



FAFSA Frequently Asked Questions

How can I get the new FAFSA Mobile App?

Tips for Using Mobile App

You can now complete the FAFSA from your mobile device with the myStudentAid app. While the FAFSA app is convenient, we recommend completing the FAFSA on a desktop or laptop if one is available to you. The [FAFSA on the web](#) is easier to complete and more secure. If you choose to use the mobile app, here are some tips to keep in mind:

- Download the myStudentAid app (available for [Apple](#) or [Android](#)) on or after October 1, 2018. If the app is downloaded prior to this date, the 2019-20 FAFSA will not be available and you will not be able to import your tax info into the FAFSA.
- Use a secure Wi-Fi connection.
- Your info will save after you complete each section.
- Sign the FAFSA with your FSA ID. A hand drawn signature in the mobile app is not valid.
- Only one person can make changes to your FAFSA at a time. Be sure to sign out of the FAFSA if your parent needs to sign in to add their info.
- FAFSA Renewals are not available.
- The 2018-19 FAFSA (if needed) must be completed online.

What is a Master Promissory Note (MPN)?

The MPN is a promissory note that can be used to make one or more loans for one or more academic years (up to 10 years). There are two types of MPNs in the Direct Loan Program: one for Direct Subsidized/Unsubsidized Loans and one for Direct PLUS Loans.

If you're an **undergraduate** or a **graduate/professional** student attending a school that is authorized and chooses to make multiple loans under the same MPN for more than one academic year, you may be required to sign only one MPN for all of your **Direct Subsidized Loans and Direct Unsubsidized Loans**. If you enroll in college as a freshman and borrow under the Direct Loan Program for all years of study, you may be able to borrow under this one MPN for all academic years.

Note: Graduate/professional students aren't eligible for Direct Subsidized Loans.

If you're a **graduate/professional student** attending a school that is authorized and chooses to make multiple loans under the same MPN for more than one academic year, you may be required to sign only one MPN for all of your **Direct PLUS Loans**. You may be able to borrow under this one MPN for all academic years of graduate/professional study.



If you're a **parent** whose child is attending a school that is authorized and chooses to make multiple loans under the same MPN for more than one academic year, you may be required to sign only one MPN for all of your **Direct PLUS Loans**. You may be able to borrow under this one MPN for all academic years of that child's undergraduate study.

Note: Parents must sign an MPN for each child for whom they are borrowing.

If you do not want to receive more than one federal student loan under the same MPN, you must notify your school or your loan servicer in writing each academic year.

What is Entrance Counseling?

Entrance counseling explains the obligations you agree to meet as a condition of receiving a Direct Loan.

Topics include:

- Understand Your Loans
- Manage Your Spending
- Plan to Repay
- Avoid Default
- Make Finances a Priority

What is an FSA ID?

An FSA ID consists of a username (or verified e-mail address) and password which gives you access to Federal Student Aid's online systems and can serve as your legal signature when completing electronic documents.

What is a verified FSA ID?

When you create your FSA ID, your information is confirmed with the Social Security Administration (SSA). **This takes one to three days**, and you'll receive an e-mail (if you provide one) when this is complete.

Once SSA confirms your information, you will have a verified FSA ID and be able to log in to StudentLoans.gov.

Give our Financial Aid Office a call and we can help you through better understanding the FAFSA process or [click here](#) to request additional information.