



# SPECIAL ALERT

STATE OF  
CALIFORNIA



## Update from the California Student Aid Commission

July 1, 2020

GSA 2020-24

TO: Financial Aid Administrators

FROM: Steve Caldwell   
Interim Deputy Director, Program Administration & Services Division

SUBJECT: **Annual Renewal of WebGrants Access**

This Special Alert from the California Student Aid Commission (Commission) reminds institutions that the annual deadline to submit the WebGrants Access Form is **July 31, 2020**.

As previously announced in [GSA 2020-08](#), there is now a single WebGrants Access Request Form, which combines the WebGrants College System Administrator's Access Request Form (Access Request Form) and Information Security and Confidentiality Agreement (Confidentiality Agreement). All institution types may utilize the form to request WebGrants access. System Administrators (SAs) will lose access to the Commission's network and data if this renewal document is not submitted by the deadline.

This form is available at <https://www.csac.ca.gov/webgrants-access-request>. For best results, please download the form to your computer, open using Adobe Acrobat, complete electronically, digitally sign, and submit the form to [webgrantsaccess@csac.ca.gov](mailto:webgrantsaccess@csac.ca.gov).

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

- Download the form to your computer and open in Adobe Acrobat.
- Submit one Access Request Form for each System Administrator (SA).
- An institution can only have two active SAs. To remove access for an SA, select the "Disable Account" option in Section 2 of the form and provide the name or User ID you would like removed. Disabling an account can be done when adding an SA or as a standalone submission. The AO must sign off on any disable request.
- The Authorized Official (AO) listed on the Access Request Form must be the same individual listed on the Confidentiality Agreement.
- In Section 2 of the form, indicate your "Password Reset Questions" by clicking on the appropriate option(s) 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.
- Institution employees or agents who require WebGrants access will select "User Only," in Section 1 of the form. Complete the rest of the document, have the user and the Institution's SA read and sign the Security and Confidentiality Agreement. Retain a copy of User Agreements on site.
- 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 [csacit servicedesk@csac.ca.gov](mailto:csacit servicedesk@csac.ca.gov)
- Institutional Support: (888) 294-0153 or [webgrantsaccess@csac.ca.gov](mailto:webgrantsaccess@csac.ca.gov)

***Working together to effectively promote education beyond high school!***