Deadline for Graduate College to Receive Offer Letters attached to an EPar and Tuition Waiver Requests

**Fall semester**
Initiated by June 15th
Received by service teams June 1st

**Spring semester**
Initiated by November 15th
Received by service teams November 1st

**Troubleshooting**
please try these steps if you run into any issues

**Staff**
- Clear your cache and cookies if OnBase is not working. **Do not initiate when banner is in black and white!** Only initiate if banner has an NAU heading and is in NAU colors.
- Ensure student is fully admitted and matriculated prior to making offer. Only admitted students are eligible for GAships.
- Follow up with student in a reasonable timeframe if they have not accepted or declined their offer.
- You can use phone numbers or personal emails for follow-up conversations if they are not checking their NAU email yet.
- Encourage them to start checking their NAU email early and often for meaningful updates.
- Submit an IT ticket.

**Student**
- Ask them to **sign into LOUIE** for the first time.
- Clear cache and cookies before accessing link. **Do not initiate when banner is in black and white!** Only initiate if banner has an NAU heading and is in NAU colors.
- Use a laptop or desktop, not a smartphone.
- If Safari is not working, use Chrome or Firefox.

**Remember!**
The Graduate College Forms Index is your greatest resource. Explore the graduate coordinator and graduate assistantship sections to know the resources at your fingertips!