

Frequently Asked Questions (FAQ) - Cal State Apply

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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.liasonedu.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?

Do not submit/attach items to the Cal State Apply application website at this time as our campus is in the process of implementing connectivity between the new application and our existing campus systems. **Any items/documents you upload to the Cal State Apply application will not be reviewed with your application.**

Approximately 3 business days after submitting your application, you will receive instructions from the Office of Graduate Studies regarding the process to create a SacLink account and a link to a website where you can upload any files requested by your department. Please note that transcripts cannot be uploaded via the Document Submission website and official copies must be submitted to the Office of Graduate Studies.

Please check with your graduate department to see how they prefer supplemental documents to be submitted.

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.