Verification Gateway User Guide for Students & Parents

Getting Started

Creating a New Account

Verification Gateway (VG) is an easy to use mobile-friendly site that will walk you through each step of verification to determine your eligibility for Federal Financial Aid. Users can access VG using a mobile phone, tablet, gaming console or computer.

Once a student's ISIR form is uploaded into VG, the student/parent will receive an automated email with directions on how to access VG and how to authenticate their account.

Students and parents have two options for authentication:

- Provide First and Last Name, Student's Date of Birth, and full SSN
- If you have trouble creating your account, call 888.374.8427 and a VG customer service representative can authenticate the account and provide a temporary password. Once your account has been authenticated, you will be prompted to log in again, and asked to create a new password.

You will choose your account signature preference (electronic or ink signature) and have the ability to opt-in to receive text messages about your VG account. These preferences can be updated at any time under Profile.

On the final page of authentication, choose three security questions and supply answers for each question. The security questions can be used as an option to reset your password if you happen to forget it.

Resetting Your Password

You have three options to reset your password.
- Link sent to your email address
- One-time PIN number sent to you by text (if you provided your cell number during account creation)
- Your predetermined challenge questions

Managing and Completing Your Eligibility and Verification Task Lists

After logging into your account, you will see a Task List unique to your FAFSA submission, Verification Group, and IRS Data Retrieval Tool (DRT) code.

You may also see a section called Eligibility Tasks that displays the comment and rejection codes listed on the ISIR submitted to VG. These tasks may require action that needs to take place outside of VG in order to complete the verification process. Each task has detailed instructions on what to do to clear the comment or reject codes.

The status of a task is displayed using both task color and a button with the current status listed. Each task will walk you through a series of questions and are designed to only ask the required federal verification questions. Once a task is completed, the task bar will turn green, and the button will say completed.

If additional supporting documents are required after a task is completed, you will see a new task added to your list. You will also see a progress tracker at the top of your page that shows your percentage to completion.

A PDF of all tasks and the answers provided will be created upon completion, and becomes part of the binder that can be downloaded during the e-sign or ink signature process.

When all required documents are uploaded and tasks are complete, you will be prompted to sign your account. This can be done in two different ways.

- **E-signature:** (recommended) E-sign is a fast and simple way to sign. This speeds up the verification process and is also easy to update if corrections need to be made or additional information is required.
- **Ink Signature:** This option requires the form to be printed, signed and mailed to Inceptia to manually load into Verification Gateway.

NOTE: Once an account is e-signed or the signed documents are manually loaded by Inceptia staff, the account will be put into a review status. Once the account is in Review, students and parents will no longer have access to their task list. If Inceptia staff finds they need additional information or clarification during the review process, the staff will reopen the task list access.