



FINANCIAL AID FAQ

How do I access my financial aid information?

1. Go to <https://ssb-landing.uncg.edu/> to access the UNCGenie Portal,
2. Log into your UNCGenie account, and
3. Select **Financial Aid Main Menu**, to view your financial aid menu and information.

How do I view my financial aid award?

1. Login to UNCGenie, <https://ssb-landing.uncg.edu/>,
2. Click on **Financial Aid Main Menu**, then
3. Click on the **Offer** tab.
4. Your most recent financial aid award offer information will be displayed.

Additional Information/Instruction:

Make sure the correct **Aid Year** is selected at the top right of the page.

Please Note: Financial aid that has not been accepted will not be disbursed and cannot be applied towards your bill.

How do I accept my financial aid award?

You **MUST** take action on financial aid awards that are in an Offered status.

1. From the UNCGenie **Financial Aid Main Menu**, click on the **Offer** tab.
2. Make sure the appropriate **Aid Year**, is selected at the top right of the page.
3. Your award information will be displayed on this page, and you can click on **Accept Award Offer** to accept or decline your award offer.

Please review the [Award Terms & Conditions](#) thoroughly.

- To accept **LOANS or Federal Work-Study IN FULL:**
Select "Accept" from the drop-down box to accept the full amounts, then click "Submit Decision" or "Select Accept Full Amount All Awards" to accept full amounts for **all** awards.
- To accept **PARTIAL LOAN** amounts:
Select "Accept" from the drop-down box and enter the amount you would like to accept in the "Accept Partial Amount" box, then click "Submit Decision".
Please note: the partial amount entered will be split equally between fall and spring semesters.
- To **DECLINE LOANS:**
Select "Decline" from the drop-down box, then click "Submit Decision".

What is my University ID Number and/or PIN?

- Visit getmyid.uncg.edu/ for instructions on how to find your assigned 9-digit University ID
- Visit getmypin.uncg.edu/ to obtain your PIN

Where do I find my unsatisfied/outstanding requirements?

1. From the UNCGenie **Financial Aid Main Menu**, click on the **Financial Aid Summary** tab.
2. Check that the box at the top right of the page is displaying the appropriate **Aid Year**.
3. Both **Unsatisfied** and **Satisfied** requirements will be displayed.

How do I upload documents and forms?

1. From the UNCGenie **Financial Aid Main Menu**, click on the **Financial Aid Summary** tab.
2. Near the bottom of that page, under "**General Links**", select **Financial Aid Document Upload Process**, then
3. Select and submit **Aid Year**,
4. Select your **Document Type**,
5. Then **Choose File**, and **Upload** to submit.
6. Review message to verify document was successfully uploaded.

How do I view my student bill?

1. Login to UNCGenie and click on **Student Main Menu**.
2. Click on **Student Accounts**, then select **Student Account Center** to view your balance.
3. Click on **View Activity** to view details of charges and payments. This will show the most current billing information.

Will I get a refund?

Refunds are issued when payments exceed the student bill total and create a credit (or negative) balance on the student account.

Refunds from financial aid can only be made if:

- financial aid disbursements Exceed the total student bill **and**
- After financial aid is actually disbursed.

If the Student Account Center shows a credit balance due to **estimated or pending financial aid**, a refund will not be generated until the aid disburses to the student's account.