

# Technical Frequently Asked Questions and Known Issues

(TeFAQKI)

Friday, October 11, 2024

**Purpose of this document:** To gather and respond to frequently asked questions about production issues for the 2024-25 FAFSA year. The U.S. Department of Education (the Department) will update this document as it continues to receive and respond to questions from partners. The Department is preparing for the release of the 2025-26 FAFSA form and working to updating the release of this TeFAQKI document. The primary audience for this document is technical users at post-secondary institutions and partners developing systems.

**Reprocessing:** During reprocessing, the FAFSA Processing System (FPS) identifies FAFSAs with incorrect data, corrects the most recent transaction, and then processes the record, creating a new transaction. This transaction has indicators to identify it has been reprocessed (see Technical FAQ, “How can I tell an ISIR has been reprocessed?” below) along with the primary reason why the record was reprocessed.

- “Reprocessing Reason Code (ISIR Field 572)” has been appended to relevant issues. This two- digit code corresponds to the codes found in Field 572 on reprocessed ISIRs, and the code allows for cross-referencing reprocessing reasons with the known issues in this document.

All currently assigned codes are also listed in the following chart for easy reference:

Code	Description
02	Pell eligibility and Pell Grant Eligibility Flag
03	Comments Codes related to a few FPS edits not set correctly
04	No SAI on non-rejected ISIRs
05	Blank “Student Contributions from Assets” (SCA) leading to miscalculated SAIs
06	Updated FTI IRS data
07	Correct Federal School Code (FSC) order
08	Update to Verification Tracking Group
09	Earned Income Credit (EIC) Update for Single Parent

- The “[Reprocessing ID \(UUID lists\)](#)” references have been removed from this document. The Department provided school- and state-specific UUID lists in April, detailing which records were affected by known errors. Reprocessing has been completed for all the major issues listed, so the lists are no longer relevant. Please note these IDs only appear on the school- and state-specific UUID lists that were distributed via the FTI-SAIG mailbox and not on any ISIRs.

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# Known Issues

Last updated: 10/11/2024

## Open Issues

### **FAFSA Partner Portal (FPP) Does Not Allow Some Edits to be Resolved Once Hit (New)**

**Status:** Open (Added 10/07/24)

**Description:** In some instances, when schools make a Dependency Override or Professional Judgment in FPP, there are some fields which will become required based on the scenario. When the Federal Aid Administrator (FAA) calculates the SAI, if edits are encountered, they cannot be resolved once displayed which will put the FAA into a loop which cannot be resolved without starting over.

**Resolution:** As an interim workaround, rather than utilizing the Calculate SAI function to determine if there are any additional fields which need to be corrected, FAAs will need to work to predict the errors and resolve them before selecting Calculate SAI. Alternatively, the FAA can select Calculate SAI to determine which edits will be encountered and then will need to start the correction over and submit without encountering the errors.

### **FAFSA Partner Portal (FPP) is not setting verified fields correctly. (New)**

**Status:** Open (Added 10/07/24)

**Description:** Some edits in FAFSA Partner Portal (FPP) require that a field be verified before proceeding. For these edits, FPP is not storing the verification and Federal Aid Administrator (FAAs) are asked to verify the field over and over. In these cases, the FAA is not able to submit the correction(s) which overrides these edits.

**Resolution:** There is no known workaround. In some cases, the student may be able to make the correction where the school cannot, but if the student is getting an edit/comment/reject the school is not currently able to override that. The Department is actively working on a workaround and establishing a solution.

### **Unsubsidized loan only ISIRs incorrectly receiving reject 34. (New)**

**Status:** Open (Added 9/26/24)

**Description:** For applicants who submit their FAFSA form indicating they would like Unsubsidized Loans Only, FPS is incorrectly setting Reject 34 (Parent's critical data not provided). These applications are correctly receiving Reject 14 (dependency model is dependent and Unsub Only is "1" Yes). However, Reject 34 is also being incorrectly set, triggering a message indicating that the student is dependent and is missing parental information.

**Resolution:** There is currently no workaround, and FPS is working to make updates. Once updates have been made, the impacted records will be reprocessed.

## SAI calculation incorrectly including asset information when FTI cannot be used due to tax filing conflict.

**Status:** Open (Added 9/16/24)

**Description:** If an applicant has FTI that cannot be used (due to a tax-filing status conflict), *and* the applicant or contributor has self-reported tax information that includes an AGI that is less than \$60,000, the FPS is incorrectly using the reported asset information in the SAI calculation. Please see *Appendix E: Applicants or Contributors Required to Provide Assets* of the [2024-25 Student Aid Index \(SAI\) and Pell Grant Eligibility Guide](#) for additional information on when assets are required to be used in the SAI calculation. The inclusion of asset information results in an inaccurate SAI that is higher than expected. This issue is impacting fewer than 20,000 transactions.

**Resolution:** As an interim workaround, schools that have identified impacted records may set the professional judgment flag and correct the assets reported to “0” to update the ISIR. Once this system issue has been resolved, all impacted ISIRs will be reprocessed and delivered to School and State agency mailboxes.

## Conflicting information is created when FTI and manually reported non-filer status exist on the same ISIR.

**Status:** Open (Added 9/16/24)

**Description:** There are instances where an applicant or contributor who had FTI data reported on the ISIR also manually indicated that they did not file a U.S. tax return in 2022, resulting in a SAI and Pell Grant calculation based on the manually entered non-filing status. The FAFSA Processing System (FPS) does not use the FTI in the SAI and Pell eligibility calculations for students that incorrectly indicated “did not file” when FTI is transferred. If this occurs and the data indicates that the person is a U.S. tax filer, but the appropriate FTI was not used in the SAI calculation, schools should consider these cases as conflicting information that must be resolved. This issue is impacting fewer than 200,000 transactions.

**Resolution:** When resolving the conflicting information, a school must confirm the student’s or contributor’s tax information by requesting documentation from the student or applicable contributor. Appropriate documents to collect include either IRS tax transcripts or signed copies of the 2022 income tax return and applicable schedules. The school must use the collected documentation to correct the conflicting financial information and submit it as a correction to the FPS. Schools must update all the manual entry data fields associated with financial and tax information (e.g., tax filing status, AGI, foreign income exclusion, and earned income credit). While the action is not a professional judgment (PJ), the school must also set the PJ flag to force the FPS to use the manually entered financial and tax information in the SAI calculation. See the June 17, 2024 electronic announcement ([GEN-24-17](#)) for additional guidance on resolving this conflicting information. Once a permanent fix is implemented and records are reprocessed, schools will no longer need to request supporting tax documentation to manually correct the conflicting financial information.

## SAI is blank on a small number of production ISIRs. (Updated)

**Status:** Open

**Description:**

- Since the reprocessing of “04” records that was completed in mid-June, a small number of new ISIRs are unexpectedly missing SAIs.
- In some instances, the Department discovered the blank SAI issue is caused by a missing family size

value and a student correction is required.

### Resolution:

Affected ISIRs that do not require a student or contributor correction are reprocessed monthly on an ongoing basis and delivered to School and State agency mailboxes.

- Records impacted by the missing family size value must be corrected by the student or (in the case of a dependent student) their parent. The Department e-mailed impacted applicants and their contributors with information on how to correct the missing family size issue.

Reprocessing Reason Code (ISIR Field 572): 04

## Graduate Flag - Corrected values not displaying properly in subsequent ISIRs.

**Status:** Open (Added 7/19/24)

**Description:** When a correction is made to change the answer to “First Bachelor’s Degree” to “Yes,” or the answer to “Grade Level in College” is changed to “College Graduate, Professional or Beyond,” the correction is only displayed in the FAFSA Partner Portal. The Graduate Flag is not being set to “Yes” on subsequent ISIRs. This is only occurring when the correction is made via FAFSA Partner Portal.

**Resolution (in-progress):** The Department is working to correct this issue. Once corrected, reprocessing will occur.

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## Resolved Issues

### Values for Ward of Court and Foster Care are switched on production ISIRs.

**Status:** Resolved (Updated 10/9/24)

**Description:** The values for “Ward of Court” (field 48) and “In Foster Care” (field 49) are switched on production ISIRs. They are shown correctly in the FAFSA Partner Portal (FPP). Comment Code 285, which provides information on additional assistance programs for foster youth, correctly appears when appropriate on production ISIRs despite the switched values in the two fields.

**Resolution:** The response values for the ward of the court and foster youth questions are switched on production ISIRs. However, the response values are shown correctly when viewed in the FAFSA Partner Portal (FPP). Comment Code 285, which provides information on additional assistance programs for foster youth, also correctly appears on production ISIRs despite the switched values in the two fields. The Department does not expect to reprocess ISIRs only affected by this issue.

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# Technical FAQ

## Production ISIRs

### I have not received a reprocessed ISIR for every one of the ISIRs on my school- and state-specific UUID list. Is there a problem?

Reprocessing has been completed for all the major issues listed in the school- and state-specific UUID lists. The UUID lists included some ISIRs that, upon final analysis, did not need to be reprocessed as it would have not

resulted in a change to the student’s eligibility. The Department erred on the side of over-inclusion when creating the list to avoid surprises.

## **I have an ISIR with a 03 transaction that does not reflect the student- or contributor-initiated correction that led to a 02 transaction. How did this happen and what should I do?**

In a small number of cases, a student or contributor may have submitted a correction during the brief holding period that is a part of system-generated corrections. Because of this overlap, it is possible that the student’s or contributor’s correction (in this example, a 02 transaction) was not captured in time to be used for the system-generated correction (in this example, the 03 transaction). In these rare cases, the most expedient way to resolve this discrepancy is to have the student or contributor resubmit the correction that is missing in the later transaction.

## **Why do I see “R” as a value in some ISIRs in NSLDS Loan Limit fields even though “R” is not a valid value in the 2024-25 ISIR layout specification?**

The value of “R”, representing “Reaffirmation”, will be added to the Volume 4 – Record Layouts and Processing Codes of the [2024-25 FAFSA Specifications Guide](#), aligning with its use in previous years. There are a small number of 2024-25 ISIRs that contain this value in the NSLDS Loan Limit fields (633, 634, 635, 636).

## **How can I tell an ISIR has been reprocessed?**

The following fields on an ISIR can help you identify a reprocessed transaction along with the primary reason for the reprocessing:

- **Field 9:** The “Transaction Source” will be set to “5” to indicate FPS as the source of the transaction.
- **Field 16:** The “FPS Correction Reason” will be set to “P” to indicate Reprocessing.
- **Field 572:** The “Reprocessed Reason Code” will be a two-digit code that matches one of the Known Issues in this document. These codes are listed in a chart at the top of this document and also under each relevant issue.

## **What happens if an ISIR is scheduled for reprocessing and a student submits a correction before the scheduled reprocessing?**

A student or contributor correction initiates reprocessing of that student’s ISIR, which will fix most additional known issues with that ISIR. Prior to any subsequent scheduled reprocessing, the system checks and does not proceed with an additional reprocessing if there are no outstanding issues.

As of April 11: If a student makes a correction, the corrected ISIR will include fixes for any FPS issues that the department listed in the reprocessing list (i.e., reprocessing reason codes 02-05 at the top of this document).

## **Why do I see Comment Codes 283 and 284 on ISIRs, and what do they mean?**

Comment Codes 283 and 284 appear on some ISIRs and have no Comment Text. A recent update to the [2024-25 FAFSA Specifications Guide Volume 7 – Comment Codes](#) added a “Reason for Comment” to clarify the purpose of these two Comment Codes.

## How is family size calculated and displayed on the 2024-25 ISIRs?

*This is summary response and not a replacement for technical documents that provide further detail on this topic:*

- [2024-25 Student Aid Index \(SAI\) and Pell Grant Eligibility Guide](#)

“Family size” has replaced “household size” when calculating a student’s Student Aid Index (SAI). There are some important differences between how family size appears on an ISIR versus how household size appeared. Notably, family size can appear in multiple places throughout the ISIR – there is not one location in the ISIR file that always contains family size. Family size fields are laid out in this way due to the introduction of Financial Tax Information (FTI) and the direct connection with the IRS.

We know that a clear understanding of how family size works is critical for post-secondary institutions and partners, both for use in calculating SAI and Pell Grant eligibility, as well as in post-calculation scenarios such as verification and discussing federal student aid with families.

**A high-level orientation to family size on the 2024-2025 ISIR is provided here, please see the technical specification for the full details.**

If the student and their family are a “non-filer” (e.g., no taxes were filed), there is no family size information on the ISIR.

There are three potential locations for family size on the ISIR. Multiple potential locations exist because these fields are populated or not populated based on whether an applicant self-reported financial information (example 1 below) or used the IRS integration to consent to pull in FTI (examples 2 or 3 below) Look for family size in the following locations and in this order:

1. Use the self-reported **Updated Student Family Size** (field 61) or **Updated Parent Family Size** (field 183), unless blank.
2. Use the **Assumed Student Family Size** (field 329) or **Assumed Parent Family Size** (field 330), unless blank.
3. If the fields described in 1. and 2. are blank, then find the family size by calculating the sum of the number of **Exemptions** found in the fields 865, 885, 905, and 925. Use zero for any blank Exemption fields.

Only one of these three is used to calculate the SAI per record. If a record has more than one of these populated, then the first value found of these three locations is the family size used to calculate SAI. For example, if there is a value in both 1 and 2 above, then only the value in 1 applies.

## Why is “FISAP total income” (field 946) sometimes blank on the 2024- 25 ISIRs?

“FISAP total income” is considered an intermediate value as it is the total of Total Parent Income and/or Total Student Income and only available if calculated in Step 2: Calculate Student Aid Index in the [2024-25 Student Aid Index \(SAI\) and Pell Grant Eligibility Guide](#). Intermediate values are not always returned on the ISIR. This is clarified on page 4 of the updated [2024-25 Student Aid Index \(SAI\) and Pell Grant Eligibility Guide](#) in the section “SAI for Maximum Pell Grant Recipients.”

One quick way to know if you should expect “FISAP total income” is to look at “SAI Computation Type” (field 21) on the ISIR. If that field is populated, then intermediate values – including “FISAP total income” – will not be populated on the ISIR.

Alternately, look at “SAI Formula” (field 20):

- If this field is populated with “A”, “B”, or “C”, then “FISAP total income” should be populated.
- If this field is null or blank, then “FISAP total income” will be blank.

Read the [“Why are there sometimes blanks and zeroes in Pell and SAI calculations?”](#) FAQ later in this document to learn more about why the SAI Formula may sometimes be left blank.

FSA expects that additional guidance for completing future FISAP forms will be posted to the Knowledge Center according to the Department’s normal publication cycles.

## **Why did I receive multiple ISIRs for the same student?**

Having multiple records for the same student appears to be an import error. Check each ISIR record to ensure it shares the same FPS universally unique identifier (UIID) and information. If it does, you can safely ignore the duplicates.

## **We received ISIRs with school code “000000.” Are these valid?**

State Granting Agencies may receive ISIRs from students who have selected a school that became inactive before FPS processed the application. Because the Department replaces the school code with “000000” when the school becomes inactive, and when there is no cross-reference to a new school, the inactive school on the student’s ISIR will be zeroed. This is consistent with how CPS handled similar situations in prior years.

## **Why is Comment Code 001 missing from the production ISIRs?**

Comment Code 001, “What To Do Next,” is not added to any 2024-25 ISIRs and will be removed from the *2024-25 FAFSA Specifications Guide, Volume 7* in the future.

## **What does “Use User Provided Data Only” (field 581) mean? Should we expect to see it on student ISIRs?**

Currently, FPS does not use field 581, and a student’s first ISIR transaction will always have a blank value in field 581. In the future, after the Department has implemented corrections, the value can be changed to direct FPS to process using user-provided data only.

For 2024-25 SAI calculations, FPS maintains all self-reported (or manual) values to accommodate cases where IRS data should be ignored (or replaced) completely. Self-reported tax data **always** trumps IRS data if provided on an SAI calculation. Please review Appendix H in the *Pell Eligibility and SAI Guide* for more details around this rule.

## **Why are there sometimes blanks and zeroes in Pell and SAI calculations? Is this expected?**

*This is summary response and not a replacement for technical documents that provide further detail on this topic:*

- *2024-25 Student Aid Index (SAI) and Pell Grant Eligibility Guide*, which provides detailed



information on the calculation of the SAI.

- *2024-25 Federal Student Aid Handbook, Application and Verification Guide, Chapter 3.*

The SAI and Pell Eligibility determinations are interconnected, which can lead to a handful of cases where the underlying calculation may not be immediately apparent when reviewing an ISIR. We know that a clear understanding of how SAI and Pell Eligibility are calculated and displayed is critical for post-secondary institutions and partners. We have summarized two use cases in response to commonly asked questions about the ISIR here:

#### **Common Use Case 1:** Why is there no SAI Formula on some ISIRs with a –1,500 SAI?

The first step in our needs analysis is determining if a student is eligible for a maximum Pell Grant award. Applicants who did not file taxes are assigned an SAI of -1,500; no further calculation is needed. Cases include:

- A dependent student whose parents are not required to file a federal income tax return
- An independent student (and spouse, if applicable) who is not required to file a federal income tax return

In these cases, you will receive an ISIR that does not specify the formula used to calculate the SAI, field 20. The field is intentionally left blank because neither formulas A, B, nor C were used to arrive at the - 1,500 SAI. When this happens, field 21 will be populated with the SAI computation type.

#### **Common Use Case 2:** When does the SAI use a “lesser of” two values and how does that impact ISIRs?

If a student and any of their contributors file taxes and are still eligible for a maximum Pell Grant award, they are either assigned an SAI equal to 0 or a calculated SAI – whichever is less. This “lesser of” logic applies to maximum Pell indicators 2 and 3 listed in the *2024-25 Student Aid Index (SAI) and Pell Grant Eligibility Guide*.

How to spot if the Department is using the “lesser of” logic when reading an ISIR:

- The SAI Computation Type is either 3, 4, 7, or 8.

If the calculated SAI is less than 0, the student’s ISIR will display:

- A negative SAI value;
- The formula used to calculate the SAI (A, B, or C); or
- The intermediate values from the calculation.

If the calculated SAI is greater than 0, the calculated SAI is discarded. The student’s ISIR will display:

- An SAI of 0;
- The formula is left blank; and
- The intermediate values are zeroed.

## **Will ISIRs include a full middle name? I’ve only received ISIRs that contain a middle initial.**

For the 2024-25 award year, the middle name field (ISIR field 7) will only contain a middle initial. While the middle initial field can accommodate up to 15 characters, the FSA ID system currently only accommodates a middle initial.

## **How old must a student be to be considered independent?**

The student is considered independent if born before January 1, 2001. This means the Department considers students independent if they turn 24 by December 31, 2024, which is consistent with the logic from prior award

years.

## **We received ISIRs with FC (foreign country) listed for the High School State field (Field 72). The specs do not list FC as a valid code, so is there a problem with the ISIRs?**

No. The Department updated Table 4-4: State Codes in [2024-25 FAFSA Specifications Guide Volume 4 – Record Layouts and Processing Codes](#) to list “FC” as a valid value for High School State (ISIR Field 72).

## **NSLDS Lifetime Eligibility Used (LEU, field 638) isn’t showing a value as expected. How should I resolve LEU and Unusual Enrollment History (UEH) flags?**

A student’s Federal Pell Grant history is pulled from the National Student Loan Data System (NSLDS). Detailed grant data will only be available once NSLDS starts processing 2024-25 grants. Despite the last three Pell Grant award sequences not being reflected on the ISIR, Pell Lifetime Eligibility Used (LEU) and Unusual Enrollment History (UEH) flags are still triggering correctly on the ISIR. Schools should continue to review and resolve these flags to ensure students are packaged correctly. Schools should continue to use NSLDS online and NSLDS Transfer Student Monitoring (TSM) to obtain a student’s most current financial aid history when needed.

## **What will happen if I submit an EDE correction file to the SAIG mailbox before the Department starts processing institutional corrections?**

As outlined in the “FAA Electronic Corrections” section of [2024-25 FAFSA Specifications Guide Volume 3 – Electronic Data Exchange and FAFSA Processing](#), EDE correction files sent to the SAIG mailbox before the Department is ready to process them will not be extracted until the Department is ready, and any files submitted early may be removed prior to reprocessing. We will publish information about institutional corrections once available.

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# Department tools used to access ISIRs

## How do I verify I'm using the correct EDconnect mailbox settings prior to exporting data for COD system processing?

As noted in the Department's electronic issue alert, [Verify Correct EDconnect Mailbox Settings Prior to Exporting Data for COD System Processing from EExpress](#), the Department has confirmed an issue occurring between the EExpress for Windows and EDconnect software that is resulting in exported files from EExpress being added to the transmission queue for the wrong Student Aid Internet Gateway (SAIG) mailbox. The Department is currently determining a long-term solution. In the interim, the Department requests that you work around the issue by verifying that your EDconnect software is set to the TG mailbox **before** you export Common Record data from EExpress for processing.

Detailed instructions are provided in the forementioned [electronic issue alert](#).

## How do I install EDconnect 8.6.1?

If you've used EDconnect in the past, you can follow the most commonly used steps as found in the [EDconnect 8.6.1 Plain Language Installation Guide](#). You can also watch the [EDconnect 8.6.1 video walkthrough](#) found on the FSA Training Center.

If you are new to EDconnect or if you require more detailed instructions, please refer to the [EDconnect Installation and User Guide](#).

## I've installed EDconnect 8.6.1 and can receive files from my FT mailbox. Why am I now unable to download files from my TG mailbox?

This is likely one of two issues:

1. Ensure you are switching from FT to TG when logging in.
2. You may have edited or replaced your TDClient.ini for your TG mailbox as found in C:\iam\saig\_temp. This can be resolved by renaming your current TDClient.ini to something like "TDClient.bad" and then renaming "TDClient.bak" to "TDClient.ini".

## How do I ensure that I'm receiving all my ISIR files when using TDClient?

**Who is this for?** Anyone who configured TDClient to run in 2023-24, updated to the latest version for the 2024-25 award year, and believes they might be missing ISIRs may need to adjust the settings listed in this short guide. Configuration settings that may have worked in prior years, when it was rare to receive more than one file a day, may lead to problems on days when the department transmitted multiple files of the same type per day, something that happened frequently during March and April 2024.

**Setup:** Ensure you're using the latest version of [TDClient, 3.5.0](#)

## Steps for a default configuration:

The default settings for the latest version of TDClient may be incompatible with setups from prior years. Check the "SAIG Portal-Default\_ReceiveParams" in the TDClient.INI file.

- Adjusting these parameters adjusts how TDClient transfers files from your SAIG Mailbox to the folder where you store ISIR files.
- The default settings for prior years were:
  - APPEND=Y
  - AUTOEXT=N
  - UNCOMP=Y
  - ASCII=Y
- These default settings changed for FTI SAIG in 2024-25. The new, recommended defaults:
  - APPEND=N
  - AUTOEXT=Y
  - UNCOMP=N
  - ASCII=Y

Depending on how you want the files to download, you may need to update your settings to match the new, recommended defaults for FTI SAIG.

## For advanced users:

Advanced users may have edited transfer commands or written custom code that overrides the default parameters. These users will still want to check the "SAIG Portal-Default\_ReceiveParams" in the TDClient.INI file and review their custom transfer commands.

These key parameters provide helpful customization options but can also create issues when set incorrectly.

- APPEND: If set to "Y," all files downloaded are appended to one file.
- AUTOEXT: When set to "Y," AUTOEXT adds an extension to the downloaded file (e.g., "receive.txt.xxxx" where "xxxx" can be any number from 0001 to 9999).
  - If you want TDClient to download and store each file separately with unique, incremented names, set APPEND to N and AUTOEXT to Y.
  - If you are using AUTOEXT, make sure your transfer commands are set up to get files that have the added extension (instead of just ".dat")
- UNCOMP: When set to "Y," TDClient leaves the network headers and trailers, which can be useful if you download everything from your mailbox into an appended file. Additionally, the updated trailer for FTI ISIR files includes a record count. When set to "N," it will strip the unique identifiers.
- ASCII: This has to be set to Y so TDClient can properly decompress the file.

When not set correctly, these settings can overwrite files, making it seem like your ISIRs were never transferred. For example, setting both APPEND and AUTOEXT to N may lead to continually overwriting files.

## **I've used FAA Access in the past. Why can't I log into FAFSA Partner Portal (FPP)?**

If you have not logged into FAA Access within the past 90 days, your account for both FAA Access and FPP may be disabled. For assistance, please contact the FPS Help Desk (formerly CPS/SAIG Technical Support) at 1-800-330-5947 or by email at [support@fps.ed.gov](mailto:support@fps.ed.gov). If you have accessed FAA Access within the last 90 days, it is worth checking that you are trying to log into FPP directly from the [FPP homepage](#).