

How to Upload Attachments via the 24/7 Student Support Center

Step 1: Create a Case/ Submit Document (s)

Need money for school? Need help completing the FAFSA? No worries! The Reynolds Financial Aid Office will be hosting several FAFSA Workshops! Click [here](#) for more information.

LIVE CHAT



Track My Progress

View the status of your financial aid or student accounts.



Live Chat

Connect to live chat support 24/7!



Create a Case/Submit Document(s)

Create a web case to ask a question or submit document(s)!



Contact Us

 Call 1 855-874-6682

 Chat

Available 24/7/365

[IMPORTANT PARENT NOTICE!](#)

Common Questions

[When will I get my refund and how do I get it?](#)

[When will my financial aid disburse?](#)

[How do I submit documents to the Financial Aid Office?](#)

[How can I view aid adjustments based on my actual...](#)

[How do I set up or cancel a payment plan?](#)

[Why am I on SAP suspension? Can I appeal it?](#)

[How do I Apply for Loans?](#)

Step 2: Select type of Financial Aid Request

The screenshot shows the 'New Case' form in the Reynolds Community College Financial Aid and Student Accounts Support Center. The form is titled 'New Case' and includes a close button (X) in the top right corner. Below the title, there is a message: 'Need help? Simply fill out the information below so that we can best assist you.'

The form contains the following fields:

- Request***: A dropdown menu with the text '--Please Select--'. A yellow arrow points to this dropdown.
- Case Summary***: A text input field.
- Case Details***: A larger text input area.
- Upload Files (max 5)**: A section with an information icon (i) and the text 'All files size cannot exceed 20MB.' Below this is a 'Choose Files' button and the text 'No file chosen'.

At the bottom of the form, there are two buttons: 'Cancel' and 'Submit Case'.

The background of the page shows the Reynolds Community College logo and the text 'Financial Aid and Student Accounts SUPPORT CENTER'. There are also links for 'Create Case' and 'Sign Out'. A 'LIVE CHAT' button is visible on the left side of the page.

Step 3: Select “submit documents” for request type

Reynolds COMMUNITY COLLEGE Financial Aid and SUPPORT

Need help? Simply fill out the information below so that we can best assist you.

Request*
Financial Aid

Request Type*
Submit Documents

Financial Aid Award Year*
--Please Select--
Financial+Aid+Award+Year is required.

Case Summary*

Case Details*

Upload Files (max 5)
All files size cannot exceed 20MB.
 No file chosen

Need money for school worries! The Reynolds Community College has several FAFSA options for you.

LIVE CHAT

Track My Progress
View the status of your financial aid or student accounts.

Create Case Sign Out

Contact Us
855-874-6682
47/365
PARENT NOTICE!
Common Questions
How do I get my refund and how do I get it?
How do I get my financial aid disburse?
How do I submit documents to the Financial Aid?
How do I view aid adjustments based on my actual...
How do I set up or cancel a payment plan?
How do I appeal a SAP suspension? Can I appeal it?
How do I apply for Loans?

Step 4: Select Aid Year, Choose Files, then select document to be uploaded

The screenshot displays the Reynolds Community College Financial Aid and Support portal. The page header includes the college logo and navigation links for "Create Case" and "Sign Out". A sidebar on the left features a "LIVE CHAT" button and a "Track My Progress" section with a clock icon and text: "View the status of your financial aid or student accounts." The main content area contains a form with the following fields:

- Request*: Financial Aid
- Request Type*: Submit Documents
- Financial Aid Award Year*: 2019 - 2020
- Case Summary*: (empty text box)
- Case Details*: (empty text box)

Below the form, there is an "Upload Files (max 5)" section with a warning icon and the text: "All files size cannot exceed 20MB." A "Choose Files" button is highlighted with a yellow box, and the text "No file chosen" is displayed next to it.

An "Open" file selection dialog box is overlaid on the right side of the screen. The dialog shows the "This PC" view with a sidebar containing folders: Downloads, Pictures, Class (Kevasia), Desktop, and JSR Tuition Assis. The main pane shows a folder structure with "Documents" and "Downloads" folders. The "File name" field is empty, and the file type is set to "All Files". The "Open" and "Cancel" buttons are visible at the bottom of the dialog.

Step 5: Submit Case



Need money for school? Don't worry! The Reynolds Community College Financial Aid and SUPPORT team can help you with several FAFSA Worksheet questions.

LIVE CHAT



Track My Progress

View the status of your financial aid or student accounts.

you.

Request*

Financial Aid

Request Type*

Submit Documents

Financial Aid Award Year*

2019 - 2020

Case Summary*

Case+Summary is required.

Case Details*

Case+Details is required.

Upload Files (max 5)



All files size cannot exceed 20MB.

Choose Files No file chosen

Cancel

Submit Case

Enter Create Case Sign

Contact Us

855-874-6682

47/365

WANT PARENT NOTICE!

Non Questions

get my refund and how do I get it?

by financial aid disburse?

submit documents to the Financial Aid

new aid adjustments based on my ac

st up or cancel a payment plan?

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