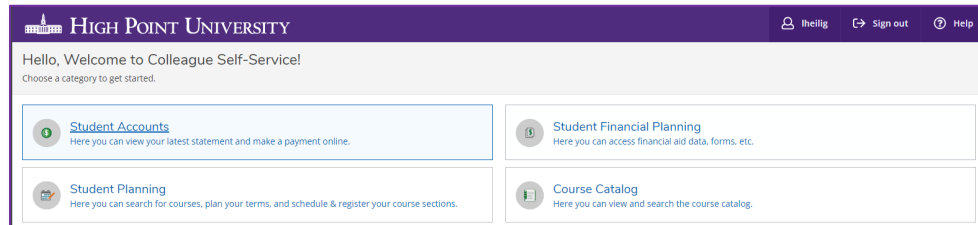


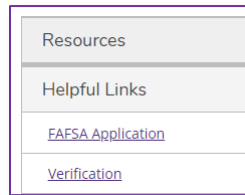
How to submit Merit SAP appeals online

1. Sign into [Student Self-Service](#)

a. Select Student Financial Planning

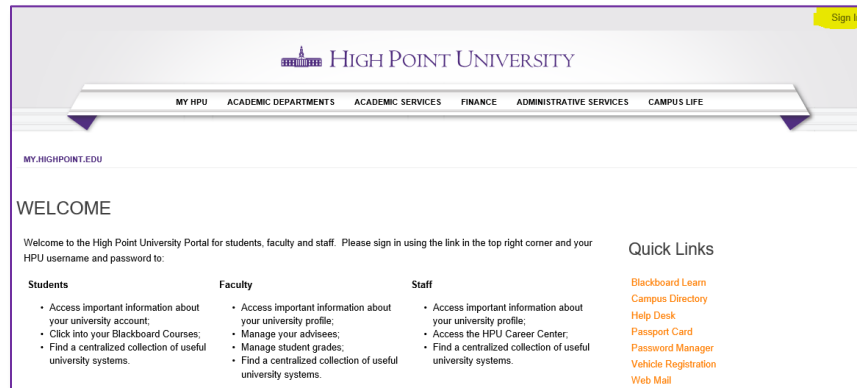


b. Select Returning Student Merit Appeal from the list of Helpful Links under the Resources section



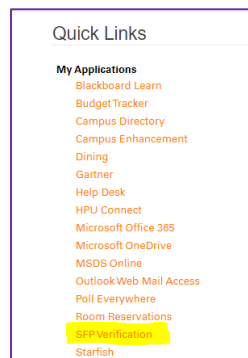
2. Or go to my.highpoint.edu

a. Click 'Sign In' in top right corner

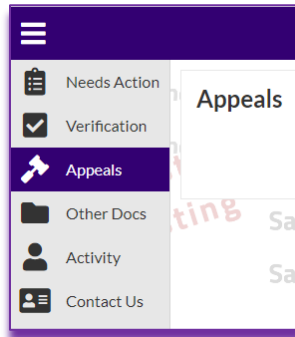


b. Sign in with your HPU Username and password – your name will appear in the top right-hand corner

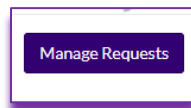
c. Click on 'SFP Verification' under Quick Links menu on the right-hand side of the page (if you do not see this menu, then click on "Incoming Student" next to your name in the top right corner)



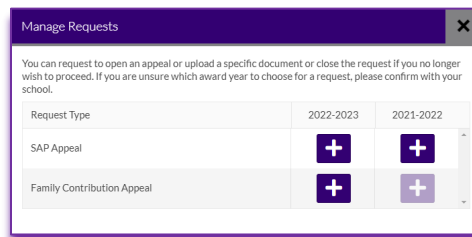
- You will then have to sign in again with your HPU username and password
- If this is the first time you are logging onto the SFP Verification site, you will be asked to verify your information to validate your account.
- After validating your account, you select ‘Appeals’ on the left side menu of the page



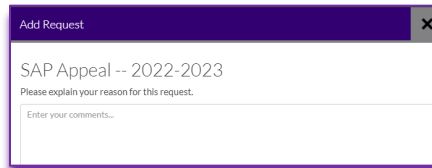
- Select ‘Manage Requests’ in the upper right corner of the page



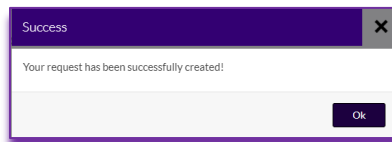
- Select the SAP Appeal for the correct award year



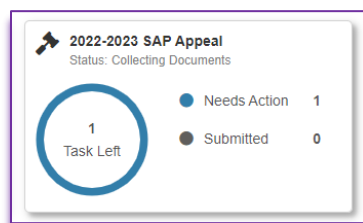
- You will then be asked to provide the reason for your request – short one sentence




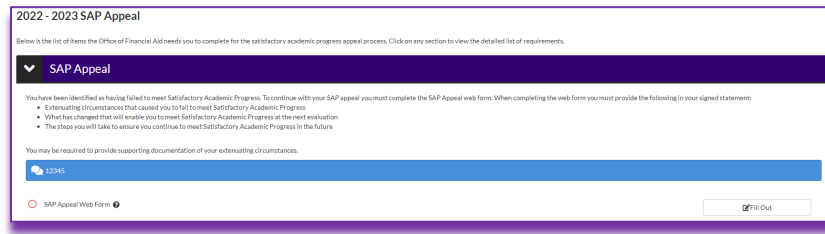
- After providing a reason and clicking on the ‘Submit’ button, you will receive a notification alerting you that the request was successfully created



- Upon clicking the ‘OK’ button, you will return back to the main screen and see the Family Contribution Appeal you just created

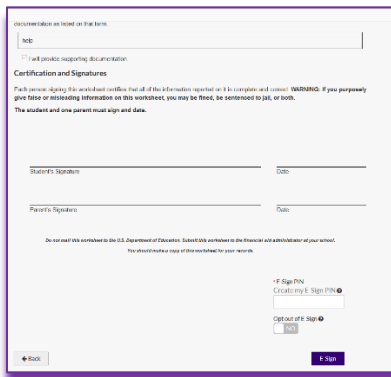


11. Click on the '>' symbol  to expand the content of the appeal below



12. You will select the 'Fill Out' button and follow the instructions provided to complete and submit the Web Form.

13. Once you have completed the Web Form you will see a summary of the information provided and will need to e-sign the appeal



14. You must successfully E-Sign with your four-digit pin. The appeal will not be reviewed until the Web Form is completed, the appeal is E-Signed, and has been officially submitted (both the Submit and Finish buttons must be selected) for us to review.

15. In the event that further information is required by the University, additional tasks will be added for you to complete before we will be able to review your appeal.

16. Students will be able to see the status of their appeal and, upon completion, the outcome and any comments we have added in submitting the decision will be displayed. Students will also receive an email of the decision.

17. Should you need any assistance with accessing the my.highpoint.edu or the student self-service portal, please contact the University help desk at 336-841-4537 or at helpdesk@highpoint.edu. Should you need any assistance with the verification process, please contact the Office of Student Financial Planning at 336-841-9160 or at finplan@highpoint.edu for further assistance.