Scholarship Application Management System

Applicant User Guide

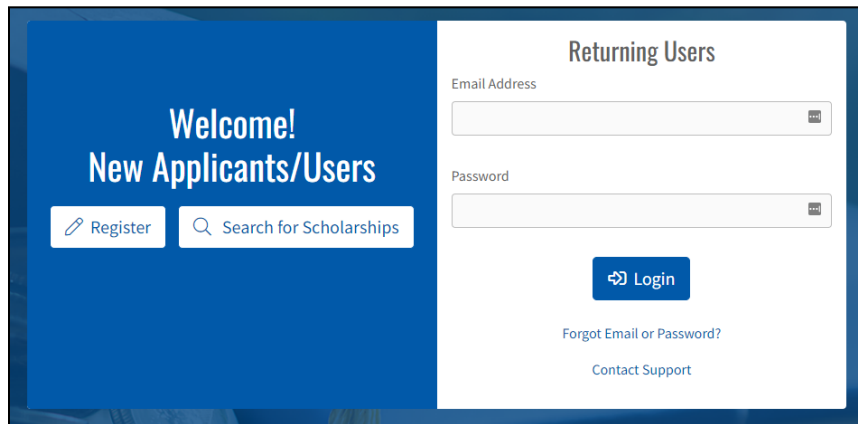## Contents

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

In order to find all the scholarships that you are eligible for please provide answers to the following questions:

50%

3 / ~ 6 Total Questions Completed

General

Are you a United States citizen?

| No | Yes |

Are you an Arkansas resident?

| No | Yes |

What is your age?

Between 18 and 20

Previous | Next

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**.

Scholarship Search

In order to find all the scholarships that you are eligible for please provide answers to the following questions:

31%

8 / ~ 26 Total Questions Completed

General

What is your current academic status?

I am or will be a 2023 high school graduate.

I graduated from high school prior to 2023 and have not attended college since high school graduation.

I have successfully completed a General Education Development (GED) test and have never enrolled as an undergraduate college student.

I am currently attending or have previously attended college and have not earned a Bachelor's degree. (This does not apply to college courses taken prior to high school graduation.)

I have already earned a Bachelor's degree or will have earned one by June 1, 2023.

Did you successfully complete at least twenty seven (27) hours in consecutive semesters, not including a summer term?

| No | Yes |

What year will/did you graduate from high school? (If GED, select the year you WOULD have graduated from High School.)

2023 ⌄

What type of high school are/did you attend?

Arkansas Public School ⌄

What public high school are/did you attend?

Fayetteville High School East ⌄

🔘 Previous   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.
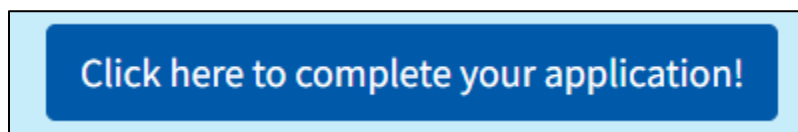
The Applicant will continue through the next round of questions and be presented with a summary page.

Application Questions

Enter the month and year you became an Arkansas resident (If you were born here and have continuously lived here use your birth month and year.)
1/2005

Enter the month and year your Parent became an Arkansas resident? (If they were born here and continuously live here use their birth month and year.)
7/1974

Activity & Leadership Questions

Activity	Grades	Office Years	Leader Type
Chess Club	10th 11th	0 years	
Class Officer	11th 10th	0 years	
French	9th 10th	0 years	
Governor's School	9th 10th 11th 12th	0 years	
Photography Club	9th 11th 12th 10th	0 years	
Basketball	9th 10th 11th 12th	0 years	
AAU Sports	9th 10th 11th 12th	0 years	
Choir	9th 10th	0 years	
Volunteer	9th 10th 11th 12th	0 years	
Young Life	9th 10th 11th 12th	0 years	

O Edit Application   **Submit O**

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.

Welcome Faith Howard

$0.00 Total Awarded

Current Applications

⚠ 2022 Arkansas Workforce Challenge Scholarship (AWC)
Pending Acceptance 9/29/2022 10:03 AM
Review Offer

2023/24 Arkansas Health Education Grant (ARHEG)
Accepted 9/29/2022 10:01 AM
🔍 Details

2023/24 Governor's Scholars Program (GS)
Submitted Application 9/29/2022 9:53 PM
🔍 Details

2023/24 Academic Challenge Scholarship (ACST)
Submitted Application 9/29/2022 9:53 PM
🔍 Details

2023/24 Arkansas Future Grant (ARFUTURE)
Submitted Application 9/29/2022 9:53 PM
🔍 Details

🔍 Apply for Scholarships

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**.

🔍 Apply for Scholarships
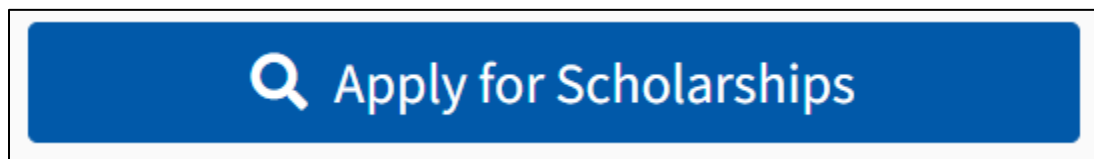
The remaining process is the same as described above (**please review previous section**).

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

Current Applications

⚠️ **2022 Arkansas Workforce Challenge Scholarship (AWC)**	**2023/24 Arkansas Health Education Grant (ARHEG)**
`Pending Acceptance` 9/29/2022 10:03 AM	`Accepted` 9/29/2022 10:01 AM
Review Offer	🔍 Details

2023/24 Governor's Scholars Program (GS)
`Awarded` 9/29/2022 10:42 PM
🔍 Details

2023/24 Arkansas Future Grant (ARFUTURE)
`Submitted Application` 9/29/2022 9:53 PM
🔍 Details

2023/24 Academic Challenge Scholarship (ACST)
`Awarded` 9/29/2022 10:42 PM
🔍 Details

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.

2023/24 Military Dependents Scholarship (MDS)
`Draft` 9/30/2022 12:50 AM
🔍 **Details**

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'.

2: Submit Death Certificate

Death Certificate
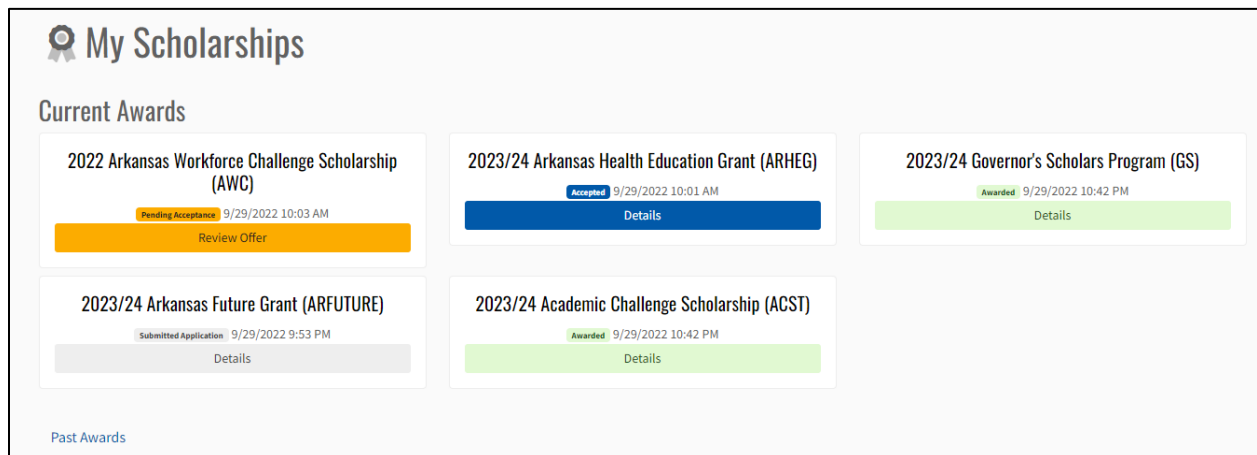
✓ Completed

📄 Death Certificate.pdf
09/30/2022

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.

🎗 My Scholarships

Current Awards

2022 Arkansas Workforce Challenge Scholarship (AWC)	2023/24 Arkansas Health Education Grant (ARHEG)	2023/24 Governor's Scholars Program (GS)
Pending Acceptance 9/29/2022 10:03 AM	Accepted 9/29/2022 10:01 AM	Awarded 9/29/2022 10:42 PM
Review Offer	Details	Details

2023/24 Arkansas Future Grant (ARFUTURE)	2023/24 Academic Challenge Scholarship (ACST)
Submitted Application 9/29/2022 9:53 PM	Awarded 9/29/2022 10:42 PM
Details	Details

Past Awards

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**.

Hold Requests

You do not have any Hold Requests

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

🕐 Request Hold

For which scholarship(s) are you requesting the hold? (You must click on at least one)

✓
2023/24 Academic Challenge Scholarship (ACST)
Awarded 9/29/2022 10:42 PM

When do you want your hold to begin?

Fall 2022 (Fall Term of the 2022/2023 Academic Year)

How many semesters do you wish to defer?

2

What is the reason for this hold request?

Family Member Illness

Reason comment (optional)

Requesting a Hold to be with my family. My Grandmother is very sick.

Supporting Documents (required)

Cancel   1 file selected

Test Document.pdf
34 KB

Submit **Cancel**

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**.

Hold Requests					
Requested Date	Hold Reason	Hold Begin	Hold Through	Award(s)	Status
9/29/2022 10:51 PM	Family Member Illness	Fall 2022 / 23	Spring 2022 / 23	2023/24 Academic Challenge Scholarship (ACST)	Submitted

Request Hold

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.

Hold Requests					
Requested Date	Hold Reason	Hold Begin	Hold Through	Award(s)	Status
9/29/2022 10:51 PM	Family Member Illness	Fall 2022 / 23	Fall 2022 / 23	2023/24 Academic Challenge Scholarship (ACST)	Denied

Request Hold

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

Request College Transfer ✕

Please select the college to which you plan to transfer, along with the year and term the transfer will take place.

- The deadline to request a Fall transfer is October 1
- The deadline to request a Spring transfer is February 1

Select College

University of Arkansas Fayetteville ⌄

When do you plan to transfer?

Fall 2022 (Fall Term of the 2022/2023 Academic Year) ⌄

Close   Ok

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**.

College Transfer History				
Previous College		**New College**	**Term**	**Status**
Arkansas State University Beebe	to	University of Arkansas Fayetteville	Fall 2023	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.

College Transfer History				
Previous College		**New College**	**Term**	**Status**
Arkansas State University Beebe	to	University of Arkansas Fayetteville	Fall 2023	Processed

If a Transfer Request is Granted, the Applicant's College information will update to the New College.

16

College Currently Attending	
University of Arkansas Fayetteville	Request Transfer

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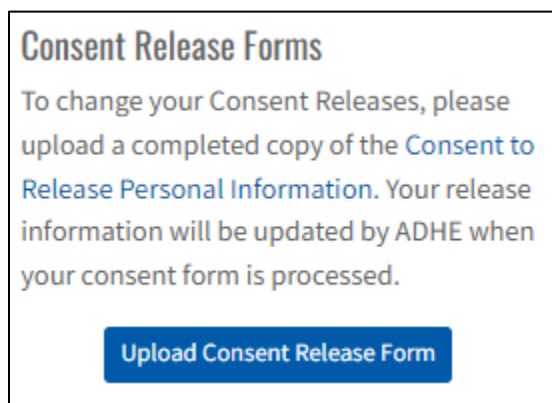
The Consent Release Form can be found near the bottom of the My Profile tab under **Other**. Click **Consent Release**.

Other

- Consent Release
- Security

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**.

Consent Release Forms

To change your Consent Releases, please upload a completed copy of the Consent to Release Personal Information. Your release information will be updated by ADHE when your consent form is processed.

Upload Consent Release Form

The Applicant will then attach their document and click **Ok**.

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

17

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.

My Security

Account Login / Password

Username / Email Address

bella23387@gmail.com

Change Username / Email Address

Password Expires/Expired On

10/30/2021

Change Password

Last Password Change

8/1/2021 12:35 AM

Last Successful Login

9/29/2022 11:37 PM

Last Failed Login

9/28/2022 3:25 PM

Security Questions

Question #1

In what city does your nearest sibling live?

Question #2

In what city did you meet your first spouse/partner?

Question #3

In what city did your parents meet?

Change Security Questions

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.
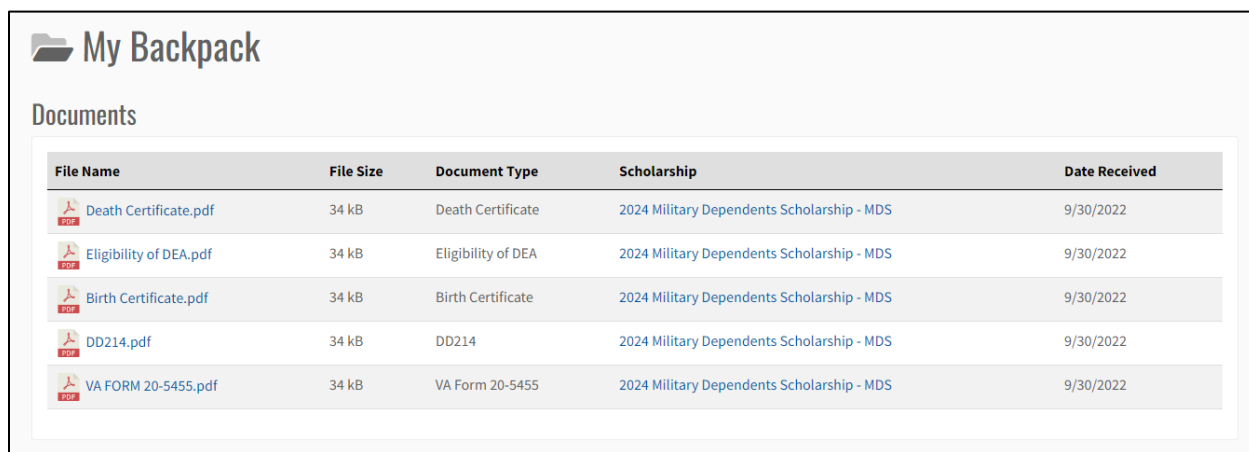
My Backpack

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.

File Name	File Size	Document Type	Scholarship	Date Received
Death Certificate.pdf	34 kB	Death Certificate	2024 Military Dependents Scholarship - MDS	9/30/2022
Eligibility of DEA.pdf	34 kB	Eligibility of DEA	2024 Military Dependents Scholarship - MDS	9/30/2022
Birth Certificate.pdf	34 kB	Birth Certificate	2024 Military Dependents Scholarship - MDS	9/30/2022
DD214.pdf	34 kB	DD214	2024 Military Dependents Scholarship - MDS	9/30/2022
VA FORM 20-5455.pdf	34 kB	VA Form 20-5455	2024 Military Dependents Scholarship - MDS	9/30/2022

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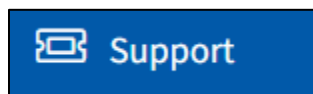
Here, the Applicant has the ability to create a new ticket and review open and closed tickets.

How to Create a Support Ticket

The Applicant can create a Support Ticket by clicking **Create a Ticket** on the Support Tab.
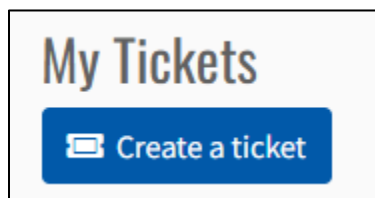
The Applicant will need to select a Category, Program, and add a Description.

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.
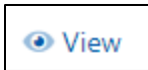

The ticket status updates will be reflected in the grid. Once a ticket is closed, it will show a status of **Completed**.

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.

22

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.

Ticket Details	
Ticket ID	SAMS-2022-TKT-0020
Created By	Izabella Abila
Created Date	09/30/2022 12:07 AM
Category	Password reset
Program	

Ticket Description

Could you please help me reset my password. Thank you.

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.

Upload and Attachment

Drop files here, browse files or import from:

My Device   Camera

Powered by ⇧ Uppy

🖺 Test Document.pdf   ✕ Delete

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

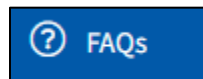Applicants can refer to the FAQs tab for help regarding financial eligibility and the different programs. To access this information, the Applicant will click the **FAQs** tab.

An Applicant can expand the listed programs to unveil specific FAQs.

ACADEMIC CHALLENGE SCHOLARSHIP ⌃

1. **Are the Academic Challenge Scholarship and the Lottery Scholarship the same Scholarship?**
   Yes, the Academic Challenge Scholarship Program is state funded as well as funded by the Arkansas Scholarship Lottery. The Academic Challenge Scholarship has been greatly expanded due to the additional funding resources.

2. **What is the Annual Award Amount for the Academic Challenge Scholarship?**
   Award amounts will be set based upon examination of lottery revenues by the Arkansas General Assembly. The legislature will convene in February 2010 and set award totals for the coming academic year. Later award amounts may legislatively vary.

3. **I am a Presently Enrolled College Student, How Will the "New" Academic Challenge Scholarship Rules Affect Me?**
   Currently enrolled college students that are presently receiving Academic Challenge funds will not be affected. Currently enrolled college students who are not presently receiving Academic Challenge funds may be eligible for the Academic Challenge Scholarship –Nontraditional Student funding. Please review the rules and regulations for further details at https://adhe.edu/ under the Financial Aid Division.

4. **I am Not Presently Enrolled in College, and I am Not in High School. Am I Eligible for the Academic Challenge Scholarship?**
   You may be eligible as a nontraditional student. You are encouraged to complete the application thru the "YOUniversal Arkansas Financial Aid System" that can be found at https://adhe.edu/. Please review the rules and regulations for further eligibility details at https://adhe.edu/ under the Financial Aid Division.

5. **What if I Do Not Meet the Initial or Continuing Eligibility Requirements of the Program?**
   The Academic Challenge Scholarship has provisions in place for college-going students to "earn" into the scholarship program if they meet the eligibility requirements at a later time as a nontraditional student. There are provisions in place that require certain academic benchmarks for continuing receipt once a student is awarded the scholarship. Please review the rules and regulations for further eligibility details at https://adhe.edu/ under the Financial Aid Division.

6. **If I Take 16 hours in the Fall Term, May I Take Just 14 Hours in the Spring Term and Still Receive the Scholarship in the Subsequent Spring?**
   NO. Except for the fall semester of your freshman year (when the requirement is 12 hours), you must be enrolled in 15 semester hours each semester to receive the scholarship for that semester. The 30 semester hour requirement ~~27 hours during the freshman year~~ applies only to renewal of the scholarship.

7. **Can I Ever Enroll in Less Than 15 Hours and Still Receive the Scholarship for That Semester?**
   Yes, but in only two cases:

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.
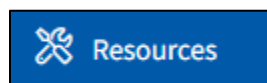
The list of Resources will build over time.

Resources

- Email, Password, and Security Question Reset User Guide
- Registration User Guide
- Applicant User Guide

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.

⏻ Logout