



SPECIAL ALERT

STATE OF
CALIFORNIA



Update from the California Student Aid Commission

May 24, 2021

GSA 2021-19

TO: High School Counselors
Financial Aid Administrators

FROM: Tae Kang *Tae Kang*
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SUBJECT: **Update: WebGrants for Institutions Launch**

This Special Alert from the California Student Aid Commission (Commission) provides an update on the launch of the new WebGrants for Institutions, as announced in [GSA 2021-16](#). The Commission has been modernizing its legacy systems to process awards more efficiently and support student financial aid through the Grant Delivery System Modernization (GDSM) Project.

Since the launch on May 10, 2021, 4,934 active users have been migrated to the new WebGrants for Institutions. To date, 1,360 WebGrants users have successfully logged in.

- Users can access WebGrants for Institutions by utilizing the link on our [WebGrants for Institutions webpage](#) or directly at www.webgrants.csac.ca.gov.
- Users should update previously saved bookmarks with the new URL.

Reminder: First-Time Login Instructions

- First-time login to the updated WebGrants system requires a password reset. The [First-Time Login Instructions](#) training video provides step-by-step instructions. The process includes resetting passwords for existing WebGrants users.
- Important: If you do not receive an email with password recovery information, please check your spam or junk folder.
- Important: If your email with the password recovery information is delayed, please ask your IT Administrator to whitelist the "do_not_reply@csac.ca.gov" email address to ensure prompt delivery of password recovery information.

Known Issues

As with any launch, the Commission has identified some issues with the new WebGrants for Institutions. We would like to thank institutions for continuing to report these issues to us, and for your patience as we work to resolve them.

The Commission has assigned top priority to the following known issues:

1. The Display Reconciliation screen (Roster/Reconciliation>Display Reconciliation) is missing the option to select the "Detail Data" option in the Display Type field.

2. The California Dream Act Application (CADAA) Corrections screen (Dream Act ISIR Search>Correct) does not allow users to submit corrections for independent students.
3. Some active WebGrants user accounts were not migrated to the new WebGrants site.
4. Some WebGrants users receive the message "Unable to Process Request" when attempting to reset password as part of the first-time login process.

We are actively working to address these issues to improve functionality and user experience.

Upcoming Enhancements

The Commission expects to launch regular updates and enhancements to continually improve throughout the upcoming year. Please visit the [GDSM webpage](#) for the latest updates.

The launch of the updated California Dream Act Application is expected this summer.

Need to contact us?

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

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