Summary of Changes for the Application Processing System

2019–2020

U.S. Department of Education

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Introduction

Overview

The *Summary of Changes for the Application Processing System* is designed to meet the reference needs of financial aid administrators (FAAs), programmers, and data processing staff. In this guide, we describe updates and enhancements to the 2019-2020 application processing system and to student and school Web products. We recommend you review the information provided in this guide, as some enhancements may require you to modify your office procedures and system operations.

The following sections are included in this guide:

- **Major Changes** – This section provides information about major changes for the 2019-2020 processing cycle and covers the following topics:

  - Need Analysis Income Threshold Increase
  - FAFSA on the Web redesign
  - Changes to the DHS-SAVE third-step verification process

- **2019-2020 Application Processing System Schedule** – This section provides important processing deadlines and anticipated document and software release dates.

- **Summary of Changes to the 2019-2020 Paper FAFSA and FAFSA on the Web** – This section provides descriptions of the FAFSA and FAFSA on the Web Worksheet, including information about requesting and receiving paper forms and downloading electronic forms. It also describes changes to the 2019-2020 paper FAFSA and to FAFSA on the Web.

- **Summary of Changes to FAA Access to CPS Online** – This section provides information about FAA Access to CPS Online (FAA Access) enrollment requirements and changes to FAA Access.

- **Summary of Changes to the 2019-2020 Central Processing System** – This section provides information about changes to the U.S. Department of Education's Central Processing System (CPS). The following areas are described:

  - Database Matches
  - CPS Edits
  - Need Analysis
  - Application Output Sent to Students

- – Student Aid Report (SAR) Comments
- – Mailing Addresses

- **Getting Help** – This section provides contact information for customer service and lists useful documents and Web sites you can access for additional assistance.

In addition to the annual 2019-2020 system updates we will implement in October 2018, we plan to release additional system updates intermittently. Scheduling intermittent releases enables us to continuously improve our Web sites and other systems.

We will describe enhancements implemented during the processing cycle in various future communications posted on the Information for Financial Aid Professionals (IFAP) Web site at ifap.ed.gov, including electronic announcements and updated guides and references.

Unless otherwise noted, we are implementing the changes described in this guide in October 2018, at the start of the 2019-2020 processing cycle.

Major Changes

Description of Major Changes

In this section, we describe major changes to the application processing system and Web products for 2019-2020, including updates and enhancements resulting from annual and legislative changes. You can find policy and operational guidance on the IFAP Web site.

Need Analysis Income Threshold Increase

The income threshold for an automatic zero EFC has increased from $25,000 to $26,000 for the 2019-2020 Award Year.

FAFSA on the Web Redesign

We are continually enhancing the design of FAFSA on the Web (fafsa.gov) to improve the user experience. These changes aim to implement principles of Responsive Web Design, which, among other things, will allow students and parents to use our system more efficiently from all types of devices.

Students and parents may notice ongoing enhancements to the look and feel of the site, such as more fluid application movement and faster feedback—for example, users will receive error notifications immediately upon moving off a given field rather than after reaching the end of the page.

For now, the enhancements will not appear when users make corrections to an existing application on FAFSA on the Web. We encourage you to watch the IFAP Web site for announcements regarding additional redesign details.

Changes to the DHS-SAVE Third-Step Verification Process

The Department of Homeland Security-United States Customs and Immigration Services (DHS-USCIS) Systematic Alien Verification for Entitlements (SAVE) program began rejecting all paper forms G-845 on May 1, 2018, when the process went paperless. Now, schools must submit third-step verification requests electronically via the SAVE system. This is the process used to request third-step verification of student immigration documents to determine eligible noncitizen status.

SAVE system login credentials, consisting of a SAVE user ID and temporary password, are available to each Primary Destination Point Administrator (DPA) with CPS access.

Primary DPAs can retrieve their login credentials by accessing the Student Aid Internet Gateway (SAIG) Enrollment Web site at (FSAWebenroll.ed.gov), and then navigating to the "Manage your SAIG Mailboxes" screen. Using their login credentials, primary DPAs will establish their SAVE account on the secure SAVE Web site: save.uscis.gov/web/vislogin.aspx?JS=YES.

Detailed instructions to access the login credentials, activate the user ID, create and manage subordinate users, submit third-step verification requests, and determine students' eligibility for Title IV aid are contained in the May 10, 2018 Electronic Announcement, "SAVE Instructions for U.S. Department of Education (School) Users."

Need Help?

SAVE System Resources

A new link has been established on the IFAP Web site, under "Information Links" on the right side of the site: DHS-SAVE, Eligible Noncitizen. This link leads to a repository for all electronic announcements; SAVE system instruction documents; Volume I, Chapter 2 (U.S. Citizenship and Eligible Noncitizens) of the *Federal Student Aid Handbook*; and other information related to eligible noncitizen issues.

If after reviewing the SAVE Instructions for U.S. Department of Education (School) Users electronic announcement, school users still need assistance with activation of primary DPA and third-step-only user IDs, or with establishing a supervisor third-step only user account and creating third-step-only user accounts for their own or others' use, they should contact the DHS-SAVE help desk at 877/469-2563 or via e-mail at SAVE.Help@uscis.dhs.gov.

Any policy questions and requests to reset primary DPA passwords should be directed to Federal Student Aid's Application Processing Department via e-mail (applicationprocessingdivision@ed.gov) or voice mail (202/377-3385).

2019-2020 Application Processing System Schedule

Schedule for the 2019-2020 Application Processing System

Date	Event
May 10, 2018	Federal Student Aid announced the availability of the *2019-2020 Electronic Data Exchange (EDE) Technical Reference* draft (including the ISIR Record Layout and ISIR Cross-Reference) on the IFAP and FSAdownload Web sites. The *EDE Technical Reference* provides programmer specifications and information that can assist you in designing or building your own software to communicate electronically with Federal Student Aid.
May 17, 2018	The Secretary of Education announced the annual updates to the tables used in the statutory "Federal Need Analysis Methodology" to determine an applicant's Expected Family Contribution (EFC) for the 2019-2020 processing cycle (May 17, 2018 [83 FR 22967]).
June 4, 2018	Federal Student Aid announced the availability of the *FAFSA MyStudentData Download Record Layout* on the IFAP Web site. This guide includes the record layout for the FAFSA MyStudentData download file. The file includes a subset of a student's processed results in a machine-readable, plain text file.

Date	Event
June 25, 2018	Federal Student Aid announced the availability of the *2019-2020 Application Processing System Specifications for Software Developers* on the IFAP and FSAdownload Web sites. The *Application Processing System Specifications for Software Developers* provides CPS system edits that can assist you in designing and building your own software to communicate with Federal Student Aid.
June 29, 2018	Federal Student Aid announced the availability of the *CPS Test System User Guide* on the FSAdownload Web site. This user guide describes the CPS Test System, a system in which you can test electronic application and correction-data transmissions from your system to the CPS (outside of the normal CPS production environment). The test system will be available on September 30, 2018.
July 30, 2018	Federal Student Aid announced the availability of the *2019-2020 Electronic Data Exchange (EDE) Technical Reference* on the IFAP and FSAdownload Web sites. The *EDE Technical Reference* provides programmer specifications and information that can assist you in designing or building your own software to communicate electronically with Federal Student Aid. The *EDE Technical Reference* includes information about record layouts, required edits, printing, and reject messages.
July 30, 2018	Federal Student Aid announced the availability of the *2019-2020 SAR Comment Codes and Text* guide on the IFAP and FSAdownload Web sites. The *SAR Comment Codes and Text* guide provides the SAR comment codes, comment text, reject resolutions, and database match information.
August 20, 2018	Federal Student Aid announced the availability of the *EFC Formula Guide* on the IFAP Web site, pending final 2019-2019 Need Analysis legislative updates. This guide can be used to calculate an EFC.
August 31, 2018	Federal Student Aid announced the availability of the *EDExpress for Windows Packaging Technical Reference* on the FSAdownload Web site. The *Packaging Technical Reference* provides instructions and record layouts for schools and other organizations that need to integrate their software or systems with the EDExpress 2019-2020 Packaging module (available October 2019). Record layouts are included for all imports from external systems, such as Packaging Import External Add, Packaging Import External Change, and Packaging Import Add Funds. Packaging module setup guidance and setup worksheets are also provided.

Date	Event
September 2018	Federal Student Aid announced the availability of the *2019-2020 ISIR Guide* on the IFAP and FSAdownload Web sites. The *ISIR Guide* assists FAAs in interpreting applicant information from an Institutional Student Information Record (ISIR).
September 2018	Federal Student Aid announces the availability of the *2019-2020 FAFSA on the Web Preview Presentation* on the IFAP Web site. This Microsoft PowerPoint presentation contains information and screen shots pertaining to the 2019-2020 FAFSA on the Web site that can be used as a reference tool for internal staff training or high school night presentations.
September 28, 2018	EDExpress for Windows 2019-2020, Release 1.0, which includes Global, Application Processing, and Packaging functionality for the 2019-2020 processing cycle, is posted to the FSAdownload Web site.
September 30, 2018	The 2019-2020 *CPS Web Applications Demo System* is available at fafsademo.test.ed.gov. The user name is "eddemo," and the password is "fafsatest."
September 30, 2018	The CPS Test System is available. You can test electronic application and correction-data transmissions from your system to the CPS (outside of the normal CPS production environment).
Late September 2018	The PDF FAFSA is available for download from the "Resources" page at StudentAid.gov/resources#fafsa-application.
Late September 2018	The PDF version of the FAFSA on the Web Worksheet is available to applicants on the FAFSA on the Web site and to schools on the IFAP Web site.
October 1, 2018	The 2019-2020 FAA Access to CPS Online Web site (faaaccess.ed.gov) is available to FAAs.
October 1, 2018	The 2019-2020 FAFSA on the Web site is available to applicants.
October 1, 2018	The Internal Revenue Service (IRS) Date Retrieval Tool (DRT) is available to 2019-2020 applicants.
October 2, 2018	CPS begins processing 2019-2020 applications.
October 2018	Applicants and parents can begin requesting up to three copies of the paper FAFSA from the Federal Student Aid Information Center.
October 2018	Federal Student Aid announces the availability of the final *2019-2020 Application Processing System Specifications for Software Developers* on the IFAP and FSAdownload Web sites.

Date	Event
November 2018	The *2019-2020 Federal School Code List* is available online on the IFAP Web site. This document is updated quarterly.
March 2019	EDExpress for Windows 2019-2020, Release 2.0, which includes the William D. Ford Federal Direct Loan (Direct Loan), Federal Pell Grant (Pell Grant), and Teacher Education Assistance for College and Higher Education (TEACH) Grant modules for the 2019-2020 cycle, is posted to the FSAdownload Web site.
June 2019	Direct Loan (DL) Tools for Windows, Release 18.0, is posted to the FSAdownload Web site. DL Tools is a supplemental software product for Direct Loan participants and contains Rebuild, Cash Management, and Compare functionalities for the 2017-2018, 2018-2019, and 2019-2020 cycles.
Late June 2019	The CPS accepts 2018-2019 paper and electronic FAFSAs and renewal FAFSAs until late June 2019. Watch the IFAP Web site for a Federal Register notice with the final deadline. Electronic FAFSAs must be transmitted to and received by the CPS by midnight Central Time (CT) to meet the deadline.
Mid-September 2019	The CPS accepts 2018-2019 paper and electronic corrections until mid-September 2019. Watch the IFAP Web site for a Federal Register notice containing more information about this deadline. Electronic corrections must be transmitted to and received by the CPS by midnight CT to meet the deadline.
Late June 2020	The CPS accepts 2019-2020 paper and electronic FAFSAs until late June 2020. Watch the IFAP Web site for a Federal Register notice with the final deadline. Electronic FAFSAs must be transmitted to and received by the CPS by midnight CT to meet the deadline.
Mid-September 2020	The CPS accepts 2019-2020 paper and electronic corrections until mid-September 2020. Watch the IFAP Web site for a Federal Register notice containing more information about this deadline. Electronic corrections must be transmitted to and received by the CPS by midnight CT to meet the deadline.

Summary of Changes to the 2019-2020 Paper Free Application for Federal Student Aid (FAFSA®) and FAFSA on the Web

2019-2020 FAFSA® and FAFSA on the Web Worksheet Availability

FAFSA®

While most applicants use FAFSA on the Web to apply for financial aid, paper application options are still available. The FAFSA is a ten-page form (six application pages and four instructional pages) used to apply for Title IV aid. The FAFSA is also available as a screen-fillable PDF document that can be printed and submitted by postal mail.

The PDF FAFSA is an official FAFSA that can be completed on the computer and printed, or it can be printed and completed manually. The printed and signed PDF FAFSA is mailed to Federal Student Aid for processing or, in some instances, can be delivered to a school, where the student's application data is entered and submitted using FAA Access or third-party software. The signed FAFSA is stored by the school according to Title IV record retention requirements.

English and Spanish 508-compliant PDF versions of the 2019-2020 FAFSA will be available online for download in late September 2018 from the IFAP Web site. Schools can also access the PDF version of the FAFSA from the "Resources" page at Studentaid.gov/resources#fafsa-application.

Applicant and parents can begin requesting up to three copies of the paper FAFSA form from the Federal Student Aid Information Center. Watch for an upcoming announcement on StudentAid.gov describing how students and parents can request paper copies of the FAFSA.

FAFSA on the Web Worksheet

The FAFSA on the Web Worksheet, available in English or Spanish, is a tool that helps applicants prepare for the online application process. The worksheet is an electronic PDF document that presents some of the FAFSA questions in the order in which they appear on FAFSA on the Web. This form can be printed from the FAFSA on the Web and IFAP Web sites.

New for 2019-2020! We will no longer print or take orders for the FAFSA on the Web Worksheet. The worksheet will instead be available in PDF in late September 2018 on StudentAid.gov, on the IFAP Web site, and on FAFSA on the Web.

We recommend you continue to remind applicants and their parents that the worksheet is not a FAFSA and is not processed as such if submitted.

2019-2020 Paper FAFSA® Changes

This section describes changes and enhancements to the 2019-2020 FAFSA. At the time this document was posted, the 2019-2020 paper FAFSA was still in the final clearance process. As a result, additional changes to the form that are not identified or described in this guide may be implemented after the clearance process.

There were no significant changes made to the FAFSA.

We implemented the following changes to the paper FAFSA:

- **Colors** – The 2019-2020 FAFSA colors are yellow (Pantone Matching System [PMS] 108) for student information and purple (PMS 263) for parent information.

  The student color of the FAFSA continues with the four-year color rotation of blue (PMS 633) → yellow (PMS 108) → orange (PMS 156) → green (PMS 390). Purple (PMS 263) continues to be the color for parent information regardless of the year.

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- **Mailing Addresses –** We updated the FAFSA mailing address for the 2019-2020 processing cycle.

- **Deadlines** – We updated the state deadlines. We also made the following changes:

  – Moved "Pay attention to any symbols listed after your state deadline" text to appear above the "Check with your financial aid administrator for these states and territories" list (see below for change of title to this list).

  – Established two new symbols to mitigate the lack of space and small font that arose due to deadline changes:

    - Caret symbol (^) for "As soon as possible after October 1, 2018"
    - Solid diamond (♦) for "Check with your financial aid administrator"

  As a result of the new symbols, the following changes were also made:

    - Seven states (IL, KY, NC, ND, OK, VT, and WA) were migrated to the "Check with your financial aid administrator for these states and territories" list, and the text of that list was changed to "States and territories not included in main listing below."
    - Reordered the symbols legend from greatest to least frequency.
    - Split the new symbols legend into two columns for readability. For space considerations, changed "For priority consideration, submit application by date specified" to "For priority consideration, submit by date specified."

2019-2020 FAFSA on the Web Changes and Enhancements

In this section, we describe the 2019-2020 changes to FAFSA on the Web.

User Interface Enhancements – Updated Look and Feel

We are continually enhancing the look and feel for the FAFSA on the Web site to improve the user experience. These changes are intended to implement principles of Responsive Web Design, which, among other things, will allow students and parents to use our system more efficiently from all types of devices.

Students and parents may notice ongoing enhancements to the look and feel of the site, such as more fluid application movement and faster feedback—for example, users will receive error notifications immediately upon moving off a given field rather than after reaching the end of the page.

We encourage you to watch the IFAP Web site for announcements regarding additional redesign details.

We Value Your Comments and Suggestions!

Federal Student Aid continually seeks new and innovative ways to make applying for financial aid easier and more convenient for applicants and their parents. Some of the changes we made to the paper FAFSA and Web applications 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 paper and online FAFSA by eliminating unnecessary data collection.

We encourage you to watch the IFAP Web site in 2019, when we will post an announcement regarding the 2020-2021 FAFSA.

Summary of Changes to FAA Access to CPS Online

Enrollment Requirements

FAA Access to CPS Online

To ensure your school can take full advantage of 2019-2020 enhancements at the beginning of the processing cycle, the Primary Destination Point Administrator (DPA) of the TG Number used to send and receive FAFSA and ISIR correction data should verify your FAA Access enrollment status.

Note: If your school enrolled for 2018-2019, your enrollment carries over to 2019-2020.

Annually, your school's Primary DPA is required to actively confirm the FAA Access to CPS Online services and 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 FAA Access 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 IFAP Web site regularly for electronic announcements regarding active confirmation requirements.

If your school is not enrolled for CPS Online services, your school's Primary DPA can complete the enrollment for FAA Access to CPS Online services for your school, including access to Return of Title IV (R2T4) on the Web through the Student Aid Internet Gateway (SAIG) Enrollment Web site, located at fsawebenroll.ed.gov.

The Primary DPA must print a Federal Student Aid User of Electronic Services Statement to be signed by new users of FAA Access or R2T4 on the Web. While you are not required to mail Federal Student Aid User of Electronic Services Statements to Federal Student Aid's Participation Management system, you must retain signed copies at your school in accordance with Title IV retention requirements.

All users of FAA Access (faaaccess.ed.gov) must have an FSA User ID and password. Any FAA Access user at your school who does not have an FSA User ID can acquire one by completing the following steps:

Step 1: Go to the SAIG Enrollment site and click the "FSA User ID Registration" link on the left side of the home page.

Step 2: Enter the identifying information requested and click "Submit."

Step 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 e-mail address on the SAIG Enrollment Web site. We will use this e-mail address to send the FSA User ID.

Note: As first explained in a January 13, 2012 Electronic Announcement on the IFAP Web site, we implemented a technology security initiative in 2012 called two-factor authentication (TFA). Through TFA, when logging in to certain Federal Student Aid systems, including the FAA Access to CPS Online Web site, an authorized user is required to use a traditional user ID and password, as well as provide a one-time password (OTP). A registered token device in the physical possession of the user generates the OTP. We completed our phased distribution of tokens and token registration/usage information to schools, and most school users have successfully begun using TFA tokens to access FAA Access to CPS Online. If you have questions about TFA, send an e-mail to TFA_Communications@ed.gov.

R2T4 on the Web

R2T4 on the Web is a non-year-specific application developed to calculate the earned and unearned portion of Title IV program assistance in accordance with Section 484B of the Higher Education Act. At this time, we anticipate no changes to R2T4 on the Web for 2019-2020.

R2T4 on the Web is accessible through the FAA Main Menu of FAA Access and from the View menu in EDExpress.

Your staff members must enroll for FAA Access and Return of Title IV Funds to access R2T4 on the Web. The Primary or Secondary DPA of the TG Number currently used by your school to send and receive FAFSAs and ISIR corrections automatically has access to FAA Access and can add or modify rights. The Primary or Secondary DPA needs to enroll financial aid staff members for access to FAA Access and R2T4 on the Web.

Note: R2T4 on the Web cannot be used for a student who has received an Iraq and Afghanistan Service Grant. For these students, we provide a paper Return of Title IV Aid Worksheet that is available from the IFAP Web site (ifap.ed.gov/ifap/titleiv.jsp).

EDExpress 2019-2020 FAA Access Interface

To access FAA Access (including R2T4 on the Web) through the EDExpress 2019-2020 interface, you must follow the same enrollment procedures and use the same FSA User ID and password login credentials as you would to access the sites using your Web browser outside of EDExpress 2019-2020.

You can save your TG Number, school code, and application save/restore password (used for initial applications only) in EDExpress FAA Access setup (**Tools**, **Setup**, **Global**, **FAA Access**) or enter them each time you connect to FAA Access through the FAFSA and Student Inquiry tabs in EDExpress. When you select these tabs, you are prompted for your FSA User ID and password, which are not stored in the EDExpress database and must be entered separately from your TG Number and school code.

FAA Access Application Processing Changes

In this section, we describe changes in FAA Access; however, there were no significant changes to the FAA Access for 2019-2020.

Summary of Changes to the 2019-2020 CPS

Overview

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

- CPS edits

- Need analysis

- Application output sent to students

- SAR comments

- Mailing addresses

- Database matches – For 2019-2020, no changes were made to the edits associated with the current external match agencies.

Information about changes to the ISIR Record Layout is found in the *2019-2020 Electronic Data Exchange (EDE) Technical Reference*, which is available on the IFAP and FSAdownload Web sites.

CPS Edits

We changed the year references in data element field titles, changed year parameters in our edits by one year, and revised edits for requirement changes.

There were no significant changes made to the existing CPS edits.

Need Analysis

We updated the need analysis offsets and income protection allowances (IPAs) based on legislative changes. The methodology for determining the EFC is found in Part F of Title IV of the Higher Education Act of 1965, as amended.

The income threshold for an automatic zero EFC has increased from $25,000 to $26,000 for the 2019-2020 Award Year.

See the May 17, 2018 Federal Register notice posted on the IFAP Web site for changes to the 2019-2020 need analysis tables. You can also consult the *2019-2020 EFC Formula Guide*, posted to the IFAP Web site on August 20, 2018 for more information.

Application Output Sent to Students

For each transaction processed at the CPS, an output document is sent to the applicant: a paper SAR, SAR Acknowledgement, or an E-mail Notification of SAR Processing with information to access SAR data on the Web.

- **SAR** – This document notifies the student of application and eligibility status and provides a paper-based means for correcting or confirming application data. Applicants can also request a SAR by calling FSAIC.

- **SAR Acknowledgement** – This document notifies the student of application and eligibility status; however, if corrections are needed, the applicant uses FAFSA on the Web or may request that the school submit corrections through FAA Access or a mainframe system.

- **E-mail Notification of SAR Processing** – This e-mail notifies the student of application and eligibility status more quickly than the paper SAR or the SAR Acknowledgement. The applicant can view the SAR online and print the online SAR document as often as needed. The e-mail includes a link to the FAFSA on the Web Login page, where the applicant, after his or her identity is authenticated, can view and print the SAR.

For more information on how the CPS determines the type of output document sent to applicants, see Appendix D of the *2019-2020 ISIR Guide*, which can be downloaded from the IFAP and FSAdownload Web sites.

Each year, we make annual rollover changes, such as updating the cycle year references, deadline dates, question/item numbers, question text and responses, tax lines, and P.O. Box numbers.

Paper SAR and SAR Acknowledgement Changes

There were no significant changes made to the text printed on the SAR or SAR Acknowledgement.

- **Color** – Paper 2019-2020 SARs and SAR Acknowledgements are printed on yellow paper to match the color scheme of the 2019-2020 paper FAFSA.

SAR Comments

SAR comments appear on SARs that we mail to applicants and on eSARs that applicants view on FAFSA on the Web. The comment codes are printed on the ISIR report from EDExpress.

Each year we make annual rollover changes, such as updating year references, item numbers, and deadline dates. We also revise agency names and update mailing addresses and phone numbers where necessary.

There were no significant changes to the comment text. For a full listing of the 2019-2020 SAR comment code text and a description of changes to comment text, see the *2019-2020 SAR Comment Codes and Text* guide, located on the IFAP and FSAdownload Web sites.

Mailing Addresses

Document	Mailing Address
FAFSA English and Spanish (including Pacific Islanders)	Federal Student Aid Programs P.O. Box 7654 London, KY 40742-7654
Student Aid Report (SAR) English and Spanish	Federal Student Aid Programs P.O. Box 7655 London, KY 40742-7655
FAFSA on the Web Signature Pages English and Spanish (including corrections)	Federal Student Aid Programs P.O. Box 7656 London, KY 40742-7656

Getting Help

Customer Service

FSATECH Listserv

FSATECH is an e-mail listserv for technical questions about Federal Student Aid systems, software, and mainframe products. For information on subscribing, go to ed.gov/offices/OSFAP/services/fsatechsubscribe.html.

CPS/SAIG Technical Support

800/330-5947 (TDD/TTY 800/511-5806) or 319/665-4762   E-mail: CPSSAIG@ed.gov

Federal Student Aid maintains this call center to address questions about CPS processing, the FAA Access to CPS Online Web site, the CPS Web Applications Demonstration Web site, PC software such as EDExpress and EDconnect, SAIG enrollment and data transmissions, as well as to collect system enhancement suggestions.

Representatives are available Monday through Friday, 8 A.M. to 8 P.M. Eastern Time (ET).

Federal Student Aid Information Center (FSAIC)

800/4-FED-AID (800/433-3243); 334/523-2691; or TDD/TTY 800/730-8913

E-mail: FederalStudentAidCustomerService@ed.gov

FSAIC serves the public with information about the federal student aid application process. FSAIC customer service representative support is provided in English and Spanish and includes a toll-free telephone number, interactive voice response unit (IVRU) self-service, e-mail, and Live Help. Customers include students, parents, and FAAs seeking general information about federal grant and loan programs, assistance with the FAFSA (paper and FAFSA on the Web versions, including FSA ID assistance), and student aid processing timeframes.

The FSAIC also assists with FAFSA completion and corrections, application status checks, requests to change addresses and federal school codes on the FAFSA, duplicate SAR requests, identification of loan holders (including contact information), and Federal Student Aid publication fulfillment.

For FSAIC's hours of operation, including weekend and holiday hours, visit the StudentAid.gov Web site at studentaid.ed.gov/contact.

Reach FSA

855/FSA-4-FAA (855/372-4322)

This phone number provides a simplified way for the financial aid community to access these Federal Student Aid (FSA) School Contact Centers:

- COD School Relations Center
- CPS/SAIG Technical Support
- eZ-Audit Help Desk
- Foreign Schools Participation Division
- G5 Hotline
- NSLDS Customer Support Center
- Nelnet Total and Permanent Disability Servicer
- School Eligibility Service Group

Note: You can continue to use the specific phone number for each contact center.

CPS Web Applications Demonstration System

Demonstration versions of the FAFSA on the Web and FAA Access to CPS Online Web sites are available through the CPS Web Applications Demonstration System, a training tool for students, parents, and your financial aid staff.

This demonstration system offers most of the features of the production Web sites for FAFSA on the Web (for example, completing and submitting FAFSAs) and FAA Access (for example, requesting ISIRs and R2T4 on the Web) and is preloaded with test data for your use.

The demonstration system will be available for use at fafsademo.test.ed.gov with 2019-2020 options on September 30, 2018.

Users can access the current and prior cycle's versions of our Web sites in the demonstration system. For the FAFSA on the Web feature, we display a tab for the previous cycle on the "My FAFSA" page. Preloaded demonstration data will be available for both cycles.

You can log in to the demo sites, when available, using the following user name and password:

- User Name: **eddemo**
- Password: **fafsatest**

Note: The user name and password fields are case sensitive.

The FAA login information for specific functions within the FAA Access to CPS Online demo site is:

- Destination code: **TG99999**
- Federal school code: **001002**

Other Helpful Documents

We encourage you to review other documents on the IFAP and FSAdownload Web sites for more information about changes to the 2019-2020 application processing system:

- *2019-2020 Application Processing System Specifications for Software Developers,* June 25, 2018: Provides CPS system edits that can assist you in designing or building your own software to communicate with Federal Student Aid. Available on the IFAP and FSAdownload Web sites. A final version will be posted in October 2019.

- *2019-2020 CPS Test System User Guide*, June 29, 2018: Describes Federal Student Aid's CPS Test System and the testing process and provides testing instructions for the mainframe test environment, as well as instructions for using the CPS Web Applications Demonstration (Web Demo) System. Available on the FSAdownload Web site.

- *2019-2020 FAFSA MyStudentData Download* guide, June 4, 2018: Describes the FAFSA MyStudentData Download file structure, including record layout and valid values.

- *2019-2020 Electronic Data Exchange (EDE) Technical Reference*, July 30, 2018: Describes the 2019-2020 EDE process and provides programmer specifications and information that can assist you in building your own software to complement or replace the EDExpress software that is used to exchange data electronically with Federal Student Aid. Available on the IFAP and FSAdownload Web sites.

- *2019-2020 SAR Comment Codes and Text*, July 30, 2018: Describes changes to the SAR comment codes and associated text for 2019-2020 and database match information. Available on the IFAP and FSAdownload Web sites.

- *2019-2020 ISIR Guide*, September 4, 2018: Provides in-depth information regarding the 2019-2020 ISIR. Available on the IFAP and FSAdownload Web sites.

- *2019-2020 EFC Formula Guide*, August 20, 2018: Provides worksheets and tables that can be used to calculate an estimated EFC for students. Available on the IFAP Web site.

- *2019-2020 FAFSA on the Web Preview Presentation*, September 2018: Microsoft PowerPoint presentation containing information and screen shots pertaining to the 2019-2020 FAFSA on the Web site.

- *SAVE System Instructions for US Department of Education (School) Users*, April 2018: Provides instructions to FAAs on setting up access to the DHS SAVE system for submitting third-step verification electronically.

- English and Spanish versions of the FAFSA and FAFSA instructions will be available in September 2018 for download from ifap.ed.gov/ifap/processing/fafsaAndSARMaterialsPR.jsp.

- English and Spanish versions of the draft SAR and SAR Acknowledgement will be available in November 2018 for download from ifap.ed.gov/ifap/processing/fafsaAndSARMaterialsPR.jsp.

- English and Spanish versions of the [2019-2020 Student Aid Eligibility Worksheet](#) will be available in September 2018.

- English and Spanish versions of the 2019-2020 FAFSA on the Web Worksheet will be available for download in late September 2018 from [FAFSA on the Web](#). To access the worksheet, use the Search feature at the top of the FAFSA on the Web pages and search for "FAFSA on the Web Worksheet."

Federal Student Aid Web Sites

- CPS Web Applications Demonstration System: fafsademo.test.ed.gov
  The user name is "eddemo," and the password is "fafsatest."

- DHS/SAVE IFAP information:
  ifap.ed.gov/DHSSAVEEligibleNoncitizen/ElectThirdStepVerfi.html

- FAA Access to CPS Online (including R2T4 on the Web): faaaccess.ed.gov

- FAFSA on the Web: fafsa.gov

- Federal Student Aid Training Conference Web site: fsaconferences.ed.gov

- FSAdownload Web site: fsadownload.ed.gov

- FSATECH e-mail listserv subscription information:
  ed.gov/offices/OSFAP/services/fsatechsubscribe.html

- Information for Financial Aid Professionals (IFAP) Web site: ifap.ed.gov

- National Student Loan Data System (NSLDS) Professional Access Web site:
  nsldsfap.ed.gov

- Student Aid.gov: StudentAid.gov

  – FSA ID: StudentAid.ed.gov/fsaid

- Student Aid Internet Gateway (SAIG) Enrollment: fsawebenroll.ed.gov

- Student Loans: StudentLoans.gov

- Training information and registration Web site for upcoming Fundamentals of Federal
  Student Aid Administration training opportunities and learning resources:
  fsatraining.info/login/