**RESOLVING INCOME VERIFICATION ISSUES**

To verify New York State student aid applicants' income and tax return information, HESC runs a process with the New York State Department of Taxation and Finance (NYS Tax) called the income verification program (IVP). During this process, student, spouse and parent information provided on the TAP application is compared with tax return data on file with the State to confirm whether income taxes were filed for the requested tax year and if the correct income is being used to determine the award.

If income verification is attempted but a match is not made on the student, spouse and/or parent tax return information, the applicant will receive an email with instructions to log into their HESC account to review their TAP application for any errors that may have caused income verification to fail. Below are the instructions for applicants to make corrections to their application to resolve issues with failed income verification.

## Student Instructions

1. Visit: **https://hesc.ny.gov/myaccount**
2. Click on the "**Review My NYS Financial Aid Information**" to login
3. Enter your **HESC User ID**, **PIN**, **last 4 of your Social Security Number**
4. After you have logged on to the HESC system click "**Details**" next to the *last TAP activity date*.
5. On the details page, go to "**Review/Update**" button where you can make changes to the **2023-2024 TAP application**

## Tips for Fixing the Most Common Errors that Cause Income Verification Problems

### Student/Spouse information

- Review the **Last Name** and **Social Security** or **Tax-filer Identification Number (TIN)** provided for you (your spouse if any) *__matches exactly__* what is listed on your (your spouse if any) **2021 New York State Tax Returns**

### Student/Spouse tax return type

- Ensure that your (your spouse if any) **2021 New York State Tax Return type** (*IT-201* **or** *IT- 203*) *__matches exactly__* the response provided on your **2023-2024 TAP application**.
- If you (your spouse if any) did not file tax returns for the **2021 tax year**, then you may correct the form type to "**Will not file any taxes**."

### Parent information

- Review the **Last Name** and **Social Security** or **Tax-filer Identification Number (TIN)** provided for the parent(s) and ensure it *__matches exactly__* what is listed on their **2021 New York State Tax Returns**

### Parent tax return type

- Ensure that your parent(s) **2021 New York State Tax Return type** (*IT-201* **or** *IT- 203*) *__matches exactly__* the response provided on your **2023-2024 TAP application**.
- If your parent(s) did not file tax returns for the **2021 tax year**, then you may correct the form type to "**Will not file any taxes**."

## What to do if Information is Correct

If the information on the **2023-2024 TAP application** looks correct and there seem to be no edits required, then you (your spouse if any) and/or parent(s) should contact the **New York State Department of Taxation and Finance** to ensure that a tax return was received for the **2021 Tax Year**. Their contact information can be found online at **https://www.tax.ny.gov/help/contact/contactus-ind.htm**.