



# GAfutures

Administrative Resources

*Fall 2018*



**GSFC** | Georgia Student  
Finance Commission

# Overview

- GAfutures.org
- Help Feature
- Admin Functions
- Account Management
- Administrative Rights
- Send Messages
- Questions and Answers



# GAfutures.org



# GAfutures.org

The screenshot shows the GAfutures.org website. At the top left is the GSFC logo (Georgia Student Finance Commission). To the right are links for 'Create an Account', 'Sign In', and 'Help'. A search bar is on the far right. Below this is a navigation menu with icons and labels for: Home, HOPE & State Aid Programs, Federal Aid & Scholarships, College Planning, Career Exploration, Resources, About Us, and My GAfutures. The main content area features a large image of a person holding a 'College Connector' brochure. Below the image is the text 'Start the College Conversation Now' and 'The 2018-2019 Georgia's College Connector is available with tools and resources to make getting ready for college and your career easier.' To the right of the main image are three smaller promotional tiles: 'September is College Savings Month', 'Find a Probe Fair Near You', and 'Start the College Conversation Now'. At the bottom right of the main content area is a tile for 'Earn College Credits in High School'.

- Georgia's primary resource to help students plan, apply and find affordable ways to pay for college

# GAfutures.org

The screenshot displays the GAfutures.org website layout. At the top left, the 'AWARD RECIPIENTS: THEIR STORIES' section features a photo of Michaelae Bryant and a 'Dual Enrollment' article. To the right, the 'NEWS YOU CAN USE' section lists various resources like 'Trending' and 'Shortcuts'. Below these are the 'Administrative Section' with links for STARS, SURFER, and XAP Control Center; a 'Tweets by @GAfutures' section; and a 'College Money Matters' section with a 'Learn more' button and links to GATRACS and EMBARK Georgia.

- News You Can Use
- Twitter
- Administrative Section
- Award Recipients: Their Stories

# Award Recipients

The screenshot shows the GAfutures website interface. At the top left is the GAfutures logo with the tagline 'Explore. Plan. Succeed.'. Below the logo is a navigation bar with several tabs: 'HOPE & State Aid Programs' (highlighted with a red arrow), 'Federal Aid & Scholarships', 'College Planning', 'Career Exploration', 'Resources', 'About Us', and 'My GAfutures'. Below the navigation bar is a secondary menu with links: 'Award Recipients', 'State Aid Applications', 'HOPE & Zell Miller Scholarships', 'HOPE & Zell Miller Grants', 'Loans', 'Scholarships & Grants', 'Military', and 'Scholarship Search'. The main content area has a blue header for 'HOPE & State Aid Programs'. Below this is a breadcrumb trail: 'Home / HOPE & State Aid Programs'. The main content is divided into two columns. The left column is titled 'HOPE & STATE AID PROGRAMS' and features a card for 'Award Recipients Stories' with a red arrow pointing to it. The right column is titled 'NEWS YOU CAN USE' and has two sub-sections: 'Trending' and 'Shortcuts'. The 'Trending' section includes links for 'Dual Enrollment QA testing link' and 'STEM Course Directory'.

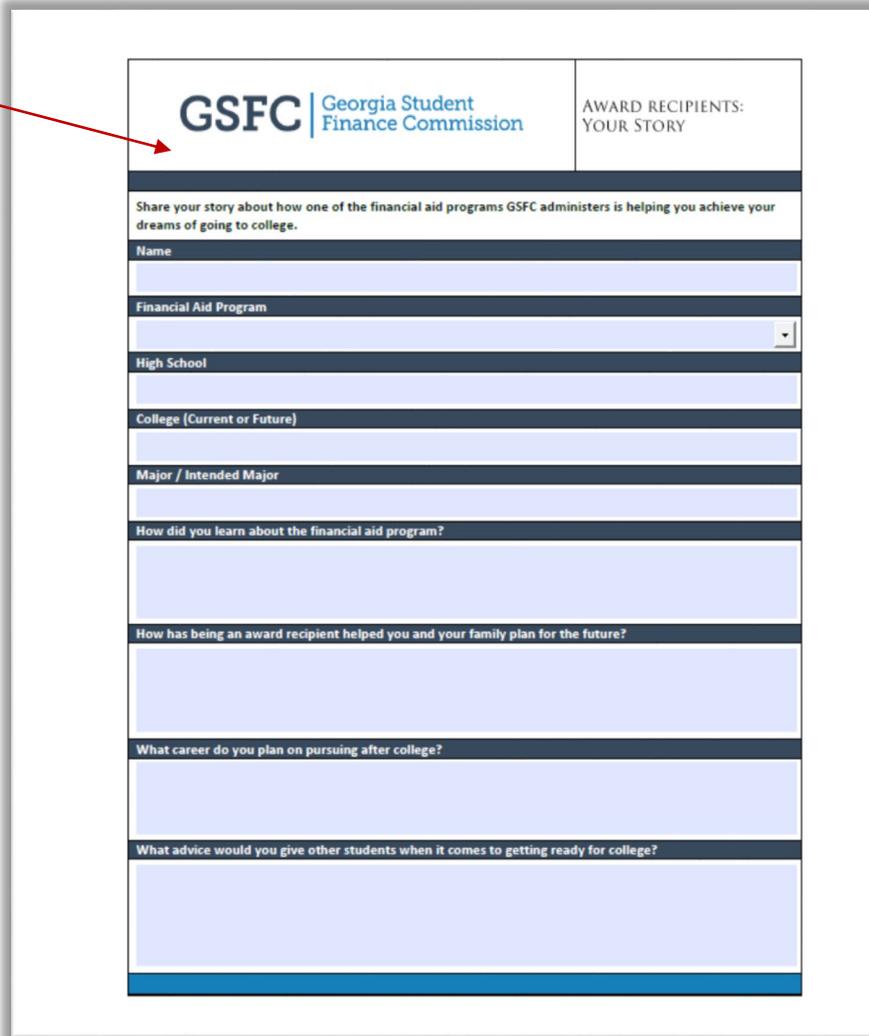
- Find Award Recipient Stories under HOPE & State Aid Programs tab

# Award Recipients

The screenshot shows the GAfutures website interface. At the top left is the GAfutures logo with the tagline 'Explore. Plan. Succeed.'. Below the logo is a navigation bar with several menu items: 'HOPE & State Aid Programs', 'Federal Aid & Scholarships', 'College Planning', 'Career Exploration', 'Resources', 'About Us', and 'My GAfutures'. Below this is a secondary navigation bar with items: 'Award Recipients', 'State Aid Applications', 'HOPE & Zell Miller Scholarships', 'HOPE & Zell Miller Grants', 'Loans', 'Scholarships & Grants', 'Military', and 'Scholarship Search'. The main content area has a blue header with the text 'Award Recipients'. Below this is a breadcrumb trail: 'Home / HOPE & State Aid Programs / Award Recipients'. The main content area is titled 'AWARD RECIPIENTS' and contains a section titled 'Award Recipients: In Their Own Words'. Below this title is a paragraph of text: 'If you would like to share your story how a GSFC-administered program helped you, [fill out this form](#) and send it to [gafutures@gsfc.org](mailto:gafutures@gsfc.org).' A red arrow points from the top left to the 'HOPE & State Aid Programs' menu item, and another red arrow points from the bottom center to the 'fill out this form' link.

- Share an award recipient's story by clicking *fill out this form*

# Award Recipients



**GSFC** | Georgia Student Finance Commission

AWARD RECIPIENTS:  
YOUR STORY

Share your story about how one of the financial aid programs GSFC administers is helping you achieve your dreams of going to college.

Name

Financial Aid Program

High School

College (Current or Future)

Major / Intended Major

How did you learn about the financial aid program?

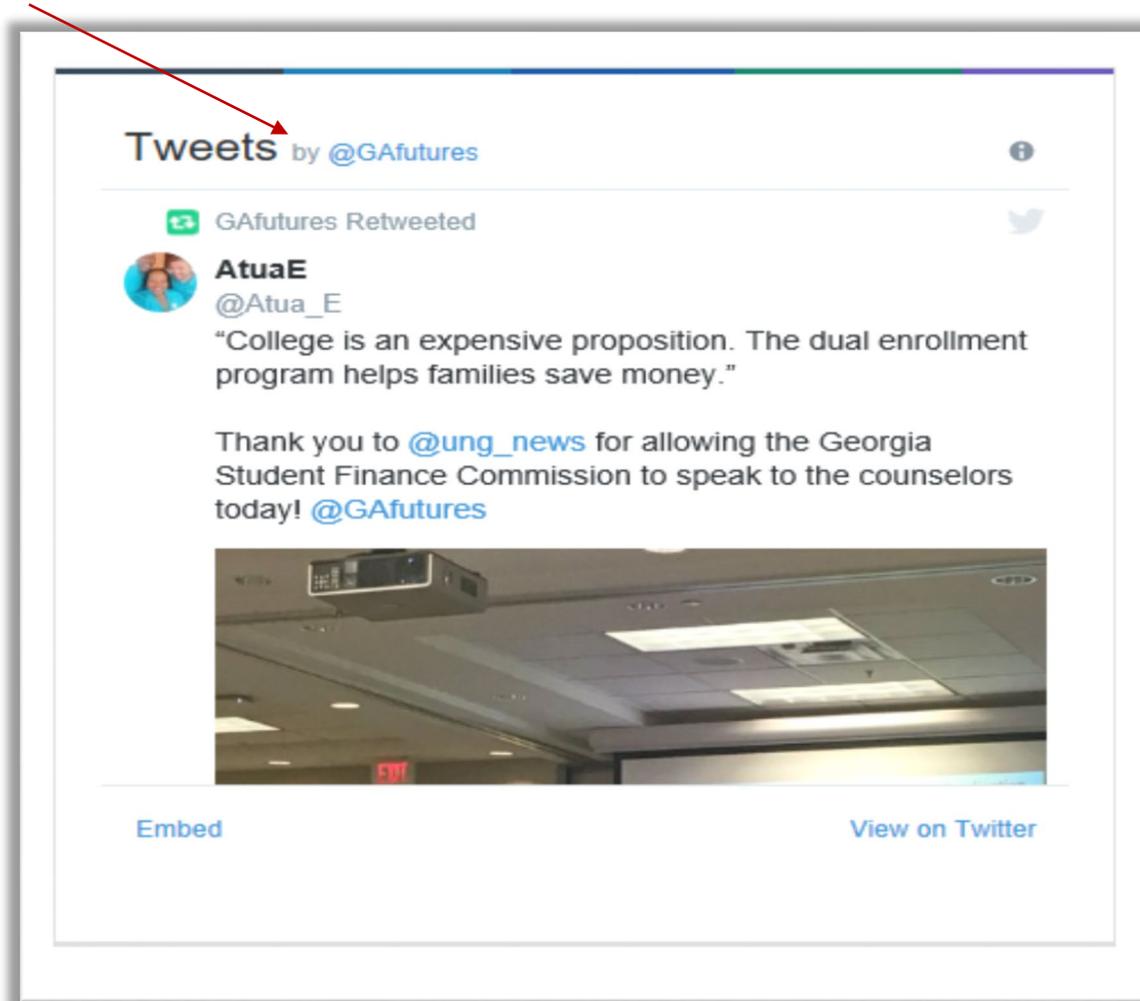
How has being an award recipient helped you and your family plan for the future?

What career do you plan on pursuing after college?

What advice would you give other students when it comes to getting ready for college?

- Complete Award Recipient form and send to [GAfutures@gsfc.org](mailto:GAfutures@gsfc.org)

# Twitter



- Email [GetSocial@gsfc.org](mailto:GetSocial@gsfc.org) prior to event to promote it on GSFC social media
- Tag GAfutures when tweeting out your event to appear on GSFC Twitter feed

# GAfutures Training FAQs/Quick Guides

The screenshot shows the GAfutures website interface. At the top, there is a navigation bar with the GAfutures logo and the tagline 'Explore. Plan. Succeed.' followed by icons for Home, HOPE & State Aid Programs, Federal Aid & Scholarships, College Planning, Career Exploration, Resources (highlighted), About Us, and My GAfutures. Below this is a secondary navigation bar with icons for Quick Guides, College Search, Scholarship Search, College Applications, High School Transcripts, Net Price Calculators, Marketing Materials, and College Connector. A large blue banner reads 'Resources'. Below the banner, the URL 'GAfutures.org / Resources' is displayed. The main content area is divided into two columns. The left column is titled 'RESOURCES' and contains three items: 'GAfutures Training/FAQs/Quick Guides' (circled in red), 'College Search', and 'Scholarship Search'. The right column is titled 'NEWS YOU CAN USE' and contains a 'Trending' tab, a 'Shortcuts' tab, and a list of links: 'Learn Skills for a High-Demand Career', 'STEM Weighted Courses Directory', '2018-2019 Award Amounts', 'Find Your GSFC Outreach Rep', 'Repayment Info for Borrowers', 'GAfutures Quick Guides and FAQs', and 'State Financial Aid Applications'. At the bottom right of the news section is a 'College Money Matters' button with an 'x' icon.

- Find GAfutures training resources and quick guides under Resources tab

# GAFutures Training FAQs/Quick Guides

## GAFutures Training/FAQs/Quick Guides

GAFutures.org / Resources / Quick Guides

### GAFUTURES TRAINING/FAQS/QUICK GUIDES

- General Frequently Asked Questions
- Quick Guides - Students
- Quick Guides - Administrators

General GAfutures Questions - Administrative Users

General GAfutures Questions - Student Users

General GAfutures Questions - Username

Print

### General Frequently Asked Questions

Answers to typical questions about GAFutures.org, financial aid programs available through GSFC and how this website can help increase your access to postsecondary education.

- Why are some of the images not displaying properly in GAFutures?
- How do I create an account on GAFutures?
- What if I forgot my username and/or password?
- Where can I check MY HOPE GPA?
- What are rigor course requirements?
- Why am I receiving an "Invalid data" error message when applying for Dual Enrollment?
- What classes/courses are available for students participating in Dual Enrollment?
- Can I review my requested transcript?

Q: Why are some of the images not displaying properly in GAFutures?

A: GAFutures recently underwent system upgrades. If you are having trouble viewing images (images are missing or not displaying correctly). Please refresh your cache by pressing both **Ctrl** and **F5** buttons simultaneously on your keyboard.

Back to Top

# GAfutures Help Feature

The screenshot shows the GAfutures website interface. At the top left is the GSFC logo (Georgia Student Finance Commission). To its right are links for 'Create an Account', 'Sign In', and 'Help ?'. A red arrow points to the 'Help ?' button. Below the navigation bar is a menu with icons and labels: Home, HOPE & State Aid Programs, Federal Aid & Scholarships, College Planning, Career Exploration, Resources, About Us, and My GAfutures. The main content area features a large banner with the text 'Don't sleep on saving for college!' and an image of a child sleeping at a desk. Below the banner is a 'September is College Savings Month' section with a 'Learn more' button. To the right are three smaller promotional cards: 'September is College Savings Month', 'Find a Probe Fair Near You', and 'Start the College Conversation Now'. At the bottom right is another card titled 'Earn College Credits in High School'.

- Click Help button to request assistance or report issues with GAfutures

# GAfutures Help

## HELP

### Let Us Help You

? FAQ

📄 Student/Admin Quick Guides

View answers to top questions.

**Q: Why are some of the images not displaying properly in GAfutures?**

A: GAfutures recently underwent system upgrades. If you are having trouble viewing images (images are missing or not displaying correctly), please refresh your cache by pressing both Ctrl and F5 buttons simultaneously on your keyboard.

**Q: How do I create my account?**

A: To create an account on GAfutures.org: Click "Create an Account," at the top of the home page. Create a Username and Password (you will use this to access your account, submit applications check your HOPE GPA record, etc.) Be sure at the bottom of the screen to read and accept the Terms of Use and Privacy Policy then click on Create Your Account.

**Q: Where can I find my HOPE GPA?**

A: To check your HOPE Grade Point Average (GPA) from high school: Sign in to your GAfutures account. Be sure your Profile has your correct high school, SSN, date of birth and zip code. Click: My HOPE GPA link on the left hand side of your my GAfutures screen. Next, using the Navigation Alphabet, select the alphabet letter for the beginning of your high school's name and click on the box. If that does not help, check with your high school to verify your transcript has been processed to GSFC.

**Q: Why am I getting "Invalid data" message when applying for Dual Enrollment?**

A: Your profile information in your GAfutures account is either incomplete or does not match existing data on file. Sign in to your GAfutures account and check your Profile information to make sure your date of birth, SSN, and ZIP code are correct and your high school is listed on your Profile. Then try completing the Dual Enrollment funding application again. Also, try changing your browser to Internet Explorer and clearing your browser history.

**Q: I had STARS/SURFER access and now I don't. Please help.**

A: You may not be entering your correct username and password. Contact your school's Institution or District Administrator to check your account and rights.

**Q: How do I report technical issues that I am experiencing while using GAfutures?**

A: If you are having trouble accessing pages/systems within GAfutures ( STARS, SURFER, Error Messages etc), please click the green "Contact Us" button located at the bottom of this page. Next, select the "Web page or web link failure to load properly option" from the "Please select the support area" drop down. In the comments section of the form please give a detail description of the issue that you are experiencing.

Still need assistance?

Contact Us

- Click Contact Us button to access Help form for additional assistance

# Help Feature

**CONTACT US**

**How may we help you?**

For quick resolution, please review our [frequently asked questions](#) before you submit your help request.

Fields marked with \* are required.

**First Name \***

**Last Name \***

**Phone Number**

**Email Address \***

**Preferred Contact Method:**  Phone  Email

**My Account Type is: \***

**Please paste website page link related to your questions (if applicable):**

**Comments \***

**Please select the support area \***

- Web Page or Web Link Failure to Load Properly
- Select Support Questions
- Financial Aid Application Questions
- General Site Questions
- Grant and Scholarship Programs including HOPE and Zell Miller Loan Programs
- Other
- Sign in – Account Access / Password Issues
- Transcript Processing Questions
- Web Page or Web Link Failure to Load Properly

- Please complete form and select appropriate area of support from drop down



# **Admin Functions**

**(District Admin, Institution Admin, Institution User)**

**GAfutures.org**



# Roles and Permissions

District Administrator

- Set up by GSFC
- Has access to all system users and students for all schools within district

Institution Administrator

- Set up by District Administrator or GSFC
- Top GAfutures administrator at school

Institution User

- Typically set up by Institution Administrator
- Counselors, teachers

# District Administrator

- Full access to STARS
- Assign/Edit administrative rights
- District Admins cannot assign or edit administrative rights for other District Admins
  - District Admin rights can only be granted by GSFC
  - Email GSFC at [TrEx@GSFC.org](mailto:TrEx@GSFC.org) to have administrative rights assigned or edited

# District Administrator

- View and manage Institution Administrator/User accounts
- View/Edit accounts attached to institutions within your assigned district
  - District Admins cannot edit information for other District Admins
  - Initiate username/password recovery process
  - District Admins cannot view or change passwords

# District Admin View

## High School Functions

### Account Management

Create Account

Edit Account

Username/Password Recovery

## User Info & Messages 2

### Administrative Rights

Add/Edit

Review

## Admin Functions

Groups

Send Messages

Promote

Reports

# Institution Administrator

- Full access to STARS
- Assign/Edit administrative rights
  - Contact your District Admin to change your administrative rights
- View and manage Institution User accounts
- View/Edit User Accounts assigned to your school
- Institution Admins cannot edit information or change administrative rights for other Institution Admins
- Initiate username/password recovery process for Institution Users and student accounts assigned to your school
  - Institution Admins cannot view or change passwords

# Institution Admin View

## High School Functions

### Account Management

- Create Account
- Edit Account
- Username/Password Recovery

## User Info & Messages 2

### Administrative Rights

- Add/Edit
- Review

## Admin Functions

### Groups

- Send Messages
- Promote
- Reports

# Institution User

- Access to STARS depends on rights
  - Contact your Institution Admin or District Admin for access to STARS and other administrative functions
- View/Edit student accounts for your institution
  - Institution Users cannot assign rights or edit information for other Institution Users
- Initiate username/password recovery process for student accounts
  - Institution Users cannot view or change passwords

# Institution User View

High School Functions

User Info & Messages **2**

Admin Functions

## Account Management

Create Account

Edit Account

Username/Password Recovery

## Groups

Send Messages

Promote

Reports



# **Account Management**

**(District Admin, Institution Admin, Institution User)**

**GAfutures.org**



# Account Management

High School Functions	User Info & Messages <span>4</span>	Admin Functions
<b>Account Management</b> Create Account Edit Account Username/Password Recovery	<b>Administrative Rights</b> Add/Edit Review	<b>Groups</b> <b>Send Messages</b> <b>Promote</b> <b>Reports</b>

Click Admin Functions to  
access Account Management

# Edit Account

High School Functions	User Info & Messages <sup>4</sup>	Admin Functions
<b>Account Management</b> Create Account <b>Edit Account</b> Username/Password Recovery	<b>Administrative Rights</b> Add/Edit Review	<b>Groups</b> <b>Send Messages</b> <b>Promote</b> <b>Reports</b>

- Click Edit Account button located under the Account Management section

# Edit Account

Choose search criteria from drop down menu:

- Username
- Email
- Phone NO
- Last Name

High School Functions   User Info & Messages 4   Admin Functions

GAfutures.org / My GAfutures / Admin Functions

## ACCOUNT MANAGEMENT

Edit Account

Please complete all fields below to edit a user account. Fields marked with \* are required.

Search By \*

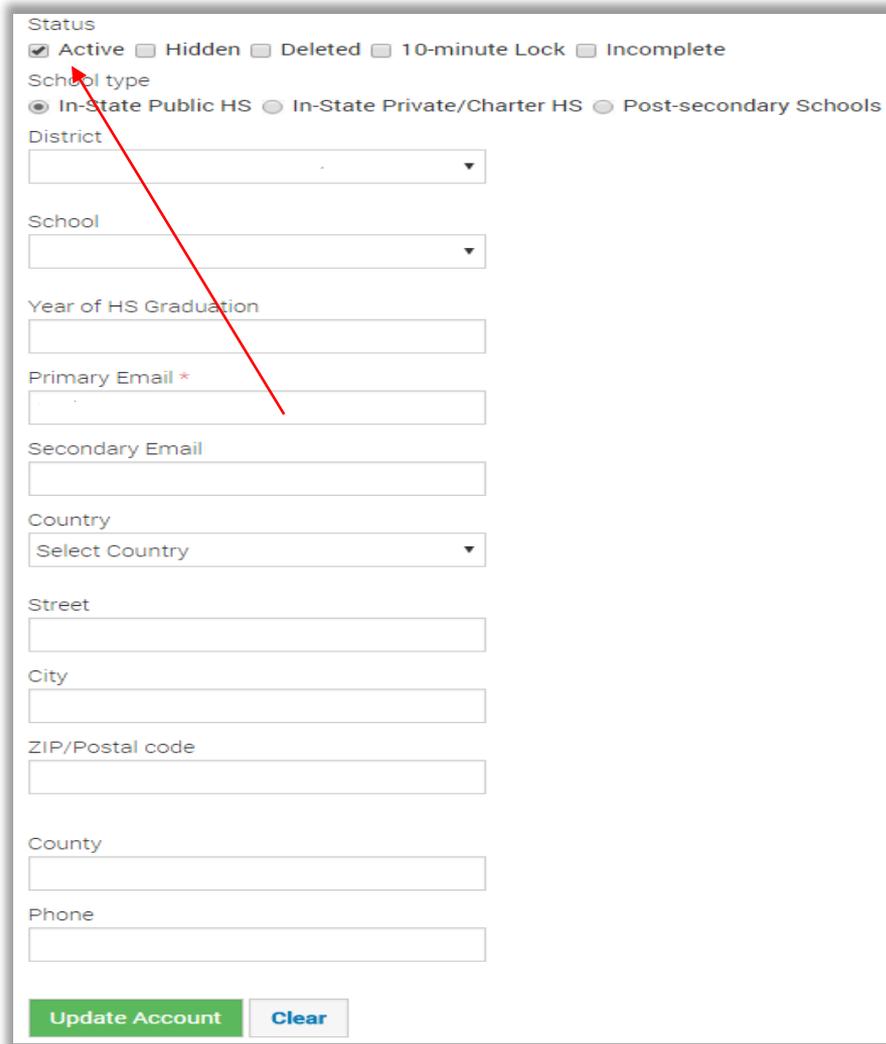
Username ▼

Enter Username \*

Search

# Edit Account

- DA, IA and IU status changed to “inactive” after 6 months of inactivity
- IA or IU not able to sign in until **Active** box checked by:
  - District Admin for IA
  - or-
  - Institution Admin for IU
  - or-
  - GSFC Admin



The screenshot shows a web form titled "Edit Account". At the top, under "Status", there are five checkboxes: "Active" (checked), "Hidden", "Deleted", "10-minute Lock", and "Incomplete". Below this is the "School type" section with three radio buttons: "In-State Public HS" (selected), "In-State Private/Charter HS", and "Post-secondary Schools". The form includes several input fields: "District" (dropdown), "School" (dropdown), "Year of HS Graduation" (text), "Primary Email \*" (text), "Secondary Email" (text), "Country" (dropdown with "Select Country" text), "Street" (text), "City" (text), "ZIP/Postal code" (text), "County" (text), and "Phone" (text). At the bottom, there are two buttons: "Update Account" (green) and "Clear" (blue). A red arrow points from the "Active" checkbox to the "Primary Email" field.

# Username/Password Recovery

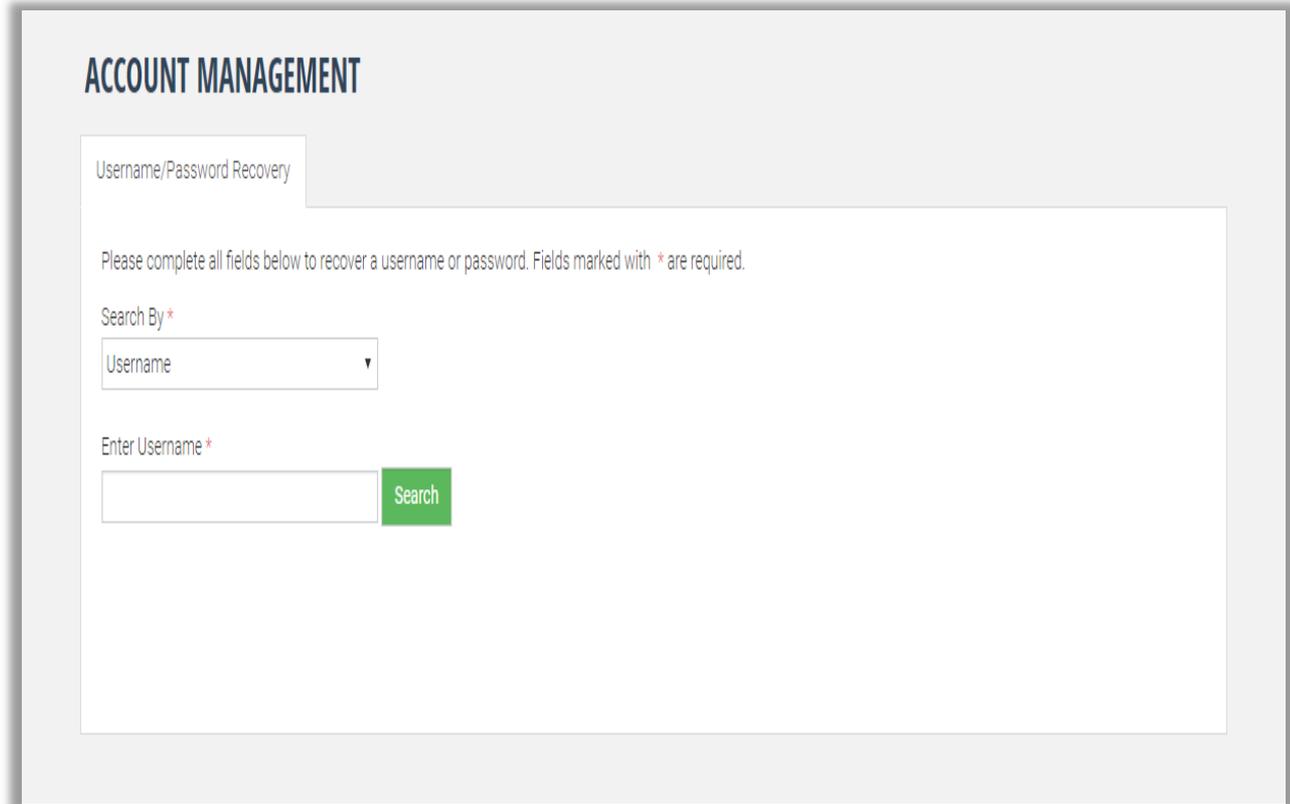
High School Functions	User Info & Messages <span>4</span>	Admin Functions
<b>Account Management</b> Create Account Edit Account <b>Username/Password Recovery</b>	<b>Administrative Rights</b> Add/Edit Review	<b>Groups</b> <b>Send Messages</b> <b>Promote</b> <b>Reports</b>

- Click Username/Password Recovery link located under Account Management section

# Username/Password Recovery

Choose search criteria from drop down menu:

- Username
- Email
- Phone NO
- Last Name



**ACCOUNT MANAGEMENT**

Username/Password Recovery

Please complete all fields below to recover a username or password. Fields marked with \* are required.

Search By \*

Username ▼

Enter Username \*

# Username/Password Recovery

- Click Reset Password or Send Username button and email will be sent to user with temporary password or username(s) associated with account

## ACCOUNT MANAGEMENT

Username/Password Recovery

Please complete all fields below to recover a username or password. Fields marked with \* are required.

Search By\*

Enter Username\*

Username	First Name	Last Name	Email	Phone	Action
Tavis	Tavis	Ca	tavisc@		<input type="button" value="Reset Password"/> <input type="button" value="Send Username"/>



# **Administrative Rights**

**(District Admin, Institution Admin)**

GAfutures.org



# Administrative Rights

High School Functions	User Info & Messages <sup>4</sup>	Admin Functions
<b>Account Management</b> Create Account Edit Account Username/Password Recovery	<b>Administrative Rights</b> Add/Edit Review	<b>Groups</b> <b>Send Messages</b> <b>Promote</b> <b>Reports</b>

- Administrative Rights section is only available to user assigned Institution Admin or District Admin access

# Add/Edit Account

Choose search criteria from drop down menu:

- Username
- Email
- Phone NO
- Last Name

The screenshot shows the GAfutures.org Admin Functions interface. At the top, there are three navigation tabs: 'High School Functions', 'User Info & Messages 4', and 'Admin Functions'. Below the tabs is the breadcrumb 'GAfutures.org / My GAfutures / Admin Functions'. The main heading is 'ADMINISTRATIVE RIGHTS'. Underneath, there is a tab labeled 'Add/Edit'. A message states: 'Please complete all fields below to assign or remove administrative rights. Fields marked with \* are required.' Below this is a 'Search By \*' dropdown menu with options: 'Username', 'Email', 'Phone No', and 'Last Name'. The 'Username' option is currently selected and highlighted in blue. To the right of the dropdown is a green 'Search' button.

# Admin Review

- Condensed List
- Expanded List
- IA will not see any other IA or themselves listed

The screenshot displays the GAfutures Admin Functions interface. At the top, there are three navigation tabs: 'High School Functions', 'User Info & Messages', and 'Admin Functions'. Below the tabs, the breadcrumb path is 'GAfutures.org / My GAfutures / Admin Functions'. The main heading is 'ADMINISTRATIVE RIGHTS'. Underneath, there is a 'Review' section with a sub-heading 'Please make your selections from the options below. All areas shown are required.' Two green buttons are visible: 'View Condensed Listing' and 'View Expanded Listing'.



# View Expanded Listing

Admin Type	Persons	Access Details
Institution Administrator	<p>€</p> <p>Active</p>	<p>HOPE GPA</p> <p>HOPE GPA Reports: Full Access</p> <p>HOPE Progress Reports: Full Access</p> <p>Update Student Records with missing SSN: Full Access</p> <p>Update Student Information</p> <p>Update Student Information: Full Access</p> <p>Add Val/Sal Student: Full Access</p> <p>View Val/Sal Student List: Full Access</p> <p>Dual Enrollment</p> <p>Process New Applications: Full Access</p> <p>View Existing Applications: Full Access</p> <p>Process Rejected Applications: Full Access</p> <p>Process Canceled Applications: Full Access</p> <p>Application Status Report: Full Access</p> <p>Email list: Full Access</p> <p>Participation Agreements: Full Access</p> <p>Ninth Grade Correction Request: Full Access</p>

# How to Assign Rights

- Under Admin Type drop down list select “Institution User”
- Click check box under Select User and click Update button to save your change

### ADMINISTRATIVE RIGHTS

Add/Edit

Please complete all fields below to assign or remove administrative rights. Fields marked with \* are required.

Search By \*  
Username

Enter Username \*  
tavi:

Please click on the User Name link below to View/Edit the Application Access Rights.

Select User	User Name	First Name	Last Name	Email	Admin Type
<input type="checkbox"/>	<a href="#">Tavis</a>	Tavis	Cal	tavisc@	GSFC Admin

# How to Assign Rights

- Click “+” next to STARS button to view applications underneath
- Click “+” next to each application to reveal Full Access, Read Only and None options

Applications			
Default, when application selected is:	Full Access	Read Only	None
 STARS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 HOPE GPA			
 Update Student Information			
 MOWR			
Process New Applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
View Existing Applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process Rejected Applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process Canceled Applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application Status Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email list	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participation Agreements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 School Information			
 Software Downloads			
 Documentation			



# **Send Messages**

**(District Admin, Institution Admin, Institution User)**

**GAfutures.org**



# My GAfutures Message Center

- Notifications of important events around Georgia
- Upcoming application deadlines and reminders (e.g., FAFSA)
- Notifications on GAfutures resources
- GSFC administered program updates (Dear Colleague Letters)

# Send Messages

High School Functions	User Info & Messages <span>4</span>	Admin Functions
<b>Account Management</b> Create Account Edit Account Username/Password Recovery	<b>Administrative Rights</b> Add/Edit Review	<b>Groups</b> <b>Send Messages</b> Promote Reports

- Send Message feature allows you to send messages through GAfutures

# Send Messages

GAfutures.org / My GAfutures / Admin Functions

## SEND MESSAGES

Send Messages

Fields marked with \* are required.

Choose Message Sending Option \*

Select ▼

- Select
- Individual
- Groups
- Institution(School)

You can send messages to:

- Individual
- Group
- Institution (school)

# Send Message To Individual

**SEND MESSAGES**

Send Messages

Fields marked with \* are required.

Choose Message Sending Option \*

Individual

Search By

Username

Enter Username \*

test1b Search

Select	Username	First Name	Last Name	Email	Phone
<input type="checkbox"/>	test1b	test	testss	tavisc@gsfc.org	

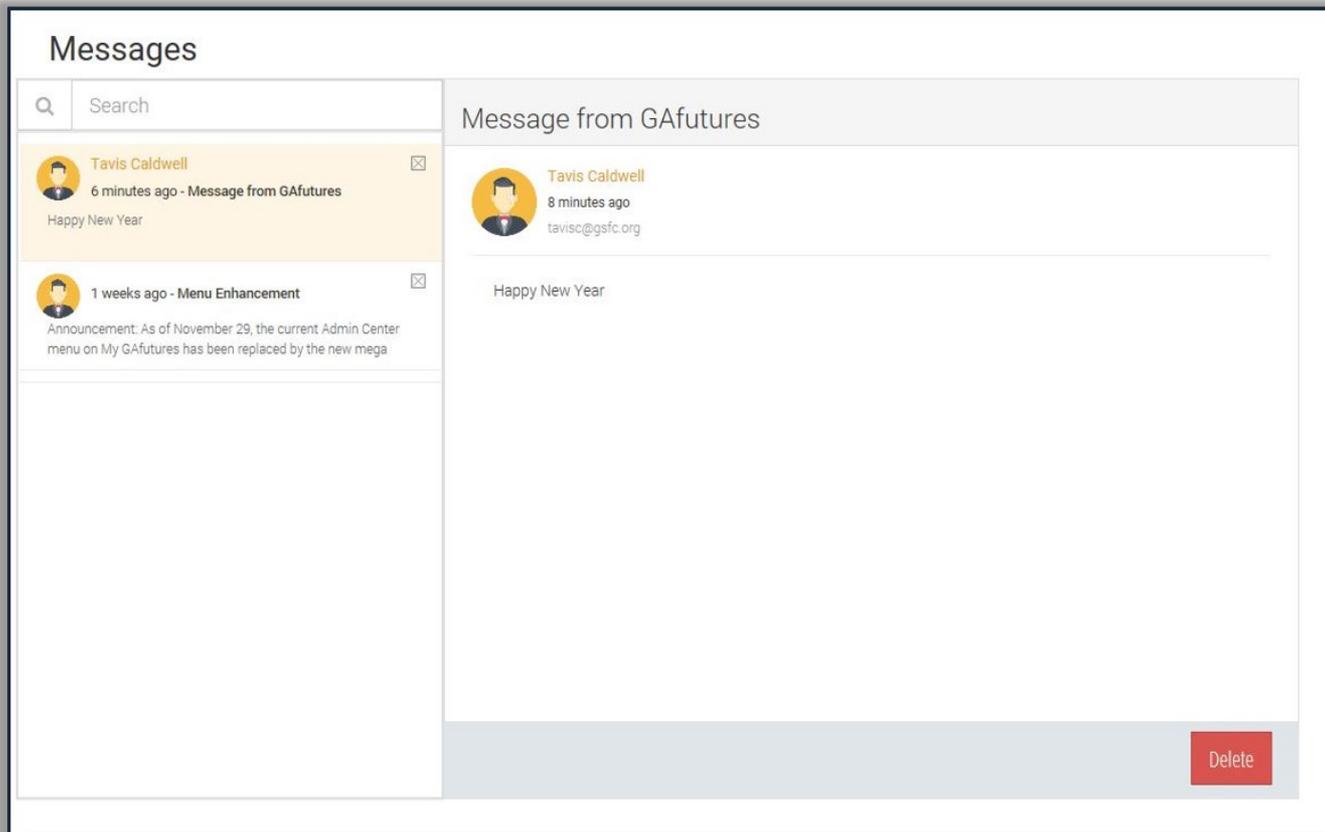
Send a copy to me

Type your message here(250 character limit) \*

Send Message

- Check box next to name of individual
- Type your message
- Click send message

# Send Message To Individual



- Recipient will receive message in My GAfutures message center

# Contact Us



Tavis Caldwell

GAfutures.org

[GAfutures@gsfc.org](mailto:GAfutures@gsfc.org)

# Contact Us



**404.985.4149**



**TavisC@gsfc.org**

# Be Social



# Our Mission



To promote and increase access  
to education beyond high school  
for Georgians