Suspend an Online Application

Last Modified on 10/21/2026 9:10 am CDT

Tool Search: Online Applications

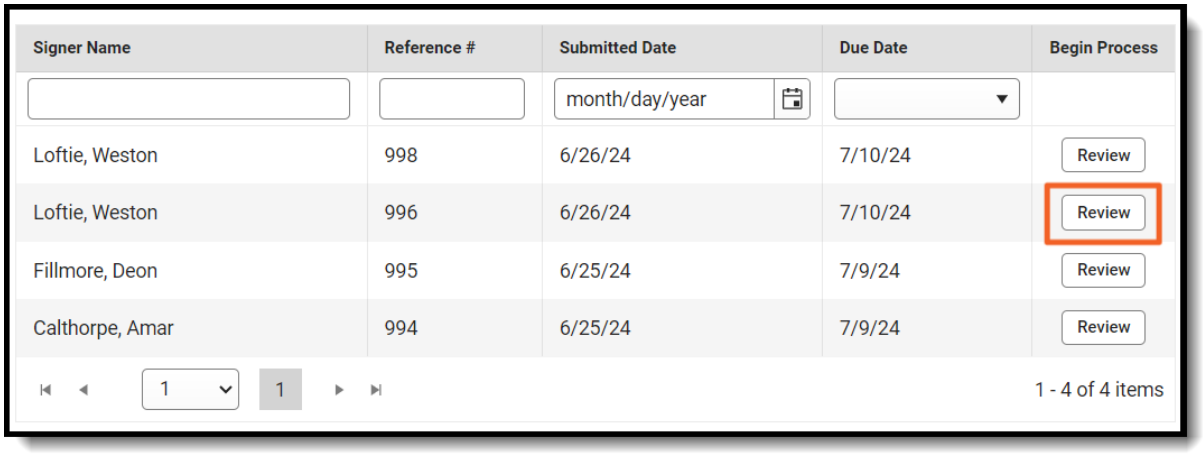
An application should be suspended if:

- The signer submitted multiple online applications.
- The signer submitted an incorrect application.
- The signer submitted both an online application and a paper application, and the paper application was already processed.
- Students in the household already have an eligibility for the current school year (i.e., directly certified).

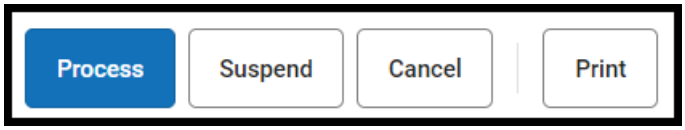
Once an application is suspended, it cannot be processed. The suspended application is only accessible in the Processed Applications tool.

Suspend an application

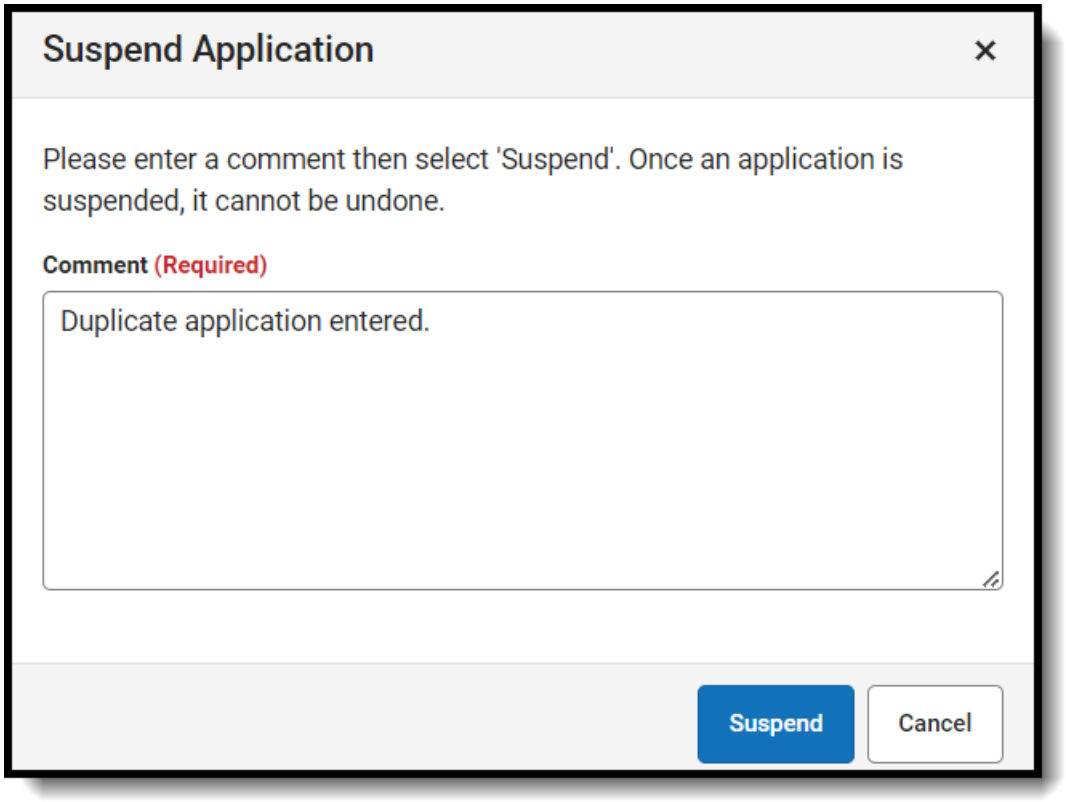
1. Search for the application or find it in the list of Pending Applications.



2. Click the **Review** button.
3. Click the **Suspend** button.



4. In the Suspend Application pop-up, enter a Comment, then click **Suspend**.



Once an application is suspended, it is moved to the Processed Applications tool, where it can no longer be processed.

Edit an online application

At this time, online applications can't be edited as the system doesn't support tracking or documenting changes to submitted online applications.

Workarounds

Use one of the following options to process changes:

Option A: convert to paper application

1. Print the submitted online application.
2. The FRAM processor must:
    - Handwrite the requested change on the printed form.
    - Document the reason for the change.
    - Sign and date the update.
3. Re-enter the application as a paper application:
    - Go to **FRAM > Application Processing >** **Household Application**.
    - Enter all details, including the documented change.

Option B: request resubmission

1. Contact the parent/guardian.
2. Ask them to submit a new online application with the corrected information.