

HARVARD LAW SCHOOL
STUDENT FINANCIAL SERVICES

**2024-2025 Financial Aid Application Troubleshooting Guide
for Students**

Issue	Possible Solutions
<p><i>Setting up HarvardKey:</i></p> <p>I can't find my HUID.</p> <p>I haven't set up my HarvardKey yet.</p>	<ol style="list-style-type: none">1. Admitted students can locate their HUID in their Admissions portal.2. Use the step-by-step instructions here to claim your HarvardKey.3. If you do not have a working HarvardKey, please use this link to create, change, or recover your login information.
<p><i>Logging in to the SFS Self-Service Portal:</i></p> <p>I can't get into the SFS Portal.</p> <p>I'm immediately logged out of HarvardKey when I try to log in, in a loop.</p>	<ol style="list-style-type: none">4. Try a different web browser. We recommend Chrome, Safari or Firefox as your browser.5. Clear the cache/cookies of the browser you are using. Instructions can be found here: How to Remove my.harvard Website Data from Your Browser.6. Make sure you are using an up-to-date version of Chrome, Safari or Firefox as your internet browser. You can use https://whatsmybrowser.org to verify your browser version.7. We recommend trying to access the portal on a different device.8. 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.

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<p><i>Incorrect Information Entered:</i></p> <p>I incorrectly answered the initial questions on the application about my marital status and children.</p> <p>I made a mistake on the application.</p>	<p>Please email us at sfs@law.harvard.edu for assistance. Be specific regarding the information that needs to be changed.</p>
<p><i>Parent Application:</i></p> <p>I originally said I would submit my parent's application, but now I want my parent(s) to fill it out (or vice versa).</p>	<p>Please email us at sfs@law.harvard.edu for assistance. Include your parent's name and email address 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 can only 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 Won't Submit:</i></p> <p>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 the application.</p>	<p>Please copy and paste the error code (the long string of numbers and letters) and email the error code to us at sfs@law.harvard.edu for assistance.</p>