Self-Service Document Upload Guide

Financial Aid
ILLINOIS SPRINGFIELD

Brief Overview:

Section 1. Collect all required documents

Section 2. Convert/scan to an acceptable file type (.pdf, .jpg, or .png) for each listed requirement

Section 3. Upload through your UIS Self-Service.

Upload Requirements:

- .pdf, .jpg, .png file types are acceptable. Do not use "PDF Portfolio" or "Secured PDF" file types.

- File should not be password protected.

- Worksheets and other required documents must be **SIGNED in ink** before scanning or with a stylus/finger. Adobe Sign, DocuSign and other electronic signature options are generally not acceptable according to Federal Student Aid regulations.

- The file size to upload is limited to 5MB. Scan in the lowest resolution that results in a legible document.

Troubleshooting Tips:

- If an error message is shown after attempting to upload a file: Check the file type and size of the file prior to uploading.
- If the "**Choose File**" link is **not shown** under the requirement name: That requirement may not accept uploaded documents. Refer to the instructions on that specific form on how to submit the documents. Contact the Office of Financial Assistance for additional help.

Additional Information:

- Once uploaded, documents cannot be viewed or edited by applicants. Ensure you are submitting the correct documents for the specified checklist item.

- If you do not have personal access to a scanner or a mobile phone scanner or camera feature, check with your local office supply store or public library for access to a scanner.

- Uploading your documents in Self-Service is the most secure and preferred method. Alternative ways to submit financial aid documents without using the upload feature include:

  o Faxing documents to 217-206-7376. Include your UIN on all documents you fax.

  o Submit the documents in person in UHB 1015 or by mail: Office of Financial Assistance, One University Plaza, MS UHB 1015, Springfield, Illinois 62703

Be cautious about emailing your documents! It is generally not a secure method, and your documents may contain sensitive and private information such as social security numbers.

Section 1. Collect all required documents

1. Print the form - It will be listed under "Unsatisfied Requirements" on the financial aid home page in UIS Self-Service. Click on the form name.

2. Carefully read the instructions on the form for any additional documents you need to attach.

3. Forms and other documents that require signatures must be signed **in INK** or with a stylus/finger.

4. The form you are submitting should be the **first** page of your packet.

5. Scan each side of your document(s) if it is double sided with information.

Section 2. Convert/scan to an acceptable file type (.pdf, .jpg, or .png) for each listed requirement

a   Converting a Microsoft Word document to a PDF document. The goal is to have an acceptable file type to upload. You can have multiple pages saved to one pdf file or you can save and upload files separately for the listed requirement. If you have multiple documents or images (screenshots, pictures, etc.) that are not in an acceptable file format, make sure you copy and paste each document (or image) to a Word document. Then you can use the "Save As" option to save this document as a PDF file (an acceptable file type).

b   Using a scanner or other device:
   i.   Make sure your scanner/device is set to scan as one of the acceptable file formats (.pdf, .jpg, .png). Some scanners may have an option to scan a stack of documents or sometimes with a "plus" option when scanning. You can choose to use a .pdf file with multiple pages or you can save as separate files in an acceptable file type (.pdf, .jpg, .png) to upload.

   ii. If you are using a scanning machine that only copies one page at a time into your computer, you can take the individual PDF documents and combine them into a single PDF file. To do this, you would need to use software such as Adobe Acrobat PRO

c.   Using Cloud based storage and emails. For security reasons, be cautious when storing sensitive documents in a cloud server or emailing sensitive documents.


Section 3. Upload through UIS Self-Service

1. Login to UIS Self-Service

2. Click on "Financial Aid Home Page" link in the Financial Aid Card:
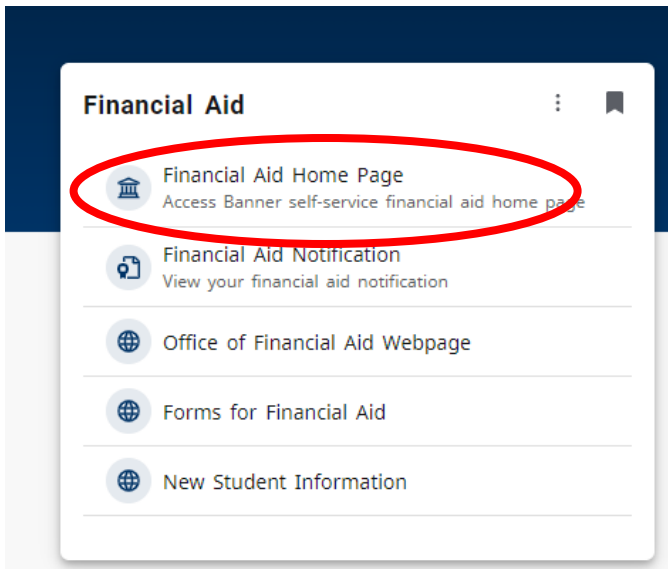
3. Click on the "**Choose File**" option displayed under the requirement link and upload your packet.

Note: If the unsatisfied requirement listed on your record <u>does not</u> have an "**Choose file**" link, it means that for this specific requirement may not be able to be uploaded. The form or documents may need to be submitted in person or via mail.
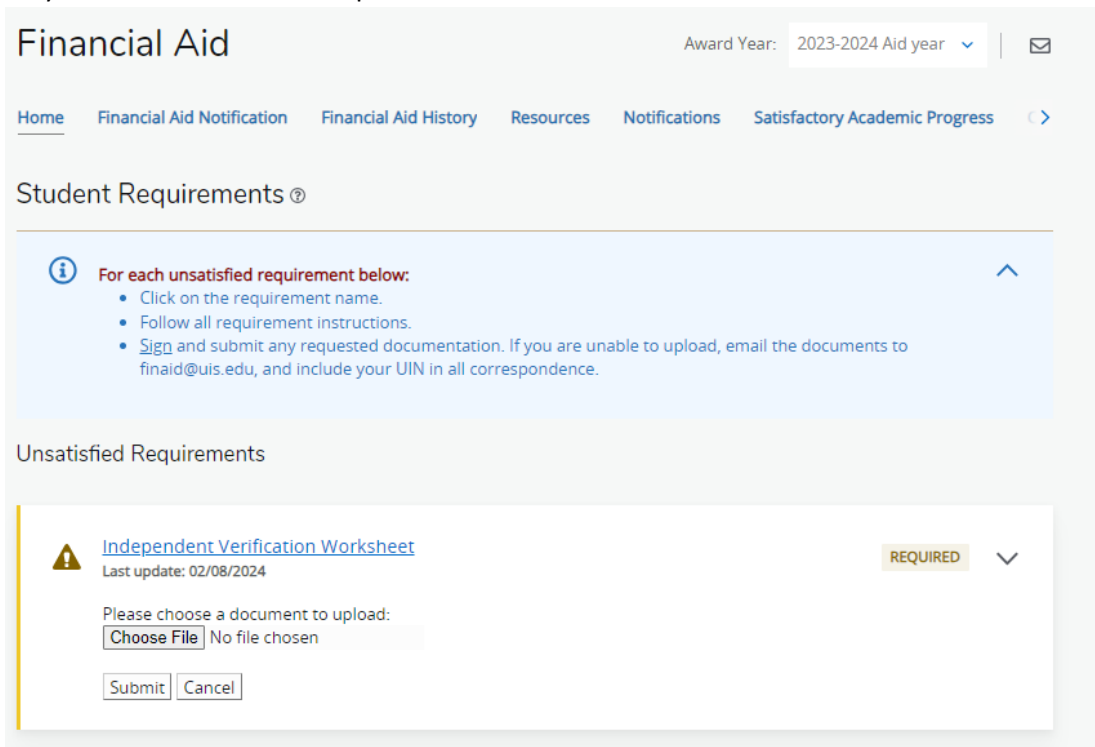
4. Then select the file you want to upload and click open.

5. Click the Submit button. A message should appear: "Document Upload Successful." If you have additional files to upload for that requirement you can then go back and click on the "**Choose File**" link again.

Note: Once uploaded, documents cannot be viewed or edited.

6. Please allow processing time for our office to review your uploaded documents. If the documents are satisfactory then the requirement will be moved down to the section under "Satisfied Requirements."