



IRS Data Retrieval Tool (Troubleshooting)

Who is eligible to use the IRS DRT?

Most students and parents who filed a U.S tax return with the Internal Revenue Service (IRS) are eligible to use the IRS Data Retrieval Tool (IRS DRT) if they have already filed their taxes and have been issued a Social Security Number (SSN). DACA SSNs and ITIN numbers will not work in lieu of an SSN.

Who is not eligible to use the IRS DRT?

- If the student/parent is married, and either the student/parent or his/her spouse filed as Married Filing Separately.
- If the student/parent is married, and either the student/parent or his/her spouse filed as Head of Household.
- If the parents' marital status is "Unmarried and both legal parents living together."
- If the student/parent filed a Puerto Rican or foreign tax return.
- Additionally, students or parents who filed their tax returns electronically within the last three weeks, or through the mail within the last 11 weeks, might need to enter their tax return information manually or return at a later date to transfer their tax return information into the FAFSA; as their tax return information might not be available for transfer from the IRS.

If you are eligible and the IRS DRT is still not working:

- Make sure demographic information is correct:
 - Social Security Number: A user should make sure the SSNs are correctly typed into the application. Occasionally an SSN that is used to make a FSA ID is incorrect and can be fixed by logging back into the FSA ID account and making the changes there.
 - Address: When a user clicks on 'Use DRT' they are taken to the IRS website. Once on the IRS website, the user must ensure that the inputted address identically matches the address listed on the user's tax returns.
- If for a parent, make sure parent 1 and 2 are correctly identified when using the tool.

What else might be wrong?

- If the federal tax return indicated a balance owed, it may result in a delay in processing, making the tool unusable.
- The IRS Web site might be offline or experiencing some other technical issues.

