



SPECIAL ALERT

Update from the California Student Aid Commission

June 12, 2017

GSA 2017-20

TO: Financial Aid Administrators
High School Counselors

FROM: Catalina G. Mistler *Catalina G. Mistler*
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SUBJECT: **Password Reset Tool Available for WebGrants For Students & California Dream Act Application**

This Special Alert from the California Student Aid Commission (Commission) provides notification that students are now able to retrieve their WebGrants For Students (WGS) User ID and reset their passwords through an online tool.

This online tool will allow students to quickly and easily retrieve a user-ID and reset a password. This tool is accessed through links on the WGS website, <https://mygrantinfo.csac.ca.gov/logon.asp> (see the image below).

Enter your User ID and Password. Please note the User ID and Password fields are case sensitive.

Authorized Use Only

WebGrants 4 Students Sign-In

User ID [Forgot User ID](#)

Password [Forgot Password](#)

[Create an Account](#)

WEBGRANTS 4 STUDENTS SUPPORTS
PC and Laptops using:
Internet Explorer 7 and higher
Mozilla Firefox 2 and higher
[Go to Help Center for other browser information](#)

Pursuant to section 502 of the California Penal Code and Public Law 99-474, Title 18, United States Code, unauthorized access to applicant information will be prosecuted to the full extent of the law.

Retrieving a User ID

For a student to retrieve their User ID:

1. Click on "Forgot User ID" link above the User ID box
2. Student will be asked to provide:
 - a. The last 4 digits of their SSN or Dream Act Number
 - b. Date of Birth (MM/DD/YYYY)
 - c. Security Verification Text (Captcha)
3. Student will receive a confirmation message
4. An email will be sent to their email address on file with their User ID

Resetting a Password

For a student to reset their Password:

1. Click on "Forgot Password" link above the Password box
2. Student will be asked to provide:
 - a. User ID
 - b. Security Verification Text (Captcha)
3. Student will then select the email address to send their verification code to
4. An email will be sent with a verification code
5. Enter the verification code on the Password Reset page and type in a new password
6. Student will receive a confirmation message

Students who encounter errors with retrieving their User ID or resetting their password can call the Commission's Student Support line at (888) 224-7268

Need to contact us?

- Student Support phone number: (888) 224-7268
- E-mail: studentsupport@csac.ca.gov

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