



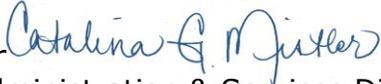
# SPECIAL ALERT

## Update from the California Student Aid Commission

**September 25, 2015**

**GSA 2015-39**

TO: Financial Aid Administrators  
High School Counselors

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

**SUBJECT: WebGrants System Maintenance**

This Special Alert from the California Student Aid Commission (Commission) announces two important system updates taking place in October 2015. All web systems (WebGrants, WebGrants for Students, Dream Act Application, Chafee App, etc.) will be unavailable during this process.

### September 2 Competitive Award Process

- The system will be placed in maintenance only mode from Friday, **October 2** at 4:30 p.m. through Tuesday, **October 6** at 12:00 p.m. for the processing of the 2015-16 September 2 competitive awards.
- Commission staff anticipates completing the award cycles and be back in update mode by Tuesday, October 6; an update will be provided should the status change.

### Server Rack Move

- Beginning Friday, **October 16**, 2015 at 1:00 p.m. through Monday, **October 19** at 6:00 a.m., the system will be placed in maintenance only mode to execute a server rack move.
- To accommodate the system's downtime, the Commission's Cal Grant and Middle Class Scholarship (MCS) weekly processes that normally run over the weekend, must be run Thursday evening.
- All Cal Grant and MCS files must be uploaded by Thursday, October 15, to be included in the weekly processing.

The Commission appreciates your patience and understanding while our system is unavailable for maintenance. Please contact the Commission's Institutional Support if you have any questions or need further assistance.

### Need to contact us?

- Institutional Support phone number: (888) 294-0153
- E-mail: [schoolsupport@csac.ca.gov](mailto:schoolsupport@csac.ca.gov)

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