How to Determine Your Outstanding Requirements
1. From the UNCGenie Financial Aid page, click on Eligibility
2. Select the aid year from the drop down menu and click ‘Submit’
3. Both outstanding and completed requirements will be displayed
4. You should now see your outstanding requirements for financial aid

How to Determine Your Locked Hours
1. From the UNCGenie Financial Aid page, click on Locked Hours for Financial Aid Eligibility.
2. Select term and click Submit
3. Both locked hours and required hours will be displayed.

How to View your student Bill
1. From the UNCGenie Homepage, click on Student Account Center
2. Click on eBills under the Quick View section: (ebills)
3. Click on Student Accounts under Account Type
4. Your most recent actual bill will be displayed
5. To change the statement date, select the date from the View Statement drop down menu above the school seal in the left corner of the statement

How to Check Class Confirmation (payment arrangements complete)
1. From the UNCGenie Financial Aid page, click on Estimated Final Bill
2. Select the term from the drop down menu and click Submit
3. Scroll down to Registration Confirmed. If classes have been confirmed, there will be a “Y”; if classes have not yet been confirmed, there will be an “N”. 

UNCGenie Guide

Cashiers and Student Accounts Office
Phone: 336-334-5831
Email: cashier@uncg.edu
http://fsv.uncg.edu/cashiers

Graduate Admissions Office
Phone: 336-334-5596
Email: inquiries@uncg.edu
http://uncg.edu/grad

Undergraduate Admissions
Phone: 336-334-5243
Email: admissions@uncg.edu
http://admissions.uncg.edu

University Registrar's Office
Phone: 336-334-5946
Email: registrar@uncg.edu
http://uncg.edu/reg

Undergraduate Student Excellence
Phone: 336-334-5534
Email: excellence@uncg.edu
http://excellence.uncg.edu

Student Health Center
Phone: 336-334-5340
Fax: 336-334-5343
Email: shs@uncg.edu
http://uncg.edu/shs

January 1st: Earliest date to file a FAFSA for the upcoming academic year.
March 1st: FAFSA Priority Filing Date for UNCG.
Mid-March: UNCG begins awarding for the upcoming academic year for students with completed files.
Late July: Fall payments due
Early December: Spring payments due

OTHER CAMPUS OFFICES

UNCG Financial Aid Office
P.O. Box 26170 • 723 Kenilworth St.
Greensboro, NC 27402-6170
Telephone: 336-334-5702
Fax: 336-334-3010

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How to Access Your Financial Aid Information
1. Click on the UNCGenie secure link at https://banweb.uncg.edu
2. Enter your UNIVERSITY ID NUMBER and PIN and click LOGIN to proceed.
3. Click on Financial Aid
4. If you are having trouble with ID or PIN go to getmyid.uncg.edu/ or getmypin.uncg.edu/

How to View Messages from the Financial Aid Office
1. From UNCGenie, click on the Financial Aid tab.
2. Click on Financial Aid Status
3. Select Aid Year
4. Click on option “You have active messages”.

How to View your Award Information
1. From the UNCGenie Financial Aid page, click on Award.
2. Click on Current Award Information.
3. Select the aid year from the drop down menu and click Submit.
4. Your most recent financial aid award letter will be displayed.

How to Accept Your Awards Online
1. From the UNCGenie Financial Aid page, click on Award.
2. Click on Award By Aid Year.
3. Select the aid year from the drop down menu and click submit and view your award information under the Award Overview tab.
4. Select tab Accept Award Terms and Conditions. Read the information in the Terms and Conditions tab. When you get to the bottom of the page, select Accept.

Please Note: Accepting the Terms and Conditions does not accept your actual aid. You still need to accept the aid on the Accept Award Offer tab. To accept the aid continue to the following:

5. Select tab Accept Award Offer. In order to accept your GRANTS, select Accept from the drop down box, then Accept Full Amount All Awards.
   In order to accept the full LOAN amounts, select Accept from the drop down box, then Accept Full Amount All Awards.
   In order to accept partial LOAN amounts, select Accept from the drop down box, enter the partial amount you would like to accept in the Accept Partial Amount box, then select Submit Decision.
   In order to DECLINE student loans, select Decline from the drop down box, then select Submit Decision.

Please review the Satisfactory Academic Progress Policy information sent with your award notice, in the Financial Aid Handbook, or online at http://fia.uncg.edu.