

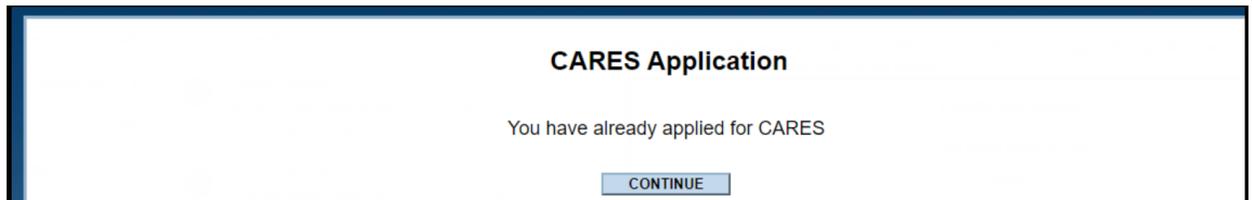
## FAQ's

### 1. How can I verify if my application was submitted correctly?

If your application was submitted and received you will receive the following message:

Thank you for submitting a CARES application. The application for (student's name) was received on (Date) at (Time). You will be contacted once all applications are received and reviewed. Award notifications will be made the week of May 18th.

If your application has already been submitted and you click on the application link again you will see the following message:



### 2. How do I know if I am eligible to apply for the CARES Act Emergency Grant?

The following are the eligibility requirements. You may not be eligible if one or more are not met:

- Must be enrolled in Spring 2020 at the time of application for aid
- Must declare an RCCD college as the home college of record
- Must have COVID-19 related financial needs
- US Residency Requirement must be met
- FAFSA Eligibility

If you do not meet the eligibility criteria the following message will appear when clicking the application link:

According to the data currently in our system, you do not meet the criteria to apply for CARES

### 3. Why do I get an error message when I try to add a dollar amount under expenses?

Only numerical characters are accepted in this field, do not include decimals, dollar (\$) signs.

### 4. How can I edit my submitted application?

Go to RCCD MyPortal and login to Web Advisor. Go to the CARES grant application under the financial aid section. You may update/revise your application until the final submission date Friday, May 8, 2020 at 11:59 p.m.

### 5. Why do I get an error message when I try to submit my application?

If you are attempting to submit your application via the RCCD MyPortal and receiving an error upon submittal, you may need to submit the application from Web Advisor. Log into Web Advisor at <https://wa.rccd.edu>, and select the CARES grant application under the financial aid section. If you need assistance with logging into Web Advisor, you can reach out to the Admissions and Records office at:

RCC:            [admissionsriverside@rcc.edu](mailto:admissionsriverside@rcc.edu)  
MVC:           [admissions@mvc.edu](mailto:admissions@mvc.edu)  
NC:             [admissions@norcollege.edu](mailto:admissions@norcollege.edu)

**6. What is the deadline to apply for the CARES grant?**

The deadline to submit your application for the CARES grant is May 8, 2020, 11:59 P.M. PDT

**7. When will I be notified if I am going to receive the CARES grant?**

Award notifications will be sent to your RCCD student email beginning May 18, 2020.

**8. If awarded, when and how will I receive the CARES grant?**

If awarded, the CARES grant will be disbursed on May 21, 2020 by end of day. The CARES grant will be disbursed via BankMobile disbursement services. If you already have a disbursement method (direct deposit, BankMobile VIBE card, paper check) selected with BankMobile, you will not need to do anything further. If you have not selected a method of disbursement, there will be directions on how to do so in your award email.