1. **Handshake says my user ID doesn’t exist.**
   Make sure that you are logging on to the SSO option on gwu.joinhandshake.com/login with your netid@gwu.edu (not @gwmail.gwu.edu).

2. **Handshake says that I am pending access to GW’s site. Can you approve my account request?**
   All current GW students have Handshake accounts that were created for them, and the only way to get access is by logging into gwu.joinhandshake.com through GW Single Sign-On (SSO) using your netid@gwu.edu and the accompanying password. We cannot accept account requests from the general Handshake website nor can we merge accounts created thru that site with GW-created accounts. Thus, any non-GW account requests will be deleted.

3. **My account says that I’m a junior even though I’m a senior.**
   We are unable to change your school year in Handshake because we feed student information directly from Banner. This means that the setting is based on your official academic credit hours thru the Office of the Registrar. The system updates every Monday, so even if we made the change, it would be overridden every week. You are able to change your Graduation Date in your profile, though.

4. **I don’t match the qualifications for this job. Can I still apply?**
   You can apply for jobs even if you don’t match the qualifications. The qualifications are just a guideline. Make sure that your graduation year, GPA, and other relevant information is updated in your profile.

5. **Whom should I contact with questions?**
   For questions related to on-campus jobs and federal work study, you can email gwse@gwu.edu. For questions related to on-campus interviews, info sessions, and off-campus jobs and internships, you can contact oci@gwu.edu.