DECALScholars
MANAGED BY SOLUTIONS | FUNDED BY Georgia Dept of Early Care and Learning — BRIGHT FROM THE START

NEW SCHOLARS SYSTEM GENERAL FAQ's

Applicant Profile

1. How do I log into the new DECAL Scholars System?
   a. Through the Log-in Link on the top of the DECALScholars.com homepage.

2. If I had an account in the previous DECAL Scholars System, will my old DECAL Scholars System password work when signing into the new system?
   a. No, please create a new password when you first login to the new system.

3. Will I ever be able to go back to the old DECAL Scholars System?
   a. No, it will not be accessible.

4. Will the way I communicate with the customer relations team be different now?
   a. You will still be able to reach customer support at 770-642-6722 ext. 602 or email us at support@decalscholars.com

5. If I opted for Texted application updates, will I also get an email copy?
   a. Yes, you will receive an email as well as a text status alert.

6. My name has changed – how can I get it changed in DECAL Scholars?
   a. This cannot be done in the system. Please contact at 770-642-6722 ext. 602 or email us at support@decalscholars.com. You must submit a social security card for verification of your name change.

Application Submission

1. Can I still submit my applications via email or fax?
    a. No, beginning October 14th, the only way to submit a program application is electronically through a program link on DECALScholars.com.

2. What if I started a program application in the old system?
    a. If your application was submitted, you will not need to create a new application in the new DECAL Scholars System.

3. Where do I check on the status of the application?
    a. Previously approved applications can be viewed in your profile in the new system.

4. Where do I go to start a new program application?
    a. Through DECALScholars.com under the program links within each program section.

5. How do I check my program application status online?
    a. Please log-in to your account; you will see the status of your main profile page.

6. If I opt-in to text alerts, will I receive texts when my application changes status?
    a. Yes, you will receive a text when:
        i. You successfully submit a program application
        ii. When a process team member begins to review your application
        iii. When your application is approved
        iv. When your payment is in process

7. How come I do not see an upload required for Lawful Presence when filling out a new program application?
    a. If your lawful presence documents have already been E-Verified and you are a US citizen, it is not required again. If you are not a US citizen, this is required only once every 12 months.

Payments

1. Can I update my payment information at any point?
    a. Yes – please login to your account and in the top right corner under your profile, click on "Payments".

2. Do I need to re-enter my payment information each time?
    a. No, if you have previously entered your payment information there is no need to re-enter unless you want your payment type to change, or your electronic bank deposit information has changed since you last entered it.

3. Will I get my money sooner if I opt-in to electronic payments?
    a. We anticipate electronic payments will reach you sooner even if they are released at the same time as checks. Funds will be released at the same time but there will be no waiting for a check in the mail if you opt-in to direct deposit.

4. After my program application is approved, how long should it take to receive the stipend?
    a. For academic scholarships: stipends are released after the drop/add period; please allow 4-6 weeks after this for your payment to be disbursed.
    b. For other programs, please allow 4-6 weeks for your payment to be disbursed.