



SPECIAL ALERT

STATE OF
CALIFORNIA



Update from the California Student Aid Commission

July 6, 2016

GSA 2016-24

TO: Financial Aid Administrators

FROM: Catalina G. Mistler 
Chief, Program Administration & Services Division

SUBJECT: **Annual Renewal of WebGrants Access Forms**

This Special Alert from the California Student Aid Commission (Commission) reminds institutions of the annual requirement to submit:

- WebGrants Information Security and Confidentiality Agreement (Confidentiality Agreement) and
- WebGrants System Administrator's Access Request Form (Access Request Form) to continue access to WebGrants.

The deadline to submit WebGrants access forms is July 31, 2016.

- The Confidentiality Agreement and the Access Request Form(s) must be renewed annually. The System Administrators (SA) will lose access to the Commission's network and data if the renewal forms are not submitted by **July 31, 2016**.
- Forms are available at <http://www.csac.ca.gov/doc.asp?id=1194>. Complete the forms, print, sign and forward by the deadline. Please retain a copy for your institution's records. You may email the forms to csachelpdesk@csac.ca.gov, fax the forms to (916) 464-6430, or mail the completed forms to:

California Student Aid Commission
Information Technology Services Division
ATTN: CSAC Help Desk
PO Box 419026
Rancho Cordova, CA 95741-9026

In an effort to assist with the accurate and timely completion of both forms, the Commission has identified the following areas where errors are commonly made on the forms:

WebGrants Information Security and Confidentiality Agreement

- The Authorized Official (AO) may designate no more than two individuals as the institution's SAs.
- The AO and the SAs cannot be the same individual.

- If the AO and the SAs are different at the institution's additional location(s), a separate Confidentiality Agreement must be completed for each additional institution location.

WebGrants System Administrator's Access Request Form

- Submit one Access Request Form for each SA listed on the Confidentiality Agreement.
- The AO listed on the Confidentiality Agreement must be the same individual listed on the Access Request Form.
- Indicate your "Password Reset/Assistance Q&A" (Special Identifier) by clicking on the appropriate category and then entering a unique alpha-numeric answer with at least 5 and no more than 9 characters.
- All accounts must be registered with an email address that is associated with the institution (for example, john.smith@centralcitycollege.edu). E-mail addresses from non-institutional service providers (Yahoo!, Gmail, Hotmail, etc.) are not allowed due to the sensitive information that may be provided in WebGrants notifications.
- The "Date Request Submitted" field is the date you completed the form.

User Access

- Article VI, Item H of the Cal Grant Program Institutional Participation Agreement states that user access is granted for a period of time not to exceed one year.
- The Institution's SA(s) will ensure that all Institution employees or agents who require WebGrants access will sign a "Grant Delivery System (GDS) WebGrants User Access Request Form" prior to being granted access to the WebGrants System.
- User access shall be renewed upon completion of either an annual Commission-supplied or institution-supplied training in the areas of information security, privacy and confidentiality.
- Commission-supplied training may be accessed from the [Commission's website](#).
- The Confidentiality Agreement and Web Grants System Administrator's Access Request Form shall remain at the institution.

Need to contact us?

- Information Technology Help Desk: (888) 294-0148 or csachelpdesk@csac.ca.gov
- Institutional Support: (888) 294-0153 or schoolsupport@csac.ca.gov

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