

Help Guide

The New Solution for Financial Aid, Awards and Scholarships

This Help Guide for the new solution for Financial Aid, Awards and Scholarships can be used as a quick reference for instructions on where to go for access requests, ongoing support, technical issues and other questions regarding the new system.

The new solution can be accessed through the below link. To log in, please click on the Passport York button at the bottom right corner.

<https://yorku.smartsimple.ca/>



Using The System

Go to **YU Learn** to access training materials that offer **Quick Reference Guides** with simple how-to instructions on system functions, training documents, and training video recordings.

1. Click [YU Learn Training Material](#)
2. If it's your first time logging in, click on **"Register"**
3. Click on **"Access Course"**
4. Select relevant folder (e.g. **"User Roles and Student Profile Data"**)
5. Create a bookmark in your browser to directly access the course in the future



Functional Support

For all questions regarding the business process and function of the system that cannot be answered through the learning materials, please email:

askfgs@yorku.ca for **graduate funding and graduate award inquiries**

asksfs@yorku.ca for **all other award inquiries** (scholarships, awards, bursaries)



Access Requests for Users (Adding, Modifying, Removing)

To request access, changes to current access or removing access for users, please contact:

Email: oursys@yorku.ca

Phone: 416-736-5800



Technical Help Desk (Performance, Bugs, Issues)

For all IT-related inquiries or issues (system performance, technical issues, etc.), reach out by:

Email: oursys@yorku.ca

Phone: 416-736-5800