

# Frequently Asked Questions - Scholarship Application Process

## What if I forgot my username and password?

The fastest way to get help is to click the grey “Support” tab ***on any page*** you are working on.

## How do I get help if I am having trouble?

The fastest way to get help is to click the grey “Support” tab ***on any page*** you are working on. The Scholarship America organization will reply if the question involves technical questions about the online application.

The Northampton Dollars for Scholars will reply if the question involves scholarship qualification questions.

## What if my email address changes?

Once you log into your profile, there will be a grey button near the top of the page that says “Click Here” to change your email address.

Use a valid PERSONAL email account that you check often. Use an email address that you will have after you leave high school or college. This email address will be used for reminders and communications about your scholarships.

## What happens if I miss the application deadline of March 15, at 11:59pm?

*Then you will not be eligible for our scholarships.* Best advice is to start early to make sure you have plenty of time to complete all the steps, including the “SUBMIT” button.

## What if my parent doesn’t give consent?

Unfortunately, this is a legal requirement for students under the age of 18. If your parent/guardian doesn’t have access to a computer or email, arrangements can be made to get consent another way. Contact your school counselor if this is your situation to see what your options are.

## Who has access to my information?

The information you provide on the student profile is ***NOT*** public. Only certain members of the Northampton Dollars for Scholars chapter will see your information for the purposes of checking eligibility and awarding scholarships. The national office of Scholarship America Dollars for Scholars can also review your information. When you start the student profile, the permissions the students agree to with the online profile prohibit anyone but Scholarship America or its affiliates from having access to the information.