CAL STATE APPLY

Last Revised: **09/25/2023**

CAL STATE APPLY

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1.0   Overview

This document outlines key operational items as related to Cal State Apply, Liaison and the Chancellor's Office (CO). The information includes campus support and other key operational items related to Cal State Apply.

2.0   When to Submit a Case to Liaison

Liaison has a help desk system that tracks all issues. To ensure all items are properly tracked and resolved universities should open tickets through the support form. Using the support form, you can submit a case to Liaison. There are many reasons you may contact Liaison using the Webform, including:

- Request invitation codes
- Questions about data appearing in WebAdMIT
- Confirm an applicant submitted payment
- Questions about an Application Status
- Questions about applicant portal functionality
- Technical issues with application or WebAdMIT
- Issues with Slideroom Application Details
- Issues with Kira Application Details
- Questions about program Details/Rules

Link to Form: CSU - New (formsite.com)

The Webform is a tool designed to be used by the CO and the individual campuses.

This form should not be given out to applicants or counselors.

2.1   Invitation Code Request

Invitation codes allow applicants to apply to closed programs at a specific organization.

1. University users will go to CSU Support Webform, complete the account details, case details, and submit. Be sure to include the following information in the description:
   A. *cycle, number of codes, organization, term, and invitation deadline date*
2. Within 1-3 business days Liaison will produce the invitation code file and send it to the requestor.

3.0   When to Contact the Chancellors Office (CO)

Any questions related to your specific university or any internal CSU processes should be directed to the CO at CSA.SAS@calstate.edu . You may contact the CO for many reasons including:

- Questions about internal CSU processes
- Enhancement requests to the applicant, configuration and WebAdMIT portals
- Request Coupon Codes
- Approval of new programs

4.0   Program Updates and Processes

4.1   New Program Promotion Process

A new program promotion feature has been enabled for the new 22-23 cycle that will allow universities to create and test all programs in the Prelaunch environment. The prelaunch environment is exclusively used for creating and testing programs, while the production environment is exclusively for viewing and working with live programs.

- Prelaunch
    - Create Programs
    - Configure Programs
    - Test Programs
- Production
    - View Programs
    - Students Apply
    - Edit programs*

Only users with advanced permissions are able to edit programs in production. The list of those users may be found here.

Standard permissions allow users to edit only WebAdmit Name, Default Deadline, Deadline Display and Branding in Production.

Enhanced permissions allow users to edit the below items and all program attributes, deadlines, branding and rules.

Function	Enhanced Permissions	Standard Permissions
Update Regular Deadlines	✓	✓
Update Home Page Branding Instructions and Image	✓	✓
Program Attributes like Start Term, Location, Degree Type, Alternate Program	✓	X
Rules for changing deadlines or program availability (Org and Program level)	✓	X
Update Program Name	✓	X
Q4 Materials: Recommendations, Questions, Prerequisites, Documents, SlideRoom, Kira Assessment	X	X
Q4 Rules for Question Visibility, Conditional Answer Options, Show Doc	X	X

4.2   New Program Import

Cal State Universities have the ability to import individual programs from production into prelaunch after the cycle rollover have already been run and programs have been copied.

For example: Programs were copied May 3, 2023, from 2023-2024 Production Configuration Portal into the 2024-2024 Prelaunch Configuration Portal. Instead of rebuilding any programs created after that date in the Prelaunch environment, you can import your program from a previous cycle's Production environment into the Prelaunch environment. This will make your configuration process more efficient, as you can then spend less time recreating a program and more time updating it for the new cycle.

For more information regarding program import please visit the [Help Center](#).

Import is only from Production to Prelaunch. In order to re-import a program it must first be deleted in prelaunch.

4.3   Program Updates and Configuration

Cal State Universities can modify (configure) programs in the existing platform for each organization using WebAdMIT's CAS Configuration Page in Prelaunch. Program attributes to configure include:

- **Program Questions:** Ability to use conditional questions
- **Organization Level Questions:** Questions will display for all programs in the organization
    - Applicant Type Rules – to make programs available to the correct applicant (FTF, Transfer, Graduate, etc.)
    - Returning Student Rules – to allow returning and returning transfer students to reapply
    - Change Deadline Rules – to configure deadlines for special populations
        - Would need to be added for Spring
- **Prerequisites:** Coursework prerequisites
- **Documents:** The list of documents has remained static
- **Recommendations:** The options for Recommendation forms is the same
- **SlideRoom:** Programs will need to establish an account with SlideRoom
- **New to the 24-25 cycle! Bulk editing of program details:**
    - Deadline
    - Standard program attributes:
        - Start Term
        - Location
        - Delivery Format
    - CSU-specific attributes:
        - Alternate Program
        - CA Promise
- **New to the 24-25 cycle! Enhanced Config Portal permissions** to edit active programs

For more configuration details visit the [help center!](#)

4.4   Adding New Programs

All new programs will be created in Prelaunch Configuration Portal. You will not be able to create new programs in Production. Once added in the Prelaunch configuration portal programs are submitted for "Review". The Chancellors' office will Approve programs and Promote them into Production and the Live Application Environment. The nightly sync will move programs into Production WebAdMIT.

## 4.5	Single Program Approval & Promotion Process

Universities can request an individual program is approved mid cycle. To request a single program is approved please submit the program for "Review" in the Prelaunch Configuration Portal and then email CSA_SAS@calstate.edu with the following information:

- CSU Unique ID #

- Program ID

- Name of Program

- Organization

** Please do not include screenshots of the program, the information above is all that is needed.

**Please allow 2-3 business days for your request to be processed.

## 4.6	Bulk Program Approval Process

Liaison will perform a "Bulk" approval of programs for the Fall Program launch on October 1st and for the Spring program launch on August 1. Details for which programs should be included in the bulk approval process are sent by the Chancellors office at least one week prior to the date specified. (Usually 1-2 weeks prior to launch.)

For a program to be included in the bulk activation they must match the criteria defined by the Chancellors Office:

For the Fall Term
- Term= Fall
- Year = Current Year
- Open Date = 10/01/20xx or Open and Close Date = 9/29/20xx

For the Spring Term
- Term = Spring
- Year = Current Year
- Open Date = 08/01/20xx or Open and Close Date = 7/29/20xx
- Summer and Winter launches are not included in the bulk approval process. Requests may be sent directly to CSA_SAS@calstate.edu

## 4.7	Individual Program Deadline Extensions

CSU campuses users with enhanced permissions are able to change the deadline of a program via CAS Configuration in WebAdMIT production.

For more information visit the help center!

## 4.8	Cal State Application Dates and Deadlines Page

The Cal State Dates and Deadlines Page is updated weekly on Monday mornings. The information displayed on the Dates and Deadlines page allows applicants to view the status of a program (open/closed) based on their

academic level and the enrollment term in which they wish to apply. Applicants will use this page to see if their program of interest is still accepting applications.

Program updates and additions made during the week (mid-week) will not be reflected on the Dates and Deadlines page until Monday morning.

4.9 Enhancement requests

Cal State Universities may request that enhancements be made to the applicant, evaluator, configuration and WebAdMIT portals by completing the Enhancement Request Form. Any campus suggested changes sent to Liaison outside of the form will be returned to the campus with no action taken. All enhancement requests are prioritized by the Chancellors Office.

- Enhancement Request Form

5.0 When to Contact WebAdMIT Support & Resources

Liaison has a support team dedicated to assisting campus users in WebAdMIT. From creating scoring models to resetting passwords you can contact the WebAdMIT support team between the hours of 9am to 8pm ET.

- Technical Issues with the WebAdMIT portal
- Technical issues with APIs, Exports and Lists
- Basic and advanced help with WebAdMIT functionality
- Issues with Slideroom Application Details

5.1 WebAdMIT Support Hours

For questions related to WebAdMIT, the WebAdMIT Support Team is available Monday-Friday from 9am to 8pm ET.

WebAdMIT Support Email: webadmitsupport@liaisonedu.com

WebAdMIT Support Phone: 617-612-2885

5.2   WebAdMIT Help center

Guide	Link
Getting Started Guide	https://help.liaisonedu.com/WebAdMIT_Help_Center/Getting_Started_Guide
WebAdMIT Manual	https://help.liaisonedu.com/WebAdMIT_Help_Center/WebAdMIT_Manual
Configuration Training	https://help.liaisonedu.com/WebAdMIT_Help_Center/Configuration_Portal
Release Notes	https://help.liaisonedu.com/WebAdMIT_Help_Center/Release_Notes
Documentation and Reference Guides	https://help.liaisonedu.com/WebAdMIT_Help_Center/Documents_and_Reference_Guides
WebAdMIT Training	https://help.liaisonedu.com/WebAdMIT_Help_Center/WebAdMIT_Training
Contact Support	https://help.liaisonedu.com/WebAdMIT_Help_Center/Contact_Support/Contact_Support
Custom Export Field Layout	https://help.liaisonedu.com/WebAdMIT_Help_Center/Getting_Started/CAS_Program_User_Guides/Cal_State_Apply_Program_User_Guide#WebAdMIT

5.3   Liaison Sprint Release Notes

Release notes provide a summary of enhancements and new features that are made available in the Applicant Portal, Applicant Gateway, Configuration Portal, Letters by Liaison, and WebAdMIT. You can locate Release Notes within the WebAdMIT Help Center here.

5.4   Configuration Portal Resources

In an effort to move Cal State Apply to the mainline product at Liaison we have made multiple enhancements to the Configuration Portal to support the complex program availability rules in Cal State Apply for the 2024-2025 cycle. Please find links to your resources below:

- 2024-2025 Cycle Folder
- Configuration Portal Guide: Customizing Your Programs
- Cal State Apply Program User Guide
- Configuration Portal Kick Off PPT
- Program Configuration Center

5.5   Deep Links

Starting in the 2021-2022 cycle Deep Links were made available. Deep links allow you to provide applicants with a link to the Applicant Portal's **Add Program** page with your programs pre-filtered.

Note that deep links are cycle-specific, so if you have programs listed in overlapping cycles, you'll need to use separate deep links in your communications (i.e., one deep link for cycle A and another for cycle B). If your CAS offers a landing page URL, which remains the same for each cycle, then you can point applicants to that instead. We recommend using both deep links and the CAS landing page URL as follows: include the landing page URL on your website and use deep links in recruitment campaigns and email communications.

Visit our Help Center Article: Working with Deep Links

5.6   Organization Level Questions

You can configure both organization- and program-level questions for your programs. This allows you to configure one set of questions that are asked by all programs in that organization for the CAS and cycle, and another set of questions that are asked by individual programs, as needed.

6.0   WebAdMIT and Applicant Portal Scheduled Maintenance Window

In addition to scheduled releases, regular maintenance for the following applicant- and admissions-facing systems is every Sunday from 7 – 10 AM ET:

- Applicant Portal
- Letters by Liaison
- Configuration Portal
- WebAdMIT

Users attempting to access these platforms during the maintenance window will receive a message that the platform is temporarily unavailable.

7.0   Where to Find Cal State Apply Documents

The Chancellor's Office maintains a One Drive Folder, which includes the latest updates and memos to universities Training and Business Process Guides, and Technical Documentation.

- CSU Campus Folder
- Cal State Apply Program User Guide
- 2024-2025 Kick Off Call

8.0   Applicant Support and Hours

8.1   Applicant Support Contact Information

Applicant Support Email: calstateapply@liaisoncas.com

Applicant Support Phone: 857-304-2087

Applicant Support Chat: Live Chat support located in Help Center

8.2   Support Hours

Regular Hours of Operation

Monday through Friday 6:00am- 5:00 PM PST

To coincide with the November 30th deadline, Liaison will adjust the Cal State Apply extended support hours to begin October 1st:

- October 1 through November 22
  - Monday – Friday (phone), 6 AM – 6:30 PM PT

- o Saturday – Sunday (phone), 10 AM – 6 PM PT
- November 23, Thanksgiving Day
  - o Thursday (phone) 9:00 AM- 7:00 PM PT
- November 24 through November 26
  - o Monday – Friday (phone), 6 AM – 6:30 PM PT
  - o Saturday – Sunday (phone), 10 AM – 6 PM PT
- November 27 through November 29
  - o Monday – Friday (phone) 6:00 am – 11:00 pm PT
- **Thursday, November 30**
  - o **Chat and phone: 6 AM – 1 AM PT (December 1st)**
  - o Deadline to submit the application is midnight PT on November 30th.
- Email and Chat are available 24/7

Dates and deadlines page: Application Dates & Deadlines | CSU (calstate.edu). Please note that all impacted programs will close on November 30th. You can refer people to the CSU Impacted Programs and Campuses search page (https://www.calstate.edu/attend/degrees-certificates-credentials/Pages/impacted-degrees.aspx) to find the programs that are impacted at the campus(es) they are interested.

9.0   Applicant Refunds/Chargeback

Refunds may be necessary for many reasons, including but not limited to a university program closure or a technical issue causing a duplicate charge. Please see section 9.0 for Faculty/Staff/Dependent Application Fee Waiver information

Applicant Chargebacks may occur in the event of a fraudulent transaction.

9.1   Applicant Requested Refunds

The process now includes use of Smartsheet forms, which will be explained below. Campuses should begin to follow this new process and email CSA_SAS@calstate.edu should they have any questions or issues.

Once a campus has approved a refund for an applicant, they should complete the CSA Refund Request Form. Submit one form per applicant request.

If an applicant requires refund via check rather than to their original payment method, the campus person requesting the refund must, in addition to completing the CSA Refund Request form, email CSA_SAS@calstate.edu with the following information:

- Applicant name
- Applicant mailing address

This will prompt the CSA Team at the CO to complete the proper paperwork to allow Accounting to disburse the check.

Please note, refunds should only be given under extreme circumstances. Ex. Program was open to incorrect population and applicant applied (does not qualify)

9.2   Bulk Refund Requests

If requesting refunds for multiple applicants at the same time (typically 15+) please email
CSA_SAS@calstate.edu and attached the completed Bulk Refund Request Form.

9.3   Applicant Chargeback or Fraudulent Charges

A chargeback occurs when applicants or cardholders dispute their application fees through their bank or Credit
Card Company. Most disputes occur due to:

- Cardholder not recognizing transaction
- Fraudulent use of Card
- Duplicate Processing

CalState Apply Accounting receives alert that the payment is being disputed. The CalState Apply Accounting then
evaluates the claim to determine validity.

If the chargeback (dispute) is determined to be *valid*:

- CalState Apply Accounting accepts chargeback and submits a request via Liaison site to request the applicant be placed on hold
- Liaison messages the applicant after changing the status of all applications associated with the applicant disputing the charge from "Complete" to "On Hold". At this time the Liaison representative would leave an internal note on the applicants account stating the reason for the hold, this will appear under the "Notes" panel in WebAdMIT
- Cal State Apply Accounting notifies affected campuses of the accepted chargeback
- If a valid payment is received at the Chancellor's Office, CalState Apply Accounting will submit another request via Liaison site to request the applicant is taken off hold
- The applicant is taken off hold and the applicant and affected campuses will be notified of the change in status.

If the chargeback (dispute) is determined to be *invalid*:

- CalState Apply Accounting responds by sending a letter and supporting documents to the bank to substantiate the legitimacy of the charge and dispute the claim
- The applicant, Liaison, and campuses are not notified in this case.

9.4   Applicants Unable to Make Payment

Occasionally applicants from foreign countries may have trouble making payments using the Cal State Apply
Application.

1. *Use a different card*: It seems like they attempted all these declined transactions using the same card. So, recommending using a different card would be my first suggestion.

2. *Use PayPal.com* (not using the same declined credit card) if another card is not available- PayPal.com can be linked to a bank account not necessarily a card

3. If 1 & 2 do not work, then the CO can issue a coupon code to apply and submit their applications after a physical check and a letter including CAS ID and Applicant's name is received by the CO at:

    Cal State Apply
    401 Golden Shore Dr. 5th Floor Accounting
    Long Beach, CA 90802

10.0   Official Standardized Test Scores

Applicants can send official test scores to Liaison so they display in WebAdMIT for your review. See below for test scores accepted by Liaison and test scores that still need to be sent directly to your university.

ACT	[Send to Liaison](#)
SAT	[Send to Liaison](#)
GRE	[Send to Liaison](#)
GMAT	[Send to Liaison](#)
TOEFL	[Send to Liaison](#)
TOEFLMyBest	[Send to Liaison](#)
TOEFL Essentials	Send to university directly
IELTS	Send to university directly
SBSA	Sent to Liaison 1 time per year from ETS. ** applicants cannot request they are sent to Liaison.
PTE	Send to university directly
MCAT	Send to university directly
AP	[Send to Liaison](#)
IB	Send to university directly
CLEP	Send to university directly

11.0   Fee Waivers and Coupon Codes

The Cal State Apply program fee is $70 and is charged at the time of submission. There are multiple ways to waive the fee for an applicant.

11.1   Faculty/Staff/Dependent Application Fee Waivers

Eligible Faculty/Staff and their eligible dependents may receive a refund for one $70 application fee, from the campus to which the applicant is ultimately matriculated and enrolled. Should an applicant not be offered

admission to any CSU campus, or choose to not attend a CSU campus, they are not eligible for a refund of the $70 application fee. ***Upon Matriculation and Enrollment, the Faculty/Staff member should visit the Human Resources Fee Waiver Coordinator at their home campus to coordinate a request for a refund of the $70 application fee***. No Faculty/Staff or dependent fee waiver request should be sent to Student Academic Services at the CO. For more information, please see the [Fee Waiver and Reduction Program Administrative Guide](#).

Faculty/Staff/Dependent Application Fee Waiver shall be refunded from the original revenue FIRMS object code; either 501004 – Applications (CSU fund 485) or 502304 – Extension (CSU Fund 441).

Please visit the Employee Fee Waiver Website for more information: [Employee Fee Waivers | CSU (calstate.edu)](#)

11.2   Mandatory Fee Waivers

In addition to the automated waiver available for California Residents through the online application there are many other Mandatory fee waivers that Cal State Universities must honor for qualifying students. A full listing of these fee waivers can be found [here](#).

11.3   Automatic Fee Waiver

In Cal State Apply the applicant is automatically considered for an application fee waiver based on the information entered into the application. If an applicant is eligible for a fee waiver, and once an application has been completed fully, the applicant will see the total fee displayed as $0. Please note: this data will be available in WebAdMIT for in-progress and completed applicants.

To be considered for the application fee waiver, you must be:

- An undergraduate student (you cannot be in an extension program),
- A California resident for more than one year, and
- A US citizen or someone without lawful immigration status who qualifies for an AB540 non-resident tuition exception.

Applicants who are eligible for the application fee waiver may apply to up to 4 CSU campuses per application term (i.e., fall, spring). Approved waivers are not transferrable to a future or past application term.

11.4   Coupon Codes

At the campus level you can provide applicants coupon codes that waive the application fee. To request coupon codes please email CSA_SAS@calstate.edu . When requesting coupon codes please provide the following details:

- Organization
- Cycle
- Amount of codes
- Expiration Date
- Fee Amount

Coupon Code Form CSU: https://app.smartsheet.com/b/form/a70947c94d5349f1b18d21f08ec33cea

School districts, community colleges, and/or community-based organizations who wish to purchase coupon codes for their students may do so using the Coupon Code Request form for External Organizations. External organizations will be charged for the number of codes requested, not the number of codes used, and requests must come through the district or organization. Individual purchases will not be accommodated.

Coupon Code Form External Organizations:
https://app.smartsheet.com/b/form/304e10ce6f59403eb6f606e5836c43aa

12.0   Important Cycle Dates

The following outlines the open and close dates for each cycle. Generally full cycles open on October 1st and close on June 30th of not the next year but the following year. See below for current cycle dates.

- 2023-2024 Cycle; Open 10/1/2022 Close 6/30/2024
- 2024-2025 Cycle; Open 10/1/2023 Close 6/30/2025

12.1   Cycle to Cycle Rollover

Each year Liaison makes a copy of all programs within the current cycle for our prelaunch environment. This copy process allows programs to carry forward the work done in the past so they do not have to re-create programs each cycle.

Cycle Copied from	Cycle Copied to	Date of Copy
2022-2023	2023-2024	April 2022
2023-2024	2024-2025	May 3, 2023
2024-2025	2025-2026	Tentatively late-April / early-May 2024

12.2   Academic History Updates for Transfer Applicants

Each cycle the Academic History section is unlocked so transfer students can update/add any new coursework. During these timeframes applicants can update their Colleges Attended, Transcript Entry, General Education and Prerequisite (quadrant 4) sections. See below for specific dates:

- Fall Term Academic Update; *no earlier than* January 1 through January 31
- Spring Term Academic Update; August 1 through end of the cycle

12.3   Redirect Tile Visible for Undergraduate Applicants

Each cycle the Chancellor's office redirects CSU eligible applicants based on their answers in the Redirection tile of the application. These tiles are visible during the following dates for students to submit their answers.

- Fall – Approximately April 5th for 35 calendar days

- Spring/Winter – Approximately November 5th for 35 calendar days

Please note, eligible applicants that do not make a campus selection will be redirected at random based on university capacity.

12.4   EOP Application Updates for Undergraduate Applicants

Each cycle the EOP application is left open for submitted applicants to make edits until a particular date. See below for specific dates:

- Fall EOP Application; October 1 through January 15
- Spring EOP Application; August 1 through August 31

During this window submitted applicants can return to the EOP portion of their application to submit any EOP changes. If an applicant makes changes to their EOP application after they submit their Cal State Apply application, they must click the blue "Update My Application" button on their application homepage to submit their updates to the campuses.

Applicants who have successfully applied to the EOP program at your campus can be located in WebAdMIT by using the following list criteria.

12.5   Data Files

At the beginning of each application cycle Liaison processes updated data files from the following:

- ADT/TMC (updated for twice per year for spring application cycle)
- ASSIST
- CMP

13.0   Technical Information

13.1   Technical Requirements

For information on how to use our platforms and additional troubleshooting techniques please refer to our Technical Requirements page.

13.2 Links to Portals Environments

Environment	Cycle	Portal/WebAdMIT	Link
Production			
	All Cycles	WebAdMIT	https://current.webadmit.org/session/new
	2023/24	Portal	Cal State Apply | Applicant Login Page Section (liaisoncas.com)
	2024/25	Portal	Cal State Apply | Applicant Login Page Section (liaisoncas.com)
	All Cycles	Letters by Liaison	https://recommendations.liaisoncas.com/recommendation/ui/login
Sandbox	2023/24	Portal	https://calstate.sandbox.liaisoncas.com/applicant-ux/#/login
	All Cycles	WebAdMIT	https://sandbox.webadmit.org/
	All Cycles	Letters by Liaison	https://recommendations.sandbox.liaisoncas.com/recommendation/ui/login
Pre-Launch	2023/24	Portal	CalStateApply2024playground.prelaunch.liaisoncas.com
	2024/25	Portal	CalStateApply2025playground.prelaunch.liaisoncas.com
	All Cycles	WebAdMIT	https://prelaunch.webadmit.org/
	All Cycles	Letters by Liaison	https://recommendations.prelaunch.liaisoncas.com/recommendation/ui/login

The Sandbox environment is refreshed following each release. Our release schedule can be found here.

13.3   Overview of Environments

Environment	What is it?	When do I use this environment?	Who can use this environment?	Where does the data come from?
Production	The "live environment" is where you perform your applicant review processes.	Daily or as required – this is the environment you use to perform your admissions review processes.	All users	Because this is the live environment, the data comes directly from your applicants via the information they enter into their application.
Sandbox	Sandbox is a copy of the WebAdMIT production environment with obfuscated sensitive applicant data (e.g., surnames, email addresses, etc.).	As needed – you can use sandbox to test new workflow configurations, etc. Sandbox is useful for current CAS/WebAdMIT schools that are live and accepting applications.	Schools with programs in the production environment.	The data that appears in sandbox is copied from the data in production. Sensitive information such as surnames is obfuscated.
Prelaunch	Prelaunch is a "staging" environment that allows you to configure programs for the new cycle without impacting the current cycle.	Prior to "going live" with your cycle – this is the environment you use to "stage" your program in the Configuration Portal for the new cycle before it goes live. Once you're ready to launch the cycle, these programs are "promoted" to production. Note that only your programs built in the Configuration Portal are promoted to the live environment. User accounts and WebAdMIT templates, such as Lists, Exports, Email Templates, etc., aren't moved into production.	Schools that are configuring their programs during the CAS's standard configuration period.	Any data that appears in prelaunch is data that is generated in prelaunch.

14.0   Training Materials

WebAdMIT training materials can be located here. For additional Help Documentation related to Cal State Apply please review the CSU Campus Folder. **As of May 2023**, Liaison has a new Learning Management System. The log in page may be found here. To sign up, simply select the "Sign Up" link, complete your information, and select "Sign Up Now". After you are logged in, use the Course Links below to be directed to WebAdMIT trainings.

Course	Description
WebAdMIT Configuration Portal Training	This course provides an overview of the CAS Configuration tool, allowing you to configure the program(s) your applicants apply to.
WebAdMIT Basic Training	This Learning Path includes four video courses that provide an overview of the fundamental functionality to get you up and running in WebAdMIT.
WebAdMIT Learning Paths	This link will take you to all available WebAdMIT learning paths.

14.1   How to request additional training for your University

Campuses can request additional trainings sessions from Liaison. If you would like to request additional training by the Liaison team, please reach out to the Chancellors Office directly at CSA_SAS@calstate.edu. Once we determine your goals with the training the CO will work with Liaison to come up with a plan.

14.2   How to Add a New User to your Campus

Each University has a central user who is known in WebAdMIT as the Institution Manager. The Institution Manager can add users to all organizations within a campus. Other users, who have access to the "Manage Work Group and Users" permission set can add a new user. For step by step instructions on adding a new user or updating old users please visit the WebAdMIT Help Center.

15.0   Cal State Apply IT Support

Server certificates were provided to The California State University integration team during the initial implementation. Every 2 years those certificates will expire prompting action from Liaison and the CSU Integration team. Once a certification has expired or is about to expire the following certificates are to be provided by Liaison in a zip file:

- SSL_COM_ROOT_CERTIFICATION_AUTHORITY_RSA.crt
- SSL_COM_RSA_SSL_SUBCA.crt
- STAR_liaisoncas_com.crt

Last expiration date: January 19, 2024

15.1   Single Sign On

As of October 2023, all CSU Campus users will be required to log into WebAdMIT via Single Sign On (SSO). With this functionality a user logs in with a single ID and password to gain access to multiple systems at a college.

Additional details will be available soon!

16.0   Liaison Team

Below explains the Liaison team and their respective roles.

Role	Title	Name	Email
Client Success Manager**	Client Success Manager	Taylor Lloyd	tlloyd@liaisonedu.com
Client Delivery Manager	Client Delivery Manager	Jill Megwa	jmegwa@liaisonedu.com
Account Manager	Account Manager	Rebecca Barry	Rbarry@liaisonedu.com
Professional Services Product Manager	Director of Product Management, Client Implementation	Nancy King	nking@liaisonedu.com
Account Oversight	Associate Vice President, Client Delivery	Michael Gilbert	mgilbert@liaisonedu.com
Executive Sponsor	Vice President, Client Success	Deb Erdner	derdner@liaisonedu.com

***Primary Contact*