



## Online Student Portal FAQ's

### Why an online student portal?

It is time to join the 21<sup>st</sup> century! For years, the FIU Pre-Health office has been collecting paper documents, but this portal will allow you to submit documents electronically. This will make it easy for you to submit your files and allow you to generate electronic letter of recommendation requests so faculty can send letters directly to our office. It will allow you to see what files you have on hand and then request a committee interview or have your letters sent to the health programs you are applying to.

### Who should open a file through the online student portal?

All FIU undergraduate Pre-health students (pre-med, pre-dent, pre-PA, pre-pharm, pre-vet, pre-podiatry and pre-optometry) applying in the current and/or future cycles of application. FIU alumni (or soon to be graduating) should contact the office to open their file.

### What if I am an FIU Alumni interested in a pre-health profession?

Presently you will not be able to access the online student portal, but you can certainly work with our office to open your file. Please contact [preprofc@fiu.edu](mailto:preprofc@fiu.edu) to begin the process.

### What should I do if I received an "Access Denied" error message?

Please email [preprofc@fiu.edu](mailto:preprofc@fiu.edu).

### If I already have a file open and then I graduate, what happens to my documents?

Your folder stays as is, and though we cannot offer direct access anymore to your folder, our office will assist to upload your documents to your existing file.

### How can I submit my fee or my approval of fee assistance program (FAP)?

You are able to submit your payment online through the portfolio or upload the FAP confirmation. Visit <https://go.fiu.edu/OPHAFILE>.

### Am I able to save my progress in case I am still working on my documents?

Yes, you are able to save your files and continue to log in and upload your documents at a later time.

### What if I uploaded the incorrect version of my file?

You can easily delete the file and upload the correct version.

### How will the faculty/primary investigator know that I'm requesting a letter of recommendation?

They will receive an email with instructions on how to submit their letter.

### What if my letter recommender is not from FIU?

Letters from non-FIU recommenders have to be emailed to the office at [preprofc@fiu.edu](mailto:preprofc@fiu.edu).

### Can I RESEND a letter of recommendation request if a faculty did not see the first one?

Yes.

### How do I request that my portfolio be reviewed for a committee/advisor interview?

Once all the required documents are uploaded or submitted you can click on the 'submit for review' button.

### Who do I contact if I'm having an issue with my file?

Please contact [preprofc@fiu.edu](mailto:preprofc@fiu.edu) with any questions or concerns.