WHAT IS A CREDENTIALS FILE?
A credentials file is a central file used for collecting and storing documents and materials that support employment or admission to graduate or professional school. It usually consists of letters of recommendation and may also include a resume, unofficial transcripts, and other documents that support your application for jobs, internships or further study.

DO I NEED A CREDENTIALS FILE?
 No, however, having all your supportive documents in one central location is very convenient when you are applying to multiple graduate or professional schools.

WHAT IS INTERFOLIO AND HOW CAN IT HELP ME ORGANIZE MY CREDENTIALS FILE?

Interfolio is an online credentials, dossier and portfolio service, whereupon you can request and store confidential letters of recommendation online, build an online portfolio, and deliver application materials to any location around the world, electronically or in hard copy. Interfolio provides powerful tools and outstanding customer service to applicants, application receivers, university partners, letter writers, and works with ETS (Educational Testing Service) to deliver a secure, convenient and easy way to handle letters of recommendation.

WHEN SHOULD I ESTABLISH MY CREDENTIALS FILE?

The best time to do so is during your senior year. At this point, you have had time to establish solid working relationships with your professors and can easily identify which professors are best-suited to write you a letter of recommendation.

HOW DO I ESTABLISH MY CREDENTIALS FILE WITH INTERFOLIO?

It's simple, just go to one of these websites and complete the registration form:

- For Employment/Establish a General Portfolio: https://www.interfolio.com//signup
- For Medical School Applicants: http://www.interfolio.com/candidates/premed/
- For Graduate School Applicants: http://www.interfolio.com/candidates/gradschool/
- For Teachers K-12: http://www.interfolio.com/candidates/k-12/
- For Graduate Students & PhDs: http://www.interfolio.com/candidates/phd/
- For Recommendation Letters Writers: http://www.interfolio.com/recommendationwriters/
- For Pre-Health Advisors: http://www.interfolio.com/administrators/prehealth/

WHAT IS THE TURNAROUND TIME ONCE INTERFOLIO RECEIVES MY DOCUMENTS?

Once Interfolio receives your documents, they are guaranteed to be uploaded within 1-3 business days. Interfolio usually has them uploaded within 1 day, but during the busy fall season, it could take up to three days. Interfolio notifies file holders as soon as the documents are uploaded into their accounts.

HOW DOES MY RECOMMENDER SUBMIT A RECOMMENDATION LETTER TO INTERFOLIO ON MY BEHALF?

When you want your recommender to submit a letter on your behalf, follow the instructions on the website at http://www.interfolio.com/helpcenter/index.cfm/130.

You must first have an account established before your recommender can send his/her letter. Log into your account to create a letter-writing request. This request serves as a signal to the Interfolio system that someone other than you will be adding a document to your account. Interfolio generates a unique document ID so that the pairing between your recommender and you can be a seamless, secure and automated process. Whether you send the request to your recommender by email or provide the recommender with the document request form on paper, the request will include the unique ID that will ensure 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 you request three letters from the same recommender, you must provide the recommender 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 you, who cannot see the contents of the letter, will be able to tell which letter is intended to serve which purpose.

Interfolio's Help Center (https://www.interfolio.com/helpcenter/) and the "Letter Writer User's Guide" https://www.interfolio.com/InterfolioLetterWriterGuide.pdf gives recommenders step-by-step instructions on how to submit their letters of recommendation. Recommenders can establish a "free letter writer account" whereupon they can store and update their letters whenever they wish.

WHAT ARE THE FEES FOR USING INTERFOLIO?

Plan pricing may be found on Interfolio's website at https://www.interfolio.com/demo/pricing.cfm?product=dossier and delivery pricing may be found at https://www.interfolio.com/product/dossier/deliverypricing.cfm.

I AM AN ALUM WITH AN EXISTING FILE, WHAT HAPPENS TO MY FILE AT THE CDC?

As a courtesy to our MHC alumnae who have an existing file, the CDC will honor one last request of up to five packets, free of charge. Simply complete and sign the Credentials File Request and Destruction Acknowledgement Form located on the CDC website at http://www.mtholyoke.edu/cdc/docs/cdc/request_recommend.pdf.

Should you decide that you wish to maintain your file, you can set up an account with Interfolio by completing the Credential File Transfer Consent Form located on the CDC website at http://www.mtholyoke.edu/cdc/docs/cdc/Interfoliotransfer.pdf. Once the CDC receives the completed transfer form, the ORIGINAL documents you select from your file will be sent to Interfolio. You will then receive an email from the CDC acknowledging that your request was processed. Once Interfolio receives your letters you can then, at any time, request letters to be sent electronically or in hard copy through Interfolio.