

## Frequently Asked Questions When Completing the Secondary Application

**IMPORTANT:** To access the Secondary Website, your browser is required to have JavaScript and session cookies enabled. You will need to have Acrobat Reader to display and print instructions at the Secondary Application. The latest version of Acrobat can be downloaded for free from:

<https://get.adobe.com/reader/>

### Trouble accessing the website:

- Security Settings: Check the security settings on your browser. It should be set at medium to low.
- If you are using a computer in a public place (computer lab, library, etc), it may have a firewall in place. The application website may not function correctly in this situation.
- If you have tried 5 times to login and are not successful, you will be locked out. Call us at 800-493-7415, Option 1, or 319-335-8052 or email us at [com-admissions@uiowa.edu](mailto:com-admissions@uiowa.edu) to reset your password.

### Saving Problems:

- Do not use the back button on your browser.
- After saving a part of your application, use the links provided in the window after you save.

### E-mail:

- We will correspond with you several times throughout the year using e-mail.
- We highly suggest setting up an e-mail account separate from your institutional (college) address as their spam filters may block our e-mails.
- The words "Carver College of Medicine" will be included in the subject line of our e-mails or you can save [com-admissions@uiowa.edu](mailto:com-admissions@uiowa.edu) in your contacts list.
- You will receive the following notices by e-mail:
  - Complete
  - Incomplete (3-4 times)
  - Interview Invitation (if selected)
  - Residency reviews
  - Committee decision