About Self-Service and Financial Aid

The Financial Aid Office at the University of Guam utilizes Self-Service to provide students with a secure system to manage their student Financial Aid accounts online.

Begin by logging on to Self-Service > Financial Aid to:

- View current information about your financial aid
- View and accept your award
- Satisfy requests for missing information
- View and accept your Award Letter
- Financial Aid related account holds
- Information about your academic progress (impacts financial aid eligibility)

Log into your Self Service Account using your WebAdvisor login and password:

Or you can click on the link below:

https://selfservice.uog.edu/Student/Account/Login
When you log into Self Service, you will see the below home. Click on FINANCIAL AID to get started.
Under Financial Aid, there are eight drop down screens:

- **Financial Aid Home**, as seen here, features your checklist and helpful resource links. (see pages 3 to 7)
- **Required Documents** brings you directly to the forms that our office is requesting. (see page 8)
- **My Awards** gives you the status of your current aid. (see page 9)
- The **Request a New Loan** screen is where you can request for a new loan or increase your loan amount, you can also review submitted loan requests. (see page 10)
- The **Award Letter** screen shows our financial aid package for the academic year. (see page 11)
- **Federal Shopping Sheet** screen is where you can review your financial aid data. (see page 12)
- **Correspondence**. (see page 13)
- **Satisfactory Academic Progress** screen is where you can view your Satisfactory Academic Progress for an evaluation period. (see page 13)

The main screens that you will most likely always be viewing are:

1. Financial Aid Home (pages 3 to 7)
2. Required Documents (page 8)
3. My Awards (page 9)
4. Award Letter (page 11)
5. Satisfactory Academic Progress (page 13)
Let’s take a look at each of the eight drop down screens:

1. Financial Aid Home
2. Required Documents
3. My Awards
4. Award Letter
5. Federal Shopping Sheet
6. Correspondence Option
7. Satisfactory Academic Progress

Financial Aid Home Screen

The status window located on the upper left in the Financial Aid Home screen will explain which stage in the financial aid process you are at.

Here are some examples that you may encounter.
The checklist on the Financial Aid home screen provides you with details of items needed, actions to be taken, and it also shows you what documents have been completed.
FINANCIAL AID HOME SCREEN:

The home screen will also show you when your file has been completed and when you will need to review your awards. If you wish to accept your Federal loans, you must complete the Entrance Counseling and sign your Master Promissory Note.
FINANCIAL AID HOME SCREEN:

The financial aid home screen allows you to access important financial aid resources by clicking on the provided links.
REQUIRED DOCUMENTS SCREEN:

This example shows a file in progress. Once you have submitted your requested documents, your checklist will reflect a green check mark to indicate received.

For incomplete documents, the checklist will remain yellow. To access the documents needed please click on the link provided.

A link to each document requested is provided. Click on the link and it will open up either the form required or the instructions for the Entrance Counseling and the Master Promissory Note.
MY AWARDS SCREEN:

This is where you can accept or decline your Financial Aid awards. When you click the arrow, you will see the award breakdown (see below).

NOTE: After ACCEPTING your awards on My Awards, it may show that the awards are either:
- Pending
- Needs to be verified
- Hold
- Being reviewed by FA

This is okay. The software developer is currently working on the problem. It will show in the Financial Aid Colleague System that you have accepted your awards and it will be forwarded down to Business Office within the next 2 business days for processing.

If you are not able to accept or decline your awards because it says that “Your application is being reviewed by the Financial Aid Office” and there is nothing showing in MY AWARDS, please email finaid@tritium.edu.
REQUEST A NEW LOAN SCREEN:

This is where you can request for a new loan or an additional loan. Once you submit this request it will be forwarded to a Financial Aid Office Advisor. Once your request has been reviewed, you will receive an email from the Financial Aid Office to ACCEPT your award in Self Service.
AWARD LETTER SCREEN:

You do not have to sign your award letter.
The Financial Aid Shopping Sheet is a consumer tool that is designed to simplify information that prospective students receive about costs and financial aid so that they can make informed decisions about with postsecondary institution to attend.
CORRESPONDENCE OPTION SCREEN:

This option will allow you to receive your Financial Aid Correspondence through the mail. This can take 2-3 business days depending on your mailing address. Currently you are receiving the paperless format which is immediate access.

SATISFACTORY ACADEMIC PROGRESS SCREEN:

This is an overview of your progress through your program.

You can click on the arrows and view the explanation for each part of your SAP.