

Step-by-Step instructions for entering emergency contact information on the E-App

Enter emergency contact information for the Financial Aid Director and another official of the institution e.g. President/CEO/Chancellor or the Chief Fiscal Officer. These officials are currently reported on the application in Question 10 –12.

Step 1: Using the Department’s E-App Web site (eligcert.ed.gov), in Question 1, check “Update Information” as the reason you are submitting the application.

Step 2: From the “Update Information” pick-list choose “Emergency Contact Information”.

Step 3: Scroll to the bottom of the page and select “Go to Section,” enter “K” in the box, then click OK/Save

Step 4: Scroll down to Question 69 and enter the emergency contact information: Please start by stating this is the emergency contact information for the institution (be sure to use the words “emergency contact” in the statement). Then identify the person, title and emergency contact information for each person including the:

- Personal cell number;
- Home telephone number; and
- Personal email address

Scroll to the bottom of the page and click OK/Save Data. This will take you to Section L

Step 5: In Section L, check the box indicating that “the President/CEO/Chancellor in Question 10” has signed the application. Note: if the ONLY change you make on the application is providing the emergency contact information in Question 69, we are not requiring a hard copy signature page, so the institution will not need to print, sign and mail in the signature page. However, if other changes are made to the information on the application, then you must follow the normal process and submit a hard copy original signature page following the directions in the E-App.

Step 6: Scroll to the bottom of the page and select “Submit the Application” then click “OK/Save Data”.

Step 7: The system will tell you if all required entries have been made on your application, if it does click on “Submit Application”. If not, make any necessary corrections and then submit the application.

Step 8: The system will advise you that your application has been received by the Department of Education.

Reminder: If the institution made other changes to the application data, then you must follow the normal process of printing, signing and submitting the signature page to the address identified by the E-App.