


View Satisfactory Academic Progress (SAP) Information

1. Click on the **Financial Aid** tab.
2. Click the **Financial Aid Status** link.
3. Choose the aid year from the menu next to **Select Aid Year** and click **Submit**.
4. Choose the **academic progress** link in the sentence “Based on your academic transcript...”
You can then view your current and past SAP statuses.

View Missing & Submitted Requirements

1. Click on the **Financial Aid** tab.
2. Click the **Financial Aid Status** link.
3. Choose the aid year from the menu next to **Select Aid Year** and click **Submit**.
4. Choose the **student requirements** link in the sentence “You have unsatisfied student...”
5. Under the **Student Requirements** tab you can view your satisfied and unsatisfied requirements.

Tips: You can link directly to many of the requirements.

Select this image under “Instructions” for more information: 

View Financial Aid Messages

1. Click on the **Financial Aid** tab.
2. Click the **Financial Aid Status** link.
3. Choose the aid year from the menu next to **Select Aid Year** and click **Submit**.
4. Choose the **messages** link in the sentence “You have active messages.”

View Financial Aid Holds

1. Click on the **Financial Aid** tab.
2. Click the **Financial Aid Status** link.
3. Choose the aid year from the menu next to **Select Aid Year** and click **Submit**.
4. Choose the **holds** link in the sentence “Holds have been placed...”

You may have holds from other departments on campus. This section only lists holds from the Financial Aid Office.

View Book Advance Authorization

1. Click on the **Financial Aid** tab.
2. Click the **Financial Aid Status** link.
3. Choose the aid year from the menu next to **Select Aid Year** and click **Submit**.
4. Choose the **account summary** link in the sentence “You have financial aid credits that appear within your account summary.”

The HCC Financial Aid Office has computers available for students to use in the lobby of Frost 201.

If you need assistance while using Online Services please feel free to call, email, or come into the office.

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Financial Aid Office

[Online Services](#)

www.hcc.edu

How to:

- **View Missing & Submitted Requirements**
- **Accept/Decline/View Awards**
- **Consent to Electronic Communications**
- **View Financial Aid Holds and Messages**
- **View Satisfactory Academic Progress status**
- **View Book Advance Authorizations**

Holyoke Community College
Financial Aid Office
Frost 201

Phone: 413-552-2150

Fax: 413-552-2192

Email: financialaid@hcc.edu

To Log-in

1. Go to <http://www.hcc.edu>.
2. Select Online Services from the MyHCC menu.
3. Choose “Login” from the My HCC Online Services menu.
4. Follow the on-screen instructions for your User ID and PIN.

Tip: Your User ID is your 9-digit HCC student ID.

You can reset your PIN by entering your User ID and clicking the Forgot PIN? button.

You are now logged-in. You can begin navigating to your financial aid information by clicking on the “Financial Aid” tab or the “Financial Aid Overview” link.

The main Financial Aid menu includes:

- **Financial Aid Status:** View overall status, FA holds, academic progress, financial aid awards, and messages.
- **General Financial Aid:** central location for links to general information, loan links, FAFSA renewal links, and scholarship search tools.
- **Email:** a link to email the Financial Aid office.

The following instructions pertain to information found in the **Financial Aid Status** section.

Selecting an Aid Year

Once you select **Financial Aid Status** you will be prompted to select the aid year for which you would like to view information. Choose the year you wish to view and click Submit.

Aid Year example: Award Year 2018-2019 includes Fall 2018, Spring 2019 & Summer 2019.

Please keep in mind that you may have information for multiple aid years at the same time.

Once you have chosen an aid year you will see a summary of information regarding your status for the chosen year.

To obtain greater detail about any of the summary statements, select the corresponding link.

Common Functions

View Your Financial Aid Award

1. Click on the **Financial Aid** tab.
2. Click the **Financial Aid Status** link.
3. Choose the aid year from the menu next to **Select Aid Year** and click **Submit**.
4. Choose the **awarded** link in the sentence “You have been awarded financial aid which...”
5. Choose the “Award Overview” tab.

Accepting/Declining an Award

1. Click on the **Financial Aid** tab.
2. Click the **Financial Aid Status** link.
3. Choose the aid year from the menu next to **Select Aid Year** and click **Submit**.
4. Choose the **awarded** link in the sentence “You have been awarded financial aid which...”
5. Choose the **Accept Award Offer** tab.
6. Review the on-screen options/instructions for *accepting* or *declining* your award(s) before choosing **Submit Decision**. This decision can be made by semester for loan funds.

Tip: You can easily switch to another aid year by clicking on the “**Select Another Aid Year**” link on most pages.

Consent to Electronic Communications

1. Click the **Financial Aid Status** link.
2. Choose the aid year from the menu next to **Select Aid Year** and click **Submit**.
3. Choose the **consented** link in the sentence “you have not yet consented to receive...”
4. Answer the question on the screen.
5. Select **Submit**.

HCC is required to obtain your consent to send certain communications electronically. HCC reserves the right to send any communication not required under this mandate electronically.

You will only be asked to respond to this question once. If you wish to change your answer please email financialaid@hcc.edu