May 29, 2018   **GSA 2018-18**

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:

- The WebGrants College System Administrator's Access Request Form (Access Request Form) and Information Security and Confidentiality Agreement (Confidentiality Agreement) to retain access to WebGrants.

The deadline to submit WebGrants access forms is July 31, 2018.

- The WebGrants Access Request Form and Confidentiality Agreement must be renewed annually. System Administrators (SAs) will lose access to the Commission's network and data if this renewal document is not submitted by **July 31, 2018**.

- This document is available at http://www.csac.ca.gov/webgrants-access-0. Please complete the document, print, sign and forward by the deadline. Retain a copy for your institution's records. You may email the document to csacitservicedesk@csac.ca.gov, fax the forms to (916) 464-6430, or mail the completed document to:

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

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

WebGrants System Administrator's Access Request Form

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

- The Authorized Official (AO) listed on the Access Request Form must be the same individual listed on the Confidentiality Agreement.

- Indicate your "Password Reset/Assistance Q&A" (Special Identifier) by clicking on the appropriate category and then entering 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.

WebGrants Information Security and Confidentiality Agreement

- The 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.

User Access

- 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, and that User Access Request forms shall remain at the institution.

- 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.

Need to contact us?

➢ Information Technology Help Desk: (888) 294-0148 or csacitservicedesk@csac.ca.gov

➢ Institutional Support: (888) 294-0153 or schoolsupport@csac.ca.gov

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