HARVARD LAW SCHOOL
STUDENT FINANCIAL SERVICES

2025-2026 Financial Aid Application Troubleshooting Guide
for Parents

Issue	Possible Solutions
Logging in to complete the Parent Application: I can't get into the SFS Parent Portal. I have not received the second token email with the token link.	1. Check to make sure you are on the correct SFS Parent Portal website: https://sfs-ext.law.harvard.edu 2. The student has provided your email address to us. Ask the student which email they have provided and double check that you have entered 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 (i.e. directly from gmail.com, yahoo.com) and not 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. 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.

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Problems with the Token Email: I can't click on the link in the token email. *Problems with the Token Email: continue.* When I copy/paste the token URL link in a new browser tab, I see the token has expired. I copy/paste the token URL link in a new browser tab but it brings me right back to the page where I enter my email address, in a loop.	1. The initial token link request is valid for 2 hours. You will need to copy/paste the token URL link in a new browser tab within 2 hours of receipt, otherwise the token will expire. If the token has expired, you must go back to https://sfs-ext.law.harvard.edu and re-enter your email address to receive a new request. 2. Go to token email, locate token link, copy the link address, then paste the token URL link into a new browser tab. 3. 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. 4. We recommend trying to access the application on a different device. The application will not work on a phone. 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.
Initial Application Email: I never got any emails about the application. I need the initial application email sent again.	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.
Problems with the Application: I can't advance to the next page of the application.	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.

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Application is Showing the Wrong Year: I'm the parent of a continuing student, and when I log in, I do not see a spot for the 2025-2026 application or documents.	You are most likely logging into the parent portal using the email address you used for last year's application, but the student gave us a different email for you this year. Check with the student to see what email address they have entered for you. If the email address is different or wrong, please have the student reach out to us at sfs@law.harvard.edu to update it.
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 this to us at sfs@law.harvard.edu for assistance.