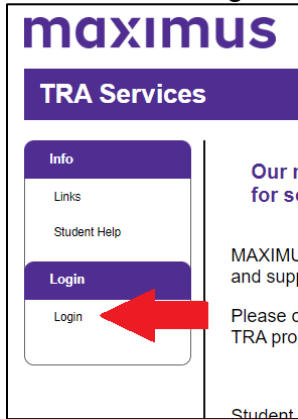
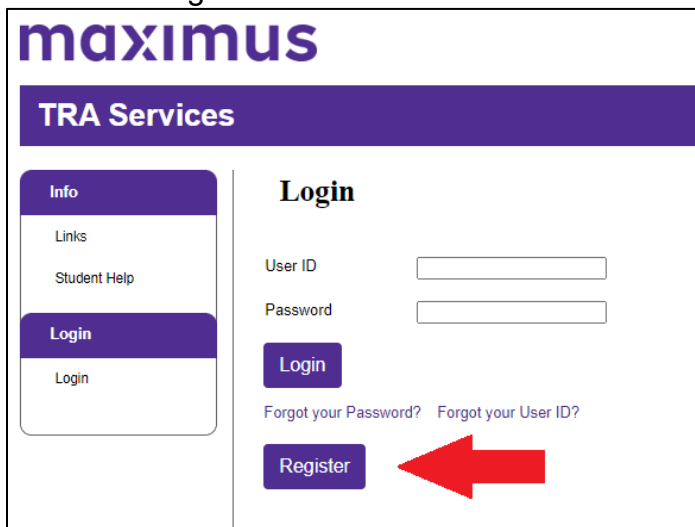


# maxim TRA Services Website – Student Registration

1. Using an internet browser on your laptop or desktop, go to <https://tra.maximus.com/>. **Note:** Chrome and Firefox are the recommended browsers.
2. Click on the “Login” link on the left-hand side of the page.



3. Click the “Register” button



4. In the first two sets of boxes, enter either the last 5 digits of your Social Security Number OR your Student ID (**Note:** some schools do not provide the Student ID). Into the second set of two boxes, enter your first and last names as your school would have reported them on your 1098-T form, then click the “Next” button.

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**Registration**

You must enter either the last 5 digits of your Social Security Number or your full Student ID, AND your full first and last name as reported on your 1098-T form. Note, the Student ID method will only work if your school has reported your Student ID. Further, you must enter your name as it was provided to us by your school. If you've had a name change, you must enter the name in use at the end of the tax year.

SSN or Student ID

Last 5 digits of your SSN

or

Student ID

AND

First and Last Name

First Name\*

Last Name\*

Next

5. If after clicking the “Next” button, the Maximus TRA Services website finds a 1098-T that matches the data you entered, additional boxes will populate.

AND

First and Last Name

FirstName

LastName

Opens if one or more 1098-T is found

1098-T forms have been found for you. In order to review your forms you must click on the information below.

By accessing this site and creating an account, I am representing that I am providing the information herein will be prosecuted under applicable privacy laws. I understand that and doing so may put my personal information at risk.

Email

ConfirmEmail

UserId

Your User ID is not case sensitive and must be at least 3 characters and a User ID that is secure and easy for you to remember.

Complete

**NOTE:** If no 1098-T forms matching the data entered in step 4 are found, you will receive the following message.

**(x) The following error(s) have occurred**

- We're sorry but we were unable to find any 1098-T forms for you.

Ensure you entered all your data correctly in step 4. If you have more than one first or last name, try different combinations of first and last names. If you used your Student ID the first time, try using the last 5 digits of your SSN. If you exhaust all possible combinations of Student ID or last 5 of SSN and First & Last Names, click on the "Student Help" link on the left side of the page and then read the section titled "I keep getting a 'We're sorry but we were unable to find any 1098-T forms for you.' message." If you believe you should still get a 1098-T after reading through Student Help, please call the TRA Services help desk at **1-833-604-9184** between the hours of 9:00am and 7:00pm Central Time Monday through Friday (excluding Federal holidays) and we will be happy to help.

Enter your email address into the first two boxes.

1098-T forms have been found for you. In order to review your forms you must complete your registration information below.

By accessing this site and creating an account, I am representing that I am authorized to access this information herein will be prosecuted under applicable privacy laws. I understand that I am not to share my log and doing so may put my personal information at risk.

Email

ConfirmEmail

UserId

Your User ID is not case sensitive and must be at least 3 characters and no more than 25. For security User ID that is secure and easy for you to remember.

←  
Enter your  
email twice

**NOTE:** If you receive the following message, this indicates that an account with the email address you entered is already registered on the Maximus TRA Website.

**(x) The following error(s) have occurred**

- The e-mail address you entered is already in use. Please choose another.

You can attempt getting back into the account using the "Forgot your Password?" and "Forgot your User ID?" links on the login page or you can use another email address to register.

6. Enter the User ID that you will create into the third box.

☑ 1098-T forms have been found for you. In order to review your forms you must complete your registration and login. Fill out additional information below.

By accessing this site and creating an account, I am representing that I am authorized to access this information and any misuse of the information herein will be prosecuted under applicable privacy laws. I understand that I am not to share my login credentials with anyone and doing so may put my personal information at risk.

Email

ConfirmEmail

Userid  **You Create User ID**

Your User ID is not case sensitive and must be at least 3 characters and no more than 25. For security reasons, please choose a User ID that is secure and easy for you to remember.

**Complete**

**NOTE:** If you create a User ID that already exists for another user, you will get the following message:

**(x) The following error(s) have occurred**

- This User ID is already in use. Please choose another.

To resolve this issue, simply change the User ID you created slightly so that it doesn't match one already in use.

7. Once you've entered a valid email address, a User ID that is not already in use, and have clicked the "Complete" button, you'll see the following message. Your User ID will be highlighted in yellow. Make note of your User ID and close that browser tab.

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**Registration Successful**

You have successfully created your account. You will be receiving an e-mail shortly to activate your account.

Please remember to keep track of your User ID. Do not share it with others.

Your User ID is **XXXXXXXXXX** **Your User ID**

Close this browser window and go to your e-mail. Use the link and default password to complete activation of your account. If you have not received an e-mail within 24 hours, please contact your local TRA office.


**If unable to locate the e-mail, check your Spam and Junk folders.**

8. Go to your email inbox and look for an email with the subject line “New TRA Account” from the email address [HopeScholar@maximus.com](mailto:HopeScholar@maximus.com)

**From:** TRA Customer Service <[hopescholar@maximus.com](mailto:hopescholar@maximus.com)>  
**Sent:** Monday, October 31, 2022 1:01 PM  
**To:** [REDACTED]  
**Subject:** [EXTERNAL] New TRA Account

Dear [REDACTED],

This notice is to inform you that you now have an account in the TRA program.

Your temporary password is: \$# [REDACTED]  **Temporary Password**

Please click on the link below or copy and paste the entire link into your Web browser to complete your account creation.

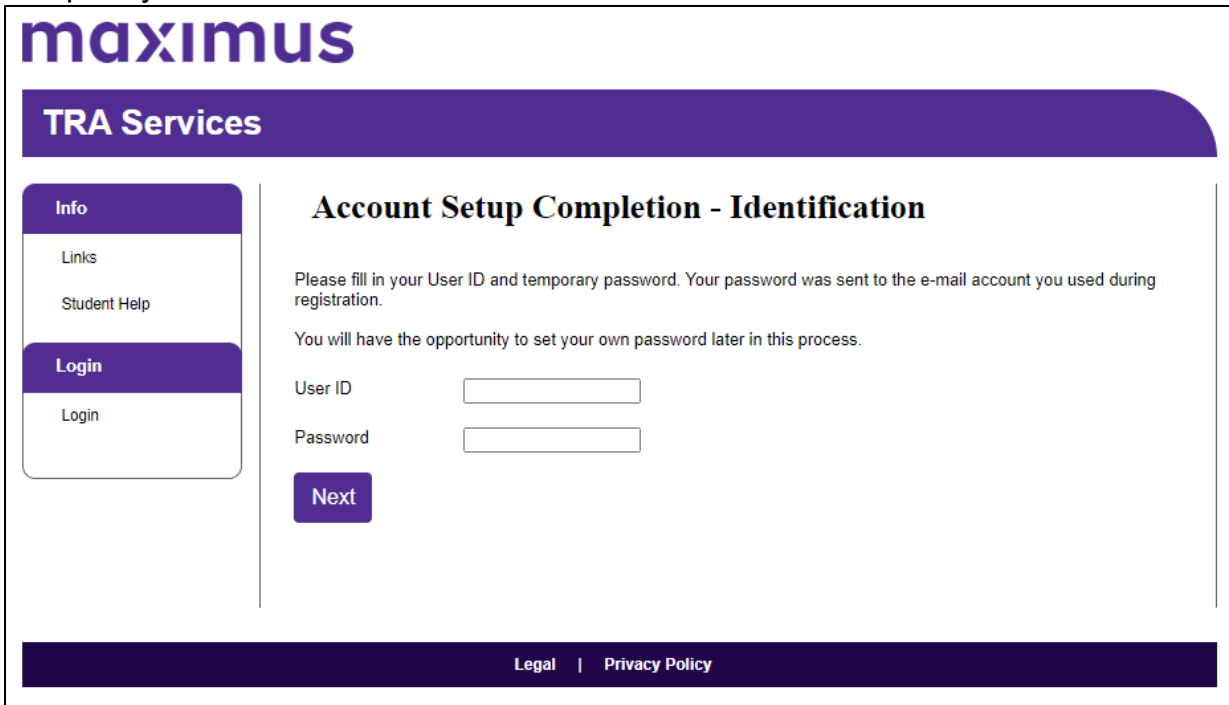
<https://tra.maximus.com/traPortal/UserAcknowledge>

Please note that you will be required to set a personal password and challenge question after completing the initial log in. The challenge question will be used if you ever need to retrieve your password.

Once your account has been created you should bookmark <https://tra.maximus.com> for future visits to the TRA website. Please do not use the account creation link above for return visits as it may result in program access confusion.

Thank you,  
TRA Customer Service

9. Click on the link in the email (or copy and paste it into a browser window) and you will be taken to the “Account Setup Completion – Identification” page. Enter the User ID you created in step 7 and was confirmed in step 8 into the “User ID” box. Type the Temporary Password from the email you received into the “Password” box and click on “Next”. **Note:** if you want to copy the password from the email and paste it into the “Password” box, you can, just ensure you do not highlight and copy an extra space at the beginning or end of the Temporary Password.



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**Account Setup Completion - Identification**

Please fill in your User ID and temporary password. Your password was sent to the e-mail account you used during registration.

You will have the opportunity to set your own password later in this process.

User ID

Password

**Next**

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10. Choose a challenge question and enter the Challenge Question Answer. **Note:** if you need to unlock your account with the challenge question, please note that the challenge question's answer is case sensitive.

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**Account Setup - Challenge Question**

Challenge Question  **Choose One**

Challenge Question Answer

**Back** **Next**

**Case Sensitive**

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11. Once the challenge question has been set up, you will set your permanent password. The password requirements are listed on the screen and in the picture below. **Note:** If you receive an error message about the password you are creating, read the error message carefully and follow its instructions.

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**Account Setup - Password**

Password must meet the following requirements:

- Be between 8-16 characters
- At least one upper case character(A-Z)
- At least one lower case character(a-z)
- At least one number(0-9)
- At least one of these special characters(@,\$,#,!)

New Password

Confirm Password

**Back** **Next**

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12. Once your password is successfully created, you will be taken to the Login screen to log into your account using the new password.

13. Once you log in, you will see all 1098-T forms that your school(s) transmitted to Maximus to provide to you. To view your form, click on the “View/Print 1098-T” link for the 1098-T tax year you are wanting to access.

14. Be aware that if you access the record before your institution has directed it to be printed, you will receive the following message:

By checking the 'Acknowledge' check box, I indicate that I understand that I am retrieving my 1098-T electronically and that a paper 1098-T will not be printed and mailed to me pursuant to IRS rules that allow for a taxpayer to elect in the affirmative to receive a form electronically. I understand that I can return to this site to retrieve additional copies of my 1098-T in the future.

Acknowledge

15. By checking the "Acknowledge" box and clicking Save, you will confirm that you understand a paper 1098-T will not be mailed to you. If you do not complete this step, you will have to wait until your institutions' forms have printed to have access electronically without consenting to waiving the printing and mailing of the form.

16. The PDF of your form will open in another tab or window. Go to that window/tab and in the upper right corner you'll see the print and download icons. Select to either download or print your form(s).

StudentPrint 1 / 1 100% +

Download Print

Form 1098-T

**YOU MAY BE ABLE TO REDUCE YOUR FEDERAL TAX LIABILITY!**

Department of the Treasury - Internal Revenue Service

17. If at any point you need assistance with the maximus.tra.com website, please call us at **1-833-604-9184** between the hours of 9:00am and 7:00pm Central Time Monday through Friday (excluding Federal holidays) and we will be happy to help.