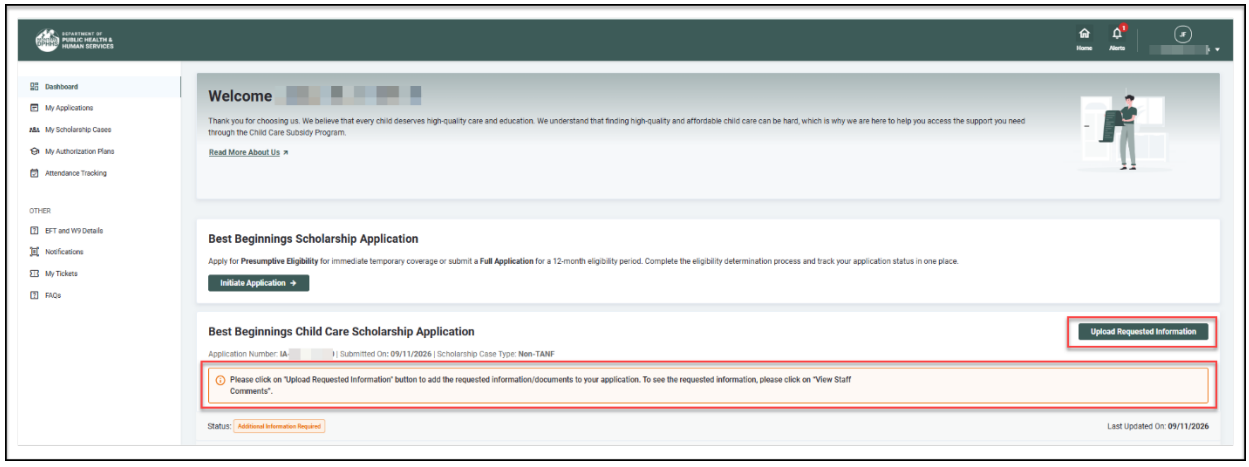
How to Respond to a Request for Additional Information

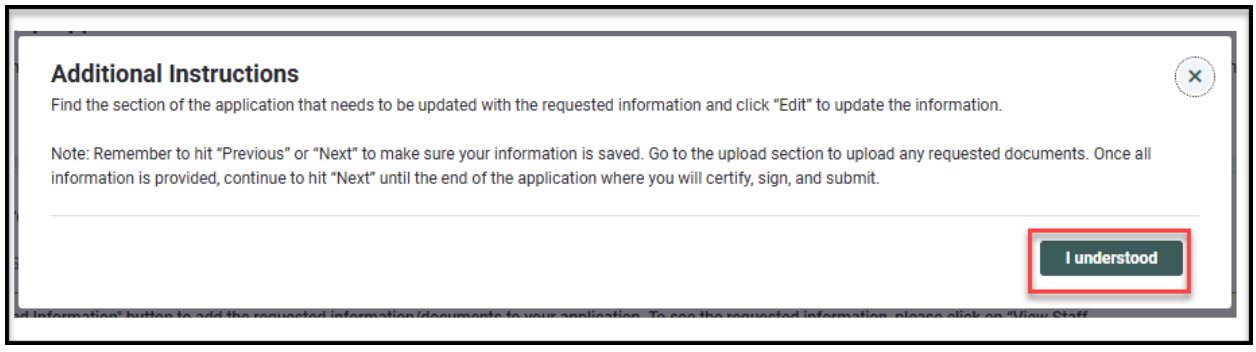
After you submit a scholarship application, it is reviewed. We will send you a request for more additional information if your eligibility cannot be verified. This can include both application revisions and/or documentation requests.

Follow these steps to respond to a Request for Additional Information.

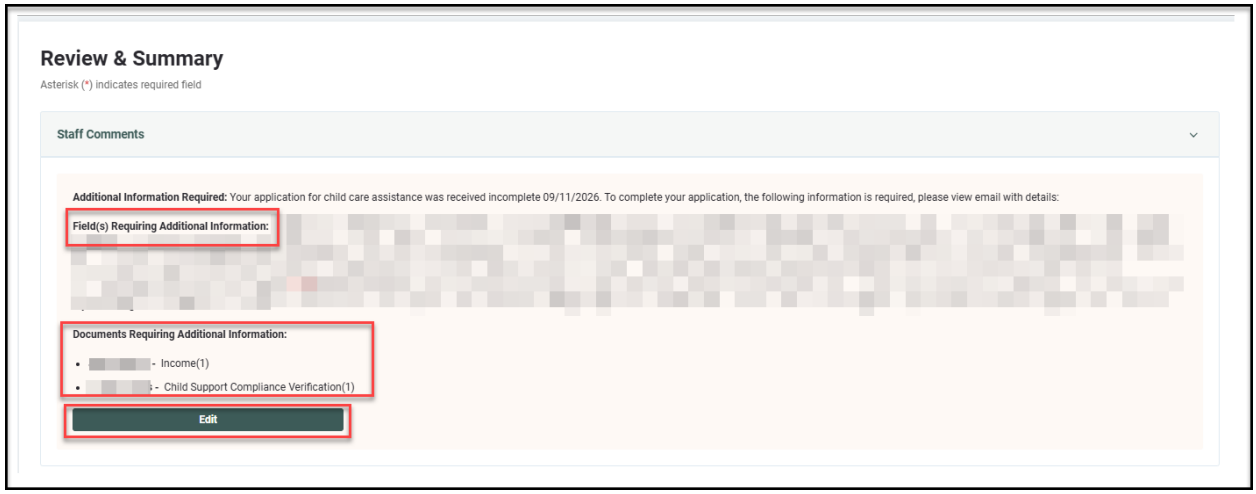
1. Select the UPLOAD REQUESTED DOCUMENTS button.



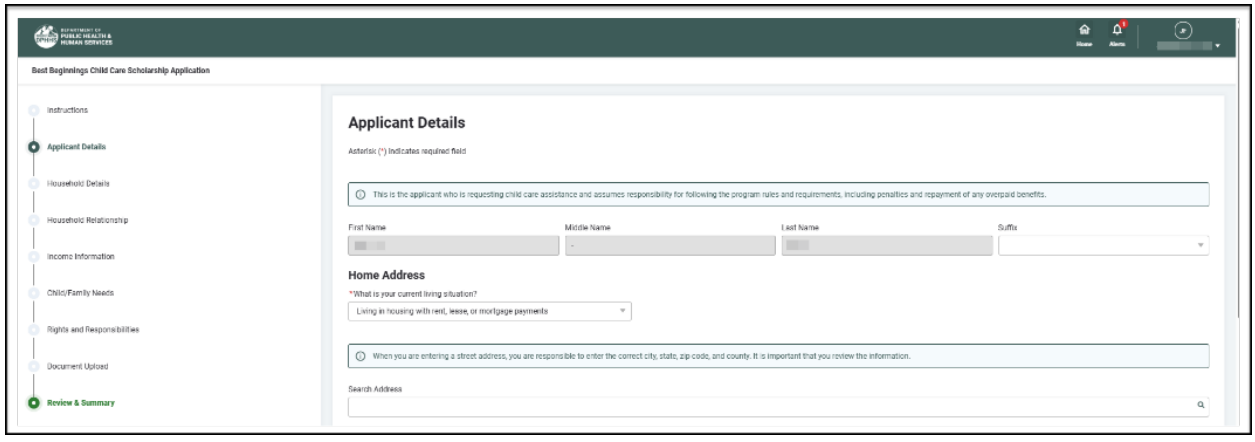
2. A window with additional instructions will come up. You will need to select the **I UNDERSTAND** button.
   Important: Find the application section that needs updating with the requested information and click "Edit" to update the information.
   Note: Remember to hit "Previous" or "Next" to ensure information is saved. Go to the upload section to upload any requested documents. Once all information is provided, continue to click "Next" until the end of the application where you will certify, sign, and submit.



3. The information request details are available under **Review & Summary**.
   - **Staff Comments** will include details on the request.
   - **Additional Information Required** will include the timeline when information is required.
   - **Field(s) Requiring Additional Information** will include parts of the application that need to be revised and requested documentation.
   - **Documents Requiring Additional Information** will include the family member and what type of documentation type is needed.
     - Use the **EDIT** button to respond to the request.



4. The application will open to **Applicant Details**.

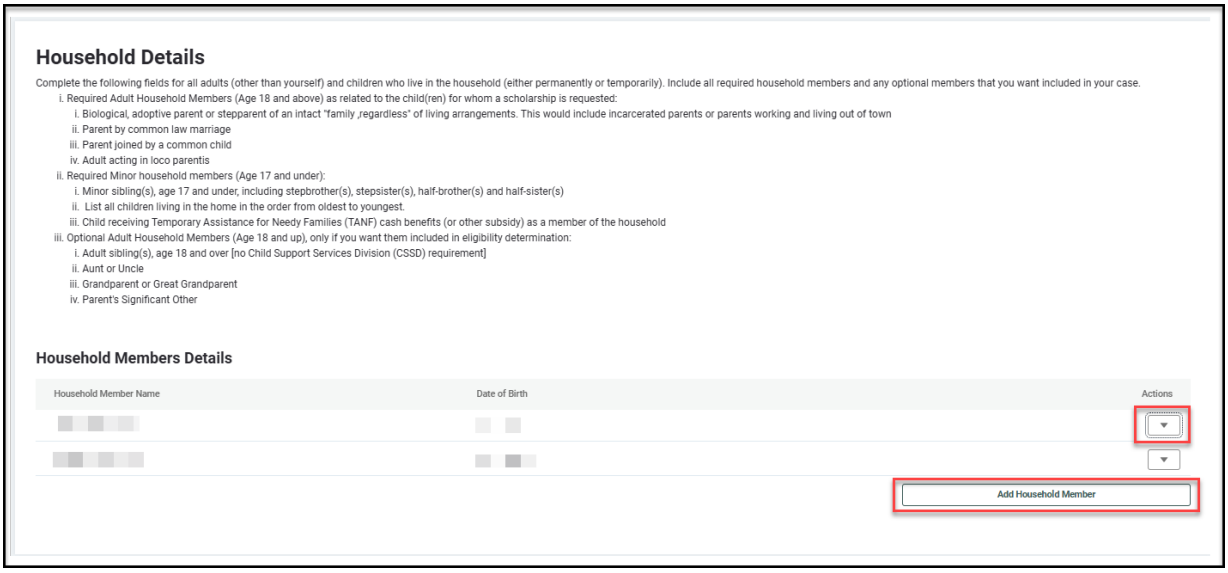


5. Go through each section of the application: Applicant Details, Household Details, Household Relationship, Income Information, Child/Family Needs, Rights and Responsibilities, Document Upload, and Review & Summary.

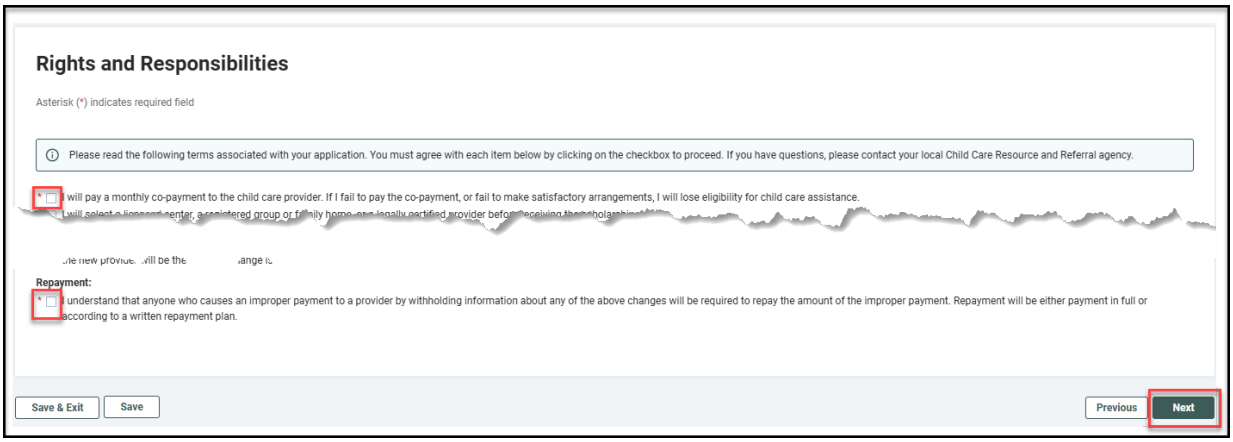
   At each page, you can select any of the following:
   - **Save & Exit** will save any changes you have made to only that page and take you back to the dashboard.
   - **Save** will save any changes you have made to only that page. You will remain on the page you were on.
   - **Previous** will take you to the previous page. Information will automatically be saved.
   - **Next** will take you to the next page. Information will automatically be saved.

6. At Household Details, you can add, edit, or delete a family member. Depending on your situation, you can do one of the following:
   - Under ACTION, the EDIT button to edit a current person,
   - Under ACTION, the DELETE button to remove a current person, or
   - ADD HOUSEHOLD MEMBER button to add a family member.

   Select NEXT to move to the next screen when you are done.



7. At Rights and Responsibilities, check each box.



8. At Document Upload, you will see documents by family member.
   View Document Instructions will show you examples of documentation types.
   Upload Additional Document allows you to upload any additional document.
   Documents show the following **Status**:
   - **Not Submitted** – document(s) you have not submitted.
   - **Submitted –** document(s) you have submitted.
   - **Not Accepted** – document(s) you submitted but did not meet eligibility requirements.
   - **Required for Revision** – document(s) you must submit because it was requested through the request for additional information.
     - You will not be able to submit the application unless any document labelled **Required for Revision** is uploaded.

9. On Acknowledgement, check each box and select SUBMIT button.

