

HARVARD LAW SCHOOL
STUDENT FINANCIAL SERVICES

**2022-2023 Financial Aid Application Troubleshooting Guide
for Parents**

Issue	Possible Solutions
<p><i>Logging in to the Application:</i></p> <p>I can't get in to the SFS Portal.</p> <p>I'm not receiving the second token email with the token link.</p>	<ol style="list-style-type: none"> 1. Check to make sure you are on the correct SFS Parent Portal website: https://sfs-ext.law.harvard.edu 2. The student provides your email address to us. Double check that you are entering the correct email address, and it is not forwarding our emails automatically to another email address that you have. 3. Check your spam/junk folder in the web version of your email service (e.g. directly from gmail.com, yahoo.com) and <u>not</u> in your email client or phone app. 4. Make sure you are using an up-to-date version of Chrome, Firefox or Safari as your internet browser. You can use https://whatsmybrowser.org to verify your browser version. 5. If you are still having issues after checking these steps, email us at sfs@law.harvard.edu with the browser information you found in What's My Browser and we will assist you.
<p><i>Problems with the Token Email:</i></p> <p>When I click on the token link, I'm told the token is expired.</p> <p>I click on the token link but it brings me right back to the page where I enter my email address, in a loop.</p>	<ol style="list-style-type: none"> 1. The initial request token link is good for 2 hours. You'll need to click the token link within 2 hours of receipt, otherwise it will expire. 2. The token link should only be clicked on once. Make sure you are not double clicking on it. 3. You could also try copying and pasting the token URL into your browser's address bar.

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<p><i>Problems with the Token Email: cont.</i></p>	<ol style="list-style-type: none">4. Make sure you are using an up-to-date version of Chrome, Firefox or Safari as your internet browser. You can use https://whatsmybrowser.org to verify your browser version.5. We recommend trying to access the application on a different device. The application will not work on a phone.6. If you are still having issues after checking these steps, email us at sfs@law.harvard.edu with the browser information you found in What's My Browser and we will assist you.
<p><i>Initial Application Email:</i></p> <p>I never got any emails about the application.</p> <p>I need the initial application email sent again.</p>	<p>Please email our office at sfs@law.harvard.edu or call us at 617-495-4606 for assistance. Include the student's name in all correspondence with us.</p>
<p><i>Problems with the Application:</i></p> <p>I can't advance to the next page of the application.</p>	<p>You are only able to advance to the next page of the application if all fields are filled in. Please scroll back up to the top of the page you are on, and look for any questions that are unanswered.</p>
<p><i>Application is Showing the Wrong Year:</i></p> <p>I'm the parent of a continuing student, and when I log in it is not showing a spot for the 2022-2023 application or documents.</p>	<p>Most likely you are logging in using the email address you used for last year's application, but the student gave us a different email for you this year.</p> <p>Check with the student and see what email address they entered for you. If it's different or if it's wrong, please have the student reach out to us at sfs@law.harvard.edu to update it.</p>

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Application Won't Submit:

When I get to the end of the application, I see a "GraphQL" error or a "Something Went Wrong" error and I'm unable to submit.

Please copy and paste the error code (the long string of numbers and letters) and email it to us at sfs@law.harvard.edu for assistance.