Guide to using Graduate Applicant Self-Service

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Introduction:

When you submit your application for graduate study at Cambridge, we will set up a self-service account for you. If you applied online, you will receive emails which contain your user ID and password and how to log on to self-service. If you applied on paper, we will write to you with the details.

The self-service account is the way that we will communicate with you and let you know about the progress of your application(s). It is important that you check it frequently to find out if you need to do anything or if we have sent you any messages. If you do not, you might miss a deadline and risk having your application declined.

You will be able to upload documents to support your application and maintain your personal details in your self-service, and you will find links to useful information elsewhere on the University’s website. You will also be able to withdraw your application or request a deferral from here.

This document explains how to use your self-service account at each of the stages of your application.

You will also find useful information on the ‘I've applied what next?’ pages of the Graduate Admissions website. For more detailed information on what you should do after submitting your application, visit http://www.graduate.study.cam.ac.uk/after-applying
**Section 1: Logging In:**
The link for Graduate Self Service (GSS) is on the Graduate Admissions website and is:

http://www.camsis.cam.ac.uk/public/gradss/

Click “Self Service page for Graduate Applicants “to log in.

When logging in your user ID will be your 9 digit student number usually beginning 30....
Section 2: Overview:

Graduate applicant self-service (GSS) allows you to:

- Maintain your personal data (your contact details)
- Track the progress of your application(s)
- Review information or instructions that we send you
- Upload documents that support your application, such as transcripts (only at pre-offer stage), financial information, language test results and so on
- Withdraw from your offer or request permission for a deferral.

There are two stages to the application process:

1. Pre-Decision – during which we will tell you which documents you need to send to provide the evidence we need to assess your application.
2. Post-Offer – during which you will be able to accept your offer, print a certificate of offer, and to send the evidence that you have met the conditions of your offer. If you meet the conditions of your offer you will also be able to print a certificate of confirmation.

You can withdraw your application at either stage. You may only apply to defer admission during the post-offer stage.
**2(a): The Home Page:**

*Please switch off your popup blocker, or set “camsis.cam.ac.uk” as an exception in your browser when you use Graduate Self-Service.*

The Home Page explains the purpose of your account.

In the top right corner there is a “Help” link. There is some information here about graduate applicant self-service. All the other self-service pages have a similar link, which is context sensitive.

You can maintain your contact details (Addresses, Phone Numbers and Email Addresses) by using the links under the “Your Details” bar. However, while you can view your name, you cannot change it in self-service. If your name does need to be changed, please follow the instructions on the Names page.

You can upload a photograph of yourself – you will need to do this before you are admitted so that your University card can be issued. If you need to, you can also change the photograph.
Below the “Your Details” bar is a list of the applications that you have submitted. Each application has a unique application number. Once your account is active, any new applications you submit will appear here. If you use the online application they will normally appear within one working day of receipt of payment. If you send them by post or courier, they will appear as soon as they have been registered by the Graduate Admissions Office.

To view more detail about the application, or to send us information, click the “View/Amend” button next to the application.

If you make more than one application, you will see one row for each application. Your applications will be treated separately by the University so their statuses will change at different times.

The “Status” column shows the progress of your application. A more detailed explanation of this is given when you click on the “View/Amend” button.

Once a College has offered you membership, its name will appear in the “College Membership” column (this will only happen after we have made you an offer of admission).
2(b): The Application Page:

You can view more detailed information about each application when you click the “View/Amend” button next to an application on the Home page.

At the top is a progress bar, which shows at a glance the status of your application. It will stay at “Application Submitted” throughout the pre-decision stage and will change when we make a decision. When the status changes the Application Information/Actions on the page will also change.

Underneath the summary of your application, there is a more detailed explanation of your application status. This might ask you to do something, so you should always read it.

There are several links under the Application Information/Actions bar, which you can use to find further information, to tell us something or to upload some documentation. These are described in the “Things to Do…” sections of this guide.
Section 3: Managing Your Personal Data:

Your personal data is the same for all of your applications. If you change it, the changes will apply to all applications you have submitted.

Use the links on the Home Page to update your contact information or to upload a photograph of yourself. You cannot change your name here. If you need to tell us about a change of name, please follow the instructions on the Names page.

All the links are under the “Your Details” bar on the Home Page.

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<th>Your Details</th>
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<td>You can view and update your personal details by using these links:</td>
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<tr>
<td>Names</td>
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3(a): Adding Your Photograph:

Please upload your photograph as soon as you can.

The photograph must:

1. Be a JPEG file (.jpg format);
2. Be in portrait orientation (280 pixels wide by 336 pixels high);
3. Be of resolution 200dpi or better;
4. Be of good definition and in full colour;
5. Be in focus;
6. Have a plain, light coloured background;
7. Show your head and the top of your shoulders only, with your face central on the picture and with nothing covering your face;
8. Be taken with your eyes open and clearly visible (no sunglasses)
9. Be taken of the full head, without any covering unless it is for religious or medical purposes;
10. Show you acting naturally, not smoking, not with other people or in a ‘holiday snap’.

Click the “Photograph” link.

Click “Attach your photo here”.

Return To Homepage
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Click “Upload Photo”

Use the File Attachment popup to browse your computer for your photograph.

When you have identified the photograph you would like to use, click “Upload”.

The photograph will be saved.

There is an explanation on the photograph page that tells you how we will use your photo.

If you want to change your photograph, first use the “Delete” button to remove the old photo, then upload a new one.
3(b): Viewing the Names page:
Click the “Names” link in the Home Page to display the names page. Your name will be displayed at the bottom of the page. If you want to change it, follow the instructions on the page.

Click “Return” to go back to the Home Page at any time.

3(c): Updating your addresses:
Click on the addresses link on the homepage and follow the instructions to update your address details. The process is similar to the phone numbers and email addresses below.

3(c)(i): Phone numbers and email addresses:
The process for maintaining these is very similar, so only phone numbers are shown in the example below.

Click “Phone Numbers” on the Home Page.

To change an existing number simply overtype the details, then click “Save”.

To add a new number, click “Add a Phone Number”.

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The process for maintaining these is very similar, so only phone numbers are shown in the example below.

Click “Phone Numbers” on the Home Page.

To change an existing number simply overtype the details, then click “Save”.

To add a new number, click “Add a Phone Number”.
If you change an email address, we will immediately try to contact your domain to validate
the address. If we are not able to do this, you will see a warning message. Please check your
typing to make sure that you have typed the address correctly.

Section 4: Things to do before we make a decision:

Everything that happens before the Graduate Admissions Office makes a decision about your
admission is referred to as “pre-decision”. You will see this expression in several places in
your self-service.

When your application is loaded, we will tell you which documents you need to send us. A list
of these will appear on the Application Pre-Decision page. The quickest way to send us the
documents is for you to upload them. See “Hints for scanning documents” if you have
difficulty with uploading anything.

To start working with an application, click the “View/Amend” button next to the application
in the list on your Home Page. This will take you to the Application Pre-Decision page, where
you will see some information about your application and a list of actions.

4(a): Documents you need to send us:

There are three sections on this page:

Set the phone type from the drop down menu.
Enter the new number.
Set one of the numbers to Preferred by ticking the box.
Click “Save”.

If you change an email address, we will immediately try to contact your domain to validate
the address. If we are not able to do this, you will see a warning message. Please check your
typing to make sure that you have typed the address correctly.
A reminder about course and funding deadlines and how important it is that you are aware of them and that you provide your supporting documents as quickly as possible.

The current status of your application.

A list of the documents that you need to send us.

As we receive each document, we will register it, and it will disappear from the list. Your referees will send references or recommendations either by using the Electronic Reference System (ERS) or by posting them directly to us – the reference items will also disappear when we receive the documents.

The list of documents will vary according to the course you have applied for, so the list between different applications may look different.

**Cover Sheet**

If you are going to upload all of your documents, you do not need to use the cover sheet. However, if you are going to send us materials by post or courier, you do. This is explained in the section “How to send us documents by post or courier”.

**Due Date**

Next to each document, there is a due date. If you do not submit the document by this date, then there is a risk that your application will not be considered, or that the department will make a decision based on the information that you have previously sent to us.

If you have any deadlines to meet that are earlier than this due date (i.e. funding deadlines or departmental deadlines) you must provide the documents by the earliest deadline. Please see the following FAQ on our website for further clarification of this:

http://www.graduate.study.cam.ac.uk/faqs/applicant;

http://www.graduate.study.cam.ac.uk/faqs/applicant/i-am-confused-about-deadline-my-application-and-supporting-documents-can-you-help

It is your responsibility to make sure that your referees submit their references on time.

To view the full details of the requirement for any document, click the blue triangle to the left of the description.
The item will expand to explain what you need to provide as supporting detail for your application.

4(b): Upload supporting documents (Pre-decision):

We only accept one type of document: .pdf (Adobe Acrobat). PDFs must not be password protected or digitally signed. If you want to upload other types of document, please convert them to this format first.

This is the most important page of your self-service because it is where you provide us with essential information to support your application. Use it carefully. If you make a mistake when you are uploading a document, for example by uploading a transcript and telling us that it is a marriage certificate, or by uploading something to the post-offer area instead of the pre-decision area, we may not be able to locate the document, and your application could be declined.

When you have looked at the list of documents that you need to send us, you should collect them together and have them scanned.

“Hints for scanning documents” provides guidance on preparing your documents for upload.
Click the “Upload Documents” link on the Application Pre-Decision page:

Select the type of document that you would like to upload from the drop down list.

At this stage of your application please use only documents where the type is Pre-Decision. If you use the Post-offer type, your document will not reach us.

Click “Upload Documents”.

Use the File Attachment popup to browse your computer for the document that you wish to upload. When you have found it click “Upload”.

You will see the document in your list on the “uploads” page.

In about an hour from the time that you uploaded the document, the list of documents you need to send us will be updated to show that you have sent it. The document will be removed from the list.
Please note: This is only the case for Pre-Decision documents.

4(c): Digitary Transcripts:
If your current institution uses Digitary transcripts, do not send us a copy of your Digitary transcript. Instead, please use your Digitary self-service account to make Cambridge a relying party, by using this email address: bgstranscripts@admin.cam.ac.uk
We will make a copy of your transcript and store it in our own student information system.

4(d): Print cover sheets:
You only need to do this if you are going to send us documents by post or courier. See “How to send us documents by post or courier” for instructions.

4(e): Documentation and Forms:
This contains a set of links that might be useful to you during this stage of your application.

4(f): Withdraw your application:
Please be aware: If you do this, it will withdraw your application immediately and permanently, so be careful with this function.

Click “Withdraw Application” on the “Withdraw your application” page.

A new page will appear and will ask you to confirm withdrawal. Click “Confirm Withdrawal” if you wish to proceed. This will withdraw your application and will change its status.
You will now be invited to complete a questionnaire about your reason for withdrawal. This is to help us to improve our admissions service.

If you decide to complete the questionnaire (which is optional) a new window will open. Please complete the questionnaire in the new window.

Your self-service account will now show that your application is withdrawn. You will not be able to provide any further information about it.
Section 5: Things to do if you receive an offer:

Everything that happens after the Graduate Admissions Office makes you a formal offer of admission is referred to as “Post-Offer”. You will see this expression in several places in your Graduate Applicant self-service.

If we make you an offer of admission, the details for your application will appear differently on your Home Page. Its status will change to “Conditional Offer Made”. If you click the “View/Amend” button, you will now see the Application post-offer page for this application.

At the top of the Application Post-Offer page, you will see that your application has progressed.

5(a): Accept your offer:

You should do this as soon as you see that the offer has been made, but only if you have decided that you definitely want to accept the offer of a place at Cambridge. Do not wait until you have satisfied the conditions of the offer.

You will need to accept your offer before we confirm your admission to Cambridge. Click “Accept/Decline” your offer.
Click “I Accept Offer”.

Click “Confirm Acceptance”.

The status of your offer will change to “Applicant Accepted Offer”. The progress bar along the top of your application will also show that you have accepted the offer.

5(b): Decline your offer:
If you have decided that you do not want to take up the offer, you can decline it.

**Once you decline the offer, we will be unable to reinstate it should you change your mind so please ensure that declining the offer is your final decision.**

Click the “Accept/Decline your offer” link.
Click “I Decline Offer”.

Click “Confirm Decline”.

Your self-service account will now show that your application is withdrawn because you have declined your offer of admission. You will not be able to provide any further information about it.

5(c): Print certificate of offer:
You can print a certificate with details of your offer. You can print certificates for as long as your offer is active.

Click “Print Certificate of Offer”.

Click "Print Certificate of Offer" on the new page that appears. A new window or tab will open in your browser to show the certificate.

![Certificate of Offer](image)

You can print this or save it as a PDF.

**5(d): Defer your course:**

Some courses offer alternative term start dates. If this is the case, it is possible for you to request to defer your course of study to an alternative term. Please check the online graduate prospectus or speak with your department regarding this possibility.

Please note: it is not possible to defer between academic years. You may only defer between terms within the same academic year which runs from Michaelmas Term (October), through Lent Term (January), to Easter Term (April). If you would like to move your application from one academic to the next, you will need to withdraw your current application and reapply with a new application, incurring a new application fee and undergoing the admissions process again.

Click “Defer Offer”.

Select a new term of admission from the dropdown. All these terms will be in the same academic year as your original term of admission.
Provide a reason for your deferral request and then press the “Submit Deferral” button. This reason will be viewed by the Department and College and should reflect your intentions for undertaking the course at a later date.

You have now requested a deferral. We will consider you request and will let you know whether or not you will be allowed to defer.

5(e): Upload supporting documents:
This works in exactly the same way as the page in the pre-decision area. However, now you have an offer, it is very important that you upload documents by using the Post-Offer categories. If you upload to the wrong place, we will not know about your documents and we may withdraw your offer.

Please also note that the list of offer conditions will not automatically update for Post-Offer items as the Graduate Admissions Office must scrutinise the documents that you have submitted in order to ensure that they meet the conditions of your offer. This can take several working days (and processing times vary depending on the time of year). Please keep checking your self-service for updates and comments.

Please note that while most supporting documents can be uploaded to your self-service, original or certified copies of your transcripts and certificates sent to meet your academic conditions must be sent by post.
We are not able to return original documents or retain them for collection. You must obtain a certified copy if you wish to retain the original transcript/certificate.
If you are making a visa application, you will be required to provide original documentation. Please ensure that you retain at least one set of original academic transcripts/certificates for this purpose. **DO NOT send us your only original.** If you have only one set of original
academic documentation, please either obtain another set as soon as possible, or send us certified copies.

**Section 6: When you have met all the conditions of your offer:**
The progress bar at the top of the Application page will show that your admission is confirmed:

1. Application Submitted ✓
2. Offer Made ✓
3. Offer Accepted ✓
4. Confirmed ✓

The actions at the bottom of the page will have changed also:

You can still review your application information and “Print Certificate of Confirmation”.

You may also update your visa application status in the ‘UK Immigration’ section, by clicking on ‘Visa Application Status’ and following the instructions. This page allows you to update the University about the status of any current, or future, visa applications. This information will help the International Student Team to support you in your application and to ensure that you have the correct permission to study. In this section you can also view the pdf of your CAS statement and your ATAS status of research (if required).

Please do not do anything else. Your admission is complete – we have all the information we need and have made the decision to admit you.

If you require a visa to study, you should soon be able to access your CAS statement via the “UK Immigration” section to proceed with your Tier 4 visa application. Please do this as soon as possible as visa processing times can be lengthy especially during peak periods. Your CAS statement will also be emailed to you as soon as it is available.

**6(a): Print your certificate of confirmation:**

Click the link “Print Certificate of Confirmation”.

Your certificate will open in a new window.

You will be able to print or save it.
Section 7: Hints for scanning documents:

We only accept one type of document: .pdf (Adobe Acrobat). PDFs must not be password protected or digitally signed. If you want to upload other types of document, please convert them to this format first.

If your computer cannot create PDFs, there are several plugins or converter applications that you can download from the internet. Use one of these to convert your documents to PDF format before uploading them.

If your file cannot be converted to PDF (for example, because it is a music file) then you should post or send it by courier. Instructions on how to do this are in the section “How to send us documents by post or courier”.

The maximum size of a document that you can upload is 2MB. Documents larger than this will not upload.

If you cannot upload a document that you have scanned, because the file size is too large, please try one of the following:

**Image Type:**
Try to find out if the software you are using allows you to set the ‘image type’ of the document you are scanning. Scanners usually offer a choice of Black and White (often referred to as Line Art), Greyscale or Colour. If you are scanning a document of text (no photos) it is sufficient to use a setting of Black and White.

**Resolution:**
Try to find where your scanning software allows you to set the image resolution of the document you are scanning. For most documents a resolution of 200dpi will be sufficient.

**File Format:**
If your scanning software allows you to pick a file format for you scanned image try using JPEG. JPEG images are compressed so will be smaller than most other types.

You will need to convert to JPEG file to PDF format so that you can upload it.

**Area Scanned:**
If your scanning software allows you to select parts of a document to scan and you are scanning a document with large blank borders, try selecting only the part of the document containing the information. Scanning the blank borders will increase the file size unnecessarily.
**Section 8: How to send us documents by post or courier:**

If you cannot use the document upload page to submit either pre-decision or post-offer documents, here’s what to do.

Print a copy of your cover sheet – click the “Print Cover Sheets” link on the Admissions Pre-Decision page.
Click “Print Cover Sheet”.

The cover sheet will open in a new window.

Print it, and make sure that the application details at the top (the USN and application numbers, your name, the course, the term of admission) are clearly visible on the printed copy.

We will use your cover sheet when we scan your documents.

Tick the items on the cover sheet to show which documents you are sending to us.

Enclose one copy of each of your documents in your package.

If you send the documents by courier or by post, use the following address:
University of Cambridge
Graduate Admissions Office
17 Mill Lane
Cambridge
CB2 1RX

When we receive the documents, we will scan and store them electronically. You will be able to see via your self-service once they have been processed. However, it might be several days after the day of delivery before we are able to upload and process them, so please be patient.

Any documents sent by post or courier will be destroyed after they have been successfully scanned.