can select from the following dropdown options:

- **Display all** – Default option;
- **Display not submitted** – Displays only applicants for whom no results have been provided; or
- **Display submitted** – Displays only the applicants for whom results have been provided.

**Update:** Verification of Identity will be available in the 2025–26 cycle and will be active for both the 2024–25 and 2025–26 cycles.

### **ISIR Request**

The functionality will be more user-friendly.

**Update:** ISIR Request will not be available for the 2024–25 cycle, but will be included in a future release.

**Help text**

The FAFSA Partner Portal will feature a new help text interface that will provide an easy and intuitive way for FAAs to access help topics.

**Update:** Help text will not be available for the 2024–25 cycle, but will be included in a future release.

**Help desk name and email change**

CPS/SAIG Technical Support is being renamed the FPS Help Desk. The new email for the FPS Help Desk will be [support@fps.ed.gov](mailto:support@fps.ed.gov). The phone number will remain the same: 1-800-330-5947.

# Summary of Changes to the 2024–25 FPS

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## Overview

This section describes changes to the following components of the FPS:

- Agency matches
- FPS edits
- Assumption overrides
- Pseudo-SSNs and FSA IDs
- Application output sent to students
- Comment Codes and text
- Testing and Web Demo System
- FPS Help Desk

### Agency matches

The FPS will continue the current match with the Social Security Administration (SSA) for students and both parents, and begin matching for the student's spouse in 2024-25. Other agency matches including the Department of Veterans Affairs (VA), Department of Homeland Security (DHS), Department of Justice (DOJ), and the Death Master file will also continue as in prior cycles.

We will no longer perform a match with the Department of Defense (DOD). The DOD match determined if the applicant's parent was a member of the U.S. armed forces who died as a result of service in Iraq or Afghanistan after September 11, 2001, and if so, the date of the death. This information was needed to determine eligibility for the Federal Iraq and Afghanistan Service Grant (IASG). For 2024–25 and forward, you should review the applicant's response to FAFSA question 16, Parent Killed in Line of Duty and the IASG Indicator field in the ISIR instead. The valid values are:

- 1 = Eligible for IASG
- 2 = Eligible, grandfathered for IASG
- 3 = Not Eligible for IASG
- Blank = No Determination

Additional agency match information can be found in the *FAFSA Specifications Guide, Volume 8 – Agency Matches*.

## **FPS edits**

The FPS system edits tell the system when data is not valid for a field, when to reject a record, and when to apply a comment code to an applicant's record. As part of the new FPS, the edits have been rewritten based on processing updates and for compliance with the legislative changes we are implementing. Also, we will no longer assume values for data on an applicant's FAFSA form. Changes that were made to the edits also affect the rejects and comments. See the Major Changes section above for additional information. For specific edit and reject information, see the *FAFSA Specifications Guide, Volume 5 – Edits and Rejects*.

## **Assumption overrides**

In prior cycles, the CPS processing edits would set an assumption override when the information the applicant provided seemed illogical based on edits. For instance, with assumption override "3," the Student's Number in College was assumed to be 1 when the student indicated that their number in college was equal to their number in the household and both were greater than 2. The likelihood of this scenario was small, so the CPS would make an assumption based on the provided data. This procedure was done to reduce the number of corrections that were needed. If the applicant was applying online, they would be asked to validate that their information was correct. If the applicant filed using the PDF FAFSA form and the information they provided was correct, they would need to make a correction online, submit a corrected SAR, or have their FAA make the correction on their behalf and set the override flag.

The FPS will no longer make assumptions or update the data that an applicant submits; instead, it will set a reject, a comment, or both on the student's record. The online applicant will still be questioned about whether the information is correct. The hard-copy FAFSA Submission Summary applicant will still correct the issue the same way by resubmitting the same data. The FPS edits will then accept the information and remove any rejects or comments that were previously applied due to the edit.

## **Pseudo-SSNs and FSA IDs**

Pseudo-SSNs are for applicants who do not have an SSN and whose state of legal residence is one of the freely associated states. Pseudo-SSNs are assigned to students only. Beginning with the 2024–25 cycle, we will assign pseudo-SSNs that begin with 000 instead of 666. If an applicant has previously been issued a 666 pseudo-SSN, they should continue to use it. When the FPS assigns an applicant a pseudo-SSN, it will be added to their FSA ID, so that pseudo-SSN value will remain the same for upcoming cycles.

A student's spouse or their parent will not need a pseudo-SSN and will not be issued a pseudo-SSN; on the online FAFSA form, the SSN field for the student spouse or parent will be disabled, and in the PDF they will continue to enter all zeros for their SSN. However, if a student with a pseudo-SSN is a contributor on a different FAFSA form, their pseudo-SSN will be populated into their corresponding contributor SSN field.

**Reminder:** Each contributor for an online FAFSA form must have an FSA ID to provide information. Applicants and contributors who do not have an SSN can now request an FSA ID. Their information will be sent through a new matching process.

## Application output sent to students

For each transaction processed at the FPS, an output document is sent to the applicant: an email with a link to access the FAFSA Submission Summary on the web or a hard copy of the summary.

- **FAFSA Submission Summary Email** – If the applicant has a valid email address, they will be sent an email with a link to access their electronic FAFSA Submission Summary. The link is to the online FAFSA form log-in page, where the applicant, after their identity is authenticated, can view and print the summary. This email notifies the student of application and eligibility status more quickly than the hard-copy FAFSA Submission Summary. The online summary can be printed as often as needed.
- **FAFSA Submission Summary** – This summary, formerly known as the SAR, notifies the student of application and eligibility status and provides a hard-copy means for correcting or confirming application data. Applicants can also request a summary by calling the Federal Student Aid Information Center. There is no longer a shortened version of the FAFSA Submission Summary, which was previously known as the SAR Acknowledgement.

For more information on how the FPS determines the type of output document sent to applicants and a detailed description of the hard-copy FAFSA Submission Summary, see the *FAFSA Specifications Guide, Volume 6 – ISIR Guide*.

## Hard-Copy FAFSA Submission Summary

The FAFSA Submission Summary (both English and Spanish versions) is 18 pages long. The first four pages consist of informational text specific to the applicant based on their application information, processing results, and database match results; government notices, consent and approval, and signature sections; and correction instructions. The remaining 14 pages make up the form itself (questions and answer fields) along with the responses previously provided by the various contributors.

Like the PDF FAFSA form, the FAFSA Submission Summary was redesigned to look more like the FAFSA form. The summary closely follows the organization and style of the newly designed PDF FAFSA form. Unlike the FAFSA form, which uses different colors to differentiate roles and cycle years, the summary is a grayscale document.

The summary information is provided in a different order than the SAR; for instance, the comments are on a different page, and we have also added new information, such as the consent and approval to retrieve and disclose FTI. Like the SAR, the FAFSA Submission Summary comes in two versions: one for regular applicants and another for incarcerated applicants. The incarcerated applicant version is identical to the regular version except for the P.O. Box return address.

We made the following changes to the FAFSA Submission Summary versions:

- **Information not Included** – The following information will not print on the FAFSA Submission Summary:
  - The FTI data results that were transferred from the IRS.
  - The student's FAFSA form responses to the race, ethnicity, sex, or gender questions.
- **School Codes** – The FAFSA Submission Summary now lists up to 20 colleges that received the student's FAFSA data, and includes the following information about each college: federal school code, name, and location (city and state); graduation, retention, and transfer rates; default rate; average annual cost; and median debt upon graduation. The student can add up to three colleges on the hard-copy FAFSA Submission Summary, but if all 20 positions are already occupied on the hard-copy summary, the student must remove the same number of



colleges as the number added; otherwise, the new colleges will not be added. If the student needs to add more than three colleges, they can be added at [fafsa.gov](https://fafsa.gov).

- **Removed FAA Information Section** – The hard-copy summary no longer includes the FAA information section, but this information can still be found on the electronic summary and in the FAFSA Partner Portal.

## Consent and approval notifications

The FPS can send notifications via email or postal mail to users who have consented to and approved the disclosure and use of their FTI. This consent and approval allows FSA to request the user's tax information from the IRS. The three notifications are described below:

- **Consent and Approval Granted Notification** – Confirms that the user provided consent and approval for the purpose of completing either the FAFSA form or the income-driven repayment (IDR) application. In the IDR version of the notification, users are also informed that they can revoke their consent and approval at [StudentAid.gov](https://StudentAid.gov).
- **Consent and Approval Revoke Notification** – Confirms the user's withdrawal of consent and approval, and explains that this action prevents FSA from requesting the user's FTI from the IRS. The notification also directs the user to [StudentAid.gov](https://StudentAid.gov) if they wish to reinstate consent and approval. (There is no FAFSA version of this notification.)
- **IRS FTI Requested Notification** – Confirms that FSA, based on the user's consent and approval, requested the user's FTI from the IRS. The user is advised to watch for additional notifications about the processing of either the FAFSA form or the IDR application. In the IDR version of the notification, users are also informed that they can revoke their consent and approval at [StudentAid.gov](https://StudentAid.gov).

The Consent Granted Notification and the IRS FTI Requested Notification each have two versions, based on whether the user provided consent and approval for the purpose of completing the FAFSA form or for completing the IDR application (or annual recertification). The Consent Revoke Notification has only one version, directed to IDR applicants, since FAFSA applicants are not permitted to revoke consent and approval.

In all three notifications, the user is instructed to call 1-800-4-FED-AID if they have any questions.

## Comment codes and text

Comments appear on the hard-copy FAFSA Submission Summary that we mail to applicants and on the electronic FAFSA Submission Summary that applicants view online.

In prior cycles we had multiple versions of comment codes, including versions from the online FAFSA form, the FAFSA Partner Portal, and EDExpress. The comments were worded slightly differently to reflect the version of the input and the mention of buttons or functionality. For 2024–25 we condensed the comment text to one set of comments that is used across all systems. The comment text is rewritten for the new edits and follows plain language standards. The comment numbers have been renumbered to reflect new and removed comments.

For a full listing of the 2024–25 comment numbers, comment text, and comment resolutions, see the *FAFSA Specifications Guide, Volume 7 – Comment Codes*.

## Testing and Web Demo system

The Test System includes two testing options for 2024–25: files with simulated ISIR data that you can download for testing with your student aid system, and a Web Demo system.

Testing is optional; the Department of Education does not require it. The test ISIR data and Web Demo site are tools for you to use to help ensure that your processing system is prepared for the ISIR data produced by the FPS and to familiarize your staff with the web options available to both applicants and FAAs. For additional testing and demo system information, see the *FAFSA Specifications Guide, Volume 9 – Testing and Web Demo System*.

## **FPS Help Desk**

The CPS/SAIG Help Desk name and email address is changing to the FPS Help Desk. Federal Student Aid maintains this call center to address questions about processing by the CPS or the FPS, FAA Access and the FAFSA Partner Portal, the CPS and FPS Web Applications Demo website, PC software such as EDEXpress and EDconnect, SAIG enrollment and data transmissions, as well as to collect system enhancement suggestions. You will receive assistance from the same team with a new name and email address. You can reach them by email at [support@fps.ed.gov](mailto:support@fps.ed.gov). You can also continue to reach them at their existing phone number: 1-800-330-5947.