



Letters of Reference Services FAQs

Opening a file and getting started: How do I open a Letter of Reference account?

Follow the easy steps below:

1. Go to career.ucla.edu and click on **Graduate & Professional School Planning**, then **Letters of Reference Services**.
2. Click on the link, NEW AND CURRENT USERS: PLEASE LOGIN HERE. Follow the on-screen prompts to create your account.
3. The system will prompt you to download the service contract and return it to the UCLA Career Center to activate your account. **You must submit your signed service contract to the Career Center in order to activate your account.**

Obtaining letters from reference writers: What's the next step?

- Log into your Letter of Reference (LOR) account and print out the **Waiver of Access Form** for each author. Give both pages of this form to your reference writer since the 2nd page contains critical instructions to authors, including our mailing address!
- Sign the form as an acknowledgement that the letter is **confidential**.
- Ask your author to: (1) mail the Waiver of Access Form with the corresponding letter to the Career Center, and (2) sign his/her name across the seal of the envelope to verify confidentiality.

How long does it take the Career Center to enter my new letters?

We are usually able to enter new letters into your LOR (Letter of Reference) File within 3 business days of receipt. However, during the peak activity months of September-December, please allow a few extra days.

Note: All mail is first processed through the UCLA Mail & Document Services Department. Letters sent through campus mail may take up to 3 weeks for delivery.

How do I check to see if my letters have been received?

Log into your LOR account and click on **My Letters**.

My reference writer wants a copy of his earlier letter for reference. What should I do?

Please ask your reference writer to contact us via email at pps@career.ucla.edu or via regular mail at:

UCLA Career Center
Letter of Reference Service
501 Westwood Plaza, Box 951573
Los Angeles, CA 90095-1573

We can then arrange to send the earlier letter back to the letter writer.

How do I retire a letter?

- Log into your Letter of Reference account
- Click on **My Letters**, then the button corresponding to the letter you wish to retire.
- **Warning:** be sure you want to permanently retire a letter, since this process is irreversible!

Submitting requests to have your file sent:

How do I request that my letters be sent?

- Log on to your account in the Letter of Reference website and click on Mail **My Letters**.
- Complete the easy seven-step request process. **Important tip:** be sure to review your request carefully before completing the final step to ensure that your request will be successfully processed! Remember that you are responsible for paying fees on all requests that we send due to an incorrect address.

How do I know if you've received my request?

Once you complete the 7-step request process, you'll receive an automated email response that will include your confirmation number (required when submitting supplemental information if you've checked the "Special Handling" option) and the processing time window.

- Since all notifications and communications associated with the LOR service are done via email, make sure (1) you check your emails regularly, and (2) update your email address if it changes. Click on "Account Information" after logging into your account to make changes.

What if I need special forms or supplemental materials to accompany my letters?

For any self-managed applications (where the application must be sent together with letters of reference) or any requests that require special forms or additional information (such as the **LSDAS 1-9**, **VMCAS**, **AADSAS form**, or the **AMCAS application ID**) you must select "Special Handling" option in Step 4 of our 7-step request process.

I realize I made a mistake after I submitted a request. Can I cancel this request and receive a refund?

As the automated, emailed confirmation message indicates, you have a window of 30 minutes to cancel any requests once you have completed the 7-step request process. If you fail to cancel within 30 minutes, you will be automatically billed for this request. *Please refer to the complete FAQ web version for critical details.*

Following up on requests:

How can I check to see if my letters have been sent?

- Log into your account and click on **My Service Requests**.
- **Critical note:** Although our automated system assures that your letters are mailed as requested, we know of unfortunate cases where letters were incorrectly processed by our mail carriers, lost en route, incorrectly delivered or misfiled by the admissions office. Because these situations are beyond our control, the LOR Service Agreement states that the UCLA Career Center cannot be responsible for ensuring the delivery of letter packets we mail, nor for their delivery times or dates once we have released a LOR Service request to our carriers. As a protective measure, **always follow up with admissions departments to make sure your letters have been successfully received.**

How to contact the Career Center regarding my Letter of Reference File

Who can answer questions about my file?

- **General** questions can be answered by the Information Services staff at the front desk; and by sending an email to pps@career.ucla.edu.
- **Specific** questions about a particular request, your BAR statement, or other questions relating to your account **must be submitted in writing to pps@career.ucla.edu** Staff members are working in a busy reception area, and are unable to answer questions of this nature. We will respond to all written inquiries, in order of submission, within 3 business days. In most cases, we can respond to emails submitted before 4pm by the end of the business day.

Questions regarding length of eligibility, reactivation procedures, and shelf life

How long is my file active?

- **Students:** once you've activated your LOR File by submitting your signed contract, your file will remain active through the last day of the month in the last quarter you were enrolled. For example, if you are last enrolled or graduate in June 2008, your file will remain active through June 30, 2008. Exception: continuing UCLA students enrolled in Spring Quarter will have an expiration date of September 30.
- **Alumni:** once your file has expired, you have the option of reactivating your file on an annual basis. Since you no longer pay UCLA Registration Fees, we need to charge you a \$75 annual activation fee to continue providing services to you.

If I'm an alumnus and my file has expired, how do I reactivate my file?

Follow the steps below:

1. When you log into your LOR account, you'll see this message: **"Our records indicate that your account with us has expired. Click on 'Renew Account' to renew online."**
2. Follow the on-screen instructions to renew your account.

I'm planning on working a few years before applying to graduate school. How long will the Career Center store my letters?

The Career Center will store your letters for a maximum period of **5 years**, dating from the most recent expiration date. You do not have to renew your account each year simply to retain your letters.