



# SPECIAL ALERT

STATE OF  
CALIFORNIA



## Update from the California Student Aid Commission

September 22, 2020

GSA 2020-35

TO: Financial Aid Administrators  
High School Counselors

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

SUBJECT: **WebGrants System Maintenance for 2019-20 Year-End Reconciliation Processing**

This Special Alert from the California Student Aid Commission (Commission) announces an important system update taking place on **September 25, 2020**. All web systems (WebGrants, WebGrants for Students, Dream Act Application, Chafee Application, etc.) will be unavailable during this process.

### 2019-20 Year-End Reconciliation Processing

- The system will be placed in maintenance only mode from Friday, September 25 at 5:00 p.m. through Tuesday, September 29 at 8:00 a.m. for the processing of the year-end reconciliation.
- Commission staff anticipates completing the reconciliation processing and having WebGrants back into update mode by Tuesday, September 29. An update will be provided should the status change.

The Commission appreciates your patience and understanding while our system is unavailable. Please contact the Commission's Institutional Support if you have any questions or need further assistance.

### Need to contact us?

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

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