



PRO TIP GUIDE FOR STEP UP FES-UA & FTC/FES-EO SCHOLARSHIP RENEWALS

1. If you are having trouble accessing EMA due to heavy site traffic, **try using Chrome incognito** mode with apply.stepupforstudents.org.
2. **WAIT to receive a link** to EMA directly from Step Up's renewal e-mail as opposed to going to the Step Up website. They are staggering the application process.
3. When you first see the EMA login screen, do NOT enter your old login credentials, you **MUST** choose "Sign up" to create a new account. **Create NEW login credentials for EMA** (that is NOT the same as your previous Step Up login info).
4. When updating your personal guardian information, check that the **COUNTY section** is correct.
5. When you complete the guardian information and click "save", you will know that the information is saved if the side bar with "my dashboard" appears.
6. For renewal and waitlist students, **you MUST use the "Find Student" tab and NOT the "Add a Student" option**. IF the student is not found – STOP – and contact Step Up for assistance. (Pro-pro-tip: you can try using your email address in the username box).
7. If you chose "Add Student" for a child who is a renewal or waitlist, and the child is now showing as a duplicate in the system, go to "My Students" --> "View" --> "Edit" and enter the words "Delete" under First Name and "Me" under Last name to allow your application to proceed. [Contact Step Up](#) to completely remove the student from the system. [Only delete the duplicate that says "NEW"].
8. Keep in mind that renewal and waitlist students need to be found and activated in the system BEFORE starting the actual applications for each child.
9. We recommend starting first with the FES-UA renewal application, followed by FTC/FESEO).
10. If you submitted the application and still need to add documentation (e.g. an updated diagnosis letter or a personal statement), **please fax Step Up at 904-592-6548**. You will need to include the Student ID# on all pages.
11. To find out if you've already been awarded after submitting your application, please click "my students" -->"view" under the students name and scroll to the bottom.

12. Renewal families for FES-EO/FTC will need to write their household income, but not include documentation. **This will NOT affect renewal status.**
13. **Remember to add ALL students** before submitting your application. If you need to add a child to an application that has already been submitted, **please e-mail info@sufs.org to receive a ticket** (you can contact them to help resolve other issues as well).
14. **Siblings of unique abilities students need to be renewed under the Private School Scholarship, NOT the FES-UA Scholarship.**
15. If you are adding a NEW student to the Private School Scholarship, you will need to either provide your household income documentation OR if you are above the income threshold you will need to complete the [1070 Form](#) (if there is no option to add the 1070, please wait a few days until the system is updated and THEN complete your application).
16. Use the attached video links to guide you.

FTC/FES-EO Private School Scholarship:

https://m.youtube.com/watch?utm_campaign=FAMILY%3A+FES-EO%2FFTC+Scholarships&utm_medium=email&_hsmi=257007090&_hsenc=p2ANqtz-9KQsGH9EXkFc8xSg4ReQXTmSKsb45cCWoj2XA8j6TwaDonA73ROdy_ktSG80XHvn52Q8aaFYLRd7SvWiTzZ0qdH8NkFQ&utm_content=257007090&utm_source=hs_email&v=LZyK_oNTGBM&feature=youtu.be

FES-UA Unique Abilities Scholarship:

https://m.youtube.com/watch?utm_campaign=FAMILY%3A+FES-UA+Scholarship&utm_medium=email&_hsmi=256658408&_hsenc=p2ANqtz--zTP672Zr-XcmCtdgb-IRO4nxvxn5eGdtAlzfHhKUTs9dF85V-W1QHOh4zMtUePXoA1YvZ_FweJPjSz4oHjjatqIQYSA&utm_content=256658408&utm_source=hs_email&v=Jr5hg-BGr3Q&feature=youtu.be

PEP Students (Personalized Education Program)

<https://www.youtube.com/watch?v=Rn2fwQFvpBY>

