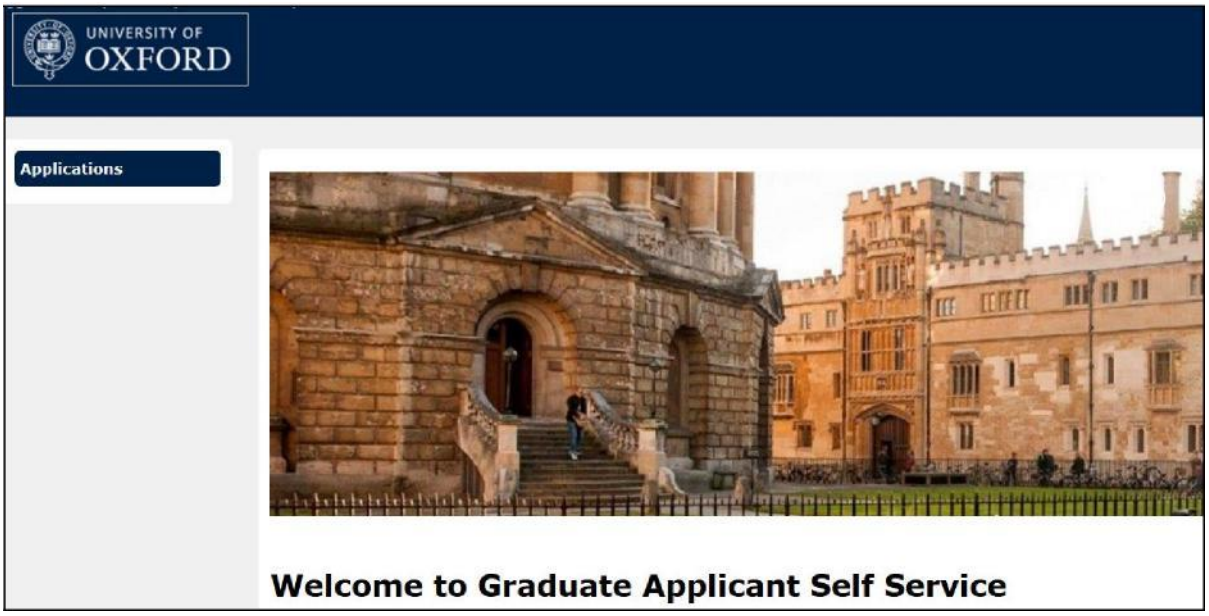
V2.0 3 Sep 2018

Graduate Applicant Self Service Guide



Introduction

The University of Oxford's Graduate Applicant Self Service tool allows you to manage your application once you have submitted it, up to the point at which it is ready for assessment by the relevant academic department. The tool allows you to:

- Identify whether your application is complete and find out what documents are still required
- Upload any missing documents
- Re-send notifications to your referees, edit their details or register new referees
- Update your contact details
- View your application documents

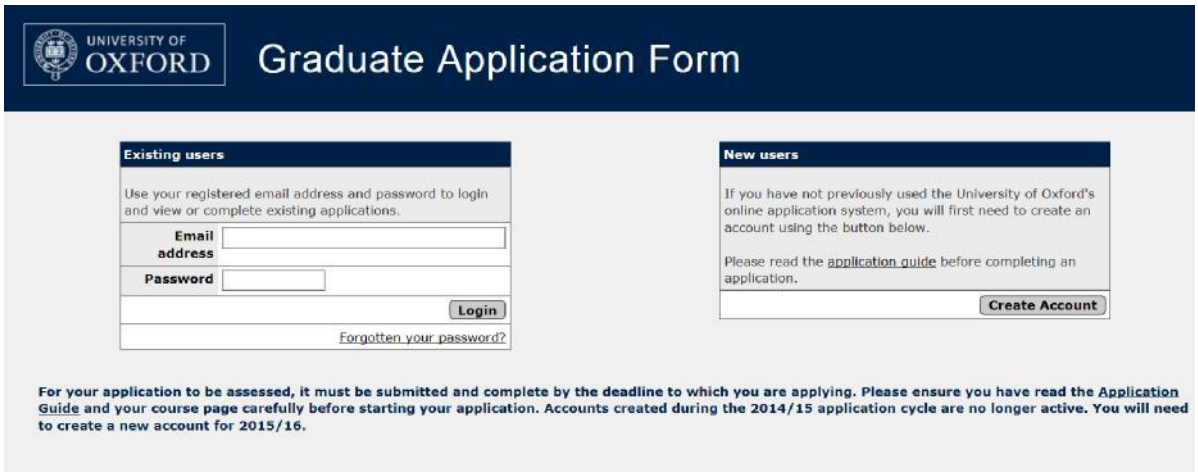
Contents

1. Accessing your Graduate Applicant Self Service account 3
2. Changing your contact details 4
3. Changing your personal details 5
4. Looking up the status of your application 6
5. Viewing your submitted application 6
6. Checking the status of your supporting documents 6
7. Adding a new supporting document 8
8. Managing referees 10
9. Further application details 10
10. Troubleshooting 11
11. Contacting Graduate Admissions 12

1. Accessing your Graduate Applicant Self Service account

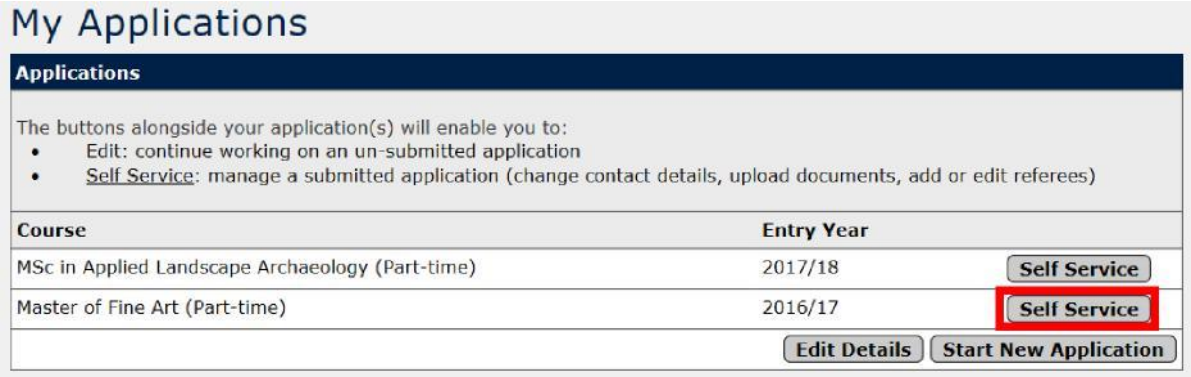
Once you have submitted your graduate application, it will be transferred to our admissions system. When this has been completed, which will normally take a few days, you will be able to manage your application using Self Service.

To manage your application, first log into your Graduate Application Account

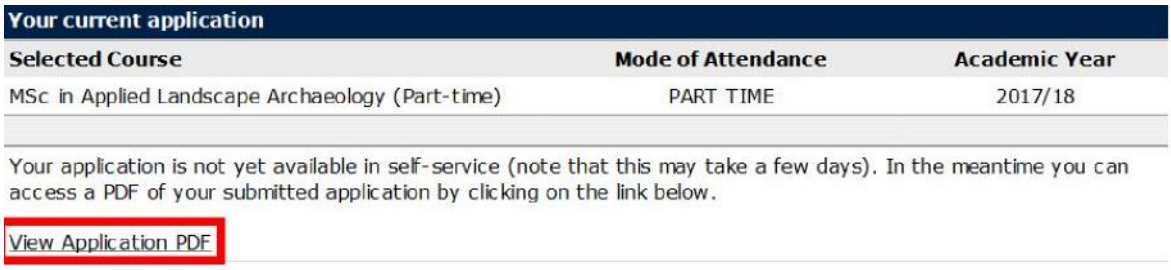


If you have forgotten your password, click on the Forgotten your password link and enter your username (email address), surname and date of birth. You will be sent an email with a link to reset your password.

Once you reach the 'My Applications' screen, click on the 'Self Service' button for access:

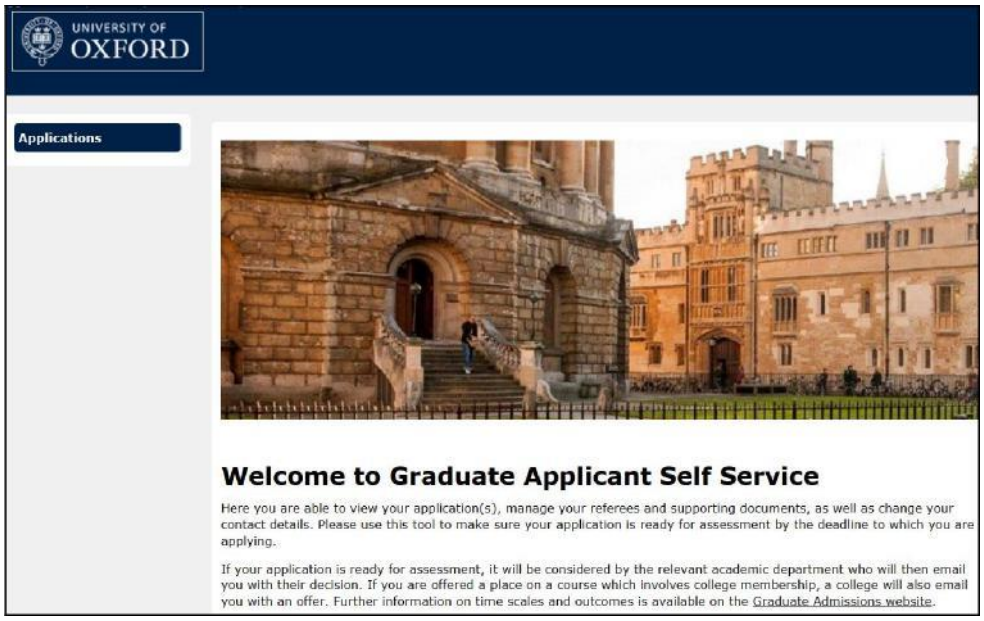


NB: if your application is not yet available, you will see a screen that looks like this:



Click on the 'View Application PDF' link to open a PDF of your submitted application.

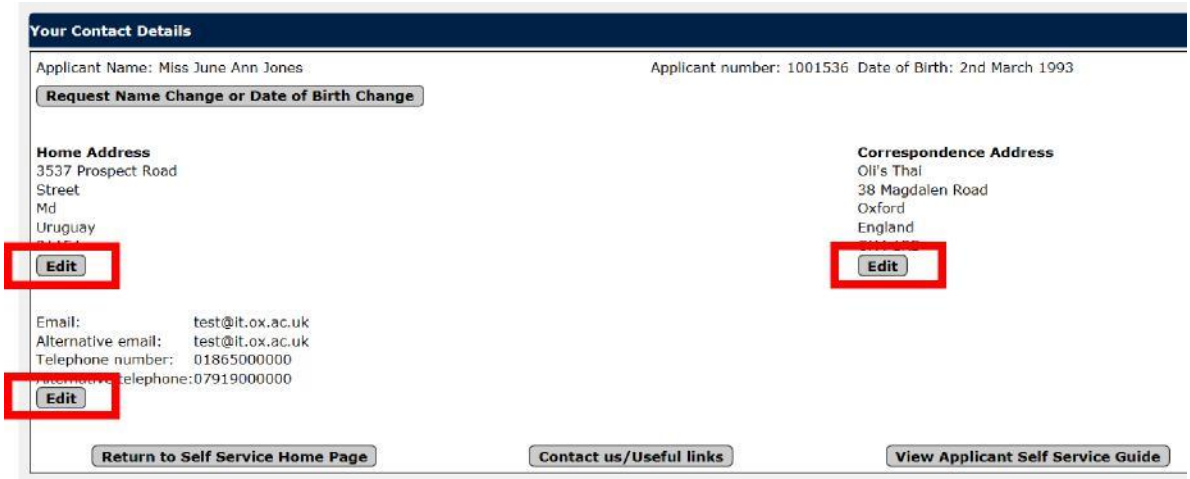
If your application has been processed, you will see the Graduate Applicant Self Service homepage, which looks like this:



2. Changing your contact details

To change your contact details, locate the 'Your Contact Details' box and click on the 'Edit Your Contact Details' button:

You can edit your home address, correspondence address, email, alternative email, telephone number and alternative telephone by clicking on the Edit button, located next to the relevant details:

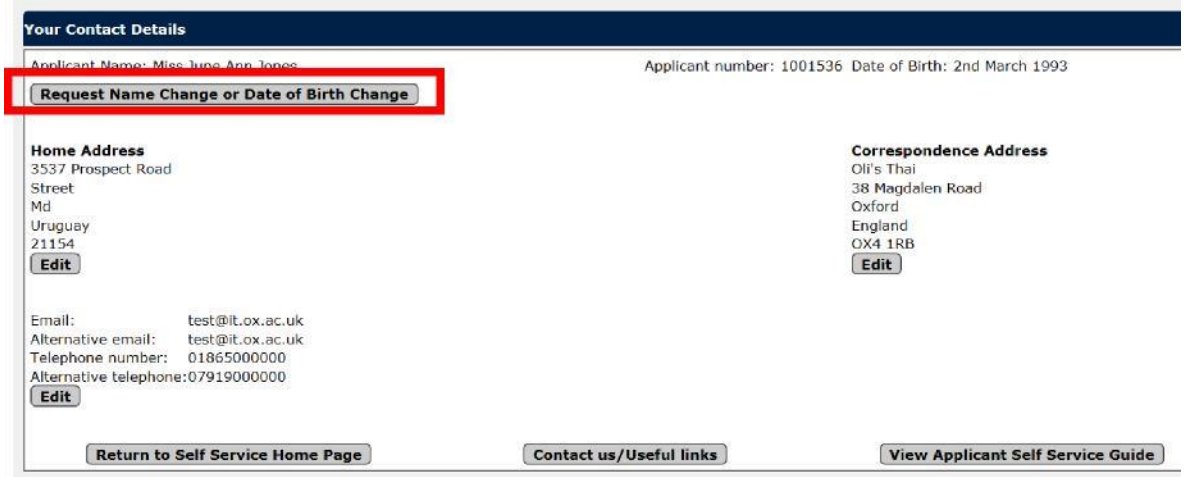


For UK addresses you can enter your postcode and click on Get Address to locate your postal address. Otherwise, you can type your address in.

You can also add a start and end date for your correspondence address when you edit the correspondence address. However, you cannot set a future start date.

3. Changing your personal details

You can request that your name or date of birth be changed by clicking on the Request Name Change or Date of Birth Change button. Unlike other personal details changes, these will require supporting documentation to be submitted. Select 'choose file' to select the relevant document and then 'upload' to add it to your request.



4. Looking up the status of your application

To find out the current status of your application, scroll down the page to view the Status for your application(s):

5. Viewing your submitted application

If you would like to view a copy of your application as originally submitted (i.e. before you made any changes in Self Service), click the 'View Application PDF' button:

A PDF will be downloaded. You can print a copy of the PDF by clicking on File in the top left-hand corner of the document, then 'Print'. If you want to view your supporting documents, please use the 'Supporting Documents' button.

6. Checking the status of your supporting documents

Click on the Supporting Documents button for the relevant application to check the status of your supporting documents.

Document status

A status will appear by each of your uploaded documents, as well as a View button. Up to three separate tables of documents may show:

Mandatory document details

Supporting Documents

Application: DPhil in Theoretical Physics 2019/20

Status: Ready for assessment: Your application is ready for assessment and can be considered by the relevant academic department. The Graduate Admissions website provides further information

Mandatory document details

Transcript	Received • **Test.pdf** (81KB) received on 28/08/2018 at 13:36:52	View
CV	Received • **Test.pdf** (81KB) received on 28/08/2018 at 13:37:10 • **onelonger.pdf** (85KB) received on 28/08/2018 at 14:58:02 *REJECTED*	View
Statement of purpose~Research proposal	Received • **Test.pdf** (81KB) received on 28/08/2018 at 13:37:27	View

This table will always be displayed. It lists all documents that must be received (mandatory documents) before your application is assessed and their status. If you have uploaded any documents via the Self Service portal that do not meet our requirements, they will be marked as 'rejected' once they have been checked.

Uploaded document details (not checked yet)

This table displays when you have used the function to add a new supporting document. It shows successfully uploaded document(s) as 'Uploaded - pending check'. Once the document has been checked, the status of your document will – if it meets our requirements - be updated to 'Received'. At this point, mandatory documents will be moved from this table to the Mandatory document details table, while all other documents will be moved to the 'Other' document table.

If the document does not meet our requirements, the status will say 'Received but did not meet requirements, please re-supply'.

Please note that it may take some time to check documents, particularly around application deadlines when this may take 2-3 weeks, so please refer to the Supporting Documents page in a few days rather than contacting Graduate Admissions. For further information on deadlines and the processing of applications, consult the Graduate Admissions website

Other documents

This table will show any other documents that have been received ('Received' status) e.g. an English Language Test Result.

Document Status	Definition
Waived	This will show under Mandatory document details only. Status will display if this mandatory document has been waived, i.e. does not need to be supplied.
Not received	This will show under Mandatory document details only. Document was not received (or a newly uploaded document has not been checked yet), see add a new supporting document for information on how to upload a new supporting document.
Received – pending check	This will show under Mandatory document details only. This means a document has been received but not yet checked.

Received	This will show under Mandatory document details or Other documents. Document has been received and approved.
Received but did not meet requirements, please resupply	This will show under Mandatory document details only. If this status shows, a document was deemed unsatisfactory, and the following requirements may explain why: • Transcripts must be official (certified by the issuing institution, often with a signature and/or stamp • Where transcripts are not in English, you must upload both the original document and a suitably certified translation • Other supporting documents must be in English except where specifically indicated on the course page
	Full details of our requirements are available in the Application Guide
	See add a new supporting document for information on how to upload a replacement document.
Uploaded - pending check	This will only show under Uploaded document details (not checked yet). This means a document has been successfully uploaded but not yet checked.

7. Adding a new supporting document

The Graduate Applicant Self Service tool allows you to upload additional documents to your application. Please note that any documents that you upload to your application will be added to those documents already submitted. No documents, including those superseded by later versions, will be removed. Documents should only, therefore, be uploaded to applications to make them ready for assessment rather than where a minor change to a document is desired.

If you need to upload an additional document, you can do so using Graduate Applicant Self Service as long as:

- Your application has not been withdrawn; and
- The course has not closed; and
- Your application is not already ready for assessment (beyond this point, you will only be able to upload additional transcripts and test results).

To add a new supporting document, click on the Supporting Documents button for the relevant application:

Scroll to the bottom of the page to "Upload new supporting document" and select the type of document that you wish to upload from the drop-down list and click on the Upload button:

From the file Upload Screen you can browse for your document, then click Upload file.

You can upload documents of up to 4MB to your application in the following formats: .pdf, .png or .jpg. If you have a Word document to upload, please convert it to PDF format.

Note: for the purpose of processing your application, your uploaded documents will be merged into a single PDF document. This requires the removal of any security features, such as encryption or password protection. By uploading supporting documents in this page, you agree to your documents being managed in this way.

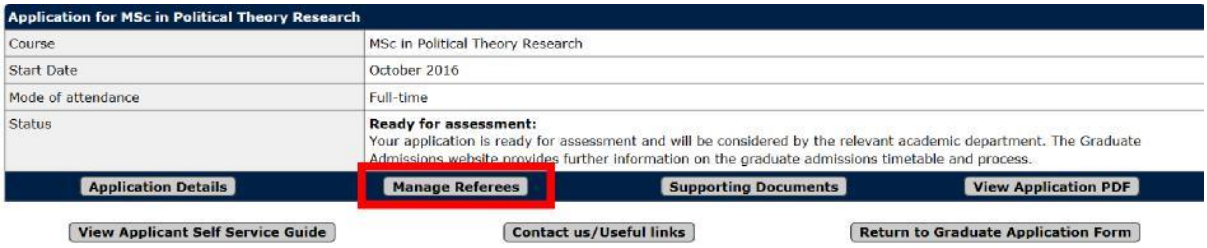
Large documents: For any document larger than 4MB, please use the separate Upload a document web page, which allows larger files to be uploaded. Any files submitted by this method will also need to be submitted before the deadline you are applying to.

Flash: Please do not upload any documents that include Flash content. If any of your documents use Flash, you can remove it by printing a hard copy and then re-scanning it.

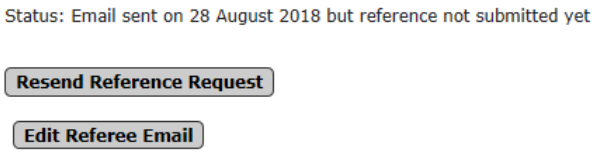
8. Managing referees

Graduate applications will be considered ready for assessment once two of the references have been submitted, as well as all the other required documents. Note that the third reference may still be required later by the academic department.

To check whether your referees have been submitted, click on the Manage Referees button for the relevant application:



In the Referee Details table, the right hand column will display whether the reference has been submitted:



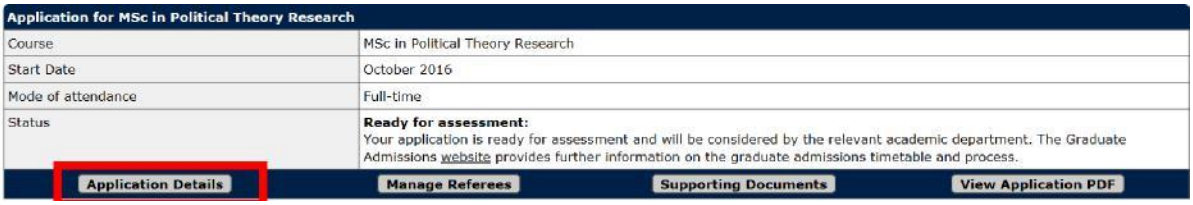
For any referees that have not yet completed your reference you will be given the options to:

- Send a reminder reference request email (Resend Reference Request)
- Edit the referee's email address (Edit Referee); or
- Add another referee (Add Referee).

If you click on the Resend Reference Request to send a reminder email to your referee, the button for that referee will be disabled until the next day. The maximum number of referees that you can register for your application is six.

9. Further application details

Further information about your application, e.g. which deadline your application may be assessed in, can be accessed via clicking on the Application Details button.



Application for MSc in Political Theory Research	
Course	MSc in Political Theory Research
Start Date	October 2016
Mode of attendance	Full-time
Status	**Ready for assessment:** Your application is ready for assessment and will be considered by the relevant academic department. The Graduate Admissions website provides further information on the graduate admissions timetable and process.

Application Details | Manage Referees | Supporting Documents | View Application PDF

10. Troubleshooting

I can't access Self Service and can only view a PDF of the application I submitted

It may take a few days after you submit your application for it to be processed before you can manage it using Self Service, so please try again later. If the application deadline is imminent, you can instead upload any additional mandatory documents via www.graduate.ox.ac/upload

I can't upload a replacement CV/statement of purpose/research proposal/written work

Once your application is ready for assessment, it is only possible to upload transcripts or English language certificates.

Why won't the system accept the document I am trying to upload?

Make sure that your document is of the correct file type (.pdf, .png or .jpg) and that it is less than 4MB in size. Word documents can be converted to .pdf by choosing that file type in the 'save as' window. For documents that you cannot reduce below 4MB by scanning at a reduced resolution, please upload them as an oversized document via www.graduate.ox.ac/upload

I can't add another referee

It is not possible to have more than six referees registered for your application. If you need an additional reference because the referees you have registered cannot supply one, please ask your referee to email the reference letter to ga@admin.ox.ac.uk on headed paper and from their official email address.

Why didn't my supporting document meet your requirements?

Full details on requirements for supporting documents are set out in our Application Guide Please ensure you have also checked the course page for details of what specific requirements there may be for your course.

I can't see the outcome of my application

The outcome of your application will not be visible in Self Service. As long as your application was ready for assessment in time for the application deadline, you will hear the outcome by email directly from the academic department.

11. Contacting Graduate Admissions

If the information in this guide does not resolve your question, please contact Graduate

Admissions: www.graduate.ox.ac.uk/ask or +44 (0)1865 270059 (9am–5pm UK time Mon-Fri)