



## **Information Technology Department**

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# **Student Grants Information System Frequently Asked Question “FAQ”**

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**Document History**

<b>Name</b>	<b>Remarks</b>	<b>Date</b>
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### **USER: Students**

**1. Which website do I start with?**

To access Student Grants Information System (SGIS), you have to open a web browser with this URL: <http://www.benilde.edu.ph/sgis>.

**2. Can I access this online system at home using other internet service provider (ISP)?**

Yes.

**3. Is there a required browser to access this website?**

None. You may use Google Chrome, Mozilla Firefox or Internet Explorer.

**4. What do users need to be able to access the website online?**

To access website online, users need to have an account.

**4.1. Frosh Applicants should create an SGIS account.**

To create SGIS account, click [Freshmen? \(generate password\)](#) link in SGIS Login Page.

Please make sure to **remember the information** you provided in creating an email account because they will be asked by the system when resetting password.

**4.2. Upper Year Applicants should enter their CSB Infonet Account.**

Users should add "0000" on the beginning of their username. Ex. 000011012345

**5. I just created my SGIS account, how will I access the website?**

Get the generated password sent to the Email you provided. Go back to SGIS Login Page and enter your Email and Generated Password. Then, click Login button.

**6. I forgot my SGIS account password. What do I do?**

You can have your password reset by clicking [Reset Password](#) link in SGIS Login Page.

**7. Why I cannot see the Reset Password link and Freshmen (Generate Password) link on the SGIS Login page?**

Reset Password link and Freshmen (Generate Password) link will only be displayed on the SGIS Login Page during the scholarship application period set by the Student Grants Office (SGO).

**8. I cannot logged in, there is an error message saying, "Scholarship Application Period is currently closed. You may inquire at the Student Grants Office."**

Applicant could only login and apply for scholarship during the scholarship application period set by the SGO.

**9. How to add a scholarship application?**

For Frosh Applicants: Upon logging in to the system, click **Add Scholarship Application** button to fill-out Online Scholarship Application Registration.

For Upper Student Applicants: Upon logging into the system, click **View** link on the Action column of Scholarship Application table. Automatically, the scholarship application is created with



Pending status. The personal information displayed on the application is from the Student Information System (SIS).

**10. Why does the system asked for my Application number and Case number. Where will I get these?**

Application No. and Case No. are needed to verify if you are a valid Frosh applicant and have existing application in Admissions Center. Application No. and Case No. can be retrieved from your application in the DLS-CSB Admissions Center.

**11. Can I apply for two or more scholarship types and subtypes?**

Yes, you can apply for two or more scholarship types and sub types as long as the scholarship type is available for your degree.

For Frosh Applicants, scholarship type is filtered based on the 1<sup>st</sup> choice degree program; while for the Upper Student Applicants, scholarship type is filtered based on their latest degree program.

**12. I encountered an error message while uploading my photo saying, "Warning! You are trying to upload an invalid file '[file type]'. What does it mean?**

The system will only accept photos with .JPG, .PNG or .GIF file types. File size limit to be uploaded is 4MB.

**13. I am not sure with some of the information I entered, I still have to verify with my parents or guardians if it is correct. Can I still change the information later on?**

Yes. After filling out all the required fields, you can click the Save button to save the information you entered. Once the application has been saved, you can log out from the system and login later if you want to change some of the information.

Please make sure that you complete your application within the scholarship application period set by SGO.

**14. Fill up Grant Application Form (GAF) link is displayed on the lower right part of the screen. Do I need to click this link?**

Yes, Grant Application Form is an additional SGO form required to be answered by the scholarship applicants. GAF is required to some scholarship types only.

**15. What is Upload GAF Attachments? What files do I need to upload in that screen?**

GAF Attachments are the file requirements needed in your scholarship application. Requirements can be found on the **Requirements Checklist** link on the SGIS Login Page.

You can also find the file requirements on the 'attachment notes' displayed on the Online GAF fields.

Attachment Notes example: (*\*Please attach the original scanned copy of official receipt of the last 3 months*), (*\*Please attach scanned original copy of your Birth Certificate*), etc.



**16. I have saved my scholarship application and Grant Application Form what will I do next?**

Once you are finished saving your application and all the entered information is final, you can now click the **Post** button. Clicking the Post button will send your application to the SGO Admin for review.

Please make sure that you have reviewed your application before clicking the Post button.

**17. Can I modify the data I entered once my application has been posted?**

No. When application has been posted, applicants can no longer update their scholarship application.

**18. SGO required me to bring a Hardcopy of my application when I visit their office. Can I print my application?**

Yes. There are two ways to print your application:

- (1) By clicking the Print button on the lower part of the application form; and
- (2) By clicking the Print link on the Actions column of Scholarship Application table. Scholarship Application table is displayed on the homepage of SGIS.

**19. Can I add more than one (1) scholarship application?**

No, the system only accepts one scholarship application per school year and term.

**20. How will I know if I'm qualified for the scholarship?**

Student Grants Office will contact you once you qualified the scholarship you applied for.

For inquiries in regards to your application, you may contact SGO at 2305100 local 1821 or at [scholarships@benilde.edu.ph](mailto:scholarships@benilde.edu.ph)