Instructions for requesting references and placing orders:

Log into Laker Leads using the following address: [https://oswego-suny-csm.symplicity.com/](https://oswego-suny-csm.symplicity.com/)
- Choose “for students/alumni”

Click on the Reference Account tab:

**Obtaining References:**

1. You should select as reference writers only those persons with whom you have established a positive working relationship, and who you feel are able to support your application (faculty, university administrators, previous employers, cooperating teachers, principals and supervisors, among others). It is advantageous to request these letters while the writers are available and familiar with your qualifications.

   Speak to potential reference writers in person. It is both courteous and professional to speak with the writer to state your purposes for the letter and to remind the writer of your accomplishments. Give the writer a copy of your resume, and offer the writer detailed information about your purposes for the letter. The Career Services Office recommends that you request your letters of reference a few months in advance of when you will need them. It takes time to write a good letter of reference, so be prepared to wait!

2. Once he/she agrees to write a reference for you, obtain his/her email address.
3. Create a request for the letter through the Career Services Online Reference System.
   a. Click on the “Request a Reference” tab
b. Click the button “Add New” at the bottom of the page.

c. Complete the Reference Request Form.

1. Use the “Comments” field in the Reference Request Form to remind the writer about the purpose of the letter (i.e. employment, graduate school, general letter, date you need the reference completed by).

2. Indicate whether you want the letter to be confidential or non-confidential.

**Obtaining References: Confidential vs. Non-confidential:**
Before emailing your reference writers, you must decide whether your references will be confidential or non-confidential.

**Confidential References:**
- A confidential letter is an agreement between you, your reference writer and the Career Services Office that indicates you have FOREVER waived your right to view the content of the reference letter. · The Career Services Office cannot disclose the content of the confidential letter or indicate whether or not the letter contains supportive or non-supportive statements. · Some employers believe confidential statements provide a more honest evaluation of you.

**Non-Confidential References:**
- A non-confidential reference letter may not carry the same weight in the eyes of a potential employer, but may still be useful to have in your reference account. · You may view and/or print your non-confidential reference letter online and know its exact contents.
4. Click Submit Request.

**What if the reference request does not move out the Reference Requests tab for several weeks?**

If your reference writer does not submit a reference letter for you in a timely manner, you can re-send your request to that individual. Simply click on the Re-send Request button.

Reference writers also have the ability to deny a request for a reference letter. However, if the request is denied the reference writer MUST provide a reason for the denial. You would receive this information via email, and the system would note it as “Request Denied by Reference Writer.”

**How do letters get into my account? Electronic vs. paper submission**

Once you make a request to a writer through the system, an email will automatically be sent with instructions and a link to access the Career Services Online Reference System. Writers will upload your letter directly into the system. Writers who need additional assistance with this process may call Career Services at (315) 312-2255.

In order for a paper reference letter to be accepted, it must be typed on a Career Services reference form or company/school letterhead, and contain the writer’s signature and contact information (position title, address, phone, number, email address). Acceptable references submitted directly to Career Services will be uploaded to online accounts. Please note: Any original letters received by the Career Services Office will not be released to account holders at any time, as SUNY Oswego becomes legal custodian over these documents. Once documents are uploaded into the Career Services Online Reference Account the Career Services Office will not retain them in paper form.
Placing orders to have references mailed:

1. Click on the “Orders” tab.

2. Click on the “Add New” button. (It is recommended that you have at least 3 letters in your online file before requesting that the reference file be mailed to an employer or graduate school. In fact, most graduate schools and employers request a specific number of letters as part of their application guidelines.)

3. Complete the Order Form.
a. Choose which references you’d like to have sent.

b. Choose mailing method (Standard Mail, Email, Next Day Mail)

c. Enter email address for recipient (if you chose to have it sent via email). You MUST verify with the employer/graduate school that it is acceptable to them to receive your references via email as a PDF PRIOR to submitting your order.

d. Contact person/title

e. Address

4. Click the “Submit Order” button.

5. Orders will not be processed until payment has been made in full. It is possible to pre-pay, thus establishing credit on your account to cover the cost of future orders. Payments are made on the Career Services website by clicking on the Pay Now button located on the site http://www.oswego.edu/student/career/references.html. Your payment receipt will be emailed to you immediately following your order.

Orders placed within the reference system that are not accompanied by payment or advance credit, will not be processed. An email notification will be sent to the account holder.

Please note that Career Services will process orders within 2 business days of receiving your request.

6. Reference letters will be assembled into an attractively designed presentation packet bearing the SUNY Oswego logo. The completed packet will include a title page, table of contents, personal data form, and the specific letters selected for that particular order. (Note: transcripts are not included in the reference packet.)

7. Once Career Services processes your order, you will receive an email letting you know the location your references were sent, as well as the date and time the order was completed. Completed orders may be viewed in the Orders tab.