Submitting a SAP Appeal

1. Log into ACES at https://aces.alamo.edu using your Username and Password:

![Sign in to your account](image1)

Former Students and Employees Log-in To ACES Instructions

1. If you remember your User ID and password, log-in to ACES in the spaces indicated in the Secure Access Box.
2. If you still cannot log-in to ACES, call the Help Desk at 210-485-0555.
3. Once you have signed in to ACES, click the link for Web Services located on the bottom left-hand side of the Home Tab page.

2. Select the ‘Student’ option from the sidebar menu:

![Home](image2)
3. Click on ‘Web Services’ in the Student Self Service area:

![Image of Student Self Service menu with 'Web Services' highlighted]

4. Select ‘Financial Aid’:
5. Select ‘Appeal for Financial Aid Reinstatement’ from the list of options:

6. Complete the required fields (maximum of 4000 characters per field):
8. Yes or No submitting supporting

9. Checkmark in acknowledgment field

10. Submit