UNC GREENSBORO
Financial Aid *and* Scholarships

P.O. Box 26170 ▪ Greensboro, NC 27402– 6170 ▪ *Phone:* 336-334-5702▪ *School Code:* 002976

finaid@uncg.edu ▪ spartancentral.uncg.edu ▪ Document Uploader go.uncg.edu/qe774o

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.

FAFAQ; 3/2/2026