



# SPECIAL ALERT

STATE OF  
CALIFORNIA



## Update from the California Student Aid Commission

May 7, 2021

GSA 2021-18

TO: High School Counselors  
Financial Aid Administrators

FROM: Tae Kang *Tae Kang*  
Deputy Director, Program Administration & Services Division

SUBJECT: **WebGrants for Institutions Launches Monday, May 10<sup>th</sup>**

The California Student Aid Commission (Commission) is pleased to announce the launch of WebGrants for Institutions on **May 10, 2021**, as announced in [GSA 2021-16](#). Please review and share this communication with other WebGrants users.

**The WebGrants System will be unavailable from 5:00 p.m. today, May 7, 2021 until approximately 1:00 p.m. on Monday, May 10, 2021.**

### First-Time Login Instructions

- The first-time login to the updated system will require a password reset. The [First-Time Login Instructions](#) training video provides step-by-step instructions on how to login for the first time to the updated WebGrants system.
- The process includes resetting your password for existing WebGrants users or creating an account for new users.

### Assistance During Launch

Institutional Support will offer assistance via phone, email, and Zoom Help Room.

#### Contact Institutional Support

- Daily (8:30 a.m. - 4:00 p.m.)
- Institutional Support phone number: (888) 294-0153
- E-mail: [schoolsupport@csac.ca.gov](mailto:schoolsupport@csac.ca.gov)

#### Zoom Help Room

- Monday, May 10 (1:00 p.m. - 4:00 p.m.)
- Tuesday, May 11 (8:30 a.m. - 4:00 p.m.)
- Wednesday, May 12 (8:30 a.m. - 4:00 p.m.)
- Thursday, May 13 (8:30 a.m. - 12:30 p.m.)
- Join Zoom Meeting: <https://csac-ca-gov.zoom.us/j/4561545653>

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