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Interfolio Frequently Asked Questions

GENERAL ACCOUNT INFORMATION

How do I change my password?

To change your password, scroll to the top of your page and click the "Account Settings" link. From there, simply click the link to "Change Password."

Will I lose my documents if my account becomes inactivated or I close it?

Rest assured that closing your account will not mean that your documents are lost. When an account is closed, Interfolio will move the files to offline storage, where we maintain them for a minimum of five years. If you decide at any point during that five year period that you wished to reactivate your file, simply call Interfolio at 877.77.FOLIO or email them at help@interfolio.com to reinstate your account.

If you would like to receive hard copies of the documents in your account, set up a delivery and provide your address information as the recipient. You could also log into your account, select and open each document, and print it. You will need to do this prior to closing your account. Standard mailing fees would apply.

Please note that Interfolio is not able to send you your confidential letters of recommendation.

What does "archive" mean?

Archiving is not equivalent to deleting. It simply means that the document will not be displayed when you initially go to the "My Documents" screen. Old letters, outdated transcripts, etc. can all be archived. To archive a document, check the box to the left of the document and click "Archive." To view archived documents, simply check the box next to the word "Archive" toward the top of the page.

DOCUMENTS

How do I upload a document?

Go to the "My Documents" section of your account and click the link that reads "Add Document." Choose the document type and give your document a unique name. You can then choose to upload the document from your computer, print a request form and send it to Interfolio to upload, or have a third party send the document to Interfolio.

Please remember that you can not personally upload confidential letters of recommendation or transcripts. For instructions on how to upload a confidential letter or transcript, please reference the appropriate help entries.

How can I add my signature to one of my documents?

You may want to include your signature in some of your cover letters and other documents. To do so, go to the "My Signature" page and follow the instructions for creating a digital copy of your signature.

What does "converting" mean?

When a document is converting, it simply means that our system is in the process of transferring your document from your computer to our system. After a few minutes, the status should go from "Converting" to "Received."

What does it mean when my document status is "error"?

There are two main reasons for errors when uploading files to Interfolio.

1. You forgot to include a file extension on your document. For example, a Microsoft Word document has the extension of ".doc"; others can be ".pdf", ".rtf" and ".odt". Please make sure that the file you uploaded includes an extension.
2. You uploaded a type of document that is not accepted by Interfolio. For a list of accepted document types, see list at end of this document.

If you have experienced an error, please check to see if one of the above suggestions might be the reason. If you continue to have problems, please contact Interfolio at (877) 77-FOLIO or help@interfolio.com.

How do I submit a document that exists only in paper form?

If you don't have an electronic copy of your document, don't worry. When you go to add a document in your account, please select the option to submit a "Paper Document." You can then print out the resulting "Request Form" and mail that, along with your document (or a photocopy of your document), to Interfolio. We can then scan and upload the document to your account for you.

Interfolio, Inc.
Paper Processing Center
1900 L Street NW Suite #603
Washington, DC 20036

Adding a Transcript to your Account

You can add a transcript to your account by having your registrar send your transcript directly to Interfolio.

1. Go to the My Documents section and click the "Add Document" link.
2. Select "Transcript" from the "Document Type" drop down list.
3. Enter a unique title for the document (for example, "Interfolio University, Undergraduate Transcript, 2004")
4. Click the "Create Placeholder and generate Request Form" button.
5. Give the request form to your registrar and ask them to mail your transcript to Interfolio along with the form.

As soon as Interfolio receives the transcript, we will scan and upload your transcript into your account within 1-3 days of receipt.

What file types does Interfolio accept?

Interfolio accepts most file types including Microsoft Word, Word Perfect, TXT, RTF, HTML, and PDF. Interfolio also accepts many spreadsheet, presentation and graphic file types. See a list of file types at the end of this document.

What should I do if I don't see the document type that I need in the list?

We've tried to include an exhaustive list of document types for you to choose from. If you do not see the appropriate type listed, please choose "Other Document." Remember, that the title that you give the document will help both you and the institutions you send your materials to be able to easily identify the document.

What is a tag?

A tag is a keyword or term that you create and assign to an item or items (such as a document) in your account. Using tags is recommended if you are managing a large number of items in your Interfolio account because it makes it easier to organize and find the specific information you need.

Tags are not visible to other individuals or groups of users, or to receiving institutions.

To add a tag to a particular document, click on the document in the "My Documents" section of your account and enter your description in the appropriate box and click the button marked "Add Tag."

RECOMMENDATION LETTERS

How do I request a letter of recommendation?

From the My Documents section, click the "Request Confidential Letter of Recommendation" link. Enter the name of the writer and give your letter a unique title; this title will be visible to the writer as well as to receiving institutions you include in deliveries.

Next, indicate whether you'd prefer to email the request to your writer, or to print out a request form and physically give it to your writer.

What is a request form?

The request form provides your writer with two options to submit a letter to Interfolio. Each form is unique, with its own barcode and 6-character Document ID. If you choose not to e-mail a request to your writer, they can either use the 6-character ID to upload your letter electronically using their Interfolio writer's account or they can choose to mail the request form in with their letter and we will process it for them. The form is important because the barcode helps us easily scan the document into your account. The barcode ID ensures that the letter of recommendation ends up in the correct account and is labeled with the correct document title.

It is important to note that a separate request and document ID must accompany each letter submitted to Interfolio. If a Fileholder requests three letters from the same Writer, that Fileholder must provide the letter writer with three different request forms with three different document IDs. This way, each letter will be saved as its own document with its own document title so a Fileholder, who cannot see the contents of the letter, will be able to tell which letter is intended to serve which purpose.

How long will it take a letter to be included in my account?

The writer submits your letter either by uploading it or mailing it to Interfolio. When Interfolio receives the letter, it is converted to .pdf format and saved to your account.

If your writer is electronically sending your letter through their writer account, it should be available minutes after they uploaded it. If your writer is mailing the letter to Interfolio, we will scan and upload your document in 1-3 business days after receiving it, guaranteed.

You will be notified via email that it is available for you to include in deliveries.

SENDING OUT YOUR FILE

How do I send my application materials?

To get started: from the My Documents section, click the "Start Delivery" button, or from the My Deliveries section, click the "Add New Delivery" link. Next, complete the 3-step process of creating a delivery.

In Step 1, you enter a word or two to indicate the delivery destination (for example, "XYZ University") and click Find. If the institution receives documents electronically through Interfolio, we will display it for you; if it is not found, you can enter the address information yourself. Please be sure to check the information carefully you enter to ensure that it is accurate. All asterisks fields are required.

In Step 2, you select and order the documents in your delivery. Once you have added all the appropriate documents, you can use the blue up and down arrows to the left of each document to make sure that your documents appear in the exact order that you desire.

Step 3 gives you the opportunity, if necessary, to add any unique ID numbers to your delivery coversheet. Many candidates will not need to use this section.

Next, select Save and Check out to preview your delivery and select a delivery method. Finally, Select Send Deliveries, complete payment, and you are done.

Can I create a custom cover letter for each delivery?

Absolutely. Applicants are often applying to more than one institution and want to send a personalized cover letter with each delivery.

Interfolio recommends uploading separate documents for each institution. To do this, upload one cover letter for each institution. Use appropriate labeling when creating the title of the document (i.e. Cover Letter School A or Cover Letter Job B) so you know which letter goes to which institution.

When you set up your delivery, you will have the option to pick which documents you want to include in your delivery. Choose the documents that you want to include and make sure to only select the cover letter labeled with the institution name to which you are having your delivery sent.

Can I add my signature to a letter?

First, create a digital picture of your signature (in GIF or JPEG format) . Your institution may be able to help you with this, or you can use Interfolio's mouse2sig or fax2sig technology in the My Signature section.

Once you have an electronic version of your signature, **please save it to your desktop**. *You will need to insert the image into your letter before uploading to Interfolio.*

To insert your signature into your letter, insert it as a "picture" into your document using your word processing software. Interfolio can show you how to do this: from the My Signature section, click on the "How to put a signature into a Word file" button. The system will detect the type of computer and browser you are using, and provide you with customized instructions on how to insert your signature. *You can also consult the help section of the word processing software you are using.*

How do I include an ID (AAMC, School ID, etc) with my deliveries?

Go to your "Account Settings" and click the link to "Edit my info." You can store any necessary ID number in your account.

You will be able to include your ID's in your delivery in Step 3 of the delivery process. Simply check the box next to the appropriate ID's and they will be included on the coversheet that accompanies your documents.

Can I create a custom cover letter for each delivery?

Absolutely. Applicants are often applying to more than one institution and want to send a personalized cover letter with each delivery.

Interfolio recommends uploading separate documents for each institution. To do this, upload one cover letter for each institution. Use appropriate labeling when creating the title of the document (i.e. Cover Letter School A or Cover Letter Job B) so you know which letter goes to which institution.

When you set up your delivery, you will have the option to pick which documents you want to include in your delivery. Choose the documents that you want to include and make sure to only select the cover letter labeled with the institution name to which you are having your delivery sent.

Can I include a transcript?

Yes. However, we want to remind our file holders that the only transcripts that are considered "official" are those that come directly from the university registrar. Many institutions will accept transcripts stored with Interfolio, but others may request an official transcript at some point during the application process. We also want to remind our medical school applicants that they need to send their transcripts directly to AMCAS and not to Interfolio.

Interfolio Delivery Standards

Interfolio will ensure that all documents that you select for delivery are sent to the requested destination as specified in the delivery destination address. Interfolio will ensure that all postage is properly attached to each mailing as determined by the size and delivery method that you select. Interfolio will make sure that all packages are handed over to the appropriate delivery organization as indicated by the selected delivery method.

Delivery Confirmation Procedures

You are responsible for confirming that you deliveries have reached their intended destinations. Interfolio will not follow-up with receivers unless a processing problem has been identified.

Delivery Delays/Incomplete Deliveries

If you discover that a delivery did not reach its intended destination, Interfolio will take the following steps:

1. Interfolio will research the delivery to ensure that the above delivery standards were followed. If there was a problem with Interfolio's delivery processing (an issue that takes place prior to handing over the package to the mail carrier), Interfolio will resend the delivery at no extra charge.
2. Interfolio will resend any guaranteed deliveries (2-day, Overnight, Rush Processing Overnight) at no extra charge.

Can I send my documents via e-mail?

You can send your documents via e-mail to positions and opportunities that request or require it. When prompted to fill out the address information, you will still need to fill out all required fields (Institution Name, Address, etc...) just like you would for a standard paper delivery, but make sure to include the desired e-mail address. Once you finish creating your delivery and advance to the checkout page, you will see e-mail delivery listed as an option, along with the other more traditional delivery options. Just select this option, check out, and your delivery will enter our delivery queue.

Please only send e-mail deliveries to positions and programs which are requesting this method. Be aware that Interfolio will manually verify all e-mail addresses. If we cannot verify the address, your documents will not be sent and you will be issued a refund.

Medical school admissions offices will not receive documents via e-mail. A majority of U.S. medical schools do receive documents electronically through Interfolio and you can find the current list on the Interfolio website. You can send letters to other institutions by way of any of our other paper options.

Interfolio will not be processing e-mail deliveries to any medical school admissions offices. If you find any cases of a school wanting to receive documents electronically, Interfolio can easily set them up with a free Interfolio receiver account for that purpose.

ACCOUNT MAINTENANCE & DELIVERY FEES

Interfolio offers 1-year, 3-year and 5-year account options, with reduced annual fees for multi-year options. In addition to this annual fee for maintaining your credential file, Interfolio also charges a delivery fee based on your selected delivery method each time you request them to send your file out. Visit http://www.interfolio.com/fh_overview.html for list of fee options.

Note: There is no charge for a letter writer to submit a letter to interfolio on behalf of a fileholder.

MISCELLANEOUS

Write Letters & Manage Documents from the Same Account

Do you write letters of recommendation for your students or colleagues? If so, you can use the same account that you use to manage, store and distribute your own documents to write letters of recommendation for others. For more information on the specifics of using Interfolio to write letters of recommendation, please see our Letter Writer help entries.

If you never write letters of recommendation for anyone, you can turn off the "Write Recommendations" tab by going into your "Account Settings." That way, you won't ever have to see the link to the part of the product that you won't be using.

Transferring an Existing Credential File to Interfolio

If you have an existing paper credential file maintained by Loyola's Career Development Center, you can request to have the contents of the file transferred to Interfolio. Contact Maureen Smith at msmith@luc.edu or 773-508-2878 for details.

INTERFOLIO CONTACT INFORMATION:

If you need support related to your Interfolio Fileholder or Writer account please contact Interfolio at help@interfolio.com or at (877) 77-FOLIO or (202) 223-3358

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File Formats Accepted by Interfolio

Word Processing Formats

Text File (TXT)
Rich Text File (RTF)
Hyper Text Markup Language (HTML or HTM)
Microsoft Word (all current versions)
Microsoft Word- most recent
Microsoft Word for PC v2
Microsoft Word for PC v3
Microsoft Word for PC v4
Microsoft Word for PC v5.5
Microsoft Word for Macintosh v4
Microsoft Word for Macintosh v5
Microsoft Word for Macintosh v6
Microsoft Word for Macintosh v98
Microsoft Word for Macintosh 2004
Microsoft Word for Windows v2.x
Microsoft Word for Windows v6.0
Microsoft Word for Windows 95
Microsoft Word for Windows 97
Microsoft Word for Windows 2000
Microsoft Works v1.0
Microsoft Works v2.0
Microsoft Works v3.0
Microsoft Works v4.0
Microsoft Windows Write v1.0
Microsoft Windows Write v2.0
Microsoft Windows Write v3.0
WordPerfect v5.x
WordPerfect v6
WordPerfect v7
WordPerfect v8
WordPerfect v9/2000
WordPerfect for Macintosh v2
WordPerfect for Macintosh v3

Spreadsheet Formats

Microsoft Excel - most recent
Microsoft Excel - v3
Microsoft Excel v4
Microsoft Excel v5
Microsoft Excel v6
Microsoft Excel 97
Microsoft Excel 2000/XP
Microsoft Excel for Mac 98
Microsoft Excel for Mac 2004
Microsoft Works Spreadsheet v1.0
Microsoft Works Spreadsheet v2.0
Microsoft Works Spreadsheet v3.0
Microsoft Works Spreadsheet v4.0

Presentation Formats

Microsoft PowerPoint- most recent
Microsoft PowerPoint 4.0
Microsoft PowerPoint 95
Microsoft PowerPoint 97
Microsoft PowerPoint 2000/XP
Microsoft PowerPoint 2004

Graphic Formats

AVS - AVS X image file
BMP - MS Windows Bitmap image file
BMP - OS/2 Bitmap
DCX - ZSoft IBM PC multi-page Paintbrush file
DIB - MS Windows Device Independent Bitmap
DPX - Digital Moving Picture Exchange
FAX - Group 3 FAX encoding
FITS - Flexible Image Transport System
FPX - FlashPix Format
GIF - CompuServe graphics interchange format
GIF87 - CompuServe graphics interchange format ver 87
ICO - MS Windows Icons
ICO - OS/2 Icons
IPTC - Newswire profile
JBIG - Joint Bi-level Image experts Group file interchange format
JP2 - JPEG-2000 JP2 File Format Syntax
JPEG - Joint Photographic Experts Group JFIF format
JPG - Joint Photographic Experts Group JFIF format
MIF - Magick image file format
MNG - Multiple-image Network Graphics
MPC - Magick Persistent Cache image file format
MTV - MTV Raytracing image format
OTB - On-the-air Bitmap
PBM - Portable Bitmap
PCD - Kodak PhotoCD - Base/16, Base/4 and Base only
PCDS - Kodak PhotoCD - Base/16, Base/4 and Base only
PCT - MacIntosh PICT
PCX - PC PaintBrush
PGM - Portable GrayMap
PICT - Apple Macintosh QuickDraw/PICT file
PNG - Portable Network Graphics
PNM - Portable Any Bitmap
PPM - Portable PixelMap
PSD - Adobe Photoshop
P7 - Xv's visual schnauzer format
RAS - Raster Sun Microsystems
RGBA - Raw red, green, blue, and matte samples
SGI - Irix RGB image file
SUN - Raster Sun Microsystems
TGA - TrueVision Targa
TIFF - Tagged Interchange File Format
VICAR - V.I.C.A.R. Image file format
VID - Visual Image Directory
VIFF - Khoros Visualization image file
WMF - Windows Meta File
XBM - X Windows system bitmap, black and white only

Other Formats

Adobe PDF
Adobe PostScript
Encapsulated PostScript (EPS)