

**These Frequently Asked Questions are a supplement to
the Guides showing how to complete an application**

Q

I have a problem with downloading the forms here from the website

A

It is not necessary to download forms when using the Electronic Application System. You have to complete the form sitting in front of the computer. Your entries are automatically saved as you are completing the different parts of the form. You can save and log out when the form is partially complete and log in again later to continue completing the form.

Q

I could not move to the next page after completing the 2nd page

A

This was probably because of heavy traffic on the Internet. At times it is necessary to be patient. Be assured that the information you enter is automatically saved every 15 minutes but it is sensible to save yourself from time to time

Q

I could not log out

A

This may occur if you leave the application open without entering any information for some time. When you go back to log out or to enter more information you are likely to find an Error message. If you do, click on the button in the Error message and this will let you re-open the application. You can then log out normally

Q

I could not move from the section on qualifications to the following section. The page kept recurring with the result that my form ended up with repeated details on my academic records

A

This was probably because of heavy traffic on the Internet and frequent clicking of the Refresh button. Close your browser and try again later

Q

Once I had completed filling in the form and followed the instructions to make a PDF file, the last instruction caused a printing of the form while the impression that I had formed was that the instruction would lead to the display of a PDF file

A

When you click on the Print button and then click on the Print button on the 'Print to PDF' screen, the PDF is generated and downloaded onto your PC. You can then save and/or make a hard-copy of it. You cannot print the PDF until you have downloaded it onto your PC

Q

After submitting the form, I do not know whether the nominating institution has received it or not

A

If you log off after submitting, then log on again you will go straight to your In Tray. The In Tray will show you where your application is

Q

I am having problems when I am about to submit the application. After I printed the PDF copy, I could not submit the application electronically

A

If you go into the 'Submission' screen, click on 'Print', click on 'Close' in the 'Print to PDF' screen without opening the PDF. You return to the 'Submission' screen; now click 'I confirm I have read the PDF'; you can then click on 'Submit'

Q

I cannot retrieve my password to continue filling the application form. All attempts had failed when I used the password recovery system; the dialogue box will indicate that recovery is successful but the password is never sent to my mail for me to proceed.

A

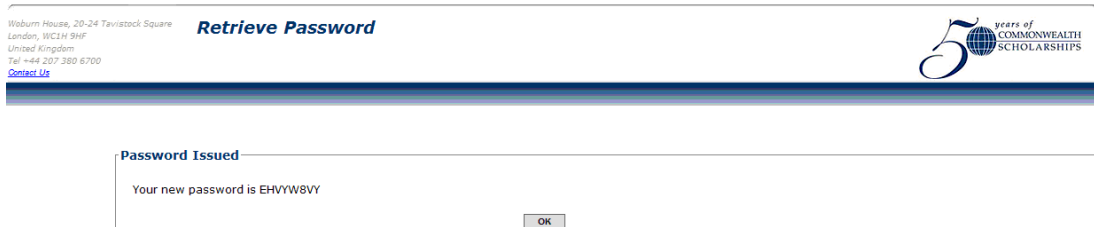
This suggests that there is a problem with the email address in your Personal Information on the system

Q

When I used the password recovery system I couldn't find the new password

A

The password is on this screen



and is EHVYW8VY in this instance. We recommend that when you've used this password to get back into your application you go into Personal Information and change your password to something easier to remember

Q

I have submitted and now realise I have incorrectly entered the e-mail address of the 3rd referee as joe.bloggs@cscuk.org.uk instead of drjoe.bloggs@cscuk.org.uk

A

There is no way of changing the email addresses of referees once an application has been submitted. If you enter a wrong address you will have to ask the referee to send the reference on headed paper by post. Also ask him/her to include your application ID in the reference. Another consequence of entering a wrong email address is that you will not be able to monitor whether the reference has been completed

Q

How do I find my In Tray?

A

If you log on after starting or after submitting an application the system will open in your In Tray

Q

What can I do with my In Tray?

A

1. you can open an incomplete application form and
2. you can monitor the progress of a submitted application

If you have submitted an application, the In Tray also tells you which of your referees have completed a reference about you and which of your potential supervisors in the UK have completed supporting statements. You can also read (and print) a PDF version of your application and you can update your Personal Information by clicking on 'My Details'.