



1. Why does Key School use Clarity?

We have chosen Clarity as our financial aid application provider in order to better serve both our current and prospective families. We are confident that this change will make the process of applying for financial aid easier for families.

2. How does Clarity make it easier for me to apply for financial aid?

Clarity offers a streamlined, mobile-friendly application that can be completed in as little as 30 minutes. Additionally, Clarity removes the need to upload your personal tax return(s) and W2(s) by transferring them directly from the IRS. When you authorize the IRS to share the documents via your [IRS.gov](https://www.irs.gov) account, the school will receive your tax returns within an hour. This saves you time by eliminating the need to pull out all your tax returns and manually enter numbers into the application. It is also more secure because you are not uploading copies of original documents, which means you do not need to redact Social Security Numbers (SSN). Additionally, these copies or PDFs are not stored on your desktop, in a computer folder, or on an email server.

3. Why do I need an [IRS.gov](https://www.irs.gov) account?

Only US taxpayers will need an [IRS.gov](https://www.irs.gov) account. The [IRS.gov](https://www.irs.gov) site offers a secure, standard method designed to protect your identity and ensure that no one else can access your sensitive information. Clarity's Enhanced Tax Verification process will allow you to provide authorization for the IRS to share your transcripts with Clarity. Transcripts are the most secure way of sharing your financial data, and they do not include SSNs. In fact, if you plan to use the FAFSA to apply for college financial aid, you will follow a similar process to obtain your tax transcripts, just like Clarity does.

4. How do I set up an [IRS.gov](https://www.irs.gov) account?

- Go to [IRS.gov](https://www.irs.gov). Click on "Sign in" in the top right corner.
- Find the box labeled "Individual" and click on "New to individual account? Get started." An individual is anyone who files their personal taxes single, married filing jointly, married filing separately, head of household, or qualifying widow/widower.
- Click "Sign in or create an account" to get started. The account creation process will require users to verify their identity by using a form of official identification and taking a selfie. This is a one-time step that is a security measure required by the IRS to protect against identity theft and the compromise of personal information. Once their account is set up, this step will not be required for subsequent logins.

5. I don't want to set up an IRS account or my verification failed

Clarity has a pathway for families to complete our Enhanced Tax Verification (ETV) process, all directly within the Clarity app. Families will have the opportunity to choose to

take advantage of the IRS.gov path, but it will no longer be required. This enhancement is based on our learnings from recent months: while the current iteration of ETV has been effective for most families, some expressed discomfort with the IRS.gov account requirement.

By introducing this additional pathway, we aim to reduce friction in the process and ensure that families can choose the approach best suited to their circumstances. We remain committed to refining the tax verification experience in collaboration with our school partners and informed by the feedback we receive from both schools and families.

6. Is my information secure with Clarity?

Key School takes the privacy and security of your personal information very seriously. Clarity is certified for both GDPR and SOC2 and uses enterprise-level security standards, including end-to-end encryption of all personally identifiable information. For more information, please refer to [Clarity's Privacy Policy](#).

7. How will this impact my award?

Just as in prior years, if your financial circumstances have not changed, you will not see significant changes to your award. If you have any questions about your individual circumstance, please reach out to us.

8. Will I still need to apply every year?

Yes, you will need to submit a Clarity application each year in order to qualify for financial aid; however, Clarity retains your information from previous applications, so it will be even easier to reapply.

9. Can I complete my Clarity application on my phone or tablet?

Yes! Clarity's application is fully mobile-friendly, so you have access wherever you are.

10. When do I need to apply?

If you are a returning family, you must submit your full completed application by November 14, 2025. If you are a prospective family, please submit by Saturday, January 10, 2026.

11. I live outside the United States. Can I still apply for financial aid through Clarity?

Yes, along with the student's application, all families must fill out the Clarity application to the best of their ability, including the Non-US Tax Filer Verification upload. If you live in Canada, you will be prompted to upload your T1, T4 and Notice of Assessment.

12. Does the family submit multiple applications if they're applying to more than one school?

The family submits one application, pays one application fee, and applies to multiple schools, provided that those schools are also using Clarity as their financial aid platform.



Clarity offers family information webinars each fall. These webinars review the family application and tax verification process and our team will respond to attendee questions. Below are the dates and registration links. Families should register to receive the zoom link to attend.

- [Tuesday, September 29, 10pm ET](#)
- [Wednesday, September 30, 6pm ET](#)
- [Tuesday, October 27, 10pm ET](#)
- [Wednesday, October 28, 6pm ET](#)
- [Tuesday, December 8, 8:30pm ET](#)

Links to 2024 Financial Aid Family Info Night Webinar Recordings

- [September 24 - East Coast, 6:30 p.m. ET](#) (Passcode: +u*v3=Qy)
- [September 25 - West Coast, 7:00 p.m., PT](#) (Passcode: t#L4ZzCK)
- [October 28 - East Coast, 6:30 p.m. ET](#) (Passcode: Q@YHg3V6)
- [October 29 - West Coast, 7:00 p.m., PT](#) (Passcode: N8xWR%a4)
- [December 10 - All/Any, 5:30 p.m. PT](#) (Passcode: 6K=^uc08)
- [With Spanish Translation](#) (Choose CC - Español to view with the translation.)

Family Support Contact Information

- All support is available in English and Spanish. The application itself is also fully translated into Spanish using the drop-down in the lower left corner.
- In-app support through the “Help” button in the lower left corner
- Email support at support@clarityapp.com
- Phone support at 206-210-3752

Family Support Hours

Standard (April through September)	Extended Peak (October through March)
• Monday to Friday, 8 am to 8 pm ET	• Email and Chat Support ○ Monday to Friday, 8 am to 11 pm ET ○ Saturday and Sunday, 9 am to 5 pm ET • Phone Support ○ Monday to Friday, 8 am to 8 pm ET

	○ Saturday, 9 am to 5 pm ET
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