Requirements for Using Web Grad Aid:

- **Authorizations** – The Primary Authorizer for the department or research unit must send a written message to business-help@mit.edu to request authorization and access to the Web Grad Aid data entry application. When requesting authorization, the following information must be provided:
  - Name
  - Department
  - Email address
  - Type of authorization:
    - WGA_VIEW – for viewing graduate appointments and awards. Not restricted, therefore users can view graduate appointments and awards for any MIT department.
    - WGA_INSERT_UPDATE – for creating and updating graduate appointments and awards. This function is restricted by department.
  - Note: If a new user is replacing someone, it is helpful to provide the name of the individual who previously had this role as well.

- **Kerberos ID** – users must have a valid Kerberos ID and MIT ID.

- **Certificates** – users must have a current web certificate in order to use the application. Certificates may be acquired and installed on your computer through this url: https://ca.mit.edu/ca/

Troubleshooting:

<table>
<thead>
<tr>
<th>Type of Problem</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browser Issues / Certificate Issues</td>
<td>IS&amp;T Help Desk</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:helpdesk@mit.edu">helpdesk@mit.edu</a></td>
</tr>
<tr>
<td></td>
<td>617-253-1101</td>
</tr>
<tr>
<td>Application Error Messages</td>
<td>Information Services &amp; Technology</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:business-wga@mit.edu">business-wga@mit.edu</a></td>
</tr>
<tr>
<td>Business Policy</td>
<td>Office of the Dean for Graduate Education (ODGE)</td>
</tr>
<tr>
<td></td>
<td>Keiko Tanaka, Administrative Officer, ODGE, <a href="mailto:ktanaka@mit.edu">ktanaka@mit.edu</a></td>
</tr>
</tbody>
</table>

Frequently Asked Questions:

**What is Web Grad Aid?**

Web Grad Aid is a web-based data entry tool for processing graduate appointments and awards. Web Grad Aid can be used to perform searches by graduate program or by individual graduate student, as well as to view, create, and update graduate appointments and awards. The Web Grad Aid home page also provides useful links to documentation relevant to the graduate aid processes.

**Who should use Web Grad Aid?**

All MIT administrators involved in processing graduate appointments and awards for their department’s graduate students.

**What training is available?**

Web based training for Web Grad Aid is available through MIT’s Self Service Portal → go to [https://atlas.mit.edu/](https://atlas.mit.edu/) and click the Training link in the Menu section. In the Training section, click the link for the Learning Center; from the Learning Center, click the Course Catalog, then click the Administration/Academic Admin & Student Info Systems link to get to the listings for the Web Grad Aid on-line sessions.

**What is an Application Error, and what should I do if I get one?**

If you see any of the following phrases on your screen, you have an application error:

- Unauthorized
- Internal Server Error
- …EJB Exception …
- Servlet Exception
- Compilation … failed
- Parsing … failed

In any of these instances, contact [business-wga@mit.edu](mailto:business-wga@mit.edu), and the issue will be addressed immediately.