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## Memorandum

**To:** Directors of Financial Aid, Public and Private/Independent  
Institutions of Higher Education

**From:** DeChà Reid  
Director III, Student Financial Aid Programs (SFAP) Operations

**Date:** September 25, 2023

**Subject:** ALERT: Award History Tool

The Award History Tool in CBPass is no longer available. Institutions should use the award history file process to request data for students. Enclosed are the Award History File Instructions on how to create and submit an award history file in [MOVEit DMZ](#), which can also be found on the SFAP webpage under Program Resources on the [Grant & Loans webpage](#).

Files are processed in the order received and generally take up to 24 hours to process. **Please note that we are experiencing technical issues with the "Results Files Notification" and working diligently to find a resolution.** If your file has not been processed after 24 hours, please contact Financial Aid Services.

For questions, contact Financial Aid Services at 844-792-2640 or through [CONTACT US](#) (select "Financial Aid Question" under Contact Reason).

Enclosed: [Award History File Instructions](#)