



## *Frequently Asked Questions: Using the Online Application*

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### **1. Why can't I log into my online application?**

- Check the opening page to see if there are messages or alerts that inform you that the online system is temporarily unavailable.
- Check that you are using the correct email address and password to access your account.
- Check your acknowledgment email for your original email address and password to make sure you are using the correct one.

If you are still unable to log into your online application, then you should contact Embark technical assistance directly at [support@embark.com](mailto:support@embark.com). Their office hours are Monday through Friday from 9:00 a.m. to 5:00 p.m. Pacific Standard Time.

### **2. Who do I contact for technical support for my online application?**

If you have successfully logged into the online application and need technical support, please click the "Help" link which is located at the top of every page. You will then be shown a list of common questions. If you cannot find the answer to your question, click the "Ask Us a Question" tab to send an email to the Technical Help Desk. They will respond via email as soon as possible (and within one business day). Please note that the Technical Help Desk can only answer technical questions; they cannot answer questions related to the Graduate School's admissions policies.

### **3. I logged into my application and all the information I had previously entered is gone. What do I do?**

This has most likely happened because you created two accounts and have logged into the wrong one. Please make sure you have used the correct email address and password to access your account. Check your acknowledgment email for your original email address and password to make sure you are using the correct one.

### **4. I applied online for admission in 2010. Can I use my same email address and password to apply for 2011?**

Applicants for spring 2011: If you used the online application to apply for admission for spring, summer or fall 2010, then you may NOT use the same email address and password to apply. You will need to use a different email address and password.

Applicants for summer or fall 2011: If you used the online application to apply for admission for spring, summer or fall 2010, or for spring 2011, then you may use the same email address and password to apply.

### **5. Is the online application secure?**

Yes, the data you are submitting are secure. Behind the scenes, the data are transmitted through a secure website.

### **6. Can you answer my questions about submitting letters of recommendation?**

Please refer to the separate FAQ document that focuses exclusively on submitting letters of recommendation. It is located in the Instructions section of your online application (**Step 1: Instructions**). It is also available in the *Frequently Asked Questions* link in the Application Resource Center at <http://gsas.nyu.edu/page/grad.admissionsapplication.html>.

## **7. Do I have to include a writing sample with my online application?**

Some of our departments and programs require a writing sample; others do not. You may review program-specific requirements in the Instructions section of your online application (**Step 1: Instructions**), or in our Application Resource Center at <http://gsas.nyu.edu/page/grad.admissionsapplication.html>.

If your program does not require a writing sample, then you can skip the writing sample pages of the online application (**Step 3: Essays**).

## **8. Why do you ask for three writing samples?**

You should only submit one writing sample unless the program-specific requirements document indicates that your department or program specifically requires more than one. If only one is required, then you can skip the online application pages labeled “Writing Sample 2” and “Writing Sample 3.”

## **9. How do I add a writing sample to my online application?**

We recommend that you first save the document on your personal computer or a disk. Then, follow the instructions in the online application—browse your computer directories until you find your saved file and upload it to the online application. You may save as many different documents as you want this way as long as you (1) name each one a different name, (2) include a file extension as part of the name (e.g., essay.doc) and (3) limit the file size of all files to 1 MB. You may use the “manage documents” button to view what you have saved and modify or delete documents before you send the application.

If you are preparing writing samples for applications to different universities, you might want to include the school name in the title when you save it on your personal computer (e.g., NYU Writing Sample). Doing so will help insure that you upload the correct version to your online application.

If you have problems, please refer to our “*Troubleshooting Guide*.” It is located in the Instructions section of your online application (**Step 1: Instructions**). It is also available in our Application Resource Center at <http://gsas.nyu.edu/page/grad.admissionsapplication.html>.

## **10. How can I be sure that my personal statement, writing sample or résumé uploaded properly?**

Click on the button labeled “MANAGE DOCUMENTS.” It will show you all of the documents you saved and will allow you to modify or delete them, if required.

Also, when your application is complete, go to the section called “Application Inspector” (**Step 6: Application Inspector**). Once there are no required items left to complete on your application, **Application Inspector** will display a button that says “*preview application*.” This will allow you to see how your entire application looks, and you can confirm all documents are uploaded as you intended.

Take a moment to give one final review to your personal statement, writing sample and other uploaded documents. Make sure there are no typographical errors, that you did not upload an early draft, and that what you have uploaded is the document you intend to send to NYU and not to another school. Once you submit your application, you will not be able to make corrections or updates.

## **11. Do you require a special format for my résumé?**

No, as long as it is easy to read, no special formatting is required.

## **12. What should I put on the “Additional Information” pages?**

You do not need to include anything on the pages labeled “Additional Information” (**Step 3: Essays**). However, if you have information that you think is important to add to your application, then these pages can be used for that purpose. Otherwise, these pages can be skipped.

## **13. Do I have to use the “Document Cover Sheet” when mailing supplemental materials?**

We prefer that you include all documents as part of your online application, using the various document upload pages. If you do need to mail us something separately, we ask that you include the Document Cover Sheet (except letters of recommendation). This will make it easier for us to match your materials with your application.

The Document Cover Sheet can be printed from your online application in the section **Step 4: Supplemental Forms**. By printing it from there, it is personalized and preprinted with important information.