



# SPECIAL ALERT

STATE OF  
CALIFORNIA



## Update from the California Student Aid Commission

May 22, 2019

GSA 2019-14

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, 2019.**

- 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, 2019**.
- 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 fax the forms to (916) 464-6430, email the document to [csacitservicedesk@csac.ca.gov](mailto:csacitservicedesk@csac.ca.gov), 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](mailto: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. The AO shall not have authorization to access Grant Delivery System or WebGrants.
- 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 - 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](mailto:csacitservicedesk@csac.ca.gov)
- Institutional Support: (888) 294-0153 or [schoolsupport@csac.ca.gov](mailto:schoolsupport@csac.ca.gov)

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