



## **Snohomish Education Foundation LSP FAQs**

### **Student FAQs**

#### **I forgot my password. Can you reset it for me?**

All users are responsible for their own passwords in the <http://snoed.awardspring.com> system. If an applicant has forgotten their password, they can click the “forgot password” link on the logged-out view of the website. They will be asked to enter their email address and then will receive an email that will help them reset their credentials.

#### **Why am I getting a message that says “This email address does not exist.”?**

If an applicant tries to enter their email on the “forgot password” page and gets this error message, it means that they have not yet created an account. The applicant may create an account by clicking the register button. If the issue continues, please contact [office@snoed.org](mailto:office@snoed.org) with your concern and a response will return within 2 business days

#### **Why can't I submit my application?**

Applicants need to have completed all questions in each section of the application. Students can see their progress in each section in the left hand side of their application where a status is displayed (Not Started, In Progress, Completed) and return to the section that requires additional attention. If it still does not work, just click in open white space in the page and the issue should be resolved. Once each section has been completed, they will be able to submit their application.

#### **I am qualified for the ABC Scholarship, why isn't it showing up in my “Applied Scholarship” list?**

If an applicant has an eligibility question, you can check it by clicking on Scholarships on the left tool bar and clicking on that scholarship. After the application is complete, the applicant can click Scholarships in the left hand menu. Once a scholarship is selected, the scholarship qualifications will appear by qualification group. Each qualification group will have a meets/does not meet indicator, along with the list of qualifications and a meets/does not meet indicator for each qualification in the qualification group to quickly identify what qualification(s) the applicant does not meet.

#### **I am getting an error message, what should I do?**

When an applicant gets an error message or is having another technical issue, please contact our technical support team to troubleshoot. Email [support@awardspring.com](mailto:support@awardspring.com) | Phone 888.258.5628, option 2. Support Hours | Monday-Friday: 8am-7pm (all times Central)