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Tips to Avoid FAFSA Confirmation Page Issues at Your FAFSA Completion Event

Hosting a FAFSA completion event? Need to ensure that your IT department sets up your network for success ahead of time?

3 TIPS TO PREPARE FOR FAFSA COMPLETION EVENT
During FAFSA completion events, some schools and organizations reported that applicants can't access the FAFSA confirmation page to link to a state aid application or to transfer parent information into their other child's FAFSA form. **We recommend that you do the following when planning your FAFSA completion event:**

- ✓ Test the full fafsa.gov/ functionality using the FAFSA demo site (https://fafsademo.test.ed.gov/webdemo.htm) from the site location prior to the event.
- ✓ Evaluate the rules in place for any web filters, proxies, web application firewalls, IDS/IDP, or other network devices that may impact the internet connections and traffic.
- ✓ Plan to have site network personnel available to assist with resolving any network-related issues during the event.

TECHNICAL CONSIDERATIONS
Some of the issues have been traced to schools' and organizations' networks and various web filtering devices that interrupt the fafsa.gov traffic by either blocking it or causing network performance issues and time-outs, especially when there are a large number of applicants at a FAFSA completion event.

Because the online 2020–21 FAFSA form was built as a single-page application, the pattern and type of network traffic are different from some prior years. There is an initial download of the application resources (e.g., JavaScript files, HTML, style sheets, JSON files, etc.) from https://fafsa.ed.gov, followed by numerous RESTful web service calls with JSON payloads to https://fsaesb.ed.gov. Prior to 2019–20, fafsa.gov's network traffic was all HTML forms sent to and from https://fafsa.ed.gov.