Dynamic Forms

FAQ

Welcome to our Dynamic Forms FAQ where you can learn more and enhance your Dynamic Forms experience.

STUDENT USERNAME and Password

I have not completed enrolling; Can I submit my Financial Aid forms online?

Yes, If you are an incoming student, please create a Guest Account to use the platform.

I am a currently enrolled student and do not know my username and password.

You need your City Tech User ID and Password.

What is my City Tech User ID ?

Your User ID is what precedes the @ sign of your Student email address

- Example: If your Student Email is: Joe.Doe@mail.citytech.cuny.edu
Then your City Tech ID/ Dynamic Forms Username is: Joe.Doe

I do not have access to my City Tech ID

http://cis.citytech.cuny.edu/Student/it_student_findemail.aspx

What is my password for Dynamic Forms?

It is your City Tech Wi-Fi password.

I had a Wi-Fi password on campus and have forgotten it

Visit https://forgot.citytech.cuny.edu/sspr/public/ForgottenPassword, click Forgotten Password, enter your Username, click Search and answer the security questions to create a new password.

I have never used City Tech's Wi-Fi Account.

To complete setup, follow the steps in the link below.
http://it.citytech.cuny.edu/docs/student_handouts/Student_SSPR.pdf

- *PLEASE NOTE:* After logging in, create a new password and security questions.
This password will be your password for Dynamic Forms and for City Tech's Wi-Fi.

I was unsuccessful in resetting my password or answering my security questions.

If you are unable to reset the information or have further issues with your account, please send an email to StudentHelpDesk@citytech.cuny.edu or call 718-260-4900.

STUDENT INFORMATION

How can I verify when I submitted my Dynamic Form form(s)?

After logging into your Dynamic Forms Dashboard - click on the "Forms History" link. A new page will appear listing all the documents you have completed, sorted by date with the most recently completed at the top. You will be able to also view your completed form by clicking on the link provided.

I completed the financial aid items on my CUNYfirst To Do List, why is it still listed as "initiated"?

Online form submission does not automatically update your CUNYfirst To Do List. After your Dynamic Form is submitted and reviewed by the Financial Aid Office, your CUNYfirst To Do List will be updated and the item removed. Please keep in mind most forms take approximately 14 to 21 Business days to be reviewed. During high volume document submission periods it may be as long as 6 weeks.

What happens after I submit my Verification Worksheet form online?

- If you are a Dependent student your parent must complete their portion of the Verification Worksheet before it will be reviewed by a financial aid representative.
- After you submit your online form (or, if you are Dependent, from when your parents submit their portion of the worksheet) within 21 business days your Verification to do list item in your CUNYfirst student center will be updated to a "Received" status.
- If you (or your parents if Dependent) were required to upload tax return documents or other documents with the verification worksheet to do list items related to those documents will only be updated to received after they have been reviewed by a Financial Aid representative.
- If additional documentation is needed you will receive an email to your City Tech student email. If you are incoming Freshmen or Transfer students, you will be contacted by the email you created your Dynamic Forms account.

- If your Verification worksheet is rejected back to you due to missing information or insufficient documentation (or any other reason) you will receive an email to your City Tech Student Email or if you are incoming Freshmen or Transfer student the email you created your Dynamic Forms account.

- If everything is correct with your form a Financial Aid representative will complete the processing of your Verification within 14 to 21 Business days from the day that the completed form and all required documents were received.

I completed a form but it isn't listed in my forms history. Why?

If you do not complete a form in its entirety (through the signature stage) it will not be included in forms history, it will be found within the "Pending Forms" section of your Dynamic Forms Dashboard. One way to verify you have completed the form is to look for the automated confirmation message and confirmation email after a form is successfully completed.

I have not received any communications regarding my submitted forms. Why?

For currently enrolled students: In general communications from the Dynamic Forms system will be sent to your City Tech student email address. If you are having trouble accessing your student email, please visit City Tech Technology Services. We recommend monitoring both your preferred email and City Tech student email to ensure that you review all relevant communications from the Office of Financial Aid.

- **Incoming Freshmen or Transfer students:** Please make sure you have included a valid email for your account activation and that email is saved correctly to your account.

How do I make corrections and/or adjustments to a form that has been electronically signed?

After a user signs and submits a Dynamic Form it **cannot** be accessed again for the purpose of making corrections and/or adjustments. If the submitted dynamic form is incomplete, it will be **rejected** by the Office of Financial Aid and a rejected form email will be sent. The student or parent must take action on a rejected form, based on the information within the rejected form email. The form will need to be electronically signed again by the user(s).

My form was rejected, what do I do now?

Submitted Dynamic Forms that are incomplete or missing information (such as tax documentation or signature on tax documents that needed to be uploaded) will be rejected by the Office of Financial Aid and a "form rejected" email will be sent to your City Tech Email account, if you are enrolled and you (the student) must take action on the rejected form. The parent if dependent or spouse if independent and married must do the same.

The rejected form email outlines the next steps that must be taken by the student (and parent if dependent or spouse if independent and married). The rejected form will need to be electronically signed again by each user (student and/or parent or spouse if applicable). Dynamic Forms and/or supporting documents cannot be submitted by email attachments or faxed.

After I complete my form, do I logout?

Yes. If you have completed your required document(s), for your security please be sure to log out of the system.

How do I convert files (.gif, .jpg, .png, .svg) to .PDF format for upload?

Uploaded documents for Dynamic Forms will only be accepted in .PDF format. There are multiple ways to convert files to .PDF. (NOTE: we do not recommend doing this on a public computer. If you do use a public computer, for your security, you must make sure to delete any files that you may have created or saved.)

1. In Microsoft Word, files can be copied and pasted into a blank document. Click on "File", "Save As", choose your desired destination folder to save the document into, and select "PDF (*.pdf)" as the file type.
2. There are a number of websites and mobile applications available to scan a documents and save it as a PDF file. For iOS users, you can visit the Apple App Store. For Android users, you can visit the Google Play Store.
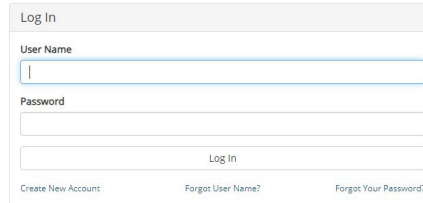
PARENT INFORMATION (FOR DEPENDENT STUDENTS ONLY)

I am trying to complete a Dependent form – why am I being asked to supply contact information for my parent and where is the form?

A dependent form requires information from both the student and the parent(s). The student and parent(s) must complete their respective sections of the form and each sign electronically. The parent will be sent a link to complete the parent section of the Dependent form and to sign the form electronically only after the student has completed their portion of the form. The first time Dynamic Forms is accessed by the parent, they will need to create an account, if they do not already have an account.

How does my parent access their portion of a Dependent Verification Worksheet or other required form?

After the student completes their portion of the form their parent will be sent a link (based on the email provided by the student on the form) to complete the parent section of the Dependent form (or other required form) and to sign the form electronically. The parent will be able to complete their portion of the form only after the student has completed their portion of the form. The first time Dynamic Forms is accessed by the parent, they will need to create an account, if they do not already have an account.

Log In

User Name

|

Password

Log In

Create New Account   Forgot User Name?   Forgot Your Password?

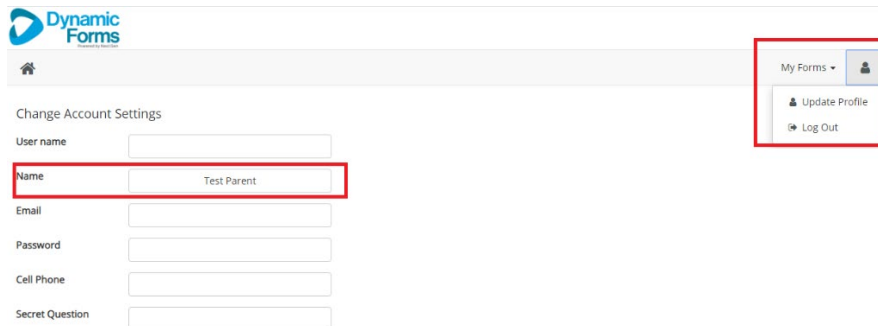### Why do I have to provide my parent(s) contact information?

Parental information is required for dependent students to complete the Verification process. Your parent will receive an e-mail with directions which will allow them to complete and electronically sign their part of the dependent form. The first time Dynamic Forms is accessed by the parent, they will need to create an account, if they do not already have an account.

I misspelled my parent's name and/or email address in the Dependent form, how can I fix it?

The **parent's name** and the **parent's email address** are the **only items** that can be adjusted within a submitted form, before processing. After logging into your Dynamic Forms Dashboard using your City Tech username and password, select **Pending/ Draft Forms** then click on **Manage Co-signers**. Here you will be able to edit the parent's name and/or email address.

My parent's name is incorrect on the electronic signature, can it be changed?

Your parent must login directly to Dynamic Forms at: dynamicforms.ngwebsolutions.com using their username and password. The parent can change the name on the account by using the "Update Profile" function located in the upper right section of the page. Be sure the changes are saved once complete. After the name change is complete, the parent will be able to sign the form with the appropriate name.

How do I know if/when my parent has completed their portion of the form?

In general, you should receive an email confirming that the parent completed their portion of the form. A student can also check the status of a form by logging into their [Dynamic Forms Dashboard](#) using their login credentials, click on the "Pending Forms" link. The first box listed represents forms the student has outstanding to complete. The second box represents documents needing to be completed by a parent.

My parent clicked on the link to login to their account but my dashboard appeared, why?

If the student and parent are using the same computer to complete the Dynamic Form the student must first logout of their account before the parent can login to theirs. We recommend logging out as soon as the student portion is completed and closing the browser. The parent can then reopen the browser and go to the correct link and access their dashboard to complete the forms.

SPOUSE INFORMATION (FOR MARRIED INDEPENDENT STUDENTS ONLY)

How does my spouse access their portion of a Spouse Confirmation of non-tax-filing Dynamic Form or other required forms?

A Spouse Confirmation of non-tax-filing form requires information from both the student and the spouse. The student and spouse must complete their respective sections of the form and each sign electronically. The spouse will be sent a link to complete the spousal section of the form and to sign the form electronically only after the student has completed their portion of the form. The first time Dynamic Forms is accessed by the spouse, they will need to create an account, if they do not already have an account.
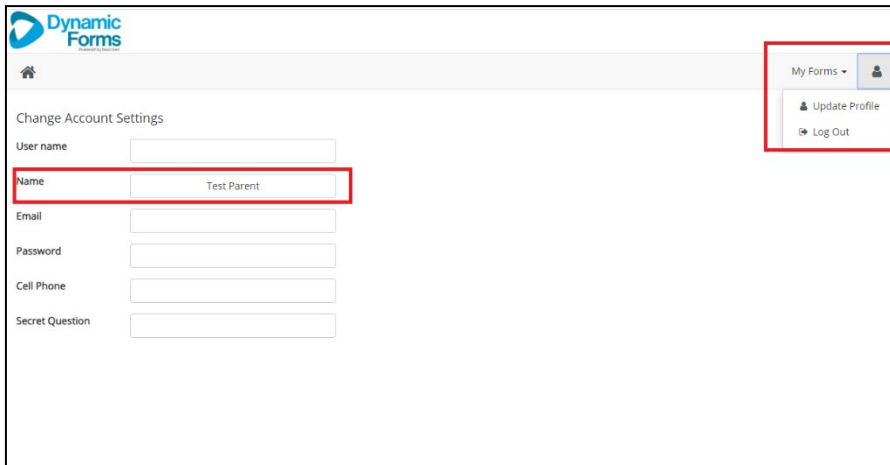
Why do I have to provide my spouse's contact information?

Federal guidelines require spousal information for certification of spousal confirmation of non-tax-filing if an IRS Verification on filing letter is not available. The spouse will receive an e-mail with directions which will allow them to complete and electronically sign their part of the form. The first time Dynamic Forms is accessed by the spouse, they will need to create an account, if they do not already have an account.

I misspelled my spouse's name or email address in the form, how can I fix it?

The **spouse's name** and the **spouse's email address** are the **only items** that can be adjusted within a submitted form, before processing. After the student logs into the Dynamic Forms Dashboard using their log-in information , select **Pending/ Draft Forms** then click on **Manage Co-signers**. Here a student will be able to edit the spouse's name and/or email address.

My spouse's name is incorrect on the electronic signature, can it be changed?

Your spouse must login directly into Dynamic Forms at: dynamicforms.ngwebsolutions.com using their username and password. The spouse can change the name on the account by using the "Update Profile" function located in the upper right section of the page. Be sure the changes are saved once complete. After the name change is complete, the spouse will be able to sign the form with the appropriate name.

How do I know if/when my spouse has completed their portion of the form?

In general, you should receive an email confirming that the spouse completed their portion of the form. A student can also check the status of a form by logging into their Dynamic Forms Dashboard, click on the "Pending Forms" link. The first box listed represents forms the student has outstanding to complete. The second box represents documents needing to be completed by the spouse. A confirmation email when the spouse's portion is complete will also be sent to their email address and students.

My spouse clicked on the link to login to their account but my dashboard appeared, why?

If the student and spouse are using the same computer to complete the Dynamic Form the student must first logout of their account before the spouse can login to theirs. We recommend logging out as soon as the student portion is completed and closing the browser. The spouse can then reopen the browser and go to the correct link and access their dashboard to complete the forms.