

# Diocese of Erie Tuition Assistance Program

## Frequently Asked Questions

### **How do I log in?**

- Create an account or log in with the account you created in a previous year.
- Your email address is your username.
- Each family should create only one account.

### **Forgot your password?**

- Click “Forgot your password?” on the login page.
- Check your spam/junk folder for emails from [info@doetap.org](mailto:info@doetap.org).

### **Having trouble logging in?**

- Use a computer (not a cell phone).
- Confirm username (email address). Try another email if your account is not recognized.
- Check all email folders for messages from [info@doetap.org](mailto:info@doetap.org).

### **How do I upload documents?**

- Use the upload portals within the application.
- Review uploaded files to verify accuracy.
- Use the “X” to delete incorrect files *before submitting*.
- **Do NOT upload password-protected documents.**

### **What documents are required?**

- All 2025 W-2s and 1099s (if applicable)
- 2025 Federal Form 1040, pages 1-2
  - If you filed an extension, upload:
    - IRS Form 4868
    - 2024 Federal Form 1040, pages 1-2
    - All 2025 W-2s and 1099s (if applicable).

### **Having trouble submitting payment?**

- **Do not click Submit button more than once and do not use a second card.** Either action will lock the system.
- Sign out of account and sign back in.
  - If your account shows an application number, (e.g., 2026-XXXX), your submission was successful.
  - If the “Submit payment” button no longer appears, your payment likely processed.
- Wait 24 hours and check your bank before contacting [info@doetap.org](mailto:info@doetap.org).

### **Will I receive a receipt?**

- Yes, you will receive an emailed receipt after submission. Check spam/junk folders.
- If no email receipt is found:
  - Wait 24 hours and check your bank account before contacting [info@doetap.org](mailto:info@doetap.org).
- **Note:** A receipt confirms payment only, not approval. Missing documents or information will result in denial.

### **Can I edit my information after submission?**

- No, submitted information cannot be edited.
- You may upload additional documents, if needed:
  - After uploading new documents, select “Pay by Check” to resubmit.
  - Email [info@doetap.org](mailto:info@doetap.org) with your application number to notify the office of updated documents.

**Diocese of Erie Tuition Assistance Program**  
**Frequently Asked Questions**

 **Still need help?**

For additional assistance, email your school's Point of Contact listed below.

<b>Point of Contact List</b>		
<b>School or System</b>	<b>Point of Contact</b>	<b>Email is preferred</b>
<b>STAR FOUNDATION MANAGER:</b> All schools	Kathy Robbinson	<a href="mailto:krobbinson@eriercd.org">krobbinson@eriercd.org</a> 814-824-1220
<b>7 PARISH BASED SCHOOLS:</b> Immaculate Conception, St. Francis, St. Gregory, St. Joseph, Lucinda, St. Joseph, Warren, SS. Cosmas & Damian, Seton Catholic Schools	Kathy Robbinson	<a href="mailto:krobbinson@eriercd.org">krobbinson@eriercd.org</a> 814-824-1220
<b>DuBois Area Catholic Schools</b> w/DuBois Central Catholic Elementary, M/HS	Jeff Gankosky	<a href="mailto:jgankosky@duboiscatholic.com">jgankosky@duboiscatholic.com</a> 814-371-6889
<b>Elk County Catholic School System</b> w/St. Leo School, St. Marys Catholic Elem/MS & ECCH	Bob Breindel	<a href="mailto:finance@eccss.org">finance@eccss.org</a> 814-781-3144
<b>Erie Catholic School System</b> w/Our Lady of Peace, St. Jude Schools	Joyce Wickles	<a href="mailto:jwickles@eriecatholic.org">jwickles@eriecatholic.org</a> 814-838-3548, Ext. 3118
w/St. George, St. James, St. Luke Schools	Mary Jo Schley	<a href="mailto:mschley@eriecatholic.org">mschley@eriecatholic.org</a> 814-899-3429, Ext. 5004
<b>Mercyhurst Preparatory School</b>	Sue Zimmerman	<a href="mailto:businessoffice@mpslakers.com">businessoffice@mpslakers.com</a> 814-824-2206
<b>Shenango Valley Catholic School System</b> w/St. John Paul II and Kennedy Catholic M/HS	Ray Bianco	<a href="mailto:rbianco@kennedycatholicschools.org">rbianco@kennedycatholicschools.org</a> 724-346-5531
<b>Venango Region Catholic School</b> St. Stephen School	Beth Metz	<a href="mailto:beth.metz@venangocatholic.org">beth.metz@venangocatholic.org</a> 814-677-3035
<b>Villa Maria Cathedral Preparatory Catholic School Sys</b> w/Cathedral Prep and Mother Teresa Academy	Joanne Rogers	<a href="mailto:joanne.rogers@cathedralprep.com">joanne.rogers@cathedralprep.com</a> 814-453-7737 Ext. 2226
	Jennifer Gannoe	<a href="mailto:jennifer.gannoe@cathedralprep.com">jennifer.gannoe@cathedralprep.com</a> 814-453-7737 Ext. 2252