

# Verification Gateway FAQs



## WHY DO I HAVE TO DO THIS?

Your FAFSA was selected by the Department of Education (ED) for a review process called verification. This is not uncommon and it's not a bad thing – the ED just wants to make sure your FAFSA information is correct before federal financial aid is awarded. You will only need to verify your information once this academic year.

## WHO IS INCEPTIA?

Your school has partnered with us, Inceptia, a nonprofit organization, to help you complete verification in stride with a solution called Verification Gateway.

This is important: it's your responsibility to act quickly to provide all the items your school has requested. Until verification is complete, your school can't finalize your aid package, meaning you could miss out on money if you delay.

## WHAT DO I NEED TO DO?

The process is simple and easy to complete. Remember, your school cannot complete your federal financial aid until all verification is complete. Here's how it works:

### Complete your verification with Verification Gateway

If you are selected for verification, you'll receive an email from Verification Gateway with a personalized URL or you can search "Find My School" on this page to get started.



Answer a few questions to create your secure account.



Complete the items on your TaskList with requested documentation.



E-sign your account to complete verification.  
We can't finish without signatures!

**Remember...** it's your responsibility and your financial aid cannot be processed until you complete verification.

## HOW LONG DOES IT TAKE?

After you sign your account, it takes approximately seven business days to review and process. Sometimes more information is required, or corrections need to be made to a FAFSA, and it may take a little longer than seven business days, but don't worry, we'll help you through it. You can always check the status of your account by logging into Verification Gateway.

## WHY DO I HAVE TO SIGN MY VG ACCOUNT AGAIN?

We know it seems redundant, but the Department of Education is a stickler for rules and wants to know that you have verified each update. Thus, each time you upload a new document or change your information, resigning your VG account serves as your pledge that you are uploading new information that is accurate and truthful.

## DO MY PARENTS HAVE TO COMPLETE VERIFICATION TOO?

If you are a dependent student, your parent will need to follow the same steps outlined above, creating a separate account. They will receive notification too.

## HOW MUCH FEDERAL FINANCIAL AID WILL I GET AND WHEN?

After your FAFSA has been verified, we will let your school know. It is then up to your school to notify you of your federal financial aid eligibility.

## HOW DO I STOP THE VERIFICATION PROCESS FOR THIS SCHOOL?

Not planning to attend the school that is asking for you to verify your FAFSA? Just let us know and we'll stop sending you email and text reminders.

## HOW DO I PREPARE FOR NEXT YEAR?

Don't wait! The next aid year is right around the corner. You can start your FAFSA October 1 for the upcoming aid year. Doing your FAFSA right away helps ensure you get the most out of your federal financial aid and, if you get chosen for verification again, you'll have more time to complete it and stay on track.

## VERIFICATION GATEWAY SUPPORT

If you get stuck and have questions, email or call Verification Gateway Customer Service [vgcs@inceptia.org](mailto:vgcs@inceptia.org).

**877-395-1050**

**8:00 a.m. – 7:00 p.m. (CT) Monday – Friday**