SPECIAL ALERT
Update from the California Student Aid Commission

July 10, 2017   **GSA 2017-23**

TO: Financial Aid Administrators

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

SUBJECT: **Annual Renewal of WebGrants Access Forms**

This Special Alert from the California Student Aid Commission (Commission) reminds institutions of the annual requirement to submit:

1. WebGrants System Administrator Access Request Form(s); and

2. WebGrants Information Security and Confidentiality Agreement Form(s).

The deadline to submit WebGrants access forms is Thursday, August 31, 2017.

- Access to the WebGrants System must be renewed annually.

- System Administrators (SA) access to the Commission's network and data will expire if renewal forms are not submitted by **August 31, 2017**.

- Forms are available at: http://www.csac.ca.gov/doc.asp?id=1194. Complete the forms, sign and retain a copy for your institution's records. Completed forms may be emailed to csachelpdesk@csac.ca.gov, faxed to (916) 464-6430, or mailed to:

California Student Aid Commission
Information Technology Services Division
ATTN: IT Service Desk
PO Box 419026
Rancho Cordova, CA 95741-9026

In an effort to assist with accurate and timely processing of both forms, the Commission has identified the following areas where errors are commonly made on the forms:

WebGrants Information Security and Confidentiality Agreement

- The Authorized Official (AO) may designate no more than two individuals as the institution's SAs.

- The AO and the SAs cannot be the same individual.

- If the AO and the SAs are different at the institution's additional location(s), a separate Confidentiality Agreement must be completed for each additional institution location.

WebGrants System Administrator Access Request Form

- Submit one Access Request Form for each SA listed on the Confidentiality Agreement.

- The AO listed on the Confidentiality Agreement must be the same individual listed on the SA Access Request Form.

- Indicate your "Password Reset/Assistance Q&A" (Special Identifier) by selecting the appropriate category and then list a unique alpha-numeric answer with at least 5 and no more than 9 characters.

- All accounts must be registered with an email address that is associated with the institution (for example, john.smith@centralcitycollege.edu). E-mail addresses from non-institutional service providers (Yahoo!, Gmail, Hotmail, etc.) are not allowed due to the sensitive information that may be provided in WebGrants notifications.

- The "Date Request Submitted" field is the date you completed the form.

User Access Request Form

- Article VI, Item H of the Cal Grant Program Institutional Participation Agreement states that user access is granted for a period of time not to exceed one year.

- The Institution's SA(s) will ensure that all Institution employees or agents who require WebGrants access will sign a "Grant Delivery System (GDS) WebGrants User Access Request Form" prior to being granted access to the WebGrants System.

- User access shall be renewed upon completion of either an annual Commission-supplied or institution-supplied training in the areas of information security, privacy and confidentiality.

- Commission-supplied training may be accessed from the [Commission's website](#).

- The Confidentiality Agreement and Web Grants User Access Request Form shall remain at the institution.

Need to contact us?

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

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