**Frequently Asked Questions**

How do I access my financial aid information?

Log in to BiONiC and click the “View my financial aid” link. This will open a new window into the financial aid portal.

Why is my To-Do list in BiONiC blank?

We will no longer be posting missing items to the To-Do list in BiONiC. Instead, you will need to click on the “View my financial aid” link to access all financial aid information for 2020-2021 and future academic years.

How do I see what documents are missing?

Select Documents and Messages from the menu in the top left corner of the financial aid portal to view the status of your application documents.

If a document appears as Received or Approved, no further action is needed. The following statuses require action from you:

- **Not Received** – We have not received the document.
- **Incomplete** – You’ve submitted the document, but something is still missing.
- **Not Signed** – We received the document, but it is missing a signature.
Where do I submit missing documents?

All tax documents (including tax returns, tax transcripts, and W2s) MUST be uploaded to IDOC, the College Board’s secure portal. In order to protect your identity, do not submit any tax documents or items with your social security number via email.

Where do messages from the Office of Financial Aid appear?

You will see messages from the Office of Financial Aid on your Documents and Messages page under Messages.
You may also see important messages about specific documents by clicking “Click to View Message” next to a document.

You may also find a message specific to your financial aid resource on the Awards page by clicking the link “Click to View Message” next to the resource.
Where do I view and accept my award offer?

You will view your offers on your student portal under Awards. You will be able to review your offer here as well as accept, reduce, or decline your student loan eligibility under the Status dropdown.

Why did the look of the portal change?

The Office of Financial Aid made an exciting change to a new financial aid software for the 2020-2021 academic year. We hope the new financial aid portal will allow for a transparent, accurate, and user-friendly experience.

Who should I contact with questions?

Please contact the Office of Financial Aid with any financial aid questions. Contact information, office hours, and walk-in hours are all posted on the home page of your student portal or on the financial aid website. Find your financial aid counselor here. If you need assistance with your log-in credentials, contact the Help Desk.

What other information can I find on my student portal?

Your Net Cost: This page is only an estimate for basic charges applied to all students and does not take into account certain loan fees. This estimate can help you predict out-of-pocket costs and help with financial planning. This is not a bill. This is not your student account. Click “view your e-bill” through BiONIC to see your actual balance.
Online Applications: Returning GSWWR Students can find their returning social work application by clicking the link. This application required for all Master of Social Work students who receive Social Work Grant or are interested in borrowing loans. This must be completed online.
Student Employment: You will find FAQs and contact information for working on campus.

Financial Aid Resources: You will find helpful videos and websites from the federal government and the Bryn Mawr community.

How can I see past award offers?

Select the award year in the top right-hand corner of the Awards page for the academic year 2020-21 and forward. Awards from the academic year 2019-20 and earlier can be found on the “Financial Aid History” page in the BiONIC student center.