

## Application Hub FAQ

### 1. What is the Application Hub?

The Application Hub is the replacement for the Application Manager and Transcript Manager. It is a central location from which you can manage your applications and high school transcript requests.

### 2. What can I do in the Application Hub?

The following actions are available from the Application Hub:

- a. Start an application
- b. Resume an application
- c. View a completed application
- d. Work on any tasks associated with an application
- e. Request an electronic NC high school transcript be sent
- f. View a NC high school transcript request associated with an application

### 3. How do I start an application?

- a. Select the button immediately to the right of the "Start an Application" paragraph. A window will appear which contains a list of all campuses whose applications are available. You may enter an appropriate term to search for your desired campus, or you may directly navigate the list.
- b. Once you have found the campus, select the application you want to start from the drop down list to the right of the campus name.
- c. Once you have selected the application for the campus, click the "Apply" button immediately to the right of the selected application name.

### 4. How do I resume an application?

- a. Navigate down the Application Hub page until you see the campus associated with your desired application. The Application Hub will display a list of campuses for which you have started and/or completed an application.
- b. Click the "+" symbol to the left of the campus name to expand the associated section.
- c. In the "Task" column, find the task called "Application".
- d. In the same row as this task, click the "Resume" button in the "Action" column.

**5. How do I request a transcript?**

*Note: There are two ways to request an electronic NC high school transcript be sent to an NC college/university, (1) when submitting an online admission application using the checkbox on the submission page, and/or (2) directly from the Application Hub. The steps below refer to requesting an electronic NC high school transcript directly from the Application Hub.*

- a. Select the button immediately to the left of the "Request a Transcript" paragraph. You will be taken to a page that will ask you to verify certain information within your profile and update it if need be. Once you have verified and saved any changes, you may select up to 5 applications to send your transcript to at a time.
- b. Once you select the application (s), a blue box will appear with the applications you have chosen. Select "Request my Transcript" to finish your transcript request.
- c. You can either request more transcripts or return to the Application Hub when finished.

**6. What are all these tasks for the campus?**

Each campus can specify any number of tasks to be associated with an application. The campus may have provided brief instructions for any given task, and if instructions are available, a help icon will appear to the right of the "Action" column for that task. For more information on a task, please contact the campus directly.

**7. I started an application, but no longer plan on completing it. How do I remove it?**

- a. Navigate down the Application Hub page until you see the campus associated with your desired application. The Application Hub will display a list of campuses for which you have started and/or completed an application.
- b. Click the "Remove" link directly to the right of the application.

**8. Can I remove an application I already submitted?**

No, submitted applications cannot be removed.

**9. How does the Progress Bar calculate completion?**

Progress is calculated based on the completion of each task assigned by individual campuses.

**10. How does a transcript become complete?**

If you are:

- a. A Currently enrolled student: the successful completion of your current high school transcript will mark the task as complete.
- b. Not a currently enrolled student: the successful completion of your Final high school transcript will consider the task as complete.

**11. How do I view previously submitted applications?**

To view previously submitted applications, before the switchover to the new system, use the link "Historical CFNC Applications prior to August 19, 2016."

**12. How do I view previously submitted high school transcripts?**

To view any previously submitted high school transcripts to an institution, you will need to start an application within the new Application Hub. Once you have started an application, return to the Application Hub and beside of the transcript task, select "View Activity" button.