Overview of Reinstatment Triage Actions

1. *Please complete a Reinstatement Request form, if not already done so.*
2. *Banner Web (Self-Service For Students)*
    a. *Confirm Personal Information*
    b. *View Financial Aid Required Documents/Status*
    c. *Check Class Schedule (This is to review current status of course reinstatement. If the student was dropped, no courses will display.)*
    d. *Review for Estimated Balance Due*
3. *Provide student with Course Reinstatement Request to be approved by their Academic College Dean/Chair.*
4. *Route to Financial Aid Counselor Waiting Area if they are in the priority group for the day OR there are not many students waiting.*

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1. *Please complete a Reinstatement Request form, if not already done so. (https://asurams.inquisiteasp.com/surveys/AZGFMF/)*
2. *Banner Web Self-Service*
   Confirm Financial Aid Authorizations (Optional – if the screen does not show – skip this step)
    a) Login to Banner Self-Service

    Following are the *Student Authorizations and the customary settings opted by our students. This form may or may not show up when the student logs in.*

    i. Authorization #1 – Georgia's Hope Scholarship Program and select Authorize from the drop down options (select "Do Nothing" if it is already set to Authorize)
    ii. Authorization #2 - Federal Funds Authorization and select Authorize from the drop down options (select "Do Nothing" if it is already set to Authorize)
    iii. Authorization #3 - Prior Year Charges Authorization and select Authorize from the drop down options (select "Do Nothing" if it is already set to Authorize)
    iv. Authorization #4 – Credit Balance Authorization and select Rescind from the drop down options if you would like for a Refund to be issued on your account. (select "Do Nothing" if it is already set to Rescind)

    b) Click on *Personal Information – the student must set/confirm the following and make any changes necessary.*

    Change Security Question

    View Address(es) and Phone(s)

    View Emergency Contacts

d) Click on ***Student Services & Financial Aid*** *– select the Financial Aid Menu to review their activity and status.*

My Overall Status of Financial Aid – start here and click back button to get to eligibility

My Eligibility – check here to determine whether all required documents have been submitted.

My Award Information – check here to see if there is an award

e) Click on ***Student Services & Financial Aid***

Check Your Registration Status – check here to see if the student has any holds

Select Term

Look-up Classes to Add

Student Schedule by Day & Time

Student Detail Schedule – check here to determine whether courses are on the student's schedule.

Registration Add/Drop Review

Withdrawal Information

3. *Provide student with Course Reinstatement Request to be approved by their Academic College Dean/Chair. This form must be returned to Triage.*

4. *Route to Financial Aid Counselor Waiting Area if they are in the priority group for the day OR there are not many students waiting.*