

ScholarshipUniverse Troubleshooting FAQs

Why can't I edit some of my matching criteria?

Some of your matching criteria cannot be edited because the information is populated directly from your UCSB SIS (Student Information System) data.

All I see are external scholarships. How do I find UCSB Scholarships?

Navigate to the Scholarships tab in the navigation menu. There will be a filter option in the upper right corner of the screen where you can filter by "School Scholarships First." If no scholarships appear, it means you do not match to any internal scholarships that are accepting applications at the moment.

The website isn't allowing me access despite my credentials being correct. How do I fix this?

You may need to submit a ticket to the [College of Letters and Science IT Help Center](#). Include a brief description of the page you are encountering technical difficulties on and include any error codes being shown on your screen.

I got an email saying I have external scholarships requiring follow-up.

Where can I find them?

Scholarship Universe cannot automatically determine what your application status is for external scholarships. **To address the email notification, you will have to manually update your application status for each scholarship you've clicked "Apply" on** by following the steps below:

1. Navigate to the Scholarships listings page on the Scholarship Universe website.
2. Clicking Apply on an external scholarship listing brings up a checkbox icon on the right side of the scholarship listing's container. Find the listing(s) with checkboxes in them.
3. Click the checkbox to let Scholarship Universe know whether you have **Applied, Will Apply**, or **Will Not Apply** to the listing.
 - Selecting **Applied** pushes the listing in to the **Application Submitted** tab
 - Selecting **Will Not Apply** pushes the listing in to the **Not Interested** tab
 - To save a scholarship you **Will Apply** to, click the **Pin** icon on the right side of the scholarship listing's container. This saves the scholarship in the **Pinned** tab of the Scholarships page and allows you to easily find it later.