SEAA

MYPORTAL

RECIPIENT USER MANUAL

Table of Contents

Screen Design and Navigation

The pop-up blocker on your browser should be turned OFF.

The system requires the use of JavaScript and Cookies. Please be sure to enable JavaScript and Cookies in your web browser in order to access the full functionality of the site.

Use your mouse and/or your keyboard to navigate within the system. You can use your keyboard as follows:

> **Data fields:** use the Tab key to move through data fields or Shift and Tab to move backwards
>
> **Next or Previous button**: Tab to the button and press Enter
>
> **Check box**: press the spacebar to check or to uncheck a box
>
> **Radio buttons**: use the up↑ and down↓ arrows
>
> **Dropdown boxes**: use the up↑ and down↓ arrows

Icons, such as are used throughout the system. Hover your mouse over the icon and a text description will appear. Additionally, some icons such as, will open a pop-up box containing information when you click on them.

Navigate to any screen from within the system by clicking the Menu dropdown on the top toolbar and selecting an option.

Breadcrumbs at the top of each page follow the path you took from the Main Menu. Click an underlined breadcrumb to link to a page along that path. To return to the Main Menu click the HOME breadcrumb.

Your session will end automatically if it is inactive for a period of time. You must log in again with your username and password.

Main Menu
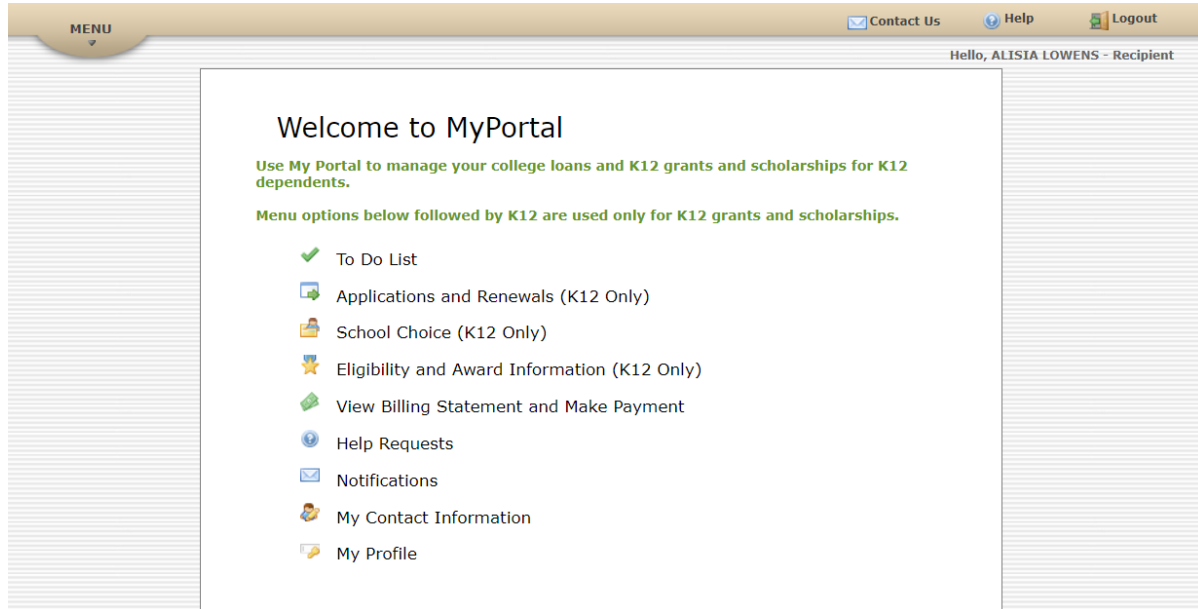
Contact Us

A Contact Us link is available on the menu tool bar for College Financial Aid recipients. Clicking the ✉ Contact Us icon will open a preformatted email window. You must select a subject from the dropdown provided. This will direct your email to the appropriate staff member. Enter your text into the text box and click on Submit.

When SEAA has responded, you will receive a notification prompting you to log in and select Help Requests from the main menu to read the reply.

Help

Clicking the ❓ Help icon opens the user manual. Scroll or use the search to navigate within the document. The Table of Contents at the beginning of the help text is organized by the items on the Main Menu. To navigate directly to help text from the Table of Contents, hold your Ctrl key and click the topic.

Logout

For your security it is very important that you click 🚪 Logout to end your session.

Menu Items

Click on a description to navigate to that section of the system. See below for more information about each of the items on the menu.

To Do List

To Do List

Items with ☑ have been received. Items with ☐ are **not received or incomplete.**

My College Financial Aid

My Account: Gladlyn Thorter

Application or Required Documentation	Receipt Date	Action Items	Due By
☐ Financial Statement		Upload Document	12/31/2020
☐ Proof of Job Search		Upload Document	12/31/2020

K12 Grant and Scholarship Accounts

To Do List for 2020-2021

Student: Alliyana Thorter

Application or Required Documentation	Receipt Date	Action Items	Due By
☑ Opportunity Scholarship Program Application	11/24/2020	Complete	

Your To Do list is a summary of the items required for the academic year displayed at the top of the screen. Items may be shown more than once if required for more than one program.

Your "To Do" list is a summary of the applications and documents you have submitted to date and any additional documents required to complete your application(s). Documents and Tasks for College Financial Aid, if any, will be listed first. Note: For K12 Grants and Scholarships, the academic year will be displayed for your To Do list. The most recent academic year will be displayed first and will be followed by past academic years. It is possible to have To Do List items which need to be completed for more than one academic year. Check the column called "Action Items" for additional information that needs to be provided.

Each task will have one of the following icons next to it:

☑   The task or document is complete

☐   The task or document is incomplete

Items may be shown more than once if required for more than one program.

Your To Do List may display documents that SEAA is requesting for you to upload. For each task click on the link in the Action Items column to upload the document. See examples below.

January 2020

If the item has a Due By date listed, be sure to submit your document by the Due By date.

Upload Proof of Prior Enrollment

Your To Do List may contain a task to upload proof of prior enrollment.

To Do List for 2020-2021

Items with ✓ have been received. Items with ☐ are **not received or incomplete.**

Student: John J Smith

Application or Required Documentation	Receipt Date	Action Items	Due By
✓ Disabilities Grant Program Application	01/28/2020	Complete	
✓ Eligibility Determination Form	01/28/2020	Eligibility Determination Form is under review	
☐ Proof of Prior Enrollment		Upload Proof of Prior Enrollment	02/11/2020

Your To Do list is a summary of the items required for the academic year displayed at the top of the screen. Items may be shown more than once if required for more than one program.

Click on the link to upload your proof of prior enrollment. A box will open in another window.

Smith, John J

SEAA ID: 66694

MyPortal allows one document to be uploaded per application.

Before uploading, be sure all required pages are saved to one file.

The following file types are allowed: .pdf and .docx.
The maximum file size allowed is 10M.

Select file to upload:

Choose File | No file chosen

File name:

> Upload File

Close ‹

Click Choose File. In the dialog box find your folder and file, highlight the file and click Open. Once you have selected the correct file, click Upload File. You can edit the file name before clicking on Upload File.

The To Do List will now reflect that your document is under review.

To Do List for 2020-2021

Items with ✅ have been received. Items with ☐ are **not received or incomplete**.

Student: John J Smith

Application or Required Documentation	Receipt Date	Action Items	Due By
✅ Disabilities Grant Program Application	01/28/2020	Complete	
✅ Eligibility Determination Form	01/28/2020	Eligibility Determination Form is under review	
✅ Proof of Prior Enrollment	01/28/2020	Proof of Prior Enrollment is under review	02/11/2020

Your To Do list is a summary of the items required for the academic year displayed at the top of the screen. Items may be shown more than once if required for more than one program.

Upload Eligibility Determination Form

Click on the link to upload an Eligibility Determination Form. A box will open in another window.

Smith, John J

SEAA ID: 66694

MyPortal allows one document to be uploaded per application.

Before uploading, be sure all required pages are saved to one file.

The following file types are allowed: .pdf and .docx.
The maximum file size allowed is 10M.

Select file to upload:

[Choose File] No file chosen

File name:

[   ]

> **Upload File**

Close <

Click Choose File. In the dialog box find your folder and file, highlight the file and click Open. Once you have selected the correct file, click Upload File. You can edit the file name before clicking on Upload File.

The To Do List will now reflect that your document is under review.

To Do List for 2020-2021

Items with ✔ have been received. Items with ☐ are **not received or incomplete**.

Student: John J Smith

Application or Required Documentation	Receipt Date	Action Items	Due By
✔ Disabilities Grant Program Application	01/28/2020	Complete	
✔ Eligibility Determination Form	01/28/2020	Eligibility Determination Form is under review	

Your To Do list is a summary of the items required for the academic year displayed at the top of the screen. Items may be shown more than once if required for more than one program.

Accept or Decline Award Offer

Your To Do List may contain a task for you to accept or decline your award offer.

To Do List for 2019-2020

Items with ☑ have been received. Items with ☐ are **not received or incomplete**.

Student: Thomas D MARECIPIENT

Application or Required Documentation	Receipt Date	Action Items	Due By
☐ Disabilities Grant Award Offer		Respond to Offer	02/18/2020
☑ Disabilities Grant Program Application	02/01/2019	Complete	
☑ Education Savings Account Program Application	02/01/2019	Complete	
☑ Eligibility Determination Form	02/01/2019	Complete	
☑ Opportunity Scholarship Program Application	02/01/2019	Complete	

Your To Do list is a summary of the items required for the academic year displayed at the top of the screen. Items may be shown more than once if required for more than one program.

Due By column displays the date that you must respond by or else your award will be marked as "Past Due – Offer Rescinded".

Click on the link Respond to Offer. A screen will display where you can Accept or Decline the award offer.

Disabilities Grant for 2019-2020

Accept or Decline Your Award

Student: Thomas D MARECIPIENT

Program	Accept/Decline
Disabilities Grant	<Choose One> ▼

By responding to this offer I certify that I have read and understand the Disabilities Grant Acceptance Policies.

> Submit   > Cancel

Change the <Choose One> drop-down to Accept if you want to accept the award.

Change the <Choose One> drop-down to Decline if you want to decline the award.

Then click on the Submit button.

The To Do List will now reflect that your award is Accepted or Declined.

January 2020

To Do List for 2019-2020

Items with ☑ have been received. Items with ☐ are **not received or incomplete**.

Student: Thomas D MARECIPIENT

Application or Required Documentation	Receipt Date	Action Items	Due By
☑ Disabilities Grant Award Offer	01/28/2020	Accepted	02/18/2020
☑ Disabilities Grant Program Application	02/01/2019	Complete	
☑ Education Savings Account Program Application	02/01/2019	Complete	
☑ Eligibility Determination Form	02/01/2019	Complete	
☑ Opportunity Scholarship Program Application	02/01/2019	Complete	

Your To Do list is a summary of the items required for the academic year displayed at the top of the screen. Items may be shown more than once if required for more than one program.

Applications and Renewals

Apply Online/Check Application Status for 2020-2021

This section shows the status of any current new student applications you may have started or submitted.

If the application has been submitted, but there are Action Items remaining to complete, click the link.

If the application has been started, but not submitted, click the Finish Application link to complete and submit the application.

To apply for a student, click the Add Student link.

Once a student is added, click the Apply Online link to start the application.

You currently have no K12 students on record. Click Add Student to add a student to your record.

Add Student

All students for whom you are listed as a parent or guardian will be on this screen. This includes students in a pending renewal or renewed status.

If you have started, but not submitted an application, the Finish Application link will display allowing you to finish the student's application. For applications that you have submitted and have incomplete tasks, the To Do List link will display. If all tasks are complete, the word Complete will display.

If you would like to apply for a student that is not listed, click on the Add Student link. The following screen will display:

Add Student

Add Student

Student Information

Provide the following information for a student (for whom you are the Parent/Guardian) in your household who may be eligible for funding. You will be able to add other students later. Review the information you provide carefully. Nicknames, misspellings, or inaccurate information will delay processing your student's application.

Student SSN		*
Confirm SSN		*
Student Last Name		*
Student First Name		*
Student Middle Initial		
Student Date of Birth: (mm/dd/yyyy)		*

> Add Student   > Cancel

* Indicates a Required Field

Enter the requested information for the student. If the information entered matches a student that is already in the system an error message will display on the screen with further instructions. Otherwise, the student will be added and an application can be entered for that student.

Applications

Apply Online/Check Application Status for 2020-2021

This section shows the status of any current new student applications you may have started or submitted.

If the application has been submitted, but there are Action Items remaining to complete, click the link.

If the application has been started, but not submitted, click the Finish Application link to complete and submit the application.

To apply for a student, click the Add Student link.

Once a student is added, click the Apply Online link to start the application.

Student: John J Smith

Application	Renewed	Started	Submitted	Action Items
Disabilities Grant Program Application	N/A			Apply Online
Opportunity Scholarship Program Application	N/A			Apply Online
Education Savings Account Program Application	N/A			Apply Online

Add Student

Click the Apply Online link for the application for which you want to apply. You will need to come back to this screen to apply for each application. When Apply Online is selected for the Disabilities Grant application, the following screen will display:

Disabilities Grant Program 2020-2021

This application is for new students for the 2020-2021 school year.

Introduction

The Special Education Grants for Children with Disabilities Program (Disabilities Grant) was created by the North Carolina General Assembly to help parents pay qualified expenses for children with disabilities in kindergarten through 12th grade who will attend school in an eligible nonpublic school or a public school for which the payment of tuition is required.

The North Carolina State Education Assistance Authority (SEAA) administers the Disabilities Grant. For more information about the program, read the Program Overview or consult documentation on the Disabilities Grant website. If you have questions after reviewing the information, contact the Disabilities Grant staff at DGrants@ncseaa.edu or call toll free (855) 330-3955.

Application Deadlines – Consideration Process Overview

The Disabilities Grant Program Application opens January 1.
The priority deadline is March 15.
The application will close June 1.

2019-2020 Disabilities Grant recipients receive first consideration for 2020-2021.

- A current Eligibility Determination form from a North Carolina public school's Individual Education Program (IEP) process must be submitted within one week after application submission in order for SEAA to determine the student's eligibility for Disabilities Grant.
- A satisfactory Eligibility Determination form submitted for the Education Savings Account (ESA) program will also satisfy the requirement for the Disabilities Grant.
- A 2019-2020 ESA student recipient with a current Evaluation Date does not need to submit additional documentation of a disability after the Disabilities Grant application is submitted.
- Eligible new student applications received by the priority deadline March 15, 2020 will be entered into a lottery.
- Awards are made by lottery number according to the new student priorities.
- Applicants who are not awarded via the lottery according to the new student priorities may later be considered in order of application submission.

See the Program Overview for more information about the program's priority order. For more information about the Eligibility Determination form see the Required Documentation of a Disability.

Application Instructions

- Hold your cursor over or click the ℹ️ information icon for more information about the question.
- All required questions on a page must be answered in order to navigate to the next page.
- Your application is automatically saved as you navigate from page to page.
- All required fields must be completed in order to submit the application.
- Once you submit the application, you will receive a confirmation email.

Apply for Disabilities Grant

Click here to apply for Disabilties Grant

Review the information carefully and when you are ready to apply click on the link at the bottom of the screen.

Online Application Overview

The application sections are listed in the left-hand toolbar. To navigate between screens, click on the Next and Previous buttons at the bottom of the screen.

- Hold your cursor over the ℹ️ information icon for more information about the question.
- All required questions on a page must be answered in order to navigate to the next page.
- Your application is automatically saved as you navigate from page to page.
- All required fields must be completed in order to submit the application.

If you start an application but do not submit it, when you log in again and select the Apply Online menu option you will have a Finish Application option. If your online session is

inactive for 15 minutes or more you will automatically be logged out and must log in again with your username and password.

Parent/Guardian Information

Disabilities Grant Program Application - 2020-2021

- [ ] Parent/Guardian Information
- [ ] Student Information
- [ ] School Information
- [ ] IEP Information

Parent/Guardian Information

SEAA defines a Parent/Guardian as a natural, adoptive, or foster parent; a guardian, but not the State if the child is a ward of the State; an individual acting in place of a natural/adoptive parent (including grandparent, stepparent, or other relative) and with whom the child lives.

The Parent/Guardian completing this application must be the Parent/Guardian listed on this application and must be the Parent/Guardian with whom the student(s) on this application lives.

If the student on this application is awarded a Disabilities Grant, tuition expenses will be disbursed to the school on behalf of the Parent/Guardian who is the applicant. For reimbursements for eligible expenses for the student on this application, the expense must be incurred by the Parent/Guardian on this application; the reimbursement will be made directly to the Parent/Guardian on this application.

Parent/Guardian SSN:	882-99-1919 *
Parent/Guardian Last Name:	Smith *
Parent/Guardian First Name:	Mary *
Parent/Guardian Middle Initial:	R
Parent/Guardian DOB: (mm/dd/yyyy)	11/10/1960 *

Parent/Guardian Permanent Address:

Street:	*
City:	*
State:	<Choose One> ▼ *
Zip:	*

Parent/Guardian Mailing Address:

Same as Permanent Address:	☐
Street/P.O. Box:	*
City:	*
State:	<Choose One> ▼ *
Zip:	*

County of Residence: `<Choose One> ▼` *

Parent/Guardian Contact Information:

Home Phone Number: ` ` *

Cell Phone Number: ` `

Email Address: `ms@fake.com` *

Parent/Guardian Additional Information:

How did you learn about the Disabilities Grant Program? `<Choose One> ▼` *

Parent/Guardian Security Questions:

These questions will be used by SEAA to identify the Parent/Guardian during communications with the Parent/Guardian.

What is the name of the city in which you were born? ` ` *

What was the name of your elementary school? ` ` *

* Indicates Required Field

`▶ Next`

The first page of the application collects the parent/guardian information. This screen is a summary of your demographic information. The information on this screen will be prefilled with any answers that have already been provided. Some of the fields on this screen cannot be updated.

If the address or security questions are changed on an application, the information will be updated on your record. If your Social Security Number or Date of Birth is not correct you must contact SEAA.

Student Information

All fields with * are required and must be completed. If any required fields are left blank a red error message will display at the top of the screen and must be completed before you can continue.

If "Yes" is chosen for the question "Is either parent or guardian of this student currently on full-time active military duty?" additional fields for the Parent/Guardian information will need to be entered.

Is either parent or guardian of this student currently on full-time active military duty?	Yes ▼ *
If yes, provide the parent or guardian's:	
Last Name:	_____ *
First Name:	_____ *
Date of Birth: (mm/dd/yyyy)	_____ *
SSN:	_____ *

School Information

☑ Parent/Guardian Information	**Fall 2020/Spring 2021**
☑ Student Information	**Nonpublic School Selection**
☐ School Information	**Student:** John Smith **SSN:** 339-28-2828 **DOB:** 04/04/2015
☐ IEP Information	

Submitting this application without a school selection will not affect the student's eligibility for the Disabilities Grant. However, if SEAA makes an award offer, the Parent/Guardian will need to update the school choice by the deadline specified on the offer or the award may be revoked. Refer to the list of currently participating schools.

- If your school selection changes after you submit this application, log on to MyPortal and click on View and Update Your School. You will be able to update your school choice for 2020-2021.
- If the school you would like your student to attend does not appear as a choice, select "Unknown" and then contact the school to ask if the school plans to participate for the upcoming school year.
- If you do not know at this time which school your student will attend, select "Unknown". Once you decide on a school, log on to MyPortal and click on View and Update Your School. You will be able to update your school choice for 2020-2021.
- Note that students who will be enrolled in a Home School are not eligible to receive Opportunity Scholarship funding. Therefore Home School is an option only for Disabilities Grant and ESA Programs.

School Choice Assistance

Parents for Educational Freedom in North Carolina (PEFNC), which is not affiliated with SEAA, is an organization that serves as a resource to help families locate participating schools. If you would like PEFNC to contact you to help you find a school, check "yes" below. SEAA will only share the parent/guardian's contact information (name, phone number, email address, and mailing address) if you check "yes". No income or student information will be shared.

Do you want SEAA to share your contact information with Parents for Educational Freedom?   <Choose One> ▼ *

Select the nonpublic school the student will attend for the 2020-2021 school year:

<Choose One> ▼ *

Note: Selecting a school on this application will not prompt the registration/enrollment process at the school. Please contact the school directly for that process.

What will be the student's grade level for the next school year (2020-2021)?

<Choose One> ▼ *

* Indicates Required Field

Previous ‹   › Next

On the School Information screen the student's name, ssn and date of birth will display at the top of the screen.

All fields with * are required and must be completed. If any required fields are left blank a red error message will display at the top of the screen and must be completed before you can continue.

Select the nonpublic school the student will attend for the School Year. If you do not know the nonpublic school the student will attend, select Unknown for the school.

Select the grade level that the student will be for the upcoming year.

IEP Information

On the IEP Information screen the student's name, ssn and date of birth will display at the top of the screen.

All fields with * are required and must be completed. If any required fields are left blank a red error message will display at the top of the screen and must be completed before you can continue.

Consent and Certification

Consent and Certification Statements

Student: John Smith   **SSN:** 339-28-2828   **DOB:** 04/04/2015

☐ I certify that all of the information contained in this application is true and accurate.

☐ I certify that the student for whom I am applying currently lives in my household, and that I am either a natural, adoptive, or foster parent of the student; or a guardian of the student, but not the State if the student is a ward of the State; or an individual acting in place of a natural or adoptive parent (including a grandparent, stepparent, or other relative) and with whom the student lives.

☐ I understand that misrepresentation of any of the information provided to SEAA may result in me being required to forfeit or repay the funds to SEAA and may disqualify the student from the Disabilities Grant Program.

☐ I understand that I must comply with the Disabilities Grant verification process. If SEAA is not able to verify information on the application, the student may not be eligible to participate in the Disabilities Grant Program.

☐ I consent to SEAA disclosing certain student information (name, date of birth, public school ID, date of IEP re-evaluation, and LEA providing re-evaluation) to the North Carolina Department of Public Instruction (DPI) in order to determine enrollment eligibility for the Program and I consent to SEAA accessing any information held by DPI or my student's local education agency that is needed for its verification efforts.

☐ I understand that by submitting this application, I am authorizing and permitting SEAA to share my contact information with the nonpublic school I selected/will select.

☐ I understand that if I must sign on to SEAA's secure website to restrictively endorse the payment of the Disabilities Grant for deposit into the bank account of the student's nonpublic school before the funds will be disbursed.

After you submit your application you will only be able to view it. You must make any changes to your address or enrollment information by logging on to your account and selecting the appropriate option from the Main Menu.

By clicking the "Submit" button, I certify that I have read, accepted, agreed to, and understood all of the provisions and certifications contained in this application.

> Submit   > View Summary   > Print Summary

🗎 Download Adobe Acrobat Reader

Previous ◄

In order to submit your application, you must agree to the terms on this screen. If you agree to all of the terms, check the boxes and click Submit.

If you do not agree to all the terms, logout of the system or click Home to return to the Main Menu or click the Menu drop down to select an option from the menu. Your application will be "On Hold". You can login to your account at a later time and complete your application if you wish.

View Summary: Click to view your application responses before you submit your application. You will be able to view your application after you submit it, but you will not be able to access it to make changes.

If you need to correct any information, click the Previous button until you reach the page with the incorrect data. Make your changes and then click Next on each page to return to the Submit Information page.

Print Summary: Click to download and print your application before you submit it. To print your summary, Adobe Reader must be installed on the computer you are using. A link to download Adobe Reader is provided.

You will have the option to view and print your application after you submit it. That summary will include the date you submitted the application.

Submit: You must click the Submit button to complete your program application submission.

You can update your contact and expected enrollment information after you submit your application by logging in to your account.

Confirmation

Consent and Certification Statements

Student: John Smith   SSN: 339-28-2828   DOB: 04/04/2015

Confirmation Page

You successfully submitted your online application on: 01/28/2020

To download and print a copy of your application, click the Print Summary button.

> View Summary   > Print Summary

Download Adobe Acrobat Reader

This page confirms the submission of your application.

> **View Summary**: Click this button to view a summary of your submitted application.

> **Print Summary**: Click this button to download and save or print a PDF of your submitted application. The summary will include the date you submitted your application.

Once your application has been submitted you can click on the "Home" breadcrumb to navigate back to the Main Menu or select another option from the drop down menu.

If you wish to apply for another program, click on the "Apply Online/Check Application Status" breadcrumb.

All required documentation must be complete and received by the SEAA Office for your application to be considered. **Login to your account regularly to check the status of your application.**

After you submit your application, you can view it at any time by selecting Applications and Renewals from the main menu.

School Choice

View and Update Your Schools for 2020-2021   **School Change closes on 08/01/2020**

Is the correct school listed for your student? To change, choose a school from the drop-down list under "Change School" and click Save.

Student: Smith, John

Change School	
Piedmont School High Point - High Point ▼	▷ Save

Use this screen to change the school your student will be attending for the academic year. The drop-down list includes all K12 schools with a type of Nonpublic that are eligible to participate in the program(s) for which you applied. Change the student's school by choosing a school from the drop-down list and clicking on the save button.
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Eligibility and Award Information

Eligibility and Award Information

Your eligibility and award information for each academic year is listed below.

Eligibility for a program does not guarantee an award.

Go to the To Do List to submit information for the processing of your application.

🔔 Your application has been received.

⭐ Your application is complete and under review. Check back regularly.

🏆 You qualify for an award at the school you attend. The award amount is an estimate and may change. Your school must certify your enrollment before your award is paid.

🏆 You have accepted your award offer.

🚫 You have declined your award offer.

✅ Your school has certified your enrollment.

$ Your award has been paid to the school.

🔴 All or a portion of the award paid to your school was reduced and funds are being returned.

❌ You do not qualify for an award for the school.

Please see our website, www.ncseaa.edu, for more information.

Student: Smith, John ▼

Click the Status icon for more information.

2020-2021
Piedmont School High Point

Term	Program	Status	Award Amount
Fall	Disabilities Grant	🔔	$0.00
Spring	Disabilities Grant	🔔	$0.00
Total Award Amount			$0.00

This screen lists eligibility and award information for each academic year. To view the information, select a student from the dropdown.

Each academic year for which the student has applied is listed, with the most recent academic years listed first. Within each academic year all schools on the student's record are displayed. Within the school, all programs, enrollment status and award amount are listed by term.

The program status is displayed as a colored icon. Hover over or click on the icons for more information on your program status. If the program status is ineligible, the status information pop-up will list all ineligible reasons.

View Billing Statement and Make Payment

Use this screen to view your billing statements or to make a payment on a College Financial Aid repayment loan.

View Bill and Make Payment

Select a billing statement to view your bill.

Billing Statement for November 15, 2020   Print

Billing Statement for October 15, 2020   Print

Amount Due: $1,809.00

Make Payment

Monthly Billing Statement: Receive paper

Change method to receive statement

Your current monthly billing statement and up to previous 12 monthly billing statements will display as links. Click on the link to view a monthly billing statement or click on the Print button to produce a PDF.

Clicking on the Make Payment button will open a new window to transfer you to the SEAA EFT site.

The method by which your monthly statement is currently sent displays on the screen. Click on the link to change the method to either paper or electronically.

Help Requests

College Financial Aid recipients can click on this option from the Main menu to access the Help Requests screen.

This screen provides information on any emails you have sent by clicking the Email Us icon on the top toolbar. Click on the header bar to expand a region and view your email. After SEAA responds you will also be able to view the response.

If you would like to respond, click the Reply link, enter your message and click the Send Message button.

Notifications

Use this screen to view a record of all email and paper notifications sent to you from SEAA.

To view the details of a particular notification in the list, click on the corresponding link (in red). A window will open up, displaying the details.

My Contact Information

Update Your Contact Information

Use this section to update your permanent address, mailing address, telephone number(s), and contact email address.

Instructions

1. Enter your new information in the column labeled **New**.
2. Leave any fields you do not need to change blank.
3. Click the Save button.

Please Note

1. Updating the permanent address will not automatically update the mailing address. If your mailing address is the same as your permanent address, re-enter the new address in the Mailing Address Section.
2. Updating your email address in this section does not change the email address attach to your user account login.

	Current	New
First Name	Tori	
Middle Initial		
Last Name	Uzella	
Permanent Address		
Street	3330 Granard Ln	
City	CHARLOTTE	
State	NC	\<Choose One\>
Zip Code	28269	
Mailing Address		
Street	3330 Granard Ln	
City	CHARLOTTE	
State	NC	\<Choose One\>
Zip Code	28269	
Home Phone	(704) 200-7324	
Cell Phone		
County of Residence:	Mecklenburg	\<Choose One\>
Email Address	torinau@yahoo.com	
Confirm Email Address		

Security Questions:

These questions will be used by SEAA to identify you during communications.
What is the name of the city in which you were born?

What was the name of your elementary school?

[Save]   [Cancel]

Update Your User Profile
To change your password or email address associated with your user profile, click here.

The permanent and email addresses displayed on this screen are used by SEAA to communicate with you regarding your application and eligibility, so it is very important that all the address information is correct.

In the Current column of this screen, the name, address, telephone number(s) and email address(es) for you are displayed. If any of the information is incorrect, enter the correct information in the New column. You do not need to enter information that is correct. Click Save. Your updated information will now appear in the Current column.

Answers to the security questions are required.

Changing your email address in this section will not update the email address attached to your User Profile. To update that email address, click the link at the bottom of the screen in the Update Your User Profile section.

Update Your User Profile

First Name:	Mary
Last Name:	Smith
Email Address:	ms@fake.com
Confirm Email Address:	
User Name:	marysmith
Password:	
Confirm Password:	

Password Requirements

- Password must contain at least 8 characters.
- Password must contain at least one number.
- Password must contain at least one capital letter.
- Password must contain at least one lower case letter.
- Password must contain at least one special character (!,@,#,$, etc.).
- Password must NOT contain <, >, [,], ;, &, ', or "
- Passwords expire after 90 days.
- You cannot use your current or previous 10 passwords.

Save   Return to Main Menu

The name and email address that are attached to your User Profile are on this page. Update any information by overwriting the field with the correct information. If you change your email address you must re-enter the new address in the Confirm Email Address field. Click Save.

It is important that these fields are accurate. If you forget your user name or password and click the "Forgot your username or password?" link on the login screen, this is the information that will be used to verify your identity. Your user name or new password will be sent to this email address.

If you want to change both your user name and your password, change your user name first and save the change and then change your password. The requirements a password must meet are provided on the screen.