Starting Your Credential Folder

1. Log into DragonLink using your full SUNY Oneonta email address as your username and the temporary password you received in your welcome message. (If you are a SUNY Oneonta alumnus/a who graduated before 2008 and do not have a DragonLink account, please email nace@oneonta.edu to open an account.)

2. Click on the **Credentials** tab.

3. Click on the **Personal Data Form** tab, complete the Personal Data Form, and click “Save”.

4. Your Credential Folder is ready!
Requesting Reference Letters

1. Reference letter writers should be people with whom you have established a positive working relationship, for example, your advisor, previous employers, coaches, cooperating teachers, etc. Ask reference letter writers in person if they would be willing to write a positive letter of support for you. Give the letter writer a copy of your resume as well as any information you have about the jobs and/or graduate/professional school programs to which you are applying. Whenever possible, give the letter writer as much advance notice as possible. Writing a good reference letter takes time.

2. Once the person has agreed to write a reference letter for you, obtain his/her email address.

3. Log into your DragonLink account, click on the [Credentials](#1 in Utilizing Your Credential Folder), and then click on the [Recommendation Requests](tab). Next click on the [+Add New](tab).
4. Complete the Recommendation Request by entering the writer’s name and email address.

Indicate whether you want the letter to be confidential or not. This must be decided before you email the request.

-A **confidential reference letter** is an agreement between you, the reference letter writer, and the Career Development Center (CDC) that indicates you have forever waived your right to view the content of the reference letter. The CDC cannot disclose the content of the confidential reference letter or indicate whether or not the letter contains supportive or non-supportive statements. Some employers and graduate/professional school admission committees believe confidential reference letters provide a more honest evaluation of you.

-A **nonconfidential reference letter** may not have the same credibility as a confidential reference letter to an employer or graduate/professional school admission committee but may still be useful to have in your reference folder. You may view and/or print your nonconfidential reference letter.

Click the **Submit Requests** tab at the bottom of the screen. The request will go electronically to your reference letter writer along with instructions and a link to access DragonLink.
5. If the letter does not appear under the Completed Recommendations tab in a timely fashion, you can click on **Re-Send Request** under the **Recommendation** tab.

Placing Orders to Have Credentials Sent

1. Click on the **Orders** tab.

2. Click on the **+Add New** tab.
3. Complete the Recommendation Order. Be sure to indicate which letters you want included with the order. Calculate the cost for your request and enter the amount due. (In your final semester and three months after graduation [May – August for May graduates, August – November for August graduates, and December – March for December graduates], your first three credential packets are free. After that, a single credential packet is $6 or your can purchase 10 credential packets for $36.)

4. Click on the Submit Order tab when you are done.

5. Next you will receive a message in your e-mail account requesting you to make an on-line payment for the credential packet. When the CDCenter receives the payment, your credential packet will be processed. (Please note that a payment report is processed for the CDC once each day after 4:30pm.)
6. You will receive a confirmation e-mail once your credential packet is processed. You may also check the status of your order under the Orders tab.