**Congratulations on taking your first big step toward becoming a Brooke Owens Fellow! Our application is now live and available until October 7, 2023!**

Here is a guide on how to apply and access the application. If you run into any problems with your application please contact Survey Monkey or info@brookeowensfellowship.org!

Step 1: Use this link to open the application portal:
https://aerospacefellowships.smapply.us/
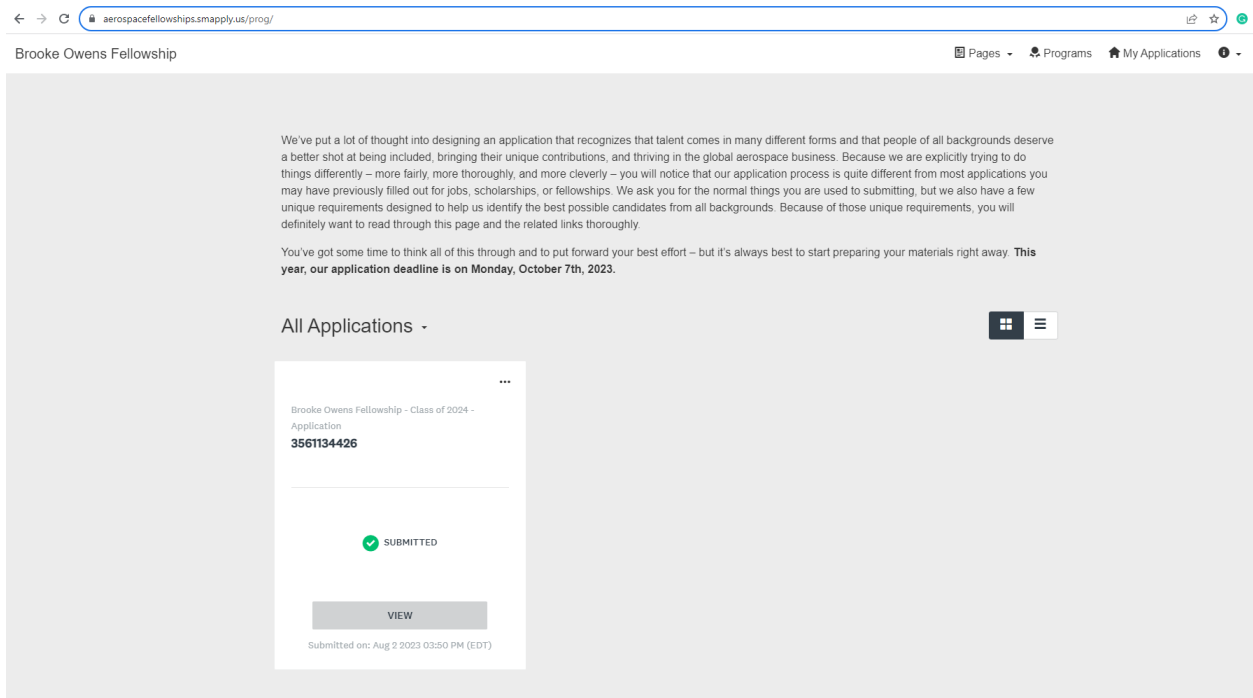This link will take you to a homepage that looks just like this!
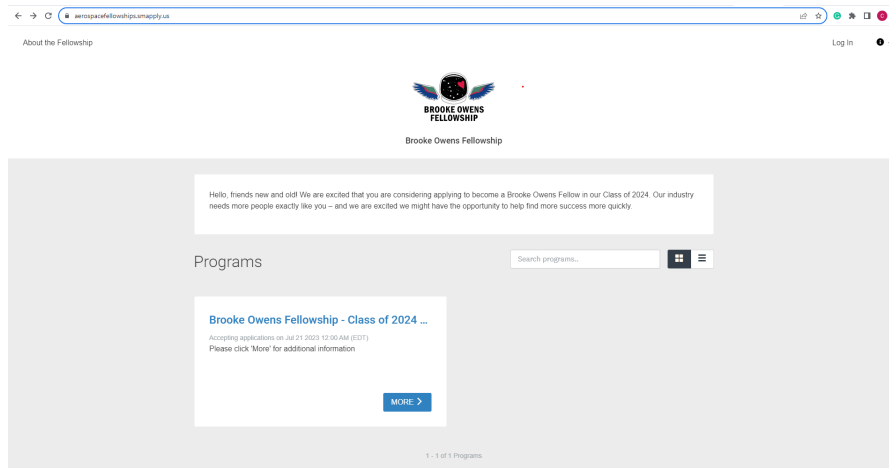
Step 2: Using the **'Log In'** button on the top right-hand corner of the webpage, log in or create a Survey Monkey Apply account. If you already have an account, you will be prompted to this message where you can log in or reset your password if needed.
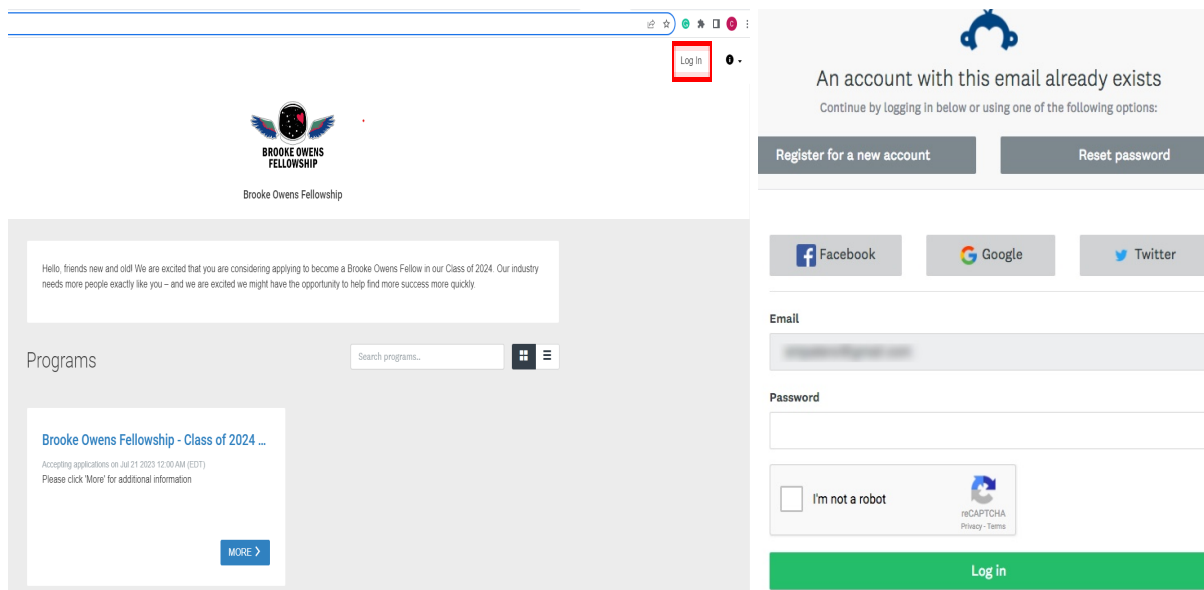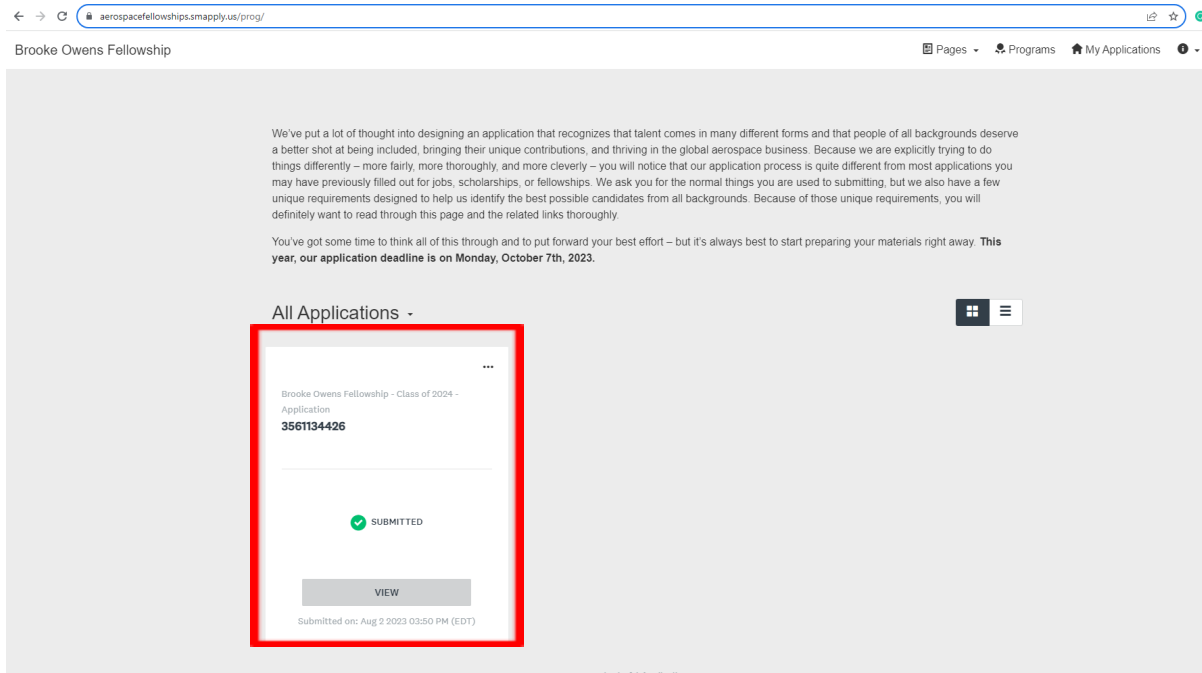
Step 3: Click **'More'** on the Brooke Owens Fellowship-Class of 2024 Box.
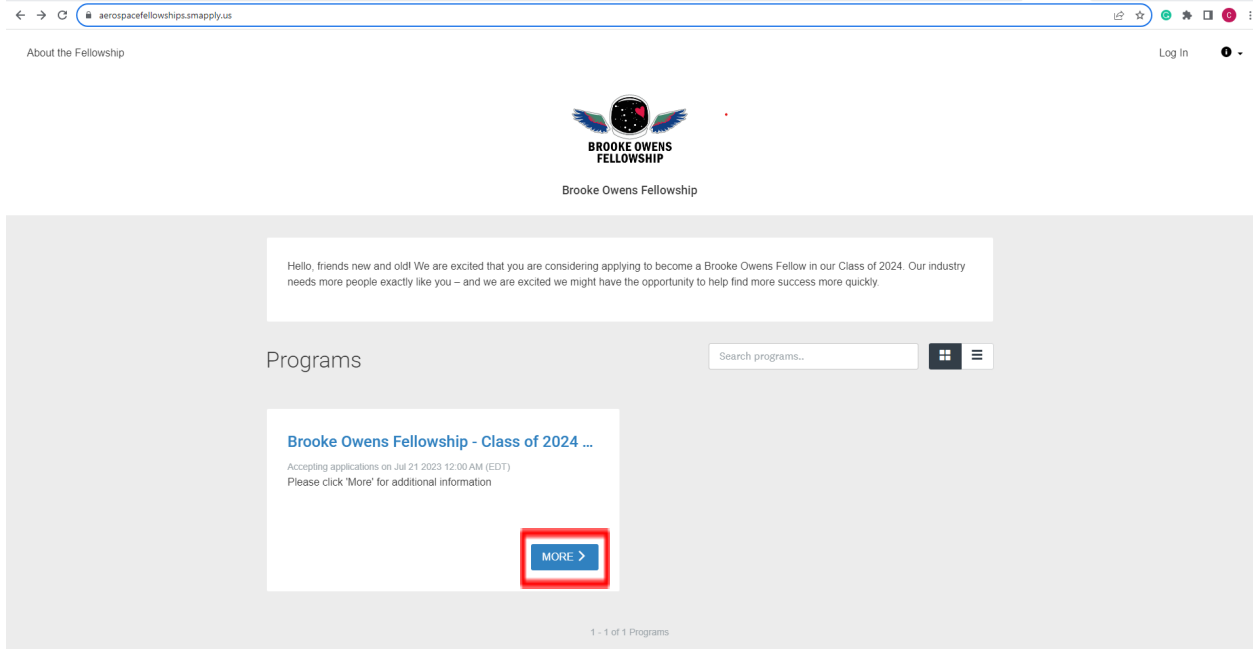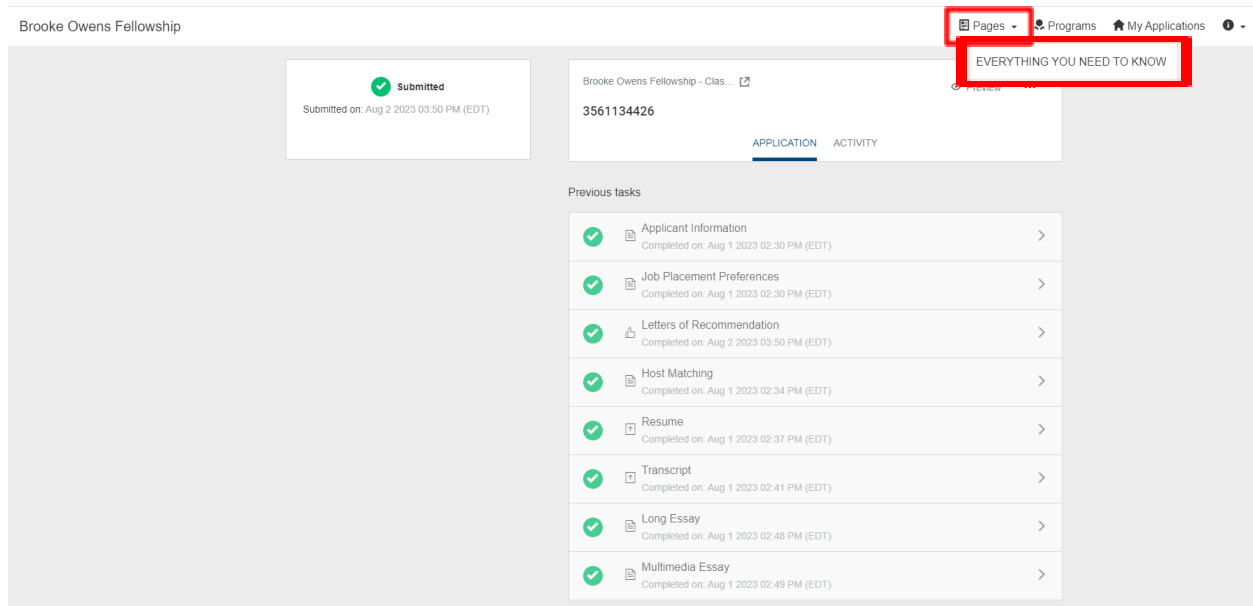
That will take you to the application portal shown below. Here you will be able to access and check on the progress of your application.

Step 4: Select your Application for the Brooke Owens Fellowship.

Step 5: Start working on your application by selecting each task on the application. Once you see all of the 8 tasks with a green checkmark, you are ready to submit your application!

☐ **BEFORE SUBMITTING YOUR APPLICATION PLEASE DOUBLE-CHECK ALL OF YOUR ATTACHMENTS! You are able to edit your application until it closes on October 7th or until you submit it. If you have changes you need to make after you submit your application, email** info@brookeowensfellowship.org **this should only be used as a last resort.**

If you have any questions about the application, please check out **'EVERYTHING YOU NEED TO KNOW'** under **'Pages'.** This has OODLES of information about our application and application process. If you still have questions regarding your application, please email us at info@brookeowensfellowship.org and we will get back to you as soon as possible.

Step 6: Once your application is submitted with letters of recommendation, check your inbox for a confirmation email from Survey Monkey. **You CANNOT submit an application until both of your letters of recommendation have been submitted**.The email confirming your submission will have vital information regarding the next steps of the application process. Please bookmark that email.

We look forward to getting to know you through your application!

To Andromeda & Back,
The Brooke Owens Fellowship

FAQs

- **How long is the application open?**
  - August 28, 2023 - October 7, 2023
- **Why am I not receiving any emails from Survey Monkey about my application?**
  - Ensure that noreply@mail.smapply.io is added to your safe sender list within your email account.
  - Ensure that your email is verified within the site. If you're receiving this notification at the top of your page, then it's possible that you won't receive other emails from the site.

  ⚠ Your email address has not been verified!
  You will not be able to submit applications or complete certain tasks until you have verified your email address   **Send verification link**
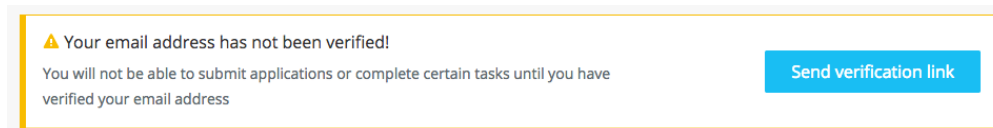
  - Ensure that you're subscribed to receive emails from the site.
  - Check your Spam Folder to verify whether the email was sent to your Spam/Junk folder.

- **Can I delete my application?**
  - If you have started the application but no longer wish to continue, you can choose to Delete your application. You won't be able to delete a Submitted application. You will need to email **info@brookeowensfellowship.org** for further help in regard to this.
  - There are two ways to Delete the application:
    i. **From Within the Application -** If you're on the application page with the list of Tasks to complete, to Delete your application:
       1. Click on the **More Options** icon in the top right corner of the application.
       2. Select **Delete**
       3. You will receive the confirmation message **"Are you sure you want to delete your application? You won't be able to undo this action"**
       4. Click **Yes** to confirm
    ii. **From the "My Applications" page**
       1. Click on the **More Options** icon in the top right corner of the tile of the application you wish to Delete
       2. Select **Delete**
       3. You will receive the confirmation message **"Are you sure you want to delete your application? You won't be able to undo this action"**

4. Click **Yes** to confirm
5. **From the "My Applications" page**
6. Click on the **More Options** icon in the top right corner of the tile of the application you wish to Delete
7. Select **Delete**

- **How do I preview my application?**
  - **From Within the Application**
    i. Click on the **More Options** icon in the top right corner of the application.
    ii. Select **Preview**
  - **From the "My Applications" Page**
    i. Click on the **More Options** icon in the top right corner of the tile of the application you wish to Preview
    ii. Select **Preview**

- **Why can't I submit my application?**
  - Double-check to make sure that all of your tasks are complete! There should be 8 completed tasks and every task should be showing a green circle with a white check mark. If you are still unable to submit your application after ensuring that it is complete, please email **info@brookeowensfellowship.org**

- **Can I print or download my application?**
  - **From Within the Application**
    i. Click on the **More Options** icon in the top right corner of the application.
    ii. Click **Download**
  - **From the "My Applications" Page**
    i. Click on the **More Options** icon in the top right corner of the tile of the application you wish to download
    ii. Click **Download**
  - **From the Preview**
    i. Within the Preview, click **Download** in the top right corner.

- **How do I edit a completed task?**
  - Enter your application
  - Click on the task you wish to edit
  - Click on the **More Options** icon in the top right corner of the task

- ○ Click **Edit**
- ○ Click **Previous**/ **Next** to navigate between the pages and make your changes
- ○ When done, navigate to the last page and press **Mark as Complete**
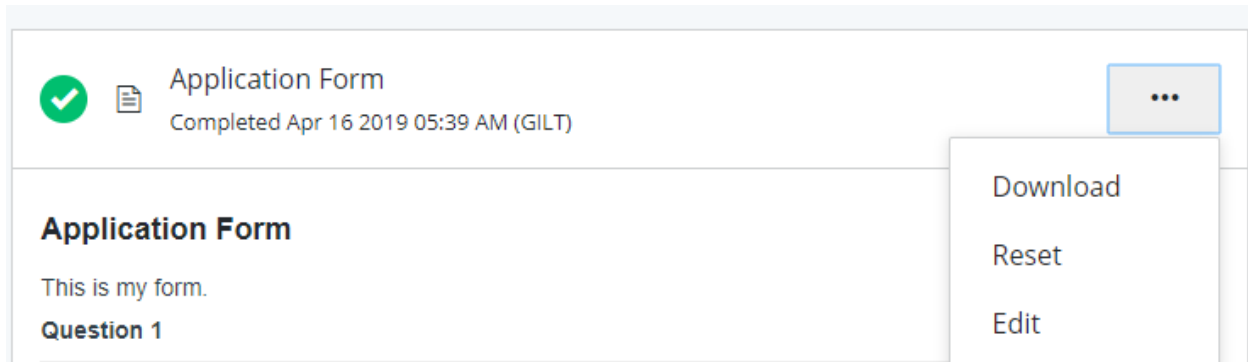
- ● **Why can't I edit my task?**
  - ○ The deadline has passed.
  - ○ You have already submitted your application. If you need to make changes after submitting your application, email info@brookeowensfellowship.org amd we would be happy to help!
  - ○ Prerequisites haven't been met. Meaning you will need to complete other tasks before you're able to start this one.
  - ○ You've completed your task and the administrators don't wish for you to be able to make changes.
  - ○ Contact info@brookeowensfellowship.org if you are unable to edit a task and wish to understand why!

- ● **I get an error when uploading a file…**
  - ○ **The file isn't in an available format.**
    - i. Check to ensure that the file type you're trying to upload matches the requested formats.
  - ○ **The file doesn't meet size restrictions.**
    - i. Check to ensure that the file type you're trying to upload does not exceed the maximum file size of the upload task.
  - ○ **You're attempting to Upload more files than allowed**

  i. Confirm that the number of files you're uploading is within the range of the minimum and the maximum number of files required.
- ○ **The file is encrypted**
  - i. SurveyMonkey Apply won't accept encrypted files. To upload your file, it will need to be unencrypted.
- ○ **The file is corrupted**
  - i. It is possible that the file you're trying to upload is a corrupted file. To resolve the issue, **re-save the file to a new folder** on your computer and attempt to upload the file again.
- ○ **A task-related issue.**
  - i. Depending on the issue, it's also possible that the error is related to another Setting on the task.

- **The deadline has passed, what can I do?**
  - ○ We get it, life happens! Email **info@brookeowensfellowship.org** with a completed application explaining why you are requesting a deadline extension. All late submissions are considered on a case-by-case basis.

- **How do I request a Letter of Recommendation?**
  - ○ Check out our helpful document here:
    📄 A Brookie Guide to Requesting a LOR

- **My recommender hasn't received their email, what do I do?**
  - ○ Check to ensure that the email you entered is correct and there are no spelling mistakes. If the email is incorrect you can change this information and resend the invite.
  - ○ *If the information is correct*
    - i. Have the recommender check their Spam/Junk Folder.
  - ○ *If they aren't able to locate the email in any inbox*
    - i. Resend the Invitation. Click to edit the Get a Recommendation task and Resend the Invitation to them. Repeat step 2 if necessary.
  - ○ *If both options don't work*
    - i. Have the recommender contact the Survey Monkey support team for Login Assistance. It is important that they contact Survey Monkey themselves with no CC's on the email. Once they receive that email they will be able to assist them with logging into the site.
    - ii. OR email **info@brookeowensfellowship.org**

- **My recommendation task says "In Progress"**
  - ○ Click to enter the task within your application

- ○ This will tell you the status of the recommendations. For example, you can see if it's **Requested/Not Started**, **In Progress**, or **Received.**
- ○ If it's marked as **Received** click on **Mark as Complete**, to complete the task.
- ○ If the task states **Requested** or **Not Started**, it means that the recommender hasn't started their recommendation. We would recommend reaching out to them to ensure they have received the invite to log in to the site.

- ● **What if someone declines to submit a Letter of Recommendation?**
  - ○ You will be notified via email if your request has been declined. If that is the case, you can submit another request for a different person to write you a Letter of Recommendation via the portal.

- ● **How do I change the information of my recommender?**
  - ○ To change the information of your recommender, you will need to Delete your request. This will allow you to Start a new request.
    - i. **WARNING!** Deleting the request will rescind the invitation and delete any progress the recommender may have made on their task. Once you send them another request they will be able to start a new recommendation form.