FREQUENTLY ASKED QUESTIONS SIS APPLICATION 2014-2015

Academic Data Tab - *"I cannot upload my transcript."*

Thank you for contacting The Ohio State University. In response to your inquiry, to assist with attaching transcripts to your application first make sure you are using one of the following browsers:

- Internet Explorer 8,9,10,11. This is the preferred browser. Other browsers that may work are: Chrome 24 or higher. Firefox 17, or Safari 5,6,7 can work for Mac computers.

Other browsers are not compatible when trying to complete the application and uploading supporting documents. For the best results, close out all other browsers, clear your browser's cache, then complete your application using the above mentioned browsers.

To add a previous university and attach a transcript, go to the "Academic Data Tab" and use the magnifying glass icon to find your university. To locate your institution, it is helpful to add location information such as city, country or U.S. state. Summarize your dates of attendance starting with your first day until your last date of attendance, even if there was a break in your studies.

Please do not add the same institution name twice on the "Academic Data Tab" as this will cause an error. Instead, if you obtained more than one degree from the same university, click the small plus (+) sign to "Add a Degree" under the University name.

After adding an institution, a small paperclip icon will appear to the right of the institution name; use this icon to attach a scanned copy of your official transcript for that institution. Click the paper clip icon, select the "browse" button to find your transcript file, select the "upload" button to attach the file to the form. Scans of unofficial web versions of transcripts are not accepted. Make sure to scan into ONE image file all official transcripts front and back (as well as diplomas if international) for all degrees obtained at that institution. While uploading, remember to frequently hit "save" to confirm that documents successfully uploaded.

We hope this information will be of assistance. Please contact our office if we can assist you again in the future.

Allow Time – *"I just applied is my application late for fellowship/funding/admission?"*

Thank you for contacting The Ohio State University. In response to your inquiry, please know materials accompanying your online application can take up to a week to be processed. As documents are processed, they will be marked as "Completed" on your application checklist by the Graduate and Professional Admissions Office.   You can monitor the status of these documents at your application status page: http://appstatus.osu.edu.

{Insert your departmental stance on deadlines and (receipt of materials) omit - the receipt on materials}.

Please contact our office again should you have any additional questions.

Application Fee Payment Cybersource Errors

Thank you for contacting The Ohio State University. Listed below are common error messages you may receive when trying to pay your application fee online:

1. If the error message states "AVS check failed" or "unrecognized AVS code" it means the billing address on file with the credit card company and the address provided for verification do not match. The addresses must match exactly.

2. If the error is "we encountered an FDC problem," this can include address issues, card cancellation, or card expiration. FDC is a processor that represents a large number of credit card issuers.

3. If the error code is "CVN or Card Verification check failed," the issue is with the 3 digit number on the back of the card.

4. In some cases when the payment fails, a pending authorization will appear on the credit card and funds will be deducted from your available credit. This does not mean the payment was successful. Multiple pending authorizations will typically disappear in 24 hours. You will not be charged more than once for the fee.

We hope this information will be of assistance. Please contact our office if we can assist you again in the future.

Browser Compatibility *"I cannot upload documents to the application" or "I get an error when I try to access the application."*

Thank you for contacting The Ohio State University. Please know for the best results in completing your application the preferred browser is Internet Explorer 8,9,10,11. Other browsers that may work are Chrome 24 or higher; Firefox 17, or Safari 7, 6, 5 can work for Mac computers. Other browsers are not compatible when trying to complete the application and uploading supporting documents. For the best results, close out all other browsers, clear your browser's cache, then complete your application using the above mentioned browsers.

To Note:

1. For information on clearing browser caches go to: clearing your browser's cache

2. For entering and re-entering your application, log in credentials needed are:

- For current Ohio State students, use your Buckeye Link and Ohio State Username.#
- For non-Ohio State students, or previous Ohio State students whose last term of attendance was three or more terms ago, log in using the credentials (username and password) you created to establish your application account.

1. If you are an Ohio State employee, you must close any browser open to the student database before accessing the online application, or submitting a letter of reference online.

We hope this information will be of assistance. Please contact our office again with any additional questions or concerns.

Thank you.

<u>Editing and Sending Reminders to recommenders</u> *"My recommenders say they have not received the email invitation."*

Thank you for contacting The Ohio State University. After submitting your application you received an acknowledgement email with instructions to *"set up your recommenders"*, in order to invite them to submit a letter on your behalf. The subject line for the email reads: **Your Ohio State University Application**. If you have completed this process, you can send a reminder depending on the status of the letter:

I. Send reminder for *letters not yet started.*

- Log in at [application status](#) then click: applicant center>main menu >self-service > osu app > app recommendation
- At the *"Application References - Summary"* page, identify the reference you wish to edit.
- Click the green "Edit" to the right of the reference's name.
- Edit any incorrect information.
- Copy the recommender's contact email address and paste into *"Confirm email address"*
- Click the green *"Re-send Email"* button at the bottom right to re-send the invitation email requesting a letter of recommendation.
- **Note**: If the green Edit button is *not* available, this means the recommender has already accepted or started their letter and the reference information cannot be changed.

II. Send reminder for *letters already started but not completed*: In this case, you will need to send a reminder to the recommender from your personal email account. Your email should include the following information:

- Identify yourself and explain you recently sent an email requesting a recommendation letter be written on your behalf.
- Inform recommender your application to The Ohio State University indicates they started but have not yet completed a recommendation letter.
- Be sure and send your reminder to the recommender's email address you listed on your application.
- To complete the letter, refer recommenders to the email they received explaining who is asking for a recommendation, with a link to a webpage where they created an account. The email subject line reads: *A student (name) has asked for your recommendation"*
- **There are two links in the recommender email they were sent**. The first link is used to set up their account to fill out the recommendation. If they save the letter and later return to complete it, they use the second link in the email and use the username/password they created for their account.
- The email address they used to create their account is used to validate the account if the userID or password are forgotten. If forgotten, recommenders can request a new password or to retrieve their userID. This request will prompt an email sent from **gpadmissions@osu.edu** with re-set/retrieval information.
- Recommenders should add the **gpadmissions@osu.edu** email to their address book and/or *safe* list to prevent the message from being blocked as *spam*.

Please contact our office again if you have additional questions.

Thank you.

Email Rec Letter *"I have tried all your advice (in Help for Recommenders) and I cannot submit the reference letter."*

Thank you for contacting The Ohio State University. Regarding your difficulties submitting a letter via our online application, we regret the inconvenience you have experienced and ask that you instead email a signed reference letter on business letterhead to: gpadmissions@osu.edu, as well as the accompanying *Graduate School Reference Form*: http://admissions.osu.edu/apps/pdfs/refer.pdf.

Regarding this form, if you successfully submitted the form via our online application without the letter of reference, it is not necessary to send it again with your letter. Letters that are not signed or on letterhead may not be sufficient to be considered for the Fellowship competition.

We hope this information will be of assistance. Please do not hesitate to contact our office again with any questions or concerns.

Enable Links in Recommender Email *"There are no active links in the email invitation I received."*

Thank you for contacting The Ohio State University.

If you want to enable the links in a message, do the following:

1. In the Reading Pane or open message, click the InfoBar text at the top of the message.
2. Click Enable links and other functionality (not recommended).

We hope this information will be of assistance. Please contact our office if we can assist you again in the future.

No Terms Available – "*When I try to apply the application says there are "No Terms Available."*

Thank you for your interest in The Ohio State University. From the description of your problem, it is most likely you selected the incorrect link for the term you wish to apply. Please go to, http://gradadmissions.osu.edu/grad_apply.html On this page under "Autumn 2015" choose one of the following options depending on your situation:

-"**Start an Application**": if you qualify as a current Ohio State student, or previous Ohio State student whose last attendance was less than three semesters from the current semester.

-"**Create an Account**": if you qualify as a new Ohio State student, or previous Ohio State student whose last semester of enrollment was more than three semesters from the current semester.

One of the above paths will take you to the correct application for Autumn 2015. Please let us know if we can offer any additional assistance.

Thank you.

Help for Recommenders

Thank for contacting The Ohio State University's Office of Graduate & Professional Admissions. For assistance with sending a letter of recommendation on behalf of a student, please refer to the following:

- Applicants to Ohio State send a recommendation invitation email. If this email was not received, recommenders are asked to check their junk mail folder. The email is sent to the recommender's email address noted on the student's application.
- Recommenders should add the **gpadmissions@osu.edu** email to their address book and/or safe list to prevent the message from being blocked as spam or the links deactivated.
- To help identify the invitation email, it was sent from **gpadmissions@osu.edu**with the subject line: *A student (name) has asked for your recommendation*
- This invitation email contains instructions to send a recommendation letter, a code unique to the student, and a link that will take you to a webpage where you can create an account. After establishing your username and password, be sure and click the yellow *"create an account"* box.
- If you have not received the link and not started the letter, you may ask the student or Graduate Admissions to resend it.
- After creating an account and logging in, you will be taken to a terms and conditions page. If you accept the terms and conditions, please enter the security key included in the email notification you received, as well as your email address to which the notification was sent.
- To begin your letter, click the link in the *Status field* for the applicant, and answer the questions that are part of the recommendation form.
- Under *"Relationship to Applicant"*, if you select *OTHER*, you must enter something in the box below explaining how you know the applicant. This box cannot be left blank or it will prevent submitting the letter.
- If you are returned to a page requesting missing information, there will be a *small red asterisk* to the right indicating which field requires completion.
- **There are two links in the recommender email sent**. The first link is used to set up your account to fill out the recommendation. If you save the letter and later return to complete it, use the second link in the email and the username/password you created for your account - do not enter the student's *"security key"* with the second link.
- At the end of the form, you will be given the option to upload a letter of reference on official university letterhead stationery. Click the small paper clip icon, select the "browse" button to find your file, select the "upload" button to attach the file to the form then select save to ensure it is attached.
- The email address you used to create your account is used to validate the account if the userID or password are forgotten. If forgotten, recommenders can request a new password or to retrieve their userID. This request will prompt an email sent from **gpadmissions@osu.edu** with re-set/retrieval information.
- Save the letter if you wish to return to it, otherwise, click "submit" to send.

Important note: Please know the preferred browser to use is Internet Explorer 8,9,10,11. Other browsers that may work are Chrome 24 or higher; Firefox 17, or Safari 5, 6, 7 can work for Mac computers. Other browsers are not compatible when trying to upload documents. For the best results, close out all other browsers, clear your browser's cache, and then complete your application using the above mentioned browsers.

Please let us know if you have any additional questions.

Thank you.

<u>Set up and/or Add Recommenders</u> - *"I wrote my recommenders' names on the application but they did not receive invitations."*

Thank you for contacting The Ohio State University. In order for your recommenders to be notified, you will need to "**set up your recommenders**". Our application explains once you submit your application you would be emailed instructions on where to set up your references online and how to send them recommendation requests. You should receive this email 1-3 business days after submission of your application. The email subject line reads: **Your Ohio State University Application**. Instructions for notifying recommenders follow for both current Ohio State students and non-Ohio State students:

If you are a current Ohio State student use your OSU username.#, to log into the system.

If you are a non-Ohio State student, after submitting your application you received an acknowledgement email for *"Your Ohio State University Application"*. This email provided instructions to activate your Ohio State username.# at, my.osu.edu. **Note**: After activating your username.#, you will need to wait 24-72 hours before it is fully functional.

After your Ohio State username.# is activated and functioning, you can log-in to set up/invite, or add recommenders as follows:

- To set up recommenders and send recommendation requests: set up your recommenders
- Read the *"Application References - Instructions"* and click "ACCEPT", to opt to use electronic references. Click "DECLINE", if your program requires paper references. Go to, gradadmissions.osu.edu/gri.asp, to verify whether your intended graduate program accepts electronically sent letters or prefers hard copies.
- Select the application and term for which the recommender will direct their letter, and indicate whether you wish to *"Waive Access"* to view recommendation letters after they are submitted.
- On the *"Application References - Details"* page: Enter recommender contact name, organization phone, mailing address, and most importantly their correct contact email address.
- When these steps are completed, click the green "SAVE" button. After clicking "SAVE", an email will be sent to your recommenders asking them to complete a reference letter.
- **To add additional recommenders**: Click the yellow "OK" button to access the *"Application References - Summary"* screen then click the green button, *"Add a Reference to an Application"*, to add another recommender.
- **NOTE**: Inform your recommenders to expect the invitation email because it may get caught in their spam or junk mail filter.

If you have additional questions or concerns, please contact our office again.

Thank you.