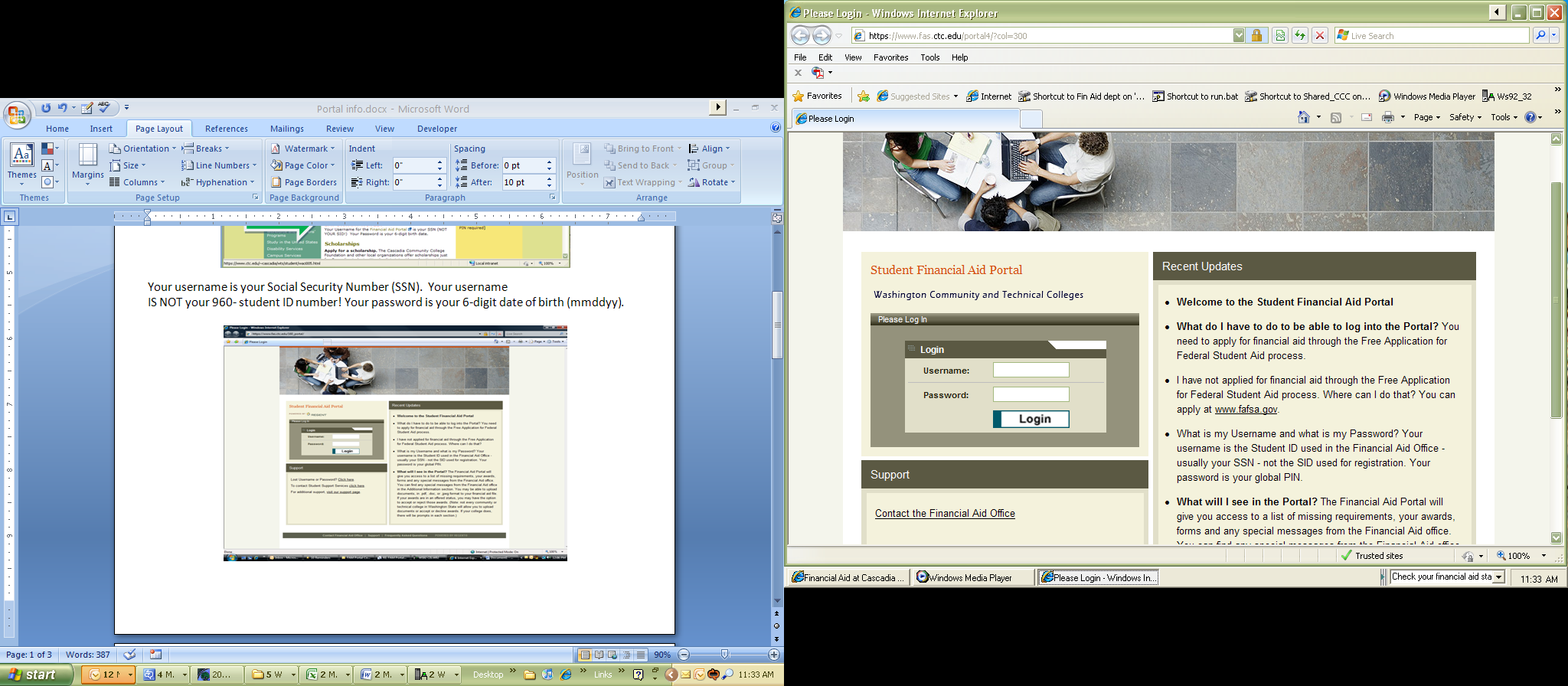
# The CPTC Student Financial Aid Portal

Check out the “Portal” by going to the CPTC website: www.cptc.edu/financial-aid/portal. Then see the Student Financial Aid Portal heading. Viewing the portal will answer most of your questions.

Your username is your Social Security Number (SSN). Your username

IS NOT your student ID number! Your password is your 6-digit date of birth (mmddyy). In some cases, if your birthdate is between January and September, you will have to drop the zero in your birth month. Example January 1, 1989 would either be 010189 or 10189.

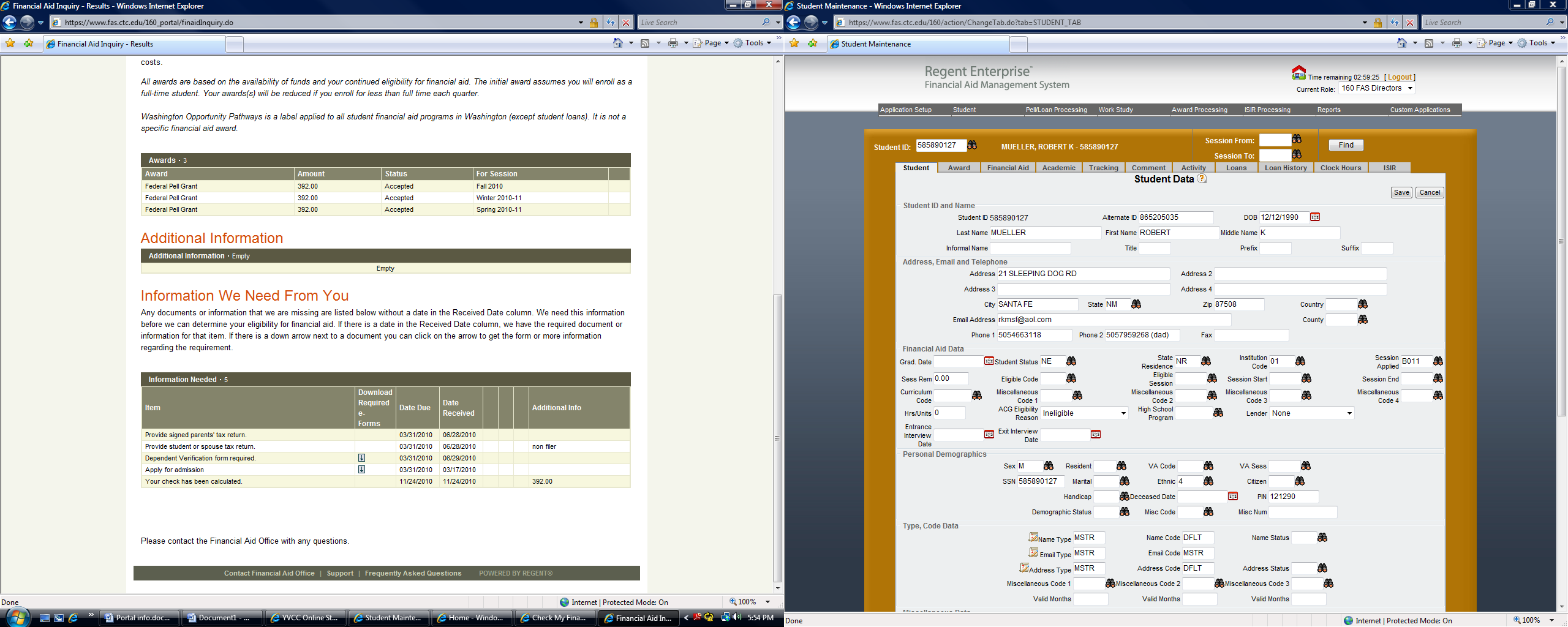


On the portal you can view your missing/received documents, financial aid awards, balance refund disbursements, and see if you have any individualized messages from the Financial Aid Office. Please let us know your comments/feedback/suggestions.

## What you will see on your portal page:

**Information We Need From You section:**

* + Lists all required documents and the due/deadline date for the upcoming quarter
  + Lists disbursements that have been made to your BankMobile disbursement choice
  + Shows that date that your file was ‘complete’
  + Shows the date in which we received submitted documents



### **How to Read/understand the “Information We Need From You” Section:**

The items that have the downward pointing arrow beside them are links to the required document(s) that need to be completed and submitted to the Financial Aid Office. Links to the Award Notification Packet and Satisfactory Academic Progress Policy must be read and understood by all student receiving federal or state financial aid funds.

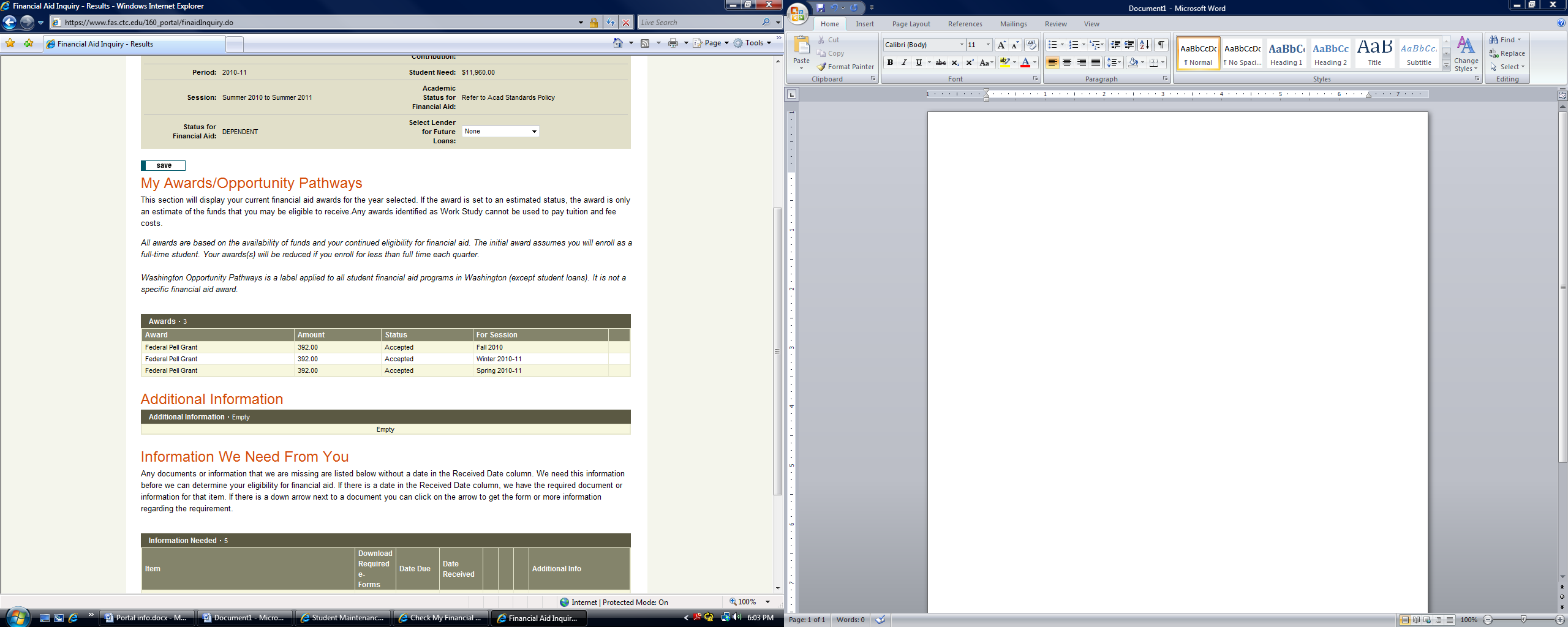
**Note that the section above also includes a notation when disbursements are made!** This particular disbursement was made November 24th, and the wired to BankMobile to be applied to the disbursement option you chose on the following business day. Disbursements for a particular quarter are not made until the first day of that quarter (assuming student remains eligible for the funds). **\*\*All disbursements are reviewed for eligibility and accuracy before being applied to your BankMobile disbursement option\*\***

\*\*If you see “Disbursement calculated” but the amount is 0.00, has been VOIDED, or refund reversed, you will know the disbursement did NOT occur and either you don’t have any additional funds coming to you OR there was an error that needs to be resolved.

**“*Date Received*” field:** When there is a *date received* by all items, you know we have received all required documents. A date received by “File complete and waiting to be reviewed” is the day your file became complete. If additional items are requested after a date has been entered in this field, you will be alerted. The “file complete and waiting to be reviewed” date is the date that we use for processing. By meeting the posted quarterly deadlines, it is the Financial Aid Office’s commitment to you that your file will be reviewed by the first day of the quarter you plan on attending and have met the deadline for. When your file has been awarded, your financial aid awards will appear in the “Awards” section on the Portal.

**Awards Section:**

* + This section will display the word “empty” as long as no awards have been made.
  + Once you have been AWARDED financial aid, this section of the portal will be populated (see below).
  + If awarded loan funds, what will be disbursed to you is the “Scheduled Net Disbursement” award amounts.

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### **FINANCIAL AID PORTAL FAQ’s AND TROUBLESHOOTING:**

**How can I tell the status of my application by using the portal?** All required documents show on the portal. When they all have “date received” filled in, we don’t need anything else at this time. Your file is waiting to be reviewed and awarded.

**When will I know if I’ve been awarded?** The “AWARDS” section will be populated (see above). If you’re only eligible for loans, you will be mailed information on how to request a loan. Loans do not display in “Awards” section unless you request them.

**When will I know if I’m getting a disbursement?** You will see “disbursement calculated” and a date and a $$ amount (see “Information We Need From You” section above).

**Why can’t I log in?** In order to log into the Portal, you will need to have had a FAFSA submitted and received by the Financial Aid Office and be admitted to a program of study at Clover Park. If you are having trouble logging into the Portal, please contact our office at 253-589-5660.