

NET PARTNER: FREQUENTLY ASKED QUESTIONS

WHAT IS NET PARTNER?

Net Partner is College of Saint Mary's online Financial Aid portal. Students can log in to Net Partner at any time to view their financial aid awards, accept or decline awards, view a list of required documents, or review financial aid information and policies.

HOW DO I ACCESS NET PARTNER?

You can access Net Partner by going to netpartner.csm.edu at any computer on campus, or by logging in to MyCSM and clicking on "Campus Services" → "Financial Aid" and then clicking the link that says "CSM Online Financial Aid Portal".

Financial Aid Student Portal - Net Partner

Welcome to College of Saint Mary's Online Financial Aid Portal. You can:

- Accept your financial aid funds
- View your financial aid awards
- View a list of documents still outstanding and documents we've received
- Download forms to fill out

[CSM Online Financial Aid Portal](#)

NOTE: The Portal website has an incompatibility issue with Internet Explorer. Firefox, Chrome, and Safari are preferred browsers.

HOW DO I LOG IN FOR THE FIRST TIME?

To access Net Partner **for the first time**, you will need to click on the "First Time User" link. You will be asked to enter your Student ID first. Then you will finish setting up your account and create a PIN.

Student ID: Enter P followed by your College of Saint Mary Student ID number, including all of the preceding zeroes. Your Student ID will be a P followed by nine digits: P000XXXXXX. Your Student ID number is listed on your CSM Student ID Card.

LOG IN

Student ID:

PIN:

Submit

[Forgot your PIN?](#)
[First Time User](#)

I KEEP RECEIVING AN ERROR MESSAGE THAT SAYS "YOUR VERIFICATION INFORMATION CANNOT BE VALIDATED". WHAT AM I DOING WRONG?

Activate Your Account

Your Verification information cannot be validated. Please contact your financial aid office for assistance.

You will receive this message when you are entering incorrect answers to the verification questions.

1. Type your SSN with **no dashes or spaces**
2. Make sure the zip code you are entering matches the zip code you entered on your FAFSA. If you aren't sure what zip code you used, log in to your FAFSA and review it.

I USED THE CORRECT SSN AND ZIP CODE, BUT IT IS STILL NOT WORKING. NOW WHAT?

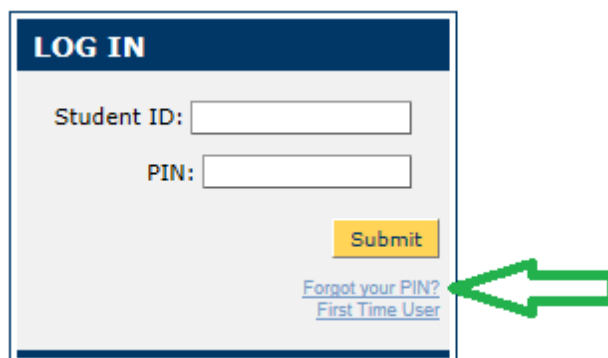
1. Make sure that you don't have any typos or extra spaces/dashes with your SSN or zip code
2. Make sure you have selected two *different* security questions and provided answers for both
3. Make sure that your PIN/password contains **at least 5** characters and contains no spaces
4. Make sure that you have agreed to the Terms and Conditions at the bottom of the page

AFTER I CLICK "FIRST TIME USER" AND ENTER MY STUDENT ID, I GET AN ERROR THAT SAYS "WE ARE UNABLE TO ACTIVATE YOUR ACCOUNT. PLEASE CONTACT YOUR FINANCIAL AID OFFICE AND REFERENCE CODE IA." WHAT IS HAPPENING?

Activate Your Account

We are unable to activate your account. Please contact your financial aid office and refer to Code IA.

1. You are not typing your Student ID number completely or you are adding extra spaces or dashes, double check that you are using this format to enter your Student ID: P000XXXXXX.
2. You have already gone through the First Time User set up and you already have an active account. You need to click on "Forgot PIN" and reset your PIN by answering the security questions.



The image shows a login form titled "LOG IN" with a dark blue header. Below the header, there are two input fields: "Student ID:" and "PIN:". To the right of the "PIN:" field is a yellow "Submit" button. Below the "Submit" button are two links: "Forgot your PIN?" and "First Time User". A green arrow points from the right side of the image towards the "Forgot your PIN? First Time User" link.