SPECIAL ALERT
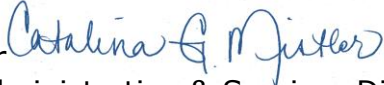
Update from the California Student Aid Commission

October 14, 2015   **GSA 2015-42**

TO: Financial Aid Administrators
           High School Counselors

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

SUBJECT: **WebGrants System Maintenance Update**

This Special Alert from the California Student Aid Commission (Commission) reminds institutions of an important system update taking place on Friday, October 16, 2015. All systems (WebGrants, WebGrants for Students, Dream Act Application, Chafee App, etc.) will be unavailable during this process.

Server Rack Move

- The Commission will execute a server rack move beginning Friday, **October 16**, 2015 at 11:00 a.m. through Monday, **October 19** at 6:00 a.m. (ETA). From 8:00 a.m to 11:00 a.m. on Friday, October 16, the system will be in query mode only. After 11:00 a.m., the system will be unavailable.

- 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** by 4:30 p.m., 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

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