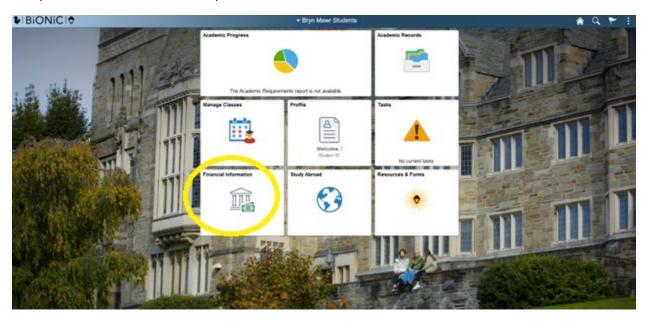
# **Frequently Asked Questions**

# How do I access my financial aid information?

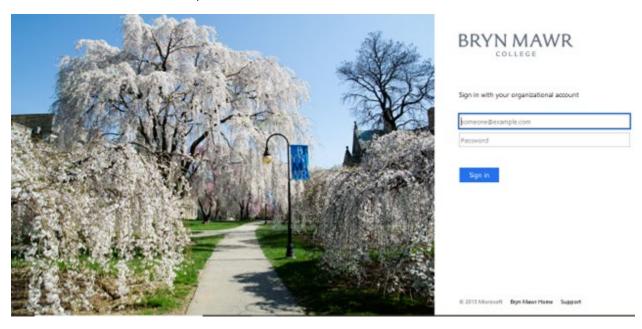
Log in to BiONiC. Each term you will be required to enter demographic information. If you do not update this, you will not be able to access the below screen.

Next, click "Financial Information", then click "View BMC Financial Aid".



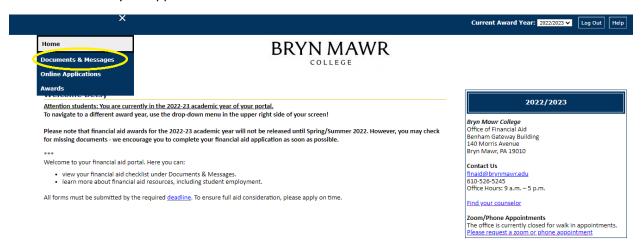


Once you click "View BMC Financial Aid" a new window will open for you to enter your BMC credentials to enter the BMC Financial Aid portal.



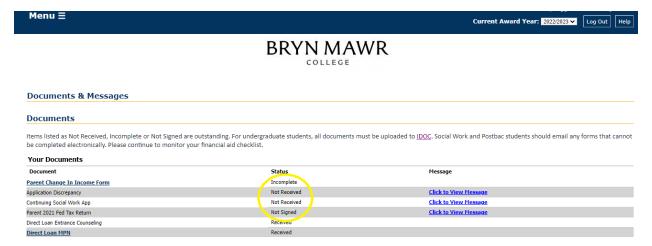
# How do I see what documents are missing?

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 have submitted the document, but something is still missing.
- "Not Signed"- We received the document, but it is missing a physical signature.

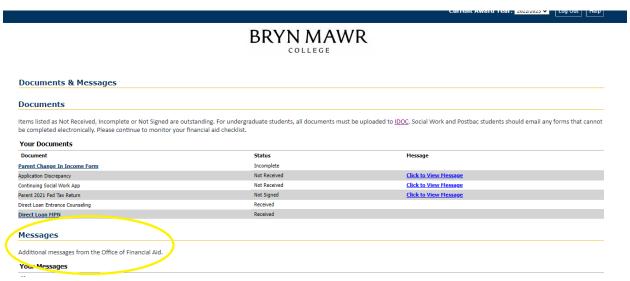


#### Where do I upload missing documents?

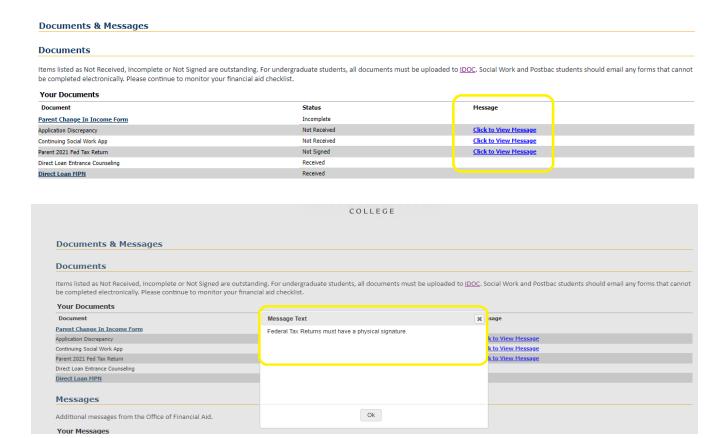
All tax documents (including tax returns, tax transcripts, and W2's) **MUST** be uploaded to <u>IDOC</u>, the College Board's secure document portal. To protect your identity, do not submit any tax documents or items with your social security number via email.

#### Where do messages from the Office of Financial Aid appear?

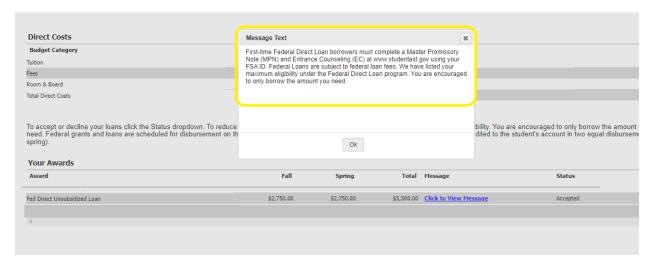
You will see messages from the Office of Financial Aid on your "Documents and Messages" page under "Messages".



You may also see important messages about specific documents by clicking on "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.

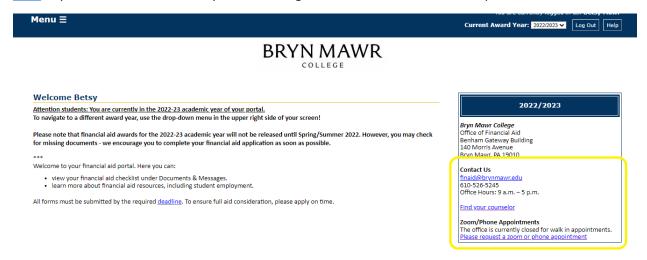


#### Where do I view and accept my award offer?

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.

### Who should I contact with questions?

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



### What other information can I find on my student portal?

**Online Applications:** Returning GSWWR Students can find their returning social work application by clicking the link "Returning Social Work App". This application is 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 corner of the "Awards" page for the academic year 2020-2021 and forward. The "View Financial Aid History" menu option is for the purpose of looking up historical information about past financial aid offers, before 2020-2021.

