

SUNY Oswego Career Services Online Reference Account

142 Campus Center • Oswego, NY 13126 • (315) 312-2255

www.oswego.edu/careerservices

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.

credentials

Reference Requests | Completed References | Orders | Personal Data Form | Account Info | Help

HINT: If you don't have an email address for the person you'd like to obtain a reference from, download the Career Services Reference Form from the Career Services website, fill in the top section (your name, last 4 digits of your ssn, decide whether you want the reference confidential or non-confidential, and sign the form). Hand carry or mail the form to your reference writer (provide a stamped envelope addressed to Career Services, 142 Campus Center, SUNY Oswego, Oswego, NY 13126). The reference writer will mail the reference in to our office, and once received, we will transfer the reference into your Career Services Reference System account.

Instructions: USE THIS SECTION TO REQUEST A REFERENCE LETTER FROM A REFERENCE WRITER. Step 1: If you have not already done so, personally connect with each reference writer to discuss the purpose of the reference, the timeline you are working with, and the potential support they can offer through a reference letter. You will also need the reference writer's email address to continue. Step 2: Click [add new] at bottom of page to create a reference request.

Keywords _____
searches reference writer name, email and comments

Apply Search Clear

No records found.

Add New

c. Complete the Reference Request Form.

credentials

Reference Request Form | Completed References | Orders | Personal Data Form | Account Info | Help

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Instructions: Please fill out the reference request form and click [submit request]. This will send an email to the address specified in the Reference Writer email field notifying that person that you are requesting that person that you are requesting that they write a reference letter on your behalf. Once the writer has completed the reference letter, you will find your request under the Completed tab. Please Note: The Career Services office WILL NOT hold orders waiting on additional references. Do not submit orders until all the references you'd like to have sent have been posted to your reference account.

Submit Request Cancel

INDICATES A REQUIRED FIELD

Reference Request

Reference Writer Name* _____

Reference Writer Email* _____

Comments: Please provide any additional comments you would like the reference writer to see

Check Spelling

Confidentiality*: Choose "yes" if the reference must remain confidential. Note that in this case you will not be able to see the actual reference.
 yes no

Disclaimer*: I understand that I have the choice to make my reference Confidential or Non-Confidential. If I choose Confidential, I further understand that I am FOREVER waiving my right to view the reference. Career Services can only release confidential letters of reference to graduate schools or companies offering bona-fide employment opportunities.
 I Agree

Submit Request Cancel

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.

credentials

Reference Request Form | Completed References | Orders | Personal Data Form | Account Info | Help

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Submit Request | Cancel

Reference Request

Reference Writer Name:

Reference Writer Email:

Comments: Please provide any additional comments you would like the reference writer to see.

Confidentiality: Choose "yes" if the reference must remain confidential. Note that in this case you will not be able to see the actual reference.

Yes No

Disclaimers: I understand that I have the choice to make my reference Confidential or Non-Confidential. If I choose Confidential, I further understand that I am FOREVER waiving my right to view the reference. Career Services can only release confidential letters of reference to graduate schools or companies offering some-time employment opportunities.

I Agree

Submit Request | Cancel

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."

credentials

Reference Requests | Completed References | Orders | Personal Data Form | Account Info | Help

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Keywords:

searches reference writer name, email and comments

Apply Search | Clear

Showing 20 at a time: Items 1-4 of 4

	Reference Writer	Comments	Confidential	Date Requested	Options
<input type="button" value="Review"/>	Chris Doyle	Testing... please enter a bogus reference	Yes	Feb 16, 2009 3:08 pm	<input type="button" value="Re-send Request"/>
<input type="button" value="Review"/>	Michele May	Please write a reference for me ASAP	Yes	Feb 16, 2009 3:08 pm	<input type="button" value="Request Denied By Reference Writer"/>
<input type="button" value="Review"/>	Michele May	Testing.	Yes	Feb 16, 2009 3:29 pm	<input type="button" value="Re-send Request"/>
<input type="button" value="Review"/>	Symp Test		No	Apr 15, 2009 3:17 pm	<input type="button" value="Re-send Request"/>

Add New | Showing 20 at a time: Items 1-4 of 4

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.

credentials

Reference Requests **Completed References** Orders Personal Data Form Account Info Help

Keywords: _____
searches reference writer name, email and comments

Apply Search Clear

Batch Options: Create Order

Showing 20 at a time: Items 1-2 of 2

	Reference Writer	View	Comments	Confidential	Date Requested
<input type="checkbox"/>	Linda Markert	confidential	Hi Linda: Thank you for agreeing to write a reference for me.	Yes	Aug 31, 2009 10:16 am
<input type="checkbox"/>	Michele May	confidential	We ... Thanks	Yes	Aug 26, 2009 8:19 am

Showing 20 at a time: Items 1-2 of 2

Placing orders to have references mailed:

1. Click on the "Orders" tab.

credentials

Reference Requests Completed References **Orders** Personal Data Form Account Info Help

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.)

credentials

Reference Requests Completed References **Orders** Personal Data Form Account Info Help

PAYMENT FOR THIS REQUEST MUST BE RECEIVED (OR YOU MUST HAVE MAILING CREDITS AVAILABLE ON YOUR ACCOUNT) BEFORE CAREER SERVICES WILL PROCESS YOUR ORDER. Once payment has been received the Career Services Office has two business days to process your request. Please plan accordingly.

The most direct way to pay for an order is to call the Career Services Office at (315) 312-2255, and our staff would be happy to process your credit card payment over the phone between the hours of 9:00am - 4:00pm. Otherwise you may visit the Career Services Office at 142 Campus Center to pay in cash, you may mail in a check or money order (payable to SUNY Oswego; mailed to Career Services, 142 Campus Center, SUNY Oswego, Oswego, NY 13126) or you may download a credit card payment form from the Career Services website and mail or fax that in to our office.

If you need additional materials to be sent with your references (i.e. personal statement, graduate school forms, etc.), please contact the Career Services Office at (315) 312-2255 BEFORE PLACING THE ORDER!

Status: _____

Apply Search Clear

No records found.

Add New

3. Complete the Order Form.

Generate Reference Mailing Order

References*: Choose the references you would like to include in this order.

Delivery Method*: Please specify the method of delivery.

Email (You MUST confirm with school/employer that sending a PDF via email is acceptable. Obtain email address for delivery. Even if requesting documents be sent via email, physical mailing address must be provided below.) [\$6]

Mail - Standard U.S. Postal Service [\$6]

Mail - Next Day [\$20]

Credited Mailings:

School/Employer Email: _____

School/Company Name*: _____

Contact Person (if known): Enter who this order will be mailed to (i.e. the school or company you are applying to) _____

Contact Person's Title (if known): _____

Delivery Address*: Address

Please provide as much information as possible

Street Address: Enter the Street Address, using multiple lines if necessary

City: Enter the City.

State: Enter the State.

Zip Code: Enter the Zip Code.

Country: Enter the Country.

Your order will be processed within two business days.

Submit Order Cancel

- 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.

Generate Reference Mailing Order

References*: Choose the references you would like to include in this order.

Delivery Method*: Please specify the method of delivery

Email (You MUST confirm with school/employer that sending a PDF via email is acceptable. Obtain email address for delivery. Even if requesting documents be sent via email, physical mailing address must be provided below.) (\$6)

Mail - Standard U.S. Postal Service (\$6)

Mail - Next Day (\$20)

Credited Mailings:

School/Employer Email: _____

School/Company Name*: _____

Contact Person (if known): Enter who this order will be mailed to (i.e. the school or company you are applying to)

Contact Person's Title (if known): _____

Delivery Address*: **Address**

Please provide as much information as possible

Street Address
Enter the Street Address, using multiple lines if necessary

City
Enter the City.

State
Enter the State.

Zip Code
Enter the Zip Code.

Country
Enter the Country.

Your order will be processed within two business days.

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.

Reference Requests **Completed References** **Orders** Personal Data Form Account Info Help

PAYMENT FOR THIS REQUEST MUST BE RECEIVED (OR YOU MUST HAVE MAILING CREDITS AVAILABLE ON YOUR ACCOUNT) BEFORE CAREER SERVICES WILL PROCESS YOUR ORDER. Once payment has been received the Career Services Office has two business days to process your request. Please plan accordingly.

The most direct way to pay for an order is to call the Career Services Office at (315) 312-2255, and our staff would be happy to process your credit card payment over the phone between the hours of 9:00am - 4:00pm. Otherwise you may visit the Career Services Office at 142 Campus Center to pay in cash, you may mail in a check or money order (payable to SUNY Oswego; mailed to Career Services, 142 Campus Center, SUNY Oswego, Oswego, NY 13126) or you may download a credit card payment form from the Career Services website and mail or fax that in to our office.

If you need additional materials to be sent with your references (i.e. personal statement, graduate school forms, etc.), please contact the Career Services Office at (315) 312-2255 BEFORE PLACING THE ORDER!

Status

Showing 20 at a time: Items 1-1 of 1

	References Mailed To:	Date Sent	Status	Created Date
<input type="button" value="Review"/>	SUNY Oswego	Sep 02, 2009	complete	Sep 02, 2009 8:05 pm

Showing 20 at a time: Items 1-1 of 1