# 2024-2025 FAFSA Troubleshooting tips

We acknowledge the questions and challenges encountered in establishing an FSA ID and the financial aid application as a whole, for the 2024-2025 academic year. Below, we outline common issues that arise and offer guidance on how to address them.

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<th>Issue</th>
<th>Solution</th>
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| Contributors without an SSN have been unable to access the invitation despite receiving an email that their student has invited them complete the application. | 1. Contact the Federal Student Aid Information Center (FSAIC).  
2. Connect with a representative. The representative will send you an email with a case number and instructions for providing the proper form and documentation for identity verification. |
| Students and contributors without SSNs cannot be matched with the IRS | Unfortunately, until issue is resolved, students and contributors without SSNs must manually enter their tax information. The Department currently has no timeline available for resolution, but will share updates as they come. |
| Student is unable to provide any financial information from their parents/contributors | If a student is unable to provide parental information, they can complete the FAFSA as an independent student if they meet certain criteria (e.g., they are over 24, married, a veteran, or have dependents). If they do not meet these criteria, they can submit the FAFSA without parental information, and the financial aid office will reach out for more details to assess their situation. |
### Issue
Students and contributors have issues with the IRS Direct Data Exchange tool

### Solution
Ensure that the browser and system meet the requirements for using the FA-DDX tool. Additionally, it’s important to make sure the information you provide matches exactly what is on your tax return.

### Issue
Student address comes back as having an error or not valid

### Solution
Make sure that the information that has been entered directly matches what is on the IRS tax transcript. It has been proven helpful to put everything in lowercase and add a period at the end of your address.

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**Reminder!!!**
The 2024-2025 application has undergone many changes, and there are still some issues to be resolved. Remember that these changes are done with the hopes of this process being easier to navigate in the long run, so please be patient as problems are identified and appropriately addressed.

Federal Student Aid Information Center (FSAIC) contact info:
- **Phone**: 1-800-433-3243 (1-800-4 FED AID)
- **Website**: [fafsa.ed.gov](http://fafsa.ed.gov)

_Student Aid on the Web, Website:_ [studentaid.gov](http://studentaid.gov)