Instructions for requesting references and placing orders:

Log into Laker Leads using the following address: 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).

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.

3. Read the account disclaimer and check the box.
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.
Completed References:
You will receive an email informing you that your reference has been completed. Once the writer completes your reference (or the Career Services Office has uploaded one to your account), the request will move out of the Reference Requests tab into the Completed References tab.

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. Contact Career Services to pay for your order or to ensure you have enough mailing credits available on your account to cover your order. Mailing fees depend upon the method of delivery you request. Standard Mail and Email cost $6.00 per mailing order. Next Day orders currently cost $20.00 (call for current pricing). Orders may be paid by the following means:
   1. Cash (in person at 142 Campus Center)
   2. Check/Money Order payable to SUNY Oswego- Mailed to 142 Campus Center, SUNY Oswego, Oswego, NY 13126
   3. Credit Card (call 315-312-2255 to pay via phone)

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