

# Interfolio FAQ's

## What is Interfolio?

### What are the benefits of an Interfolio fileholders account?

### How do I create an account?

### How do I add and manage documents in my account?

### How does Interfolio's Letter Request Process Work?

### How do I distribute my documents once they're in my account?

### Interfolio Credentials & Dossier Service Pricing

---

## What is Interfolio?

Interfolio.com provides credential management and delivery services for educational program applicants, job seekers, colleges and universities, and centralized application services. Interfolio delivers secured and trusted confidential letters of recommendation for people applying to graduate school.

For more information about Interfolio's services and its professionals, please visit [www.interfolio.com](http://www.interfolio.com).

## What are the benefits of an Interfolio fileholders account?

Applying has never been easier. You can request letters of recommendation and other documents, and deliver them simply, securely and professionally. Interfolio lets you manage everything you need to collect important documents and send out applications.

- Track which applications you've sent and which you still need to get out.
- Track letter of recommendation requests. See when you sent the request, who has fulfilled the request and which letters you're still awaiting.
- Keep track of copies of your transcripts along with the rest of your documents.
- Keep everything you may need in one place. 250MB of storage will let you store hundreds of documents securely to prevent loss and allow you to access your files from anywhere.
- If your recommendation writer needs to update a letter written for you, no problem. A copy of that letter is available for the writer to update.

## How do I create an account?

Start by going to [www.interfolio.com](http://www.interfolio.com) and click on the orange "Sign Up" tab. Here you will designate your primary institutional affiliation and pay for service. This payment covers document storage, scanning and uploading services, and unlimited customer support.

When choosing your affiliation, type in 'Dartmouth'. Students opening an account for *employment, law school, graduate school or other* will choose "Dartmouth College" from the drop down. *Students opening an account for medical school* will choose "Dartmouth College-Health Professions Advising".

## How do I add and manage documents in my account?

# Interfolio FAQ's

Every file you put into Interfolio is available online through your secure account. You can store any document you need: letters of recommendations, transcripts, evaluations, and writing samples. You have 24/7 access to these files. Your account allows for the storage of up to 250MB of documents.

There are many ways to add documents to your account:

- You can upload documents from your computer.
- You can mail hard copy documents to Interfolio which will be scanned and uploaded for you.
- Your letter writers can submit letters of recommendation on your behalf.
- You can have an existing credential file transferred to Interfolio.

## **How does Interfolio's Letter Request Process Work?**

Interfolio members initiate letter requests by designating the letter as confidential or non-confidential, and by providing key information about the writer, such as his or her name, title and email address. When the request is complete, a placeholder is created in the member's Interfolio account.

The placeholder has a document ID that is associated with it. The member provides the writer with the placeholder document ID and instructs the writer to use that ID when submitting the final letter to Interfolio.

When the writer submits the letter and document ID to Interfolio, the Interfolio system is able to match the writer and the member's placeholder. As soon as the letter is processed to the appropriate placeholder, the member is able to use the letter in a delivery.

## **How do I distribute my documents once they are in my account?**

Once you have collected your documents online, you're ready to send them out. Interfolio allows you to send paper document packages via USPS first-class mail, USPS priority mail, 2-day tracked delivery, and overnight tracked delivery (express, tracked services are provided by DHL). In addition, Interfolio offers a variety of international delivery options including international overnight.

## **Interfolio Credentials & Dossier Service Pricing**

### **Account Maintenance Fees**

Each account option includes the scanning and uploading of paper documents, 250 MB of online storage and unlimited customer support.

\$19 for a one-year account,

\$39.90 for a three-year account (30% discount)

\$57 for a five-year account (40% discount)

# Interfolio FAQ's

## **Delivery Fees**

Fileholders pay a delivery fee when sending application materials to an institution or organization. All paper delivery fees listed below include a single envelope containing up to 20 pages, regardless of the number of documents. Each envelope containing more than 20 pages will cost an extra \$1 per additional 20 pages.

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

### Electronic Delivery

Deliveries completed by 2 pm Eastern will be delivered electronically the same business day.

### \$6 - Email Delivery

Deliveries completed by 2 pm Eastern will be delivered via email the same business day.

### \$6 - US Postal Service Domestic Delivery

Deliveries completed by 11:59 pm Eastern will go out on the next business day. Estimated shipping time: 3-14 days. Tracking is not included.

### \$7 - International Postal Service Delivery

Deliveries completed by 11:59 pm Eastern will go out on the next business day. Estimated shipping time: Varies by destination. Tracking is not included.

### \$12 - US Postal Service Priority Mailing

Deliveries completed by 2 pm Eastern will go out on the same business day. Estimated shipping time: 3-5 days. Tracking is not included.

### \$16 - 2-Day Delivery

Deliveries completed by 2 pm Eastern will be delivered in 2 business days. Includes tracking.

### \$28 - Overnight Delivery

Deliveries completed by 2 pm Eastern time will be delivered by 3 pm to most addresses and by 4:30 pm to rural areas on the next business day. Includes tracking.

### \$40 - Rush Processing Overnight Delivery

Miss the 2 pm deadline? Deliveries completed by 4pm Eastern time will be delivered on the next business day by 3 pm to most addresses and by 4:30 pm to rural areas. Includes tracking.

### \$45 - International 2-3 Day Delivery

Deliveries completed by 2 pm Eastern time will be delivered in 2-3 business days. Includes tracking.