Frequently Asked Questions (FAQ) - Cal State Apply

I can't submit my application. What should I do?

We are aware of an intermittent issue with submitting applications and are working the application vendor to resolve this issue. If you are unable to submit your application, please contact the application vendor, Liaison, using the information on this page: **https://help.liaisonedu.com/Cal_State_Apply_Applicant_Help_Center** and also please **contact us** and let us know that you are having issues submitting your application.

My department requires supplemental documents. How can I submit them?

All required supplemental documents will be uploaded into Cal State Apply at the time of application submission. Cal State Apply applications cannot be submitted without the required supplemental documents.

I'm having trouble with the online application process. Who can I call for help?

For general questions, please contact the Office of Graduate Studies at (916) 278-6470.

For technical assistance with the new application, you can contact the application vendor at 1 (857) 304-2087.

Do I need to enter all of the courses I have taken on my application?

No. While Graduate applicants are required to list all colleges/universities you attended under the "Colleges Attended" section of the "Academic History" quadrant, they do not need to list each course taken under the "Transcript Entry" section. Please click the, "I Am Not Adding Any College Transcripts" button. Please note that **applicants are still required to submit copies of their official transcripts to the Office of Graduate Studies**.

Do I need to list all of the colleges/universities I have attended on my application?

Yes. You need to list every college/university you have attended under the "Colleges Attended" section of the "Academic History" quadrant, even if you only took one class at the institution. Please note that **applicants are still required to submit copies of their official transcripts to the Office of Graduate Studies**.

Do I need to enter a GPA for the colleges I attended on the application?

No. Please select "I don't have a GPA to add" for all colleges that you've listed on the application.

The payment screen is blank. What should I do?

If the payment screen is blank, please try refreshing your browser and the payment information should appear. If you continue to have issues viewing the payment info, please call 1 (857) 304-2087 for technical assistance.