

## William & Mary's School of Marine Science at VIMS

### Frequently Asked Questions – Online Application

#### 1. How do I start my online application?

First step is to sign up using the Sign Up link at <https://wmstudentportal.force.com/>. Provide your First Name, Last Name and Email Address and click Submit. You will receive an email with further instructions and a link to access the graduate school online applications.

#### 2. I registered to create an online application. How come I have not received my activation email?

There are a number of reasons that you may not receive your activation email, including firewalls, email and spam filters, and typos in the email address. Refer to section called "How do I resend a registration activation link?"

#### 3. What if I forget my password?

If you forgot your password, click on the [Forgot Password](#) link to reset it.

#### 4. What if I have problems while completing the application?

If you are having issues with our online application system, contact the Office of Admissions: [admissions@vims.edu](mailto:admissions@vims.edu)

#### 5. What if I cannot find the educational institutions I have attended listed on the application?

In the Enrollment History section of the applications, you can find your education institution(s) by typing out the name of your institution in the "Institution Attended" field. Use keywords when searching and avoid using "college" or "university." If your institution is not listed, simply type "unknown" and wait for the "Unknown School" option to appear. Click on "Unknown School" and a text box will appear for you to type in the name of your college/university. When we receive your transcripts in the mail, we will update your school information into your application for review.


#### 6. When is the application due?

The application due date is January 6, 2021. Letters of recommendation are also due January 6, 2021.

#### 7. What if I cannot upload a file?

This error generally happens when "special" characters are in the file name. The following are a few suggestions if you are having this issue:

- We recommend that you work on and save your essay and other admissions materials as a document (Microsoft Word documents are fine), and upload the file as a PDF or Word doc. This is the best option for getting past the ASCII character options. Use the following naming convention: JonesCV.pdf, JonesEssay.doc, JonesGradTranscript.pdf, etc.
- Avoid using special; characters ( ~, #, %, & , \* , { , } , \ , : , < , > , ? , / , | , ) in the file name.

- Use the  icon (next to the upload file field) to remove a file. If you cannot remove a file that you uploaded in error, contact [admissions@vims.edu](mailto:admissions@vims.edu). We can delete it for you.

#### **8. When do I know if my application is complete?**

Your application is complete once you have fully submitted your application, and we have received all materials such as transcripts, letters of recommendation, etc.

You will be able to tell that you are ready to submit your application when you have all green dots next to each of the application sections. It will display 100%. (You will be able to submit your online application before the Office of Admissions receives your letters of recommendation.) Click “Save and Pay” to complete the payment of the application fee. Once payment is complete, you can click “Submit Your Application.” You will need to electronically sign. Once completed, your screen will display 100% and Application – Submitted.

If you have any questions about your submitted application and associated materials, please contact [admissions@vims.edu](mailto:admissions@vims.edu)

#### **9. Can I save my application and work on it later?**

Yes. At any point during the online application process, you can save your application and return at a later date and time. Just remember your username (email) and password to log back in to continue working on the application.

Please note that your application is not considered complete until you have submitted your online application in full and we have received all necessary materials, i.e., transcripts, references, etc. Starting an online application, but not finishing it, is not considered complete and will not be reviewed by the Admissions Committee.

#### **10. What if I need to resend the email reference to my recommender?**

To send a reminder to a recommender who has not responded to your request, simply click on the link for the recommender you wish to remind. You can find the Send Reminder link in the checklist (found on your student dashboard).

#### **11. What if I need to change the information for a recommender?**

If your application is in progress, you can click on the Letter of Recommendation section and remove the desired recommendation. Replace it with a new one. Please do not simply type over the name of the old recommender and put in a new name.

If you have already submitted your application, you can change a recommender using the Change Recommender link on the student dashboard in the checklist section.

#### **12. Still need help? Do you have a question that is not on this list?**

For immediate help, please contact [admissions@vims.edu](mailto:admissions@vims.edu)