

# Non-SSN Contributor Invitation Issues: Possible Workarounds for FAFSA Professionals

**Note:** The following workarounds have been compiled through our experiences working with students and families and are not endorsed or provided by the U.S. Department of Education.

## Basic Technical Fixes

**Use a PC Instead of Apple Devices:** We have found that Apple products may not work as efficiently for some FAFSA-related processes. For optimal performance, it is recommended to use a PC. Completing the FAFSA on a computer, rather than a mobile device, tends to reduce the likelihood of technical issues and ensures a smoother process.

## Preferred Browsers:

- Chrome and Edge browsers are the most reliable for FAFSA completion
- Firefox and Safari have been reported to cause issues and are not recommended for submitting the FAFSA.

**Wait and Try Again:** If the system returns an error message, it may be helpful to wait overnight and attempt the process again. Sometimes, errors can be resolved after a brief pause.

## Verify and Match Information

### Exact Match of Parent Information:

- Ensure that the student is inviting the parent using the exact information listed on the parent's studentaid.gov account.
- The system is case-sensitive, meaning that discrepancies such as all caps or lowercase letters may result in issues. For example, "John Smith" vs. "john smith" could cause a mismatch.
- Pay special attention to ghost spaces—extra spaces before or after the name or address can lead to errors.

### Accurate Mailing Address:

- The mailing address entered for the parent must be exactly as it appears on the parent's FSA ID. For example, "123 W. Maple Street" must match "123 W. Maple Street" exactly and cannot be substituted with "123 West Maple St." or similar variations.

### Non-SSN Parent FSA ID Invitation Issues:

- If a parent without an SSN is having trouble receiving the FSA ID invitation, one workaround is to enter a different mailing address temporarily during the FAFSA process. Once the FAFSA is completed, the correct address can be updated in the system.

By following these tips and workarounds, you can help students and families navigate common issues related to non-SSN contributor invitations more effectively.

