Graduate application form: troubleshooting guide

This is a technical guide to how the online application form works to provide clarification on potential issues. For information on the wider application process, see our Application Guide. Once you have submitted your application, you will be able to manage it via Graduate Applicant Self Service.

Courses run by the Saïd Business School and a small number of other courses use separate application forms; details of these are available on the relevant course page.

1. Overview

To apply for a graduate course at the University of Oxford, you will need first to create an application account, in which you can create as many applications as you wish. The online application system then comprises:

- a series of sections (on separate tabs) where you will enter a range of essential data
- a tab with the functionality for you to upload the required supporting materials
- a reference system requiring you to register your referees' official e-mail addresses and other details, which then allows your referees to submit online references
- a declaration for you to read and sign regarding the information and documentation provided in your application

The currently active page is highlighted in yellow and each tab heading has a symbol indicating whether all mandatory fields have been completed:

- a blue 'tick' indicates that all mandatory fields are complete
- a red 'cross' indicates that one or more mandatory fields is incomplete
- a blank square indicates that you have not yet visited that tab

Note that the visibility of, and possible responses to, some questions on the form are determined by previous answers. If you cannot see a particular question or response, please check that your previous responses are correct.

Mandatory questions are indicated by an asterisk (*).

On each page you have the option to 'save and proceed' (to the following page) or 'save and close' (to return to the 'my applications' screen).You can also click directly on the page title to move directly to that page. If you encounter an error message, you can select 'cancel' to remain on the page and correct any errors (which will be highlighted in yellow) or 'OK' to advance to the next page (you can then return later to correct the errors).

2. Technical specifications

The application form is compatible with most internet browsers, including Chrome, Firefox and Safari. If you are using Internet Explorer, you will need to use version 9 or later (you can check which version you have by selecting 'about Internet Explorer' on your browser's Tools menu). If your version of Internet Explorer is older than version 9, you can download another browser (e.g. Chrome or Firefox) for free.

The application form is compatible with most tablet devices, but some may not display it correctly.

3. Creating an account

Application accounts created since September 2015 will carry over from previous cycles enabling you to log in with your existing details and start new applications. Accounts created before Sep 2015 will not be accessible, so a new account would be required (although you will be able to use the same email address). Current Oxford graduate students will need to create a new application account rather than logging into your existing one. In this case, you can use the same personal email address as for your previous account, and any applications you submit will be merged onto your existing student record.

Selecting 'create account' on the log-in page will bring up the following form - all fields are mandatory. The password must be 8-12 characters long and contain at least one number and letter. Read the Data Protection statement before ticking the box.

New User Details

Fields marked with an asterisk (*) are mandatory.

Given name (Forename)*	
Middle name 1	
Middle name 2	
Family name (Surname)*	
Date of Birth (DD/MM/YYYY) *	
Username (email address) *	
Confirm username (email address) *	
Password *	
Confirm password *	

☐ I have read and accept the Data Protection statement *

Cancel   Proceed

Once you have created an account, you will be able to log in by entering your email address and password in the log-in box. If you forget your password, you can request a new one via the 'forgotten password' link on the log-in page.

Please avoid using an email address that will expire before the start of the course to which you are applying. If you can no longer access the email account in which you registered the account, you will need to contact Graduate Admissions.

NB: if you later enter a different email address in the 'home address' field of the 'contact details' page of the application form, this change will also apply to the email address in which the account is registered, so you will need to use the new address to log in.

4. Selecting a course

There are two ways of searching for your course:

- Entering a single keyword from the course title - the search tool will attempt to match any of the words you enter with available course titles, so if you enter more than one word, you may get too many results for them all to be displayed.
- Typing in the course code (available on the course page).

Once selected, it is not possible to change the course, but you can start another application (in which much of the data you have already entered will be pre-populated) if you need to choose a different one. To start another application, click 'save and close' for the current application and then select 'start new application' on the 'my applications' screen. You can safely leave unsubmitted any applications that you do not intend to submit; these will not be visible to departments and will be deleted automatically at the end of the following admissions cycle.

If the course you wish to apply for is not listed as an available option, it may use a separate application process (see Application basics) or it may have closed to applications. The admissions status of each course is provided via individual course pages.

It is not normally possible to apply for the same course twice in an application cycle (see the Application Guide for details of exceptions). Please correct any data in an application you have started rather than beginning a second application for the same course.

5. Application type

You must select the appropriate application type before you can proceed to the rest of the form (although you can later change this).

Type of application

* What type of application are you making?	Standard ▼

- **Standard**: Your application is standard unless it falls into one of the types below. The graduate application fee is £75 per application. For further information please see the [Application Guide](#).

- **Standard - application fee pre-paid:** this is for standard graduate applications where the application fee has already been paid outside the form. To access this version of the application form, you will need to enter an access code, which you will have been given by Graduate Admissions or the academic department.

- **Readmission**: currently enrolled in the final year of one of a subset of Oxford graduate courses, and applying to enrol next academic year on an eligible research course. For further information, see the [guidance for continuing Oxford students](#).

- **Rhodes Scholar – newly selected**: newly-selected Rhodes Scholars making a graduate application to Oxford.

- **Rhodes Trust – enrolled:** Rhodes Scholars currently enrolled at Oxford applying for a further taught or readmissions programme with confirmed Rhodes funding.

6. Course

This section allows you to enter details about the course you have selected. The character limits for these fields are indicated at the end of the field.

For matriculated courses, you must either indicate that you have no college preference or select a preferred college. Colleges do not necessarily accept applications for all courses, so you may only see a subset of the full list. You should select the same college for all applications (where possible). It is not possible to change your college preference after submitting your application.

7. Contact details

Your name will form the basis of your applicant record, so please ensure it is full, accurate and in the correct order. Make sure any auto-population carried out by your browser is correct. If you hold a passport or other official document, you should state your name exactly as it is printed there. If you have only one name, please enter your given name (first name) as '-' and enter your name as the family name (surname). Any changes after you have submitted an applicant can be requested via self-service with accompanying proof of identity.

8. About you

Nationality and ordinary residence

The details you enter in this section are used to determine your fee status and eligibility for many scholarships, so please follow the instructions both here and on the form carefully.

If you hold dual nationality, please enter details for both, but do not include details of nationalities that are no longer current. If you do not hold nationality of an EEA country (including UK, Channel Islands and Isle of Man) or Switzerland, please provide details of the passport that you intend to use to enter the UK.

A description of ordinary residence and an explanation of how to complete the questions relating to it are both given on the form. It is up to you to determine where your country of ordinary residence is, based on the definition given on the form.

The dates for your current and previous country of ordinary residence must not overlap, as outlined in the below scenario:

Ordinary residence scenario

Amy was born and grew up in the United Kingdom. She spent a year living in France between 1 October 2013 and 30 September 2014 before returning to the UK. This should be recorded as:

* Current country of ordinary residence	United Kingdom
* From	01/Oct/2014
* I am an EU national resident in the UK for the main purpose of full-time education	No
If you have been ordinarily resident in a different country during the last six years, please enter details of the most recent.	
Previous country of residence	France
From	01/Oct/2013 To 30/Sep/2014
* If you are not a UK or EU national but you are currently living in the UK, do you have Indefinite Leave to Remain status (which has been entered into your passport)?	Not applicable

Note that the period before her residence in France is correctly omitted (because the form only requires the current and most recent previous residence) and that the transition from one residence to the next takes place on consecutive (rather than the same) days. Had the data been entered as below, the form would show this as incorrect (and therefore highlighted in yellow) because it suggests that Amy was resident in two countries simultaneously during 2013-14:

* Current country of ordinary residence	United Kingdom
* From	15/Mar/1983
* I am an EU national resident in the UK for the main purpose of full-time education	No
If you have been ordinarily resident in a different country during the last six years, please enter details of the most recent.	
Previous country of residence	France
From	01/Oct/2013 To 30/Sep/2014

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9. Referees

To be able to submit your application form, you must register three referees, even though it will be treated as ready for assessment with two references. Professional (institutional or organisational) email addresses should be used whenever possible; if a referee submits a reference from a personal address, they will need to explain the reason for this in the reference letter (e.g. they have retired).

You can set the date by which the referee should submit their reference, either by picking one of the standard deadlines or selecting 'other' and entering your own date. The referees will be informed of this deadline in the reference requests we send to them. Your references must be received by the application deadline to which you are applying, so make sure that you do not choose a date later than this.

In the 'role' field you should enter the referee's position during the time covered by the reference. This may be their job title (eg Director or Head of Department) or their position relative to you (eg Line Manager or Tutor).

If you tick the box for the notification to be sent, an email will be sent to your referee as soon as you navigate away from the page. Please check your referees' details carefully before doing so. You will receive an email notification each time a referee submits, so can contact a referee if they are yet to do so as the deadline approaches (the University will not send reminders to your referees).

* I am ready for a reference request to be sent to this referee when I leave this page ☐

If you discover before submitting your application form that one of your referees is unavailable or you have incorrectly entered their details, you can complete the additional referee slot on the application form. This will appear when you return to the Referees page after registering your three referees. After submitting, you can edit your referees' email addresses, add a new referee or re-send the reference request emails through Graduate Applicant Self Service. It does not affect your application if an incorrectly-registered referee remains unsubmitted as long as at least 2 references do arrive in time for the deadline.

If you register a 4th referee and revisit the referees page of the form, you may get an error message on attempting to navigate away from the page. In this event, please select 'cancel' from the pop-up, after which you will be able to navigate away normally.

Do not use your browser's 'auto-fill' function to complete the referee email address fields, but make sure you type in the address, as the form may not then be able to validate that the same address has been entered twice.

10. Qualifications

Please enter details of all qualifications and periods of study undertaken at university level.

Institution search tips
- Enter a keyword from the institution's name and let the search tool return relevant matches – do not type in the field and then move on before the search has completed.
- If there are too many results (more than 40) to display, you may need to add an additional search word to refine the results
- The search looks for exact matches for any text you enter, so you may need to try more than one variation for it to pick up the correct institution (e.g. 'The University of Oxford' rather than 'Oxford University').

* Institution ⑦	Oxford ✕
* Qualification (obtained or intended) ⑦	1040 — UK The University of Oxford
	1842 — UK Milton Keynes, Oxfordshire and Buckinghamshire Hub
* Main subject ⑦	1888 — UK North Oxfordshire College and School of Art
	1920 — UK Oxford Adult Education
Second subject ⑦	1921 — UK Oxford College of Further Education
	1922 — UK Oxford School of Drama
* Actual / Expected result ⑦	2135 — UK West Oxfordshire College
	2228 — UK Oxford Brookes University
If 'Other' result please specify.	38946 — Oxford and RSA
	531598 — MX Instituto Universitario Oxford
* Start date ⑦	UK2372 — UK Oxford Health NHS Foundation Trust

If you still cannot find your institution, please select 'not listed' and enter the country and institution name in the free-text field that will appear.

When entering the main subject of your qualification, you should enter a keyword and let the search tool return matches. You may need to change the keyword you enter and/or choose a more generic subject from the list of matches if the exact subject of your qualification is not listed; this will not affect the assessment of your application, as assessors will be able to see your transcript(s).

You do not need to convert your qualification into the UK system or provide an official statement of comparability from NARIC. If your qualification uses different grades from those offered by the form, please select 'other' and use the free-text field to enter details.

If you are currently studying towards a qualification, please enter the date of completion as the date when your final results (official transcript) will become available.

Languages

Please only enter the results of language tests taken less than two years before the start date of the course you are applying for, and do not enter the details of tests that you have not yet taken. Enter your scores on this page and upload a scanned copy of the certificate later in the application.

You do not have to supply your English language test results to submit your application; this can be done later via Graduate Applicant Self Service once your test results are available. The test results will then be added to your application record.

11. Funding

For over two thirds of Oxford scholarships, nothing more than the standard course application is usually required. If you fulfil the eligibility criteria, you will be automatically considered. Full details on scholarships are available via the Fees, funding and scholarships search. In the University of Oxford scholarships section of the form, you will see that there are a small minority of scholarships which require you to tick a box in order to apply. You can click on the scholarship name to find out more about the scholarship. If the scholarship is marked with an asterisk (*), you will also need to submit additional supporting material. Please do not tick the box to apply for the scholarship if you are not eligible for it.

12. Supporting documents

All graduate courses require supporting documents to be uploaded with the application. The documents required differ depending on the course to which you are applying. Please ensure you have checked the course page to confirm which documents are required for your course and the department's specifications.

Click the 'browse' button to find the relevant file. Once uploaded, you will be able to view the document via the 'view document' link.

CV: all courses require the submission of a CV, which must be submitted with the application form.		
CV/Résumé		
Document 1: EditCVAug2016.pdf	Delete	View Document

Some supporting documents must be uploaded with the application (e.g. CV and statement of purpose/research proposal). Other documents that you may not yet have (e.g. transcript) may be submitted separately and are, therefore, not mandatory on the application form.

The online form can only handle documents of less than 4MB. If your document cannot be made to meet this (by, for example, reducing the resolution of a scan), please submit it separately via our upload tool **after** you have submitted your application. If the oversized document must be submitted at the time of applying, please upload a document with the following statement:

"My document is over 4MB and will be sent separately."

Permitted file types are: .pdf, .png or .jpg. Word documents (.doc or .docx) are **not** permitted - you can convert them to PDFs by selecting 'save as' on the 'File' menu and then choosing PDF as the file type.

13. Paying the application fee

The fee is £75 per course application, unless you are applying under a CDT waiver, for readmission as a continuing Oxford graduate or you are eligible for a fee waiver. You must pay in British Pound Sterling (£) as part of submitting your application, and payment must be made for each individual application submitted. Payment may be made using a card displaying the Mastercard or Visa logo.

If you experience an issue making the payment, please see our troubleshooting tips or contact Graduate Admissions for further advice. You will not be able to submit your application without making the payment, so please ensure you contact us in good time to help you resolve the issue.

If you are eligible for a fee waiver, the application form will automatically present additional questions on the 'About You' tab once you have indicated that you are resident in an eligible country. If you confirm that you meet the criteria, you will be able to submit your application form without going through the payment screens.

Declaration

Before submitting the form, you must accept the terms and conditions and enter your name. You will then be able to click on the 'submit' button and will receive a confirmation email.

If you cannot access these fields, this indicates that a mandatory question elsewhere on the form has not been completed or that there is an error. Please check that all pages are showing a blue tick in the header and re-visit any pages that do not. Empty or incorrectly-completed fields will be highlighted in yellow. Note that the system will not assess the content or type of any documents that you upload.

14. Final pre-application checklist

The system will check that you have provided all mandatory data in the application form before you can submit the application and that none of the options you have selected have since become invalid.

Review your application very carefully before you submit it, because you cannot later remove any attached documentation or change your course or college preference, In particular, make sure you have:

- Supplied both the original document and a suitably certified translation where any transcript is not in English
- Arranged for the University of Oxford to receive your electronic or hard-copy transcript if you are not submitting a scanned copy with your application
- Registered your referees under the correct email addresses. If not, you will be able to amend their addresses through Graduate Applicant Self Service after submitting your application.
- Ensured your statement of purpose and/or research proposal and any necessary written work meet the department's requirements
- Included the required additional documents for any scholarships for which you are applying

After submitting your application

You will be sent an automated confirmation of submission via e-mail by the online application system immediately after submitting your application. Please note that this is not a confirmation that your application includes all the required materials. After submitting, you are advised to review your application (via the 'view' button on the 'my applications' screen) to ensure that everything has been submitted correctly.

Once your submitted application has been transferred to our application system (which may take a few days), you will be able to manage it via our Graduate Applicant Self Service.

15. FAQs

Why can't I advance from the 'Application type' page?
If you have selected an application type other than 'standard,' you cannot proceed to complete the form until you have entered a valid authorisation code.

Why isn't my course returned in the course search?
The course search is based on keywords, so only enter one or two words rather than the full title. The course search will only show open courses, so make sure your course is not closed for the current cycle.

I have chosen the wrong course. How can I change this?
You cannot select a new course within your current application. You will need to start a new one by selecting 'save and close' and then 'start new application' from the 'my applications' screen. You can leave unsubmitted any applications that you have mistakenly started.

Why does it not accept the dates I have entered?
Make sure you select dates, where applicable, using the calendar tool - manually entered dates may not be in the correct format. The form also checks that dates are feasible and do not conflict with each other (e.g. being before your date of birth or in the future). Some old versions of browsers may also be incompatible with the form, causing errors with dates; if you are using Internet Explorer 8 or earlier, please use an alternative (e.g. Firefox or Chrome, which can be downloaded for free).

Why will the form not accept my referee's email address?
Please ensure that the email address is in the correct form (x@x.x) and that you are not re-using an email address entered elsewhere on the form (you cannot register a referee using your own address and upload a reference they have already given you).

I've entered my referee's address incorrectly. What should I do?
If you have not yet submitted, you can use the additional referee section on the application form to enter the correct details – simply return to the Referees page after registering the initial 3 referees to access this. If you have submitted your application, you will be able to correct this via Graduate Applicant Self Service.

How do I register a different referee if one cannot provide a reference?
If you have not yet submitted, you can use the additional referee section on the application form to enter their details. If you have submitted your application, you can add a new one via Graduate Applicant Self Service.

Why hasn't my referee received the notification email?

Please check that you have correctly entered their email address and that you have ticked the box for the notification to be sent. Otherwise, please ask your referee to check their spam folder, in case the notification has ended up there. Once you have submitted your application, you can re-send the notification via Graduate Applicant Self Service.

Why can't I find my institution on the qualifications page?
When entering multiple words in a search, the tool will only search for them in that precise order (eg 'The University of Oxford' rather than 'Oxford University'). If you cannot find your institution using a single search word, you may need to try other possible variations of the words in its name. If you still cannot find it, select 'not listed' (code: 38948) and enter the country and name of the institution in the additional field that will appear.

Why is there an error showing for my institution/qualification/main subject?
Please ensure you allow the search tool to return results and then pick the appropriate one rather than leaving the field before the results are displayed. If you cannot find your institution, please select 'not listed' and enter the country and name of the institution. If you cannot find your subject, you may need to enter a different keyword or choose a more generic subject from the list.

Why will the form not accept the supporting materials I am attempting to upload?
Please check that your files are of the right type (.pdf, .png or .jpg) and size (less than 4MB). Larger files can be submitted instead via our upload tool.

Why can't I complete the declaration at the end?
These fields only become active once the form is ready for submission. If any mandatory fields are incomplete or there are any errors, you will not be able to complete these fields. Please check that each tab of the form shows a blue tick in the header.

> ### Contact us
> If the information in this guide does not resolve your question, please contact us via:
> www.graduate.ox.ac.uk/ask or +44 (0)1865 270059 (9am-5pm UK time Mon-Fri)