

Access the Penn Financial Aid Supplement Form

Login

 Before you begin, close other open browsers.

Prospective Students:

Access the PFAS via the MyPenn Applicant Portal one of two ways:

https://f5-portal-or.isc-seo.upenn.edu/portal/page?_pageid=37,18043&_dad=portal&_schema=PORTAL
or

<http://www.sfs.upenn.edu/forms-apps/forms-pro.htm> then click on **Penn Financial Aid Supplement**. Once you log in, select PFAS in the left column. You will be prompted to log in again. This extra step ensures security of your data.

⇒ **Caution:** If your password is entered incorrectly three times, you will be locked out of the application. Contact the Office of Admissions at Eapps@admissions.upenn.edu for a password reset.

Currently Enrolled Students:

Access the PFAS from the Forms and Applications Page of the Student Financial Services website at:

<http://www.sfs.upenn.edu/forms-apps/index.htm> then click on **Currently Enrolled Undergraduate Students**. Click on Penn Financial Aid Supplement. You will be prompted for your PennKey and password.

Username and Password

Prospective Students:

Your initial username does NOT change, and the password is sent ONLY to the student whose email address is on file with the Admissions Office. Upon first login, you will be asked 3 challenge questions and will need to create a new password. Beginning with the next login, enter your same user name and new password.

Error Messages

⊗ **Error message for prospective students:** "I forgot my password" Request another password by clicking on the link below the login on the MyPenn Applicant Portal. Or send an email to EApps@admission.upenn.edu.

Please allow two hours before a new password is emailed; passwords are reset during the business day only. Parents will need to get new passwords from their child, not Penn. ***If you continue to have problems logging onto MyPenn Applicant Portal, contact Pat Gallagher in Admissions at 215-898-4702.***

⊗ **Error message:** "This application can only be opened in one window at a time. Please close all open Internet browsers sessions and reconnect to the site using MyPenn Applicant Portal or directly from the SFS website".

This indicates that you have not fully logged out and have not closed all open windows.



Do NOT:

- ⇒ Refresh the browser (Internet Explorer) or restore the browser (Firefox) in which PFAS or the MyPenn Applicant Portal appears.
- ⇒ Click on **try again** appearing at the bottom of the error message.



Do:

- ⇒ Close all open Internet browsers. Then open a new browser, log into the MyPenn Applicant Portal, and log into the PFAS application again. For currently enrolled students, log into PFAS at <http://www.sfs.upenn.edu/forms-apps/forms-ug.htm>

☒ **Error message:** "Service Temporarily Unavailable. The server is temporarily unable to service your request due to maintenance downtime or capacity problems. Please try again later".

This indicates that the online application is unavailable at this time due to unusually large volume of traffic.



Do NOT:

➡ Try to access the application again for at least one hour.



Do:

➡ Report this problem immediately to Student Financial Services at sfsmail@sfs.upenn.edu

Question #11 Errors:



Please try the following:

1. Log out of PFAS and the MyPenn Applicant Portal (if not a Penn student already).
2. Close the browser.
3. Open a new browser.
4. Log back into the MyPenn Applicant Portal and PFAS.
5. Go to question #11.
6. Uncheck the box (if checked).
7. Delete amounts from the two tax fields.
8. Save your work.
9. Log out of PFAS.
10. Log back into PFAS.
11. Go to question #11.
12. Check one of the two years listed.
13. Enter amounts in the two tax fields (or zeroes if not applicable).
14. Save your work.
15. Go to page four and check the two boxes in the electronic signature section.
16. Submit the PFAS.

Alternative: Instead of step #12, do not check any boxes then proceed to step 13.

Unavailable Times

The PFAS application is unavailable Monday mornings between 2 AM and 7 AM EST for routine maintenance. If you are logged on at 2 AM, save your work immediately then log out of the application and browser. You can log on again after 7 AM EST

Troubleshooting Tips

- ➡ You cannot submit the PFAS unless all mandatory fields are completed. A box appears on top of each page, outlined in red, indicating the page in which there are omissions. Review the contents of each field on the page with errors to ensure completion and accuracy. Then try submitting the application again.
- ➡ If an item is not applicable and is a numeric field, enter a zero for the amount. 'N/A' is not acceptable in most fields.
- ➡ To print a blank copy of the PFAS before completing the form online, click File > Print from the top menu on the browser.

Note: The format for printing may look different depending on the browser: Internet Explorer vs. Mozilla Firefox, for example. This can be controlled somewhat (margins, portrait vs. landscape) but some of the pages may not fit nicely onto 8.5 X 11 paper. Since web printing may be cumbersome, access the Help section of your browser's website for further advice on how to print from a browser (e.g. for Mozilla Firefox, visit <https://support.mozilla.com/en-US/kb/ask> for additional printing tips and tricks).