



# SPECIAL ALERT

STATE OF  
CALIFORNIA



## Update from the California Student Aid Commission

February 9, 2017

GSA 2017-07

TO: Financial Aid Administrators  
High School Counselors

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

SUBJECT: **Firefox Browser Incompatibility with the California Dream Act Application**

This Special Alert from the California Student Aid Commission (Commission) notifies Financial Aid Administrators and High School Counselors that the parent signature option of the California Dream Act Application (CADAA) is not functioning properly when using the **Mozilla Firefox browser**. The Commission is working to resolve this issue quickly so that applicants can use **Mozilla Firefox browser**.

The Following web browsers should be used for optimal compatibility

- **Microsoft Internet Explorer** version 9.0 or higher
- **Google Chrome** version 24.0 or higher
- **Apple Safari** version 5.0 and higher

If you have any questions, please contact Institutional Support.

### 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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