

## References – Help with this Page

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The References page provides Western with information about the referees who will be providing your references, including their contact information.

### Western's Digital Graduate Reference System

References are submitted through our online reference system. No paper reference letters are required.

Western will email your referees within 2 hours of you entering or updating your reference information in the application, regardless of whether you pay for or submit your application at that time. Please be sure to communicate with each of your referees prior to entering their contact information in the application.

Each referee will receive an email containing a unique link to our online reference form. You will be notified by email as each of your referees complete and submit their reference forms. Completed references will be added to your application within 1 business day.

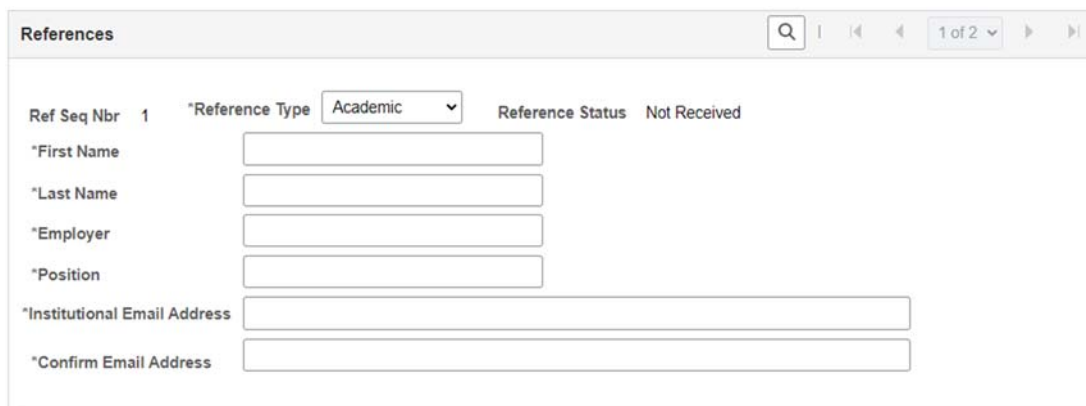
Unless otherwise stated by the program, references are due by the application deadline.

## Entering your Referee Information

### Reference Type

From the “Reference Type” dropdown, please select the type of reference the referee will be providing (i.e., Academic or Professional). It is up to our graduate programs what type of references they accept, so only certain reference types may appear in this dropdown.

To inquire whether your intended referee meets the program’s criteria for that reference type or to inquire whether you may provide an alternate reference type, please contact the program. Contact information for all graduate programs can be found here: <https://grad.uwo.ca/admissions/programs/index.cfm>.



The screenshot shows a web form titled "References". At the top right, there is a search icon, navigation arrows, and a page indicator "1 of 2". The form contains a table with the following columns: "Ref Seq Nbr", "\*Reference Type", and "Reference Status". The first row shows "1" for the sequence number, "Academic" for the reference type (selected from a dropdown), and "Not Received" for the status. Below the table, there are input fields for the referee's details: "\*First Name", "\*Last Name", "\*Employer", "\*Position", "\*Institutional Email Address", and "\*Confirm Email Address".

### Employer

In the “Employer” field, please enter the name of the institution/business that your referee works for. For example, if your referee is an Assistant Professor at Western University, their employer would be Western University.

### Email Address

We request that you provide institutional email addresses. If an institutional address is unavailable, please use an email address associated with their place of work. If your referee is retired and does not have an institutional or work address, you may use their personal email address.

Please be careful to submit the correct email addresses for your referees, as their email addresses are our only means of contacting them.

## Common Issues

### **Reference Status: 'Not Received'**

Once a reference has been submitted, you will receive a confirmation email. Submitted references will be added to your application within 1 business day. If it has been less than 1 business day, please be patient as we update applications. If it has been more than 1 business day, please contact [gradapps@uwo.ca](mailto:gradapps@uwo.ca). Please include your application number in the email.

### **Submitting Application Before References Received**

You can submit your application before we have received your references. They will be added to your application as we receive them.

### **Reference Form Not Received by Referee**

Please ensure that you have entered the correct email address. If yes, please ask your referee to check their spam/junk folder. If the email address is correct and the email is not in their spam/junk folder, please contact [gradapps@uwo.ca](mailto:gradapps@uwo.ca) to request that the email be re-sent. Please include your application number in the email and specify which referee it needs to be re-sent to.

### **Reference Form Link Not Working**

If your referee cannot access the online reference form, please contact [gradapps@uwo.ca](mailto:gradapps@uwo.ca). We will ensure that the link is functioning correctly and provide your referee with further instructions/assistance. Please include your application number in the email and specify which referee requires assistance.

**Referee Cannot Provide a Digital Reference**

If your referee is unable to provide a digital reference, they may mail a hard copy reference to the School of Graduate and Postdoctoral Studies at the following address:

Graduate Admissions  
School of Graduate & Postdoctoral Studies  
International and Graduate Affairs Building, Room 1N07  
Western University  
1151 Richmond Street  
London, Ontario, Canada  
N6A 3K7

Please ask them to include your application number.