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Introduction

The purpose of this User Guide is to demonstrate the Applicant’s capabilities within the Scholarship Application Management System.

Login

Once registered, Applicants will utilize the Login Page to gain access to the system. The Applicant will be redirected once their email and password are confirmed.

Search and Apply for Scholarships

There are two ways that an Applicant can Search and Apply for Scholarships:

1. Through the Login Page (are not initially logged in)
2. Through the Home Dashboard (need to be logged in)

Search and Apply through the Login Page

If an Applicant is not logged in to the system and would like to search and apply for scholarships, they can do so through the Login Page by clicking Search for Scholarships.
The Applicant will be brought to an initial questionnaire to determine their eligibility for various scholarships. **Note**: The progress bar at the top of the page will let Applicants know how they are progressing throughout the questionnaire.

First, the Applicant will answer general questions related to US Citizenship, Arkansas Residency, and Age. They will then click **Next**.

![Scholarship Search](image)

The Applicant will then provide general details related to their Academics. This includes:

- Current Academic Status
- If they successfully completed at least twenty-seven hours in consecutive semesters (Not including a summer term)
- What year will/did they graduate from high school
- What type of high school they attended
- What was the name of the high school they attended

Once ready, the Applicant will click **Next**.
The Applicant will then be presented a number of questions related to their academic history, personal history, and their future educational goals.

Once the initial questionnaire is finalized, the Applicant will click **Submit**.

Depending on the Applicant’s answers, the **Potential Programs Available** page will populate different results.
Qualifying Programs Section:

If an Applicant is qualified for any awards, they will be listed in the Qualifying Programs section. This section lists:

- Program Name
- Award Amount (varies depending on program)
- Possible first-year amount based on full-time enrollment

Upcoming Programs Section:

If the Applicant is eligible but the program is not yet open, they can return at a later time to apply for the award. These will be listed in the Upcoming Programs section.
Unable to Apply Section:

The Unable to Apply Section lists any programs that the applicant is not able to apply for and the reasoning.

Once the Applicant arrives at this summary page, they will have the option to adjust (Search Again), Continue, or Return to SAMS Login Page.

Note: These options are only available at the end of the search. Continue is only available if the Applicant has qualified for one or more awards.

Click Continue.

If the Applicant is not logged in, they will be redirected to the Login Page. The Applicant will need to provide their login credentials or Register to continue with the application.
Once the Applicant is able to log in, they will find a **Click here to complete your Application!** option. Click this button.

The Applicant will continue through the next round of questions and be presented with a summary page.
The Applicant can **Edit their Application** at any point and **Submit** when complete.

Once submitted, the Applicant’s Current Applications will be updated on the Home Dashboard.
Search and Apply through the Home Dashboard

If an Applicant is logged in to the system and wishes to search and apply for scholarships, they can do so through the Home Dashboard by clicking Apply for Scholarships.

The remaining process is the same as described above (please review previous section).

Current Applications

Current Applications are listed on the Home Dashboard. Once an Applicant finalizes the application process, new applications will appear on this page.

Applications have a variety of statuses depending on the program and what all is needed from the Applicant.

**Statuses include:**

- Draft
- Eligibility Pending
- Eligible
- Pending Award
- Pending Acceptance
- Accepted
Note: Draft status indicates that supporting documentation is needed from the Applicant. This process is detailed further in the next section.

How to Attach Documents to Scholarships

Applicants can review a current application by selecting Details. Certain applications will automatically be submitted, while others will require the Applicant to upload supporting documentation. Applications listed in Draft status require additional documentation.

The Applicant will first locate the scholarship in Draft status and click Details.

Next, the Applicant will upload all required supporting documentation for that program. Certain programs will require more than one document.
If an Applicant would like to include **Additional Supporting Documentation**, they can do so at the bottom of the application page. When all documents have been uploaded, the Applicant will submit the Application for review by clicking **Done Uploading Documents**.

The Application status will change to **Submitted Application** and will be reviewed by ADHE.

As documents are reviewed by ADHE, their status will reflect on the Applicant's portal as ‘Accepted’ or ‘Rejected’.
Once all documentation is approved, the application will be reviewed for eligibility by ADHE.

**My Scholarships**

The My Scholarships tab is an area where the Applicant can review their Current Awards and Hold Requests. Applicants can make Hold Requests directly through this page.

**Current Awards**

The Current Awards area is where the Applicant can review the status of their awards and the details of their applications.

*Note: If the Applicant has any Past Awards, they will be listed in the Past Awards area.*

**Hold Requests**

Applicants can request Holds directly through the My Scholarship page. To start this process, the Applicant will click **Request Hold**.
The Applicant will need to provide the following information for the Hold:

- Applicant must select at least one scholarship to request the Hold
- When do you want your hold to begin?
- How many semesters do you wish to defer?
- What is the reason for this hold request?
- Reason comment (optional)
- Include Supporting Documents

Once all the information is provided, the Applicant will Submit the Hold Request. They can also Cancel at any point.

The Applicant will receive a success message and the Hold Request will appear in the Hold Requests section with a status of Submitted.
ADHE will review the Hold Request and either **Grant** or **Deny** it based on its timing, duration, reasoning, and any past holds that have been placed on the award(s). As the status of the Hold Request changes, the new status will be reflected in the Hold Requests area.

### My Profile

The My Profile area is where the Applicant can review and edit their personal information. The My Profile area is where an Applicant can:

- Update Profile information
- Review their High School Transcript
- Request a Transfer
- Find and Fill out a Consent Release
- Update Account Security

### About Me

An Applicant can update their About Me details through the **Profile** tab. To do so, the Applicant will click **Edit.** *Note: The Applicant can edit all their About Me information except for their Account Email.*
The Applicant can **Discard Changes** or **Save**. Once Saved, the new changes will be reflected on the page.

**Transfer Requests**

Applicants can request Transfers directly through the My Profile page. To start this process, the Applicant will select **Request Transfer**.

The Applicant will need to provide the following information for the Transfer:

- College
- When they plan to Transfer
Once the information is provided, the Applicant will click Ok.

The Applicant will receive a success message and the Transfer Request will appear in the College Transfer History area with a status of Submitted.

The Transfer Request will then go to ADHE for Review. ADHE will either Grant, Deny, or Cancel the Transfer Request. As the status of the Transfer Request changes, the new status will be reflected in the Applicant’s College Transfer History area.

If a Transfer Request is Granted, the Applicant’s College information will update to the New College.
Consent Release Form

If an Applicant would like to release their information to other parties, they can access, complete, and upload the Consent Release Form directly through the My Profile Tab.

The Consent Release Form can be found near the bottom of the My Profile tab under Other. Click Consent Release.

Here the Applicant can review any Current Releases and Upload Consent Release Forms.

The Applicant can find a copy of the Release Form by selecting the Consent to Release Personal Information hyperlink.

Once the form is completed, the Applicant will click Upload Consent Release Form.

The Applicant will then attach their document and click Ok.

The Consent Release Form will appear in My Release Consents.
Security

The Security Area is where the Applicant can review and update their Email Address, Password, and Security Questions. The Security page can be found near the bottom of the My Profile tab under Other. Click Security.

If the Applicant would like to change their email address, they can do so by clicking the Change Username / Email Address button. Once complete, the Applicant will be sent a confirmation email (to the new email address) that contains a link to finalize the process. The Applicant will then use the new email address as their login.

If the Applicant would like to change their password, they can do so by clicking the Change Password button.

If the Applicant would like to change their security questions, they can do so by clicking the Change Security Question button.

Note: There is a separate User Guide with details on how to properly reset these security features.
Alerts

The Alerts Tab captures and notifies the Applicant of any major action performed throughout the system. Alerts can be presented as account updates, scholarship updates, and much more. Actions are completed and represented as notifications. To review, the Applicant can click the Alerts tab.
The Alerts page has a consolidated list of recent Alerts. Each alert has a corresponding date and time of when the action occurred.

To review an Alert in more detail, the Applicant will click the timestamp.

**My Backpack**

As applications are submitted, supporting documentation is provided by the Applicant and approved by the Program Coordinator. Once documents are approved, they are placed in the Document Management System known as **My Backpack**. This area consolidates all Approved documentation.
To review Approved Documentation, the Applicant will select the **My Backpack** tab.

![My Backpack](image)

As new documents are approved, they will show up in this area.

The Applicant can review the document and its associated Scholarship by selecting the hyperlinks.

**Support Tickets**

If the Applicant runs across any problems or potential issues, they can create a Support Ticket. The Applicant can access this by clicking the **Support** tab on the left-hand menu.

![Support](image)

Here, the Applicant has the ability to create a new ticket and review open and closed tickets.

**How to Create a Support Ticket**

The Applicant can create a Support Ticket by clicking **Create a Ticket** on the Support Tab.

![My Tickets](image)

The Applicant will need to select a Category, Program, and add a Description.

*Note: Some ticket categories do not require a program to be selected.*
Once all the details are finalized, the Applicant will click **Create Ticket**. The new ticket will be added to the grid with a status of **In Progress**. The ticket will be presented to the appropriate reviewers and handled from there.

The ticket status updates will be reflected in the grid. Once a ticket is closed, it will show a status of **Completed**.

**How to Review and Update a Support Ticket**

In order to Review and Update a Support Ticket, the Applicant will click the **View** hyperlink next to the ticket on the Support Tab.
Once opened, the Applicant can review and update different aspects of that ticket.

First, the Applicant will be able to review the Ticket Details and Ticket Description.

The Applicant has the ability to Upload and Attach Supporting Documents. The Applicant can drag and drop documents, browse for documents, as well as capture an image through camera. Once uploaded, the document will show up in the Attachments area.
The Applicant also has the ability to add comments to their ticket. Once new comments are added, they will show up in the Comments area.

FAQs

Applicants can refer to the FAQs tab for help regarding financial eligibility and the different programs. To access this information, the Applicant will click the FAQs tab.

An Applicant can expand the listed programs to unveil specific FAQs.
For additional help, the Applicant can reference the top section.

Questions regarding financial aid eligibility: finaid@adhe.edu or call 501-371-2050

Technical help when using this website:

- Email Tech Support
- Technical Assistance

Resources

The Resources Tab contains helpful documentation related to the system and its users. To access this documentation, the Applicant will click the Resources tab.

The list of Resources will build over time.
Logout

Applicants will utilize the Logout feature to sign out of the system. The Applicant will be redirected back to the Login Page once successfully logged out.