



SPECIAL ALERT

Update from the California Student Aid Commission

April 4, 2016

GSA 2016-11

TO: Financial Aid Administrators
High School Counselors

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

SUBJECT: **WebGrants System Maintenance and Availability**

This Special Alert from the California Student Aid Commission (Commission) announces a required Oracle software update taking place on **Friday, April 8, 2016**, after the Commission's normal business hours. All web systems (WebGrants, WebGrants for Students, Dream Act Application, Chafee App, etc.) will be unavailable during this process.

The systems will be placed into system maintenance mode, per the schedule below.

- On Friday, April 8 at 5:00 p.m. through Saturday, April 9 at 1:00 p.m.

Also, to accommodate the system downtime, the Commission's Cal Grant weekly process that normally runs over the weekend must be run Thursday evening. All Cal Grant payment transactions for this week must be entered by Thursday to be included in the weekly roster update and payment request.

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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