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## Instructions to Provide Parents

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To apply for tuition assistance for the upcoming school year, here is an outline of the steps you will need to fill out your confidential financial application through BeneFAQ. Follow the directions below.

### Process

**Step 1:** Navigate to [www.benefaq.com](http://www.benefaq.com) and create a new account if you do not yet have one.

**Step 2:** Once you are at the site, select the “Parent” button from the upper right.

**Step 3:** Create an account, entering all the information requested and clicking register which will sign you in for the first time (returning users can then sign in using the sign-in section on the left).

**Step 4:** Click the CREATE A NEW APPLICATION button.

**Step 5:** Enter the correct application year, enter our school number (#####) or name in the search window, and select it when it appears. Several schools have similar names, so please make sure you are selecting the correct school. **NOTE:** If the application year isn’t available, the school has not yet granted access.

- Enter credit card details and click **“Pay and Create App.”** The \$35 charge will appear as **BeneFAQ**.
- Once paid, you may begin filling out the application.

**Step 6:** Follow all on-screen instructions.

- The left-hand menu shows sections to complete. Green = completed. These must be completed in order.
- Click “Save and Continue” at the bottom of each page to proceed to the next page.
- If you need to exit and return later, you will be directed to the most recently saved page.
- **For questions**, use the “Messages” link in the upper right of any application page. BeneFAQ typically responds within 24 hours (closed weekends/holidays). If you experience any issues with the messaging, email [help@benefaq.com](mailto:help@benefaq.com).
- **When BeneFAQ responds**, you’ll receive an email notification. Log in, go to your dashboard, and select “Messages” from the Manage drop-down menu associate with your active application. Safelist [help@benefaq.com](mailto:help@benefaq.com) so their emails do not go to spam.

**Step 7:** Complete all application sections carefully. Do not skip any questions.

**Step 8:** After clicking, **“Submit App & Proceed”** on the last page, you will be directed to upload required documents.

- **Upload one file at a time.** Use the “Add” button for multiple pay stubs and “Additional Documents” for tax returns or other requested files.
- **Submitting your application does not mean it is complete.** BeneFAQ may request additional clarifications or documents. Check for messages and respond promptly.
- **Processing Time:** The school’s application deadline applies only to submission. **BeneFAQ’s processing timeline is separate from this deadline** and typically takes 3-5 business days after receiving all required documents and requested clarifications.

If you have questions about your application of supporting documents, **it is best to use the inline messaging system.** BeneFAQ is prompt in its replies and will be very willing to help you as necessary. You can also email [help@benefaq.com](mailto:help@benefaq.com).

