

Step-by-Step User Guide

to completing the

New York State DREAM Act Application



**Higher Education
Services Corporation**

This user guide breaks down the New York State DREAM Act eligibility application and clarifies why certain questions are asked, how to answer each question accurately, and what documentation must be provided to verify your eligibility.

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Overview

About the NYS DREAM Act Application

The Senator Jose Peralta NYS DREAM Act (DREAM Act) allows undocumented and other eligible students to apply for New York State financial aid. The NYS DREAM Act application is used to determine student eligibility under the provisions of the NYS DREAM Act.

Students who meet the NYS DREAM Act's eligibility requirements for high school attendance, high school completion, in-state SUNY or CUNY tuition, and citizenship or immigration status will be able to apply for one or more NYS student financial aid programs.

Students who qualify under the NYS DREAM Act can separately apply for NYS student financial aid programs. This user guide provides step-by-step instructions on completing the application used to determine whether you qualify to apply for NYS student financial aid under the provisions of the NYS DREAM Act.

The New York State DREAM Act Eligibility Requirements

Applicants must meet one of the descriptions below to be eligible to apply for one or more NYS student financial aid programs:

1. Your permanent home is in NYS and you are or have **ONE** of the following:
 - A. U-Visa
 - B. T-Visa
 - C. Temporary protected status, pursuant to the Federal Immigration Act of 1990
 - D. Without lawful immigration status (including those with DACA status)
 - E. **AND** you meet **ONE** of the following criteria:
 - a. You attended a NYS high school for 2 or more years, graduated from a NYS high school, and are applying for an award for undergraduate study at a NYS college within 5 years of receiving your NYS high school diploma, **OR**
 - b. You attended a NYS high school for 2 or more years, graduated from a NYS high school, and are applying for an award for graduate study at a NYS college within 10 years of receiving your NYS high school diploma, **OR**
 - c. You received a NYS high school equivalency diploma and are applying for an award for undergraduate study at a NYS college within 5 years of receiving your NYS high school equivalency diploma, **OR**
 - d. You received a NYS high school equivalency diploma and are applying for an award for graduate study at a NYS college within 10 years of receiving your NYS high school equivalency diploma, **OR**
 - e. You did not attend or graduate from a NYS high school and did not receive a NYS high school equivalency diploma, but are charged the NYS resident in-state tuition rate at a SUNY or CUNY college for any reason.

2. Your permanent home is outside of NYS and you are or have **ONE** of the following:
- A. U.S. citizen
 - B. Permanent lawful resident
 - C. Paroled refugee
 - D. U-Visa
 - E. T-Visa
 - F. Temporary protected status, pursuant to the Federal Immigration Act of 1990
 - G. Without lawful immigration status (including those with DACA status) **AND** you meet **ONE** of the following criteria:
 - a. You attended a NYS high school for 2 or more years, graduated from a NYS high school, and are applying for an award for undergraduate study at a NYS college within 5 years of receiving your NYS high school diploma, **OR**
 - b. You attended a NYS high school for 2 or more years, graduated from a NYS high school, and are applying for an award for graduate study at a NYS college within 10 years of receiving your NYS high school diploma, **OR**
 - c. You received a NYS high school equivalency diploma and are applying for an award for undergraduate study at a NYS college within 5 years of receiving your NYS high school equivalency diploma, **OR**
 - d. You received a NYS high school equivalency diploma and are applying for an award for graduate study at a NYS college within 10 years of receiving your NYS high school equivalency diploma, **OR**
 - e. You did not attend or graduate from a NYS high school and did not receive a NYS high school equivalency diploma, but are charged the NYS resident in-State tuition rate at a SUNY or CUNY college for any reason.



NYS DREAM Act Application

Student High School Education Details

High School Status

What will your status be when you begin college in the 2019-20 school year?

The screenshot shows a web application interface for the NYS DREAM Act. At the top left is the logo for the New York State of Opportunity Higher Education Services Corporation. To the right are links for Home, Help, and Log Out, and a user profile box for HESCTEST55@APPLYISTS.COM. The main content area is titled "NYS DREAM Act Application" and "Student High School Education Details". It includes a note: "This section is used to identify your high school completion status to determine your eligibility under the provisions of the New York State DREAM Act." Below this is a question: "*What will your status be when you begin college in the 2019-20 school year?" followed by a dropdown menu currently set to "Select". A "VERIFY ELIGIBILITY" button is located below the question. At the bottom of the page, there is a "POWERED BY ista" logo and a "Privacy Policy" link. A green "Help" button is in the bottom right corner.

Why are you asked this information?

This section is used to identify your high school completion status to determine your eligibility under the provisions of the NYS DREAM Act.

To be eligible under the NYS DREAM Act provisions, you must have attended a New York State high school for at least two years or earned a NYS high school equivalency diploma, or be charged the resident (or in-state) tuition rate at a SUNY or CUNY college or university.

How to answer this question

Select the answer that best describes or will best describe your high school education status when you begin college in the 2019-20 school year from the below options:

- I will have attended a NYS high school for two or more years
Note: If you select this response, you will next be asked about your high school graduation status.

- I will have received a NYS high school equivalency diploma
Note: If you attended a NYS high school for two or more years and you received a NYS high school equivalency diploma, you should select this option. If you have a NYS high school equivalency diploma and you selected “I will have attended a NYS high school for two or more years,” you will have the option to indicate that you received a NYS high school equivalency diploma in the next question.
- I have never attended a NYS high school, but will be charged in-state tuition at a SUNY or CUNY college
Note: SUNY or CUNY students who are charged the in-state tuition rate for any reason are eligible to apply for New York State student financial aid under the NYS DREAM Act provisions, even if they have not attended a NYS high school for two years or earned a NYS high school diploma or equivalency diploma.

If you are an undocumented student who was previously charged in-state tuition by SUNY or CUNY and you either (a) attended and graduated from a NYS high school or (b) earned a NYS high school equivalency diploma, you should not select this answer. Instead, select from one of the two options above.
- None of the above
Note: If you select this option, your high school status does not meet the requirements established under the NYS DREAM Act provisions. You will be disqualified and no longer able to continue your application.

Document Uploads – High School Education Status

Depending on the answer you selected, you will be required to upload one or more of the following documents to verify your high school education status or tuition-charge. Your application will not be processed until you have uploaded all required documents.

- Your high school transcript(s)
Note: If you have a transcript that shows your coursework and/or grades for two or more school years, you will only need to upload a single transcript. Otherwise, you will need to upload two separate transcripts that show that you attended a NYS high school for at least two different school years.
- Your high school diploma
Note: If your high school transcript shows your graduation date, you may not need to upload your high school diploma. If your high school transcript does not show your graduation date, you will need to upload your high school diploma.
- NYS Equivalency Diploma
Note: If you earned a NYS high school equivalency diploma, you will not be asked to upload your high school transcripts.
- Tuition Bill or other documentation from your college showing that you are charged in-state tuition.



Note: If you, your spouse or your parent(s) are undocumented, you must redact your street address and your spouse's name or parent(s)' name(s) from documents before uploading them by using a dark marker (for photocopied documents) or taping paper over your street address/parent(s)' or spouse's name(s) (if taking a picture of an original document). You must show your zip code and state and provide redacted documentation that contains the following:

- Student's Name
- Student's High School
- Student's High School Address

High School Completion

What will your high school completion status be when you begin college in the 2019-20 school year? (select one)

The screenshot shows the 'NYS DREAM Act Application' form. The header includes the New York State logo and 'Higher Education Services Corporation'. The user is logged in as 'HESCTEST55@APPLYISTS.COM'. The form is titled 'Student High School Education Details' and includes a note: 'This section is used to identify your high school completion status to determine your eligibility under the provisions of the New York State DREAM Act.' There are two dropdown menus. The first question is '*What will your status be when you begin college in the 2019-20 school year?' with the selected option 'I will have attended a New York State high school for two or more years.' The second question is '*What will your high school completion status be when you begin college in the 2019-20 school year?' with the selected option 'Select'.

Why are you asked this information?

This question will only be asked if you previously indicated "I will have attended a NYS high school for two or more years."

How to answer this question

Select the answer that best describes or will describe your high school completion status when you begin college in the 2019-20 school year from the following options:

- I will have received a NYS high school diploma
 - I will have received a NYS high school equivalency diploma
 - I will have received a diploma or equivalency diploma from a high school outside of NYS
- Note: If you received your diploma outside of NYS, you will not meet the eligibility requirement under the NYS DREAM Act provisions, and you will be disqualified from continuing with the application.*

Documentation Upload

Depending on the answer selected, you will be required to upload one of the following documents to verify your high school completion status:

- Your high school diploma
Note: If your high school transcript shows your graduation date, you may not need to upload your high school diploma. If your high school transcript does not show your graduation date, you will need to upload your high school diploma.
- NYS Equivalency Diploma
Note: If you earned a NYS high school equivalency diploma, you will not be asked to upload any high school transcripts.

Note: If you, your spouse or your parent(s) are undocumented, you must redact your street address and your spouse's name or parent(s)' name(s) from documents before uploading them by using a dark marker (for photocopied documents) or taping paper over your street address/parent(s)' or spouse's name(s) (if taking a picture of an original document). You must show your zip code and state and provide redacted documentation that only contains:
 - Student's Name
 - Student's High School
 - Student's High School Address

Student Citizenship and Immigration Status

Select your current citizenship or immigration status:

The screenshot shows a web form titled "NYS DREAM Act Application". It includes a note: "* Indicates a required field." The form is divided into two main sections:

- Student High School Education Details:** This section is used to identify high school completion status. It contains two required fields:
 - *What will your status be when you begin college in the 2019-20 school year? (Dropdown menu with "I will have attended a New York State high school for two or more years.")
 - *What will your high school completion status be when you begin college in the 2019-20 school year? (Dropdown menu with "Select")
- Student Citizenship and Immigration Status:** This section requires meeting certain criteria for financial aid. It contains one required field:
 - *Select your current citizenship or immigration status. (Dropdown menu with "Select")

At the bottom of the form, there is a "VERIFY ELIGIBILITY" button and a "Help" button.

Why are you asked this information?

To meet the eligibility requirements under the provisions of the NYS DREAM Act, you must meet certain citizenship or immigration criteria.

How to answer this question

Select the answer that describes your citizenship or immigration status.

- I have a T-Visa
Note: You will be asked to upload documentation evidencing that you have a valid T-Visa.
- I have a T-Visa but no SSN/TIN
Note: You will be asked to upload documentation evidencing that you have a valid T-Visa.
- I have a U-Visa
Note: You will be asked to upload documentation evidencing that you have a valid U-Visa.
- I have a U-Visa but no SSN/TIN
Note: You will be asked to upload documentation evidencing that you have a valid U-Visa.
- I have Temporary Protected Status
Note: You will be asked to upload documentation evidencing that you have Temporary Protected Status.
- I have Temporary Protected Status but no SSN/TIN
Note: You will be asked to upload documentation evidencing that you have Temporary Protected Status.
- I or my parent(s) or my spouse (if married) are currently without lawful immigration status
Note: If you are documented but your spouse or parent(s) is/are undocumented, select this option. You will not be asked to upload documentation evidencing that you, your spouse, or your parent(s) is/are undocumented, including students with DACA status.
- I am a U.S. citizen whose permanent home is not in NYS
Note: You will be asked to upload documentation evidencing that you are a U.S. citizen.
- I am a paroled refugee whose permanent home is not in NYS
Note: You will be asked to upload documentation evidencing that you are an eligible paroled refugee.
- I am a Permanent Resident Alien whose home is not in NYS
Note: You will be asked to upload a copy of your I-551 Green Card or other documentation evidencing that you are a Permanent Resident Alien.
- None of the above
Note: If you select this option, you do not meet any of the citizenship or immigration conditions to be eligible under the NYS DREAM Act. You will be disqualified and will not be able to continue your application.

Social Security Number (SSN) or Taxpayer Identification Number (TIN):

The screenshot shows the 'NYS DREAM Act Application' form. It includes a 'Student High School Education Details' section with two dropdown menus for high school status and completion status. Below that is the 'Student Citizenship and Immigration Status' section, which includes a dropdown for citizenship status and two text input fields for the Social Security Number/TIN. A 'VERIFY ELIGIBILITY' button is at the bottom left, and a 'Help' button is at the bottom right.

Why are you asked this information?

If you meet certain citizenship or immigration criteria, you will be asked to provide your social security number or taxpayer identification number to verify your income eligibility and determine your lifetime financial aid award eligibility.

How to answer this question

- If you have both documented status and an SSN or a TIN, you will be asked to enter your identifying number twice, to verify you have entered it correctly.

Student Information

Why are you asked this information?

This section is used to create your account profile and to help determine your eligibility for NYS financial aid. It is important that you enter this basic information correctly and that you update your contact and other student information.

Student Information: Those Without Documented Status

The screenshot shows the 'Student Information' section of the NYS DREAM Act Application. At the top, there are tabs for 'NYS DREAM Act Application' and 'FAQ'. A note states: '*Indicates a required field.' Below this, the section is titled 'Student Information' and includes a note: 'It is important to enter your information into these fields accurately.' The form contains the following fields:

- *First Name: Text input field
- Middle Initial: Text input field
- *Last Name: Text input field
- Suffix: Dropdown menu with 'Select' and a downward arrow
- *Have you ever been known by any other name than recorded on your birth certificate, high school transcript or diploma, tax return, or other legal document?: Dropdown menu with 'Select' and a downward arrow
- *State: Dropdown menu with 'Select' and a downward arrow
- *ZIP Code: Text input field
- *Date of Birth (mm/dd/yyyy): Text input field with a calendar icon on the right

At the bottom right, there is a green 'Help' button with a question mark icon. A note at the bottom of the form reads: 'You are asked about your marital status to determine if you will be required to provide information about your spouse, along with your own, for NYS financial aid programs with an income requirement.'

How to answer this question if you are without lawful status

- **Name.** You must enter your first and last name.
 - Your name should match the name on your high school transcript, high school diploma/equivalency diploma or college tuition bill.
 - You may enter your middle initial, but a middle initial is not required.
 - You may include suffixes (Jr., Sr., III, etc.), but a suffix is not required. It is recommended that you include a suffix if it appears on your high school transcript, high school diploma/equivalency diploma or college tuition bill.
- **Other Names by Which You've Been Known.** You must indicate if you have ever been known by any other name than recorded on your birth certificate, high school transcript, high school diploma/equivalency diploma, or college tuition bill:
 - Select "Yes" if you have changed your legal name from that which appears on your uploaded documentation *or* if your school records reflect a name other than the name that appears on your other documents.
 - Select "No" if you have never been known by another name *or* if your name has changed but your documentation reflects your current name.
- **State/Zip Code.** If you do not have documented status, you must only enter your zip code and state of residence.
- **Date of Birth.** Enter your date of birth or use the calendar tool provided.
- **Marital Status.** You are asked about your marital status to determine if you will be required to provide your spouse's information, along with your own.

Student Information: Those with Documented Status

The screenshot shows a web form titled "Student Information" with a blue header bar. Below the title, a note states: "It is important to enter your information into these fields accurately." The form contains several input fields and dropdown menus:

- *First Name: Text input field
- Middle Initial: Text input field
- *Last Name: Text input field
- Suffix: Dropdown menu with "Select" and a downward arrow
- *Have you ever been known by any other name than recorded on your birth certificate, high school transcript or diploma, tax return, or other legal document?: Dropdown menu with "Select" and a downward arrow
- *Permanent Mailing Address: Text input field
- Apt/Floor/Unit: Text input field
- *City: Text input field
- *State: Dropdown menu with "Select" and a downward arrow
- *ZIP Code: Text input field
- *Date of Birth (mm/dd/yyyy): Text input field with a calendar icon to its right

A green "Help" button with a question mark icon is located in the bottom right corner of the form area.

How to answer this question if you have lawful status

- **Name.** You must enter your first and last name
 - Your name should match the name on your birth certificate or immigration documentation.
 - You may enter your middle initial, but a middle initial is not required.
 - You may include suffixes (Jr., Sr., III, etc.), but a suffix is not required. It is recommended that you include a suffix if it appears on your citizenship or immigration documentation.
- **Other Names by Which You've Been Known.** You must indicate if you have ever been known by any other name than recorded on your birth certificate, high school transcript or diploma, tax return, or other legal document:
 - Select "Yes" if you have changed your legal name from that which appears on your uploaded documentation *or* if your school records reflect a name other than the name that appears on your other documents.
 - Select "No" if you have never been known by another name *or* if your name has changed but your documentation reflects your current name.
- **Address.** If you have documented status, you must enter your permanent address. If you do not have documented status, you must only enter your zip code and state of residence.
- **Date of Birth.** Enter your date of birth or use the calendar tool provided.
- **Marital Status.** You are asked about your marital status to determine if you will be required to provide your spouse's information, along with your own.

Notification Information

Notifications

All notifications regarding the status of your application will be sent to HescTest55@apply1TS.com. Your contact information is never sold to a third party. Your contact information will only be used to alert you to your application status.

*Primary Phone (Example: 6157773750)

Cell Phone (Example: 6157773750)

Why are you asked for this information?

While all notifications regarding the status of your application will be sent to the e-mail address that you provide, you must also provide a primary contact phone number. You can also provide a second e-mail address if you want a parent, guidance or college counselor, or other trusted friend or adult to be contacted.

How to answer this question

- Enter the telephone number (including the area code) where you can be contacted either directly or indirectly.
Note: To address confidentiality concerns, you do not need to provide your personal or home phone number. You may provide the contact information for a family member, or other trusted friend or adult with whom you have regular contact.

Student College and Grade Level

Select the college you are or will be attending during each semester of the 2019-20 school year.

Student College and Grade Level

Please provide your college and grade level for which you are applying for New York State financial aid.

*Select the college you are or will be attending during the FALL 2019 term.

Select the college you are or will be attending during the WINTER 2019-20 term.

*Select the college you are or will be attending during the SPRING 2020 term.

Why are you asked this information?

This information is used to ensure that your college is notified of your award eligibility each term during the 2019-20 school year.

How to answer this question

- Select the school that you are attending or will attend during each term of the 2019-20 school year:
 - Fall 2019 term
Note: If you are attending school this Fall, you will select from a list of schools that operate on either a Fall/Spring-semester basis or a Fall/Winter/Spring-trimester basis.
 - Winter 2019-20 term
Note: You will only see a list of schools that operate on a Fall/Winter/Spring-trimester basis.
 - Spring 2020 term
Note: You will be able to select from a list of schools that operate on either a Fall/Spring-semester basis or a Fall/Winter/Spring-trimester basis.

Student Grade Level

Will you have a bachelor's degree when you begin the 2019-20 school year?

The screenshot shows a form titled "Student College and Grade Level" with the instruction: "Please provide your college and grade level for which you are applying for New York State financial aid." It contains three dropdown menus for selecting colleges for the Fall 2019 term, Winter 2019-20 term, and Spring 2020 term, and a radio button for the question "Will you have a bachelor's degree when you begin the 2019-20 school year?" with "Yes" selected.

Why are you asked this information?

This section is used to determine your undergraduate, graduate, or professional schooling prior to the 2019-20 school year. This will help determine your eligibility for certain NYS student financial aid programs.

How to answer this question

- Select "Yes" if you have or will have a bachelor's degree before you begin classes for the 2019-20 school year from a school in the United States.
- Select "No" if you do not and will not have a bachelor's degree when you begin classes for the 2019-20 school year.
- Select "No" if you will have a certificate or associate's degree when you begin classes for the 2019-20 school year.

What degree or certificate will you be working on when you begin the 2019-20 school year?

If you indicated that you will have your first bachelor's degree when you begin the 2019-20 school year, you will be asked to select your intended degree or certificate for which you are applying for financial aid. This will help determine your eligibility for certain NYS student financial aid programs.

How to answer this question

There are several types and levels of degrees and certificates, as well as post-graduate loan forgiveness programs, for which you could potentially receive financial aid. Select one of the options from the dropdown menu:

- Certificate
- 1st associate's degree
- 2nd associates degree
- 2nd bachelor's degree
- Graduate or professional degree
- None of the above

What will your grade level be when you begin the 2019-20 school year?

All notifications regarding the status of your application will be sent to HescTest42@apply1STS.com. Your contact information is never sold to a third party. Your contact information will only be used to alert you to your application status.

*Primary Phone (Example: 6157773750)

Cell Phone (Example: 6157773750)

Student College and Grade Level

Please provide your college and grade level for which you are applying for New York State financial aid.

*Select the college you are or will be attending during the FALL 2019 term.

Select the college you are or will be attending during the WINTER 2019-20 term.

*Select the college you are or will be attending during the SPRING 2020 term.

*Will you have a bachelor's degree when you begin the 2019-20 school year?

*Your Grade Level will identify both the number of years you've attended college and the status of progress within your degree program. What will your grade level be during the 2019-20 school year?

Supporting Documents

The following documents are required to complete your eligibility verification application. If you are without lawful immigration status, or if you or your parent(s) do not have an SSN or TIN, please

[Help](#)

Why are you asked this information?

Your grade level is the grade level for which you are applying for NYS student financial aid. If you indicated that you will not have your first bachelor's degree when you begin the 2019-20

school year, you will be asked to select your grade level when you begin the 2019-20 school year.

How to answer this question

- Select your grade level during the 2019-20 school year from the drop-down menu:
 - Never attended college: First year undergraduate
 - Attended college in the past: First year undergraduate
 - Second Year - Sophomore
 - Second Year – Other undergraduate
 - Third Year – Junior
 - Third Year – Other undergraduate
 - Fourth Year – Senior
 - Fourth Year – Other undergraduate
 - Fifth Year – Other undergraduate

Note: Your grade level does not mean the number of years you've attended college; it is the status of your progress towards your degree program. For example:

- If you are currently a senior in high school or will be a first-time college student, you will select “Never attended college: First year undergraduate.”
- If you have completed your second year in college, but have fewer than 60 credits, you will select “Third Year – Other undergraduate.”

Supporting Documents

The screenshot shows a webpage titled "Supporting Documents". The main heading is "Supporting Documents" in orange. Below it, a paragraph states: "The following documents are required to complete your eligibility verification application. If you are without lawful immigration status, or if you or your parent(s) do not have an SSN or TIN, please remove your street address and/or parent name(s) from all documents before uploading." There are two main bullet points: 1. "Proof of Citizenship or Immigration Status: You must provide your Visa, I-797, USCIS Approval Letter, Birth Certificate, Social Security Card, TIN Documentation, or I551 Permanent Resident Card or Alien Receipt Card to provide evidence for the immigration status you selected." 2. "New York State High School Transcript or Equivalency Diploma Documentation (Unofficial):" which includes two sub-bullets: "High School Transcript: If you received a New York State high school diploma, you must provide a transcript(s) from a New York State high school showing you were in attendance for at least two (2) years and it must have your graduation date. If your transcript does not show your graduation date you must also provide your high school diploma. (Upload as a .zip file by referring to the Upload FAQ)" and "New York State High School Equivalency Diploma Documentation: If you obtained your New York State high school equivalency diploma, you must upload your documentation." Below this, a warning says: "Do not copy and paste the information into Microsoft Word™ or any other word-based program. It will not be reviewed and will result in an incomplete application." There is a section for "Upload Instructions:" with two bullet points: "All documents must be uploaded by you directly to this form." and "Select the corresponding item in the drop down and click Browse to locate the file saved on your computer." In the bottom right corner, there is a green button with a telephone icon and the text "Request a callback".

Why are you asked for this information?

As indicated throughout this guide, you are required to upload documentation to verify your eligibility under the NYS DREAM Act. Your application will not be considered complete, and will therefore not be processed, until you have uploaded all required documents.

All uploaded documents must show your name and must be uploaded by the stated deadline.

How to upload documents

DO:

- Upload one of the acceptable file types. Acceptable file types are **.pdf, .tif, .png, .jpeg, .jpg, .bmp, and .xps**. Any other formats will not be reviewed, and your application will remain incomplete. All documents must be uploaded directly to the application from your computer. Please make sure that all documents are provided in one of the request file formats.
- Only upload the required supporting documents.
- Applicants who are undocumented, or whose parent(s), or spouse are undocumented, should black out their street address and parent(s)' or spouse's name(s) before uploading any documents
- Return to your **Home page** to verify that your documents have been **Accepted**.

DON'T:

- Upload a Microsoft® Word document (.doc, .docx) or any other file format that is editable.
- Upload more than the requested documentation.
- Assume your documents are correct and accepted once you have uploaded them.
- Upload a document stating you are mailing your documents.
- Assume the required document does not pertain to you. If the application states the document is required, your application will remain incomplete if you do not provide that document. Contact NYSDREAM@applyists.com if you are having trouble providing a required document.
- Password protect your uploaded documents. Password protected documents will be rejected.
- Upload any file that has a viewing expiration date.



- A grey *STARTED* button means you have not submitted your application.
- An orange *STARTED* button means you have submitted your application, but you are either missing required items for the application or your documents are still processing.
- A green *COMPLETE* button means that your application is complete. Only completed applications will be processed.